

## Supporting Letters

Transport for London



Mr Joe Carter  
Head of Transport  
Slough Borough Council  
St Martins Place  
51 Bath Road  
Slough  
SL1 3UF

21 February 2012

Dear Mr Carter

### Slough Borough Council – DfT Better Area Bus Fund Bid

I am writing in support of your bid to the DfT Better Area Bus Fund to implement a number of measures to improve bus punctuality along the A355 Farnham Road and A4 London Road corridors. This will bring significant benefits to a number of bus services operating across the Slough / London border, which provide links between Slough and the Heathrow area.

Usage on route 81 (Slough – Heathrow North – Hounslow), which is provided by Transport for London has seen significant growth of around 20% over the past 5 years. Plans are already in place to increase the Sunday daytime frequency from every 20 minutes to every 15 minutes in April 2012 (where usage has increased by 74% on this day over the past five years), to be followed by the introduction of brand new double deck buses later in the summer.

The proposals to provide a bus lane on the eastbound approach to Blandford Road South, to update the control at three key junctions on the A4 London Road and to incorporate bus priority, and to widen the A4 between M4 Junction 5 and the Brands Hill junction to provide 2 lanes eastbound will be of particular benefit to passengers using route 81, by speeding up journey times and improving reliability.

Yours sincerely

Peter Bradley  
**Head of Consultation Delivery**  
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Transport for London

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**MAYOR OF LONDON**

**Heathrow Airport Limited**

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Joe Carter,  
Head of Transport,  
Slough Borough Council,  
St Martins Place,  
51 Bath Road,  
Slough,  
SL1 3UF.

Dear Joe,

**Re: Slough Borough Council - Better Area Bus Fund**

I am writing to support the above bid for the Department of Transport Better Area Bus Fund.

The proposed enhancements will continue to support Heathrow's Surface Access Strategy in its target to increase public transport mode share and reduce car borne journeys to and from the airport. In the last 10 years, bus use at Heathrow has increased significantly with over 15% of both passengers and airport workers using bus services.

The reduction in delays to buses serving Heathrow will also help deliver improvements to local air quality and to reduce emissions around the airport and will support the airports Air Quality Strategy.

As part of our continued commitment to improving bus services serving the airport Heathrow Airport Limited will work with both the local authorities and the operator to ensure these proposed enhancements are sustainable after the initial DfT funding period has ended.

I therefore welcome this bid and look forward to a positive outcome

Yours sincerely



Theo Panayi  
Sustainable Transport Manager  
Surface Access Team  
Technical Standards & Assurance

Tel: 0208 541 9375



Mr Joe Carter  
Head of Transport  
Slough Borough Council  
St Martins Place  
51 Bath Road  
Slough  
SL1 3UF

Surrey County Council  
Room 340  
County Hall  
Kingston upon Thames  
KT1 2DY

23 February 2012

Dear Joe

**Better Bus Area Fund Bid**

Surrey County Council is delighted to support Slough Borough Council's bid to the Department for Transport's Better Bus Area Fund to make improvements to bus priority on the Route 78. These improvements will benefit one of the "7-series" routes operated by First and provide links to Heathrow Airport.

First interchanges vehicles between the various 7-series routes. Improvements to punctuality on any one of these routes will help ensure that other 7-series routes operate reliably as vehicles are deployed on different routes. In Surrey, this means we will benefit on the Route 71, which connects Egham and Staines to Slough, and Heathrow.

We enjoy close working links through the Runnymede Quality Bus Partnership in which Surrey County Council and Slough Borough Council are key players along with First and Heathrow Airport Limited. We expect that this good working relationship will continue and be expanded if we are both successful in our Better Bus Area Fund bids.

Slough Borough Council's bid to the Better Bus Area Fund complements our own bid. Both seek to deliver quicker and more reliable journeys, creating conditions where bus market share to Heathrow Airport can grow further, for both work and leisure journeys. We look forward to a productive working relationship in the delivery of both these bids.

Yours sincerely

A handwritten signature in dark ink that reads "Iain Reeve".

Iain Reeve  
Assistant Director, Strategy, Transport and Planning

5<sup>th</sup> February 2012

Joe Carter  
Head of Transport  
Slough Borough Council  
St Martins Place  
51 Bath Road  
Slough  
SL1 3UF



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Dear Joe

### **Better Bus Area Fund Bid**

First is delighted to offer its support towards a Better Bus Area Bid for the Slough area.

Our bus network in Slough has become an important part of First's portfolio of operations. Investment in new vehicles and improved services has been possible through close partnership working, and some clever service adjustments have helped maximise the benefits for residents and workers.

Unfortunately traffic congestion in the area can be very unpredictable and delays due to motorway closures or road works is becoming more frequent. Additional vehicles and increased journey times have enabled services to cope on most days, but customers experience slower, more arduous journeys and fares have increased to cope with the higher operating costs.

One of the worst affected services is route 78 (Britwell – Heathrow T5). Timetabled journey times in the peaks have increased by almost 50 per cent in the last ten years, and recovery time at the end of the route has also gone up. The morning peak running time from Britwell to Langley (Trelawney Avenue) has increased from 33 minutes to 48 minutes, and in the other direction from 33 minutes to 43 minutes (not including the saving made by a more direct route in this direction that was introduced in 2010 to save time). However, punctuality still does not always meet the required standards. Additionally, customers need to consult the timetable due to the lack of memorable times, compared with the regular clock-face departures throughout the day previously advertised along the same route in 2002.

First has plans to add another vehicle to the schedule for route 78 in order to provide even more running time and recovery time between the peaks. However, this additional resource could be much better utilised by increasing frequencies at peak times. To do this we would need consistently quicker journeys (at least 5 minutes in each direction) through greater priority at traffic light junctions and along roads where congestion is most disruptive.



**ATOC**



First Eeeline Buses Limited  
Registered in England number 2173403  
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Introducing bus priority along the 78 route would also assist several other bus services that serve the same roads, including bus routes operated by Arriva and RATP Dev (on behalf of Transport for London).

Quicker journey times throughout the day would make buses more attractive and provide customers with a viable alternative to driving. Better fuel consumption would reduce our operating costs and additional passengers travelling with us would result in less pressure to increase fares.

An improved peak-time frequency would mean mileage operated on route 78 would increase by 46.8 miles per day (Monday to Friday). Other routes may also benefit from the ability to redeploy resource and increase mileage.

This is a great opportunity to reverse the process of increasing journey times due to the worsening traffic conditions regularly being encountered. Punctuality and frequency are two factors that new customers expect when considering bus travel, and by improving the performance of the bus network First can consider additional services and/or fare reductions to encourage further growth in patronage.

We look forward to working with Slough Borough Council to identify various improvements along the 78 route which will help cut bus journey times and reduce car dependency.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Matthew Wool', with a stylized flourish at the end.

Matthew Wool  
Revenue & Marketing Manager