

Appendix B - Initial Assessment of the proposed changes to bus routes 428 and 492

Bus Route	Origin	Destination	Alternative	Frequency		Effect	RAGS	Impact	Potential Mitigation
				Before	After				
96 Existing	Woolwich	Bluewater	N/A	Every 7-8 mins	N/A	N/A		N/A	N/A
96 Proposed	No change	No change	N/A	No change	No change	1. Increased number of passengers will be using 96. 2. Increased pressure on the service, location and Interchange. 3. Increased journey time to customers 4. Around 1,400 customers per weekday currently using 428 and wishing to go to DTC, Darent Valley or Bluewater would need to interchange at Crayford.		1. Break in bus connectivity in the area for Londoners visiting or working in Dartford and Kent area which goes against the principle of good access to public transport.	1. Simplify interchange to reduce the additional journey for passengers. 2. Consider increasing the frequency of 96 to reduce the wait time for passengers.
428 Existing	Erith	Bluewater	N/A	Every 15 mins	N/A	N/A		N/A	N/A
428 Proposed	Erith	Crayford	Change for the 96 at Crayford	No change	Every 15 mins	1. Increased number of passengers will be using 96. 2. Increased pressure on the service, location and Interchange. 3. Increased journey time to customers 4. Around 1,400 customers per weekday currently using 428 and wishing to go to DTC, Darent Valley or Bluewater would need to interchange at Crayford for the 96. 5. Frequency reduction for around 1,200 customers per weekday will get a frequency reduction. 6. Customers wishing to go to Bluewater would have to alight at Crayford and walk about 110m to access buses towards Bluewater could result in multiple bus interchanges and additional wait time of 4 minutes or more to their journey time. 7. Customers heading west towards Erith interchanging at Crayford could alight routes 492 or 96 and board route 428 at the same bus stop. This could mean an average of additional 7.5 minutes or longer to their journey. 8. Customers wishing to go to The Brent / London Road will have to interchange at Dartford Town Centre to alight Non-TfL route 480 or 490 resulting in multiple bus journeys and potential fare implication for customers.		1. Break in bus connectivity in the area for Londoners visiting or working in Dartford and Kent area which goes against the principle of good access to public transport. 2. Not aligned with Policy 16 MTS to support improvements to public transport to enhance travel between London and the rest of the UK which require regional and national public transport schemes to be integrated into London's public transport system wherever practical. In addition, proposal 74 (p178) of the Mayor of London's strategy to work with stakeholders to seek transport investment on corridors in the wider south east in order to realise economic and housing growth potential. 3. As there is currently no consistent ticketing between TfL bus services and non-TfL bus routes, there will be cost implications for customers.	1. Simplify interchange to reduce the additional journey for passengers i.e., terminate 428 at the 96 outbound stop. 2. Consider increasing the frequency of 96 to reduce the wait time for passengers. 3. Add further stopping points to the 96 service between Dartford and Bluewater to counteract the impact of the loss of 428 service along Watling Street. Whilst this is also served by Fastrack service 423 and 433, customers would have to interchange to benefit from this service.
492 Existing	Sidcup	Bluewater	N/A	Every 30 mins	N/A	N/A		N/A	N/A
492 Proposed	Sidcup	Dartford Town Centre	Interchange for 96 and/or non-TfL bus route at DTC	Every 30 mins	Every 30 mins	1. Around 1000 customers per weekday would need to interchange, 800 to non-TfL route and 200 to route 96. 2. 120 customers would experience frequency reductions (30 using non-TfL routes and 90 using the 96). 3. Stone: Customers to / from west of DTC could interchange at Home Gardens, DTC to / from to other non-TfL bus routes. 4. Bluewater Shopping Centre: Customers to / from west of Dartford town centre could interchange at Home Gardens, DTC to / from route 96, customers to / from west of Crayford could interchange at Crayford to / from route 96. 5. Between Stone and Bluewater shopping centre: To use two separate bus routes, one TfL and one non-TfL route interchanging at the Brent (near Shenley Road), London Road (Greenhithe) or DTC. Impact on schools, Stone Baptist Church and Elmdene Doctor's surgery. 6. For customers west of DTC, would walk 75 metres eastbound and 25 metres westbound resulting in 4 minutes if waiting for the 96 and 15 minutes for the 492 and about 10 minutes for non-tfl route. 7. For 492 west of Crayford would interchange between 96 and 492 i.e., 4 minutes for route 96 and 15 minutes for route 492. 8. Customers between Stone and Bluewater will no longer have a direct bus as there is no non-TfL route equivalent. Options are: Interchange at The Brent near Shenley Road, walk about 100 metres to get non-TfL route and customers would experience additional average 15 minutes waiting time. Interchange at London Road (Greenhithe), walk for 70 metres to get the Non-TfL Routes and customers would experience additional 10 mins average waiting time. Interchange at DTC, Home Gardens between non-TfL routes or between a non-TfL route and 96, walk for about 350 metres using the ramped pedestrian bridge and experience average wait time of 10 mins.		1. Reduction in bus connectivity in the area for Londoners visiting or working in Dartford and Kent area which goes against the principle of good access to public transport. 2. Not aligned with Policy 16 MTS to support improvements to public transport to enhance travel between London and the rest of the UK which require regional and national public transport schemes to be integrated into London's public transport system wherever practical. In addition, proposal 74 (p178) of the Mayor of London's strategy to work with stakeholders to seek transport investment on corridors in the wider south east in order to realise economic and housing growth potential. 3. As there is currently no consistent ticketing between TfL bus services and non-TfL bus routes, there will be cost implications for customers. 4. Potential to impact on a key policy area for Dartford, KCC and TfL in terms of implications on the Air Quality Management Area as this may encourage car use and congestion. 5. Potentially significant impact on Non-TfL routes.	1. Engage with Arriva to identify how the gap created by the curtailment of 428 at DTC can be filled i.e., routeing existing service to cover London Road and Cross Road to Bluewater. This would also need to review the frequency of non-TfL routes. 2. Consider increasing the frequency of 96 to reduce the wait time for passengers.