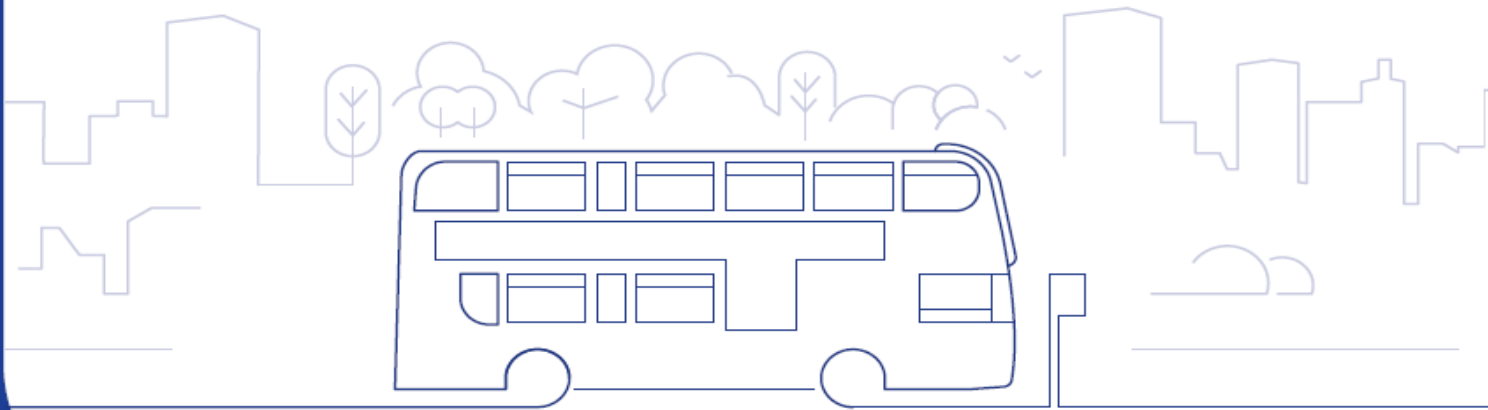


# Your night bus services. Your say.

Proposed changes to night bus services  
in the Ruislip and Sudbury areas.



Have  
your  
say

## Proposal for new night bus service route N118 and cease weekend night bus service route 114

Consultation Report  
October 2025

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# 1. Executive Summary

Between, Monday 19 May 2025 and Sunday 29 June 2025, we held a public consultation on our proposals to create a new night route N118 and permanently stop operating the currently suspended weekend-only route night service on bus route 114.

## **Creating a new night bus route N118:**

- Introduce new night bus route N118 to operate between Trafalgar Square and Ruislip station (via Wembley, Sudbury Hill and South Ruislip)
- A bus every 30 minutes on weeknights and a bus every 15 minutes on weekend nights
- Restructure existing night bus route N18. Route N18 now operates as two separate 'legs'. We propose to remove the Trafalgar Square to Sudbury & Harrow Road Station leg on all nights of the week.
- The proposed N118 night bus route is proposed to run on the same roads as route N18 between Trafalgar Square and Sudbury & Harrow Road Station.
- This means there would be a bus every 7-8 mins on this section

## **Stop running the weekend only night bus service on route 114**

- Permanently withdraw the currently suspended weekend-only route night service on bus route 114. It ran between Ruislip and Mill Hill Broadway via South Ruislip
- We proposed to stop operating the service because it had low numbers of passengers using it prior to the COVID-19 pandemic in 2020.
- This proposal was intended help ensure resources are available in areas where they are needed more
- The service was suspended in March 2020 when Night Tube services ceased at the start of the COVID-19 pandemic. The route has remained suspended since

The consultation sought to understand what respondents thought about the proposal and how they believed it may affect their bus journeys. We asked closed questions asking people to let us know whether the proposed changes would have a positive or negative impact on them.

We received 452 responses to the consultation, of which 123 were from a campaign not directly relating to the proposals suggesting that we use New Routemaster buses

on the route and within our consultation materials. Of the 329 non-campaign responses, 318 from members of the public and 11 were from stakeholders.

We asked people a closed question: 'How would the proposed creation of route N118 affect you?'. 354 respondents answered this question, with 90 per cent of respondents (318) telling us they thought it would have a positive impact. Five per cent (16) was recorded for both negative impact and neither positive or negative and one per cent (4) did not know.

For the N118 proposal, the majority of the feedback received from the open questions (436 respondents) did endorse the proposals. Of the comments received in response to the consultation, 53 per cent were positive, with another 32 per cent being neutral, we then saw nine per cent mixed and six per cent negative.

Whilst the proposal for the suspended weekend only night bus service on bus route 114 had 194 respondents providing feedback via the open text responses. Of the comments received, 21 per cent were positive, with both negative and neutral getting 33 per cent, we then saw 13 per cent for mixed.

Of these free text responses, 123 (27 per cent of the total responses) were from a campaign not directly relating to the proposals suggesting that we use New Routemaster buses on the route and within our consultation materials

The feedback from the open text questions showed a variety of themes emerging as reasons the respondents thought the proposals would benefit them: Concerning the proposed new night bus route N118 it was overwhelmingly positive; including that it would support new night-time connections to Ruislip Sudbury South Harrow and surrounding areas, it will help those need to travel to or from work during the night-time and it will provide a safer more affordable alternative to taxis or walking as well as enabling socialising/nightlife in (central) London.

Although less numerous than positive themes; negative themes emerging included concern expressed about 24hr noise and pollution and that night buses may attract disruptive behaviour in quiet residential areas. There was also a concern there isn't enough demand to justify the new route.

Concerning the route 114 suspended weekend only night bus part of the proposals; the feedback from the open text questions was more mixed with support expressed for the withdrawal generally and also if the N118 night bus route was introduced. A sizeable number of respondents told us they do not use the route 114 night service, the withdrawal will have no impact.

Negative themes emerging general concern about the withdrawal of the route 114 night service and concern that the route 114 night service provides a vital connection for non-Central London connections and about the loss of a link between South Harrow and Harrow.

The top five key issues as identified through the open text responses and our responses to those issues are detailed below.

Please note the full version of the Response to Issues Raised (RTIR) document can be found in Appendix A.

**Table 1: Summary of key issues from open text responses**

| Issue – top five most frequently raised issues  | Summary response – our comments  | Number of comments |
|---|--|--------------------|
| Oppose withdrawal of route 114 night service  | Noted. We answered more defined opposing questions. See the rest of the section.   | 31                 |
| Oppose new route N118   | Noted. We answered more defined opposing questions. See the rest of the section.   | 19                 |
| Concern about 24hr noise/pollution – N118   | <p>The proposals would help to ensure the local bus network provides an attractive alternative to private car use at night. It would help to minimise overall vehicle sound and impact of traffic on the road by encouraging travel using public transport.</p> <p>The proposals would help to reduce reliance on private car use, which in turn would help reduce levels of general traffic and associated sound.</p>                                 | 16                 |
| Concern the N114 provides a vital connection especially for non-Central London connections (e.g. Harrow to Edgware) | The route was suspended in March 2020 and it has not operated since.   | 12                 |
| Concern that there isn't enough demand to justify the new route (N118)  | The proposal aims to improve access to local housing and access to and from central London at night (where none exists now). Route N118 will improve journey times for passengers travelling to and within north-west London.  | 9                  |
| Concern that night buses may attract disruptive behaviour in quiet residential areas.                               | <p>Buses and bus stops in themselves do not create crime; where crime does occur near them, it is typically due to underlying local community issues that need to be addressed with the support of local police and any other agencies that have the means to address the root causes of the issue present in an area.</p> <p>TfL are always ready to participate in efforts to reduce local crime and have a track record of success in doing so.</p> | 4                  |

## **1.1 Next Steps**

Following careful consideration of the feedback received and a further review of the proposals, we have decided to proceed with the restructure of route N18, the introduction of route N118 and the permanent withdrawal of the currently suspended weekend-only night service on route 114.

It is expected the restructuring of route N18 and the introduction of the new night bus route N118 will happen in January 2026.

The launch date will be communicated nearer to the time and be supported with comprehensive customer information.

## 2. About the respondents

### 2.1 Number of respondents

There were 452 responses received. Of these 441 responses were received from the public. With 123 of these being assigned to a campaign. There were 11 responses received from stakeholders. As shown in Table 2 below, most respondents were individual members of the public.

**Table 2: Number of responses**

| Respondent type              | Total      | %           |
|------------------------------|------------|-------------|
| Individual/ Public responses | 441        | 99%         |
| Stakeholder responses        | 11         | 1%          |
| <b>Total</b>                 | <b>452</b> | <b>100%</b> |

| Type of responses                   | Total      | %           |
|-------------------------------------|------------|-------------|
| Bus vehicle type campaign responses | 123        | %           |
| Non-campaign responses              | 329        | %           |
| <b>Total</b>                        | <b>452</b> | <b>100%</b> |

### 2.2 How respondents heard about the consultation

Respondents were asked how they heard about the consultation in Question ten.

As shown in Table 3, out of 297 respondents to this question, the most common channels for respondents to hear about the consultation was via a leaflet (29 per cent) followed by through social media at 27 per cent.

Next was hearing about the consultation via email with 22 per cent. Then 14 per cent found out about the consultation from a bus stop poster.

**Table 3: How did you hear about the consultation**

| How did you hear about the consultation? Please select the main way you heard: | Count | %   |
|--|-------|-----|
| Bus Stop Poster  | 41    | 14% |
| Received a leaflet   | 85    | 29% |
| Email from TfL   | 65    | 22% |
| Social media   | 80    | 27% |
| Read about it in a newsletter  | 0     | 0%  |
| Read about it in the press   | 4     | 1%  |



| How did you hear about the consultation? Please select the main way you heard: | Count | %    |
|--|-------|------|
| Word of mouth  | 12    | 4%   |
| Other (please specify)   | 10    | 3%   |
| Total  | 297   | 100% |

## 2.3 Methods of responding

**Table 4: Methods of responding to the consultation**

| Methods of responding         | Total | %    |
|-------------------------------|-------|------|
| Website – online survey       | 354   | 78   |
| Website – quick response tool | 25    | 6    |
| Email                         | 69    | 15   |
| Hard copy postal              | 1     | <1   |
| Telephone line dictated       | 3     | 1    |
| Total                         | 452   | 100% |

NB – because 452 responses, some percentages needed rounding up or down.

As part of detailed analysis, the number of respondents that took part in the consultation in more than one way were noted. This includes respondents that used a single method, but more than once.

Table 5 below shows the number of multiple responses that were made, and the different methods used.

**Table 5: Number of multiple responses**

| Method of responding             | Count    |
|----------------------------------|----------|
| Survey and quick response        | 4        |
| Survey and email                 | 1        |
| Quick response and email         | 1        |
| Survey, quick response and email | 1        |
| <b>Total</b>                     | <b>7</b> |

## 2.4 Who responded

Demographic data relating to age, gender, ethnic group and disability of respondents can be found in Appendix F. Table 6 below shows responses to Question four in our survey. In total 251 respondents answered this question.

People were asked to select who they were responding to the consultation as. The highest number of respondents selected 'a local resident' (81 per cent). 'Not local, but interested in the proposals' was eight per cent, and 'visitor to the area' was five per cent.

**Table 6: Who are you responding as? (Q4)**

| Are you responding as (please tick all that apply): | Count | %    |
|---|-------|------|
| A local resident                                    | 203   | 81%  |
| A local business owner                              | 0     | 0%   |
| Employed locally                                    | 3     | 1%   |
| A commuter to the area                              | 6     | 2%   |
| A visitor to the area                               | 13    | 5%   |
| Not local, but interested in the proposals          | 21    | 8%   |
| Other (please specify)                              | 5     | 2%   |
| Total   | 251   | 100% |

## 2.5 Visits to our consultation website

Consultation materials were hosted on our online web page on Have Your Say (HYS) at the following address: <https://haveyoursay.tfl.gov.uk/routes-n118-114-proposals> and the short URL is: <https://tfl.gov.uk/n118-114-proposals>

We received 6246 visitors to the consultation website during the six week consultation period. They made 7085 between them in total in this period.

## 2.6 Postcodes analysis

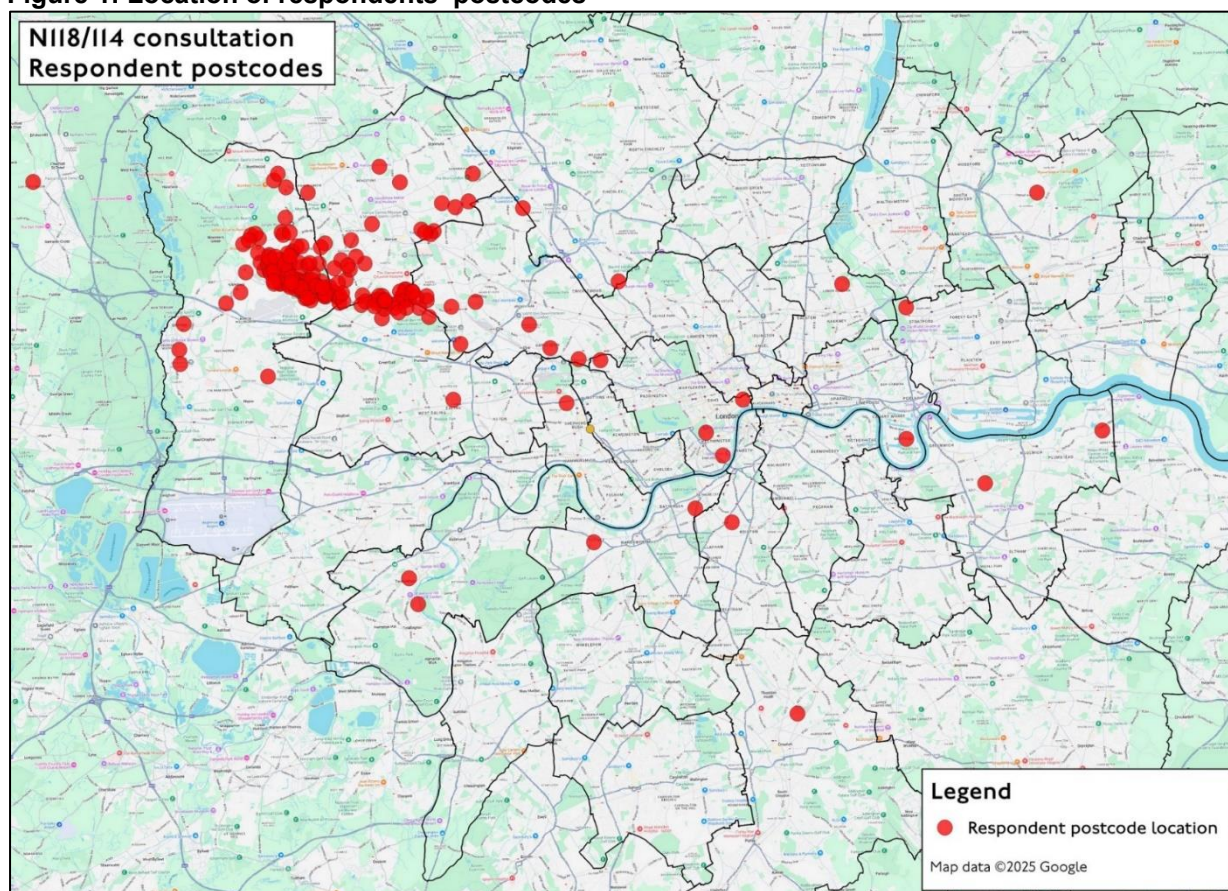
Respondents were able to provide postcode data during a registration process (required to take part in the survey) and as part of the survey.

Of the 452 total responses received, 222 respondents provided a postcode. Figure 1 shows the location of respondents who provided a postcode. Please note that the map focuses on where most respondents were located but excludes some who were located further outside of Greater London.

**Table 7: Top five respondents' postcodes provided**

| Postcode | Total | %  |
|----------|-------|----|
| HA4 0    | 44    | 10 |
| HA4 9    | 20    | 4  |
| HA4 8    | 20    | 4  |
| HA4 6    | 18    | 4  |
| UB6 0    | 14    | 3  |

**Figure 1: Location of respondents' postcodes**



### 3. Summary of all consultation responses

#### 3.1 Summary of responses to Question 1

We asked respondents to tell us how would the proposed creation of route N118 affect you?

Table 8 below shows of the 354 people that answered this question, 90 per cent (318) said they believed it would have a positive impact and five per cent (16) said it would have a negative impact. Equally, five per cent (16) said it would have neither a positive or negative impact and one per cent (4) said they didn't know.

**Table 8: How would the proposed creation of route N118 affect you?**

|  | Total Responses |             | Responses with campaigns removed |                      | Campaign responses only |                      |
|--|-----------------|-------------|----------------------------------|----------------------|-------------------------|----------------------|
|  | Count           | %           | Count                            | % of total responses | Count                   | % of total responses |
| I believe it would have a positive impact                      | 318             | 90%         | 200                              | 63%                  | 118                     | 37%                  |
| I believe it would have neither a positive nor negative impact | 16              | 5%          | 16                               | 100%                 | 0                       | 0%                   |
| I believe it would have a negative impact                      | 16              | 5%          | 16                               | 100%                 | 0                       | 0%                   |
| I do not know  | 4               | 1%          | 3                                | 75%                  | 1                       | 25%                  |
| <b>Total</b>   | <b>354</b>      | <b>100%</b> | <b>235</b>                       | <b>66%</b>           | <b>119</b>              | <b>34%</b>           |

## 3.2 Summary of Question 2

We asked respondents to tell us how close do you live to the proposed route alignment of route N118 between Sudbury and Harrow Road Station and Ruislip?

Table 9 below shows of the 234 people that answered this question, 50 per cent (116) said they lived less than 400 metres from the proposed route alignment, 27 per cent (64) said between 400 metres and one kilometre and 23 percent (54) said they lived more than one kilometre from the proposed route.

**Table 9 : How close do you live to the proposed route alignment of route N118 between Sudbury and Harrow Road Station and Ruislip? (Q2)**

|                             | Count | %    |
|-----------------------------|-------|------|
| 400 metres or less          | 116   | 50%  |
| 400 metres to one kilometre | 64    | 27%  |
| Over 1 kilometre            | 54    | 23%  |
| Total                       | 234   | 100% |

### 3.3 Summary of Question 3

We asked respondents to tell us what time of day would you use the N118 bus service? We asked them to tick the most likely time they thought they would travel.

They were able to select all options that applied to them. In total, there were 356 responses to this question.

Table ten below shows 47 per cent of respondents to this question (168) said they would use it between midnight and 02:00, with 29 per cent (105) saying between 02:00 and 04:00, then with 23 per cent (83) saying between 04:00 and 06:00.

**Table 10: what time of day would you use the N118 bus service?**

| What time of day would you use the N118 bus service? | Count | %   |
|--|-------|-----|
| 00:00 - 02:00  | 168   | 47% |
| 02:00 - 04:00  | 105   | 29% |
| 04:00 - 06:00  | 83    | 23% |
| <b>Total</b>   | 356   | 100 |

### 3.4 Summary of Question 5

In Question 5, we told respondents we wanted to know what they thought about the proposal to create bus route N118 between Trafalgar Square and Ruislip.

We asked respondents to provide their thoughts specifically about the proposals for the N118 bus route, for example any changes they may want for the scheme or any issues or impacts being caused. We also told respondents they could tell us their thoughts about the proposals for bus route 114 in question 6 and 7.

Table 11 shows the most frequent comments, based on the views of the 436 respondents (individuals and stakeholders) who answered the question. (Responses via the quick response tool and offline responses are also included here). Comments were coded to identify common themes. 123 comments were assigned to the campaign.

The full code frame is presented in Appendix A.

**Table 11: Top 10 codes for Q5 – about the N118 proposal in the scheme**

| Theme                                  | Code   | Count |
|--|--|-------|
| General                                | Support new route N118   | 243   |
| Connectivity                           | Support new night-time connections to Ruislip, Sudbury, South Harrow and surrounding areas   | 81    |
| Night-time economy                     | Support new route as it will help those need to travel to or from work during night-time     | 52    |
| Safety/ accessibility                  | Support new route as it will provide a safer more affordable alternative to taxis or walking | 42    |
| Night-time economy                     | Support new route as it enables socialising/nightlife in London                              | 29    |
| General                                | Oppose new route N118  | 19    |
| Noise pollution/ anti-social behaviour | Concern about 24hr noise/pollution   | 16    |
| Other comment                          | Suggestion for other new bus route   | 15    |
| Connectivity                           | Support new route as it will alleviate issues getting home after last trains/Tubes           | 14    |
| Route N118 other suggestions           | Suggest routing via Rayners Lane/Eastcote/South Harrow (instead of Alexandra Avenue).        | 14    |

NB – Does not show ‘Suggestion about vehicle type e.g. tram-style/double decker electric/new routemasters/zero-emission buses/vehicle accessibility’ code which received 123 responses, because this was outside the scope of the scheme.



### 3.5 Summary of Question 6

We asked respondents to let us know, how have your journeys changed since the weekend-only night service on route 114 was suspended in March 2020?

A total of 334 respondents answered this optional question. Table 12 below includes all responses.

Table 12 shows that 19 per cent of respondents (62) now use taxi or private hire to make their journey, with 14 per cent (47) saying they make fewer journeys, 30 per cent (99) saying their journeys have not changed and eight per cent (28) using alternative bus routes.

Three categories got five per cent each; 'other,' 'now walk or cycle 'and 'no longer need to make this journey' all got eight responses.

And both using a private vehicle and using rail/ tube got seven per cent (24) each.

**Table 12 : How have your journeys changed since the weekend-only night service on route 114 was suspended in March 2020? (Q6)**

| How have your journeys changed since the weekend-only night service on route 114 was suspended in March 2020? | Responses | %    |
|---|-----------|------|
| No change   | 99        | 30%  |
| No longer need to make this journey   | 17        | 5%   |
| I use alternative bus routes  | 28        | 8%   |
| I use taxi/private hire   | 62        | 19%  |
| I walk or cycle   | 15        | 5%   |
| I use a private vehicle   | 24        | 7%   |
| I use rail/Tube   | 24        | 7%   |
| I make fewer journeys   | 47        | 14%  |
| Other (please specify)  | 18        | 5%   |
| Total   | 334       | 100% |



## 3.6 Summary of Question 7

In Question 7, we told respondents we want to know what you think about the proposal to permanently withdraw the suspended weekends-only night bus service on route 114.

Respondents were asked to provide their thoughts specifically about the proposals, for example any changes they may want for the scheme or any issues or impacts being caused.

Respondents could use question 5 to tell us what they thought about the N118 proposals.

Table 13 below shows the most frequent comments, based on the views of the 192 respondents (individuals and stakeholders) who answered the question. The comments were coded to identify common themes. Seven comments were assigned to the campaign.

The full code frame is presented in Appendix A.

**Table 13: All codes for Q7 – about the suspended weekend only night bus service on the 114 route proposal in the scheme**

| Theme                   | Code   | Number |
|-------------------------|--|--------|
| Route 114 night service | Support withdrawal of 114 night service  | 31     |
| Route 114 night service | Support withdrawal of 114 night service if route N118 is introduced  | 43     |
| Route 114 night service | Oppose withdrawal of 114 night service   | 26     |
| Route 114 night service | Concern that the N114 provides a vital connection especially for non-Central London connections (e.g. Harrow to Edgware) | 11     |
| Route 114 night service | Concern about loss of link between South Harrow and Harrow   | 3      |
| Route 114 night service | Do not use 114 night service/withdrawal will have no impact  | 69     |
| Route 114 night service | Other route N114 comments/suggestions  | 9      |

NB – Does not show 'Out of scope comments' code which received seven responses

### **3.7 Summary of Question 9**

We asked respondents to tell us if they were responding as an official representative of an organisation. They were also asked them to provide the organisation name.

We had 11 stakeholders answer this question. Names of organisations are below.

- Bassam Mahfouz; London Assembly member for Ealing and Hillingdon
- City of Westminster (London Borough)
- Future Transport London
- Hillingdon Friends of the Earth Transport Subgroup
- London Borough of Ealing
- London Borough of Hillingdon
- London TravelWatch
- North Greenford Residents Association
- Queen's Park Community Council
- South Herts User Group
- St John Fisher Catholic Church, North Harrow

### 3.8 Summary of Question 11

We asked respondents to select the statement which best reflected their experience of accessing consultation information. 333 respondents answered this question.

Table 14 shows that 43 per cent of respondents believe the consultation met their expectations, while 20 per cent believe it exceeded their expectations.

8 per cent of respondents believe the consultation partially met their expectations, while 29 per cent feel it did not meet their expectations.

Of the 29 per cent (95) who felt it did not meet their expectations, some 92 respondents were assigned to the campaign.

**Table 14: Having just completed this consultation, which of the following statements best reflects your experience of accessing the consultation information and sharing your feedback with us? (Q11)**

|   | Total Responses |      | Responses with campaigns removed |                      | Campaign responses only |                      |
|---|-----------------|------|----------------------------------|----------------------|-------------------------|----------------------|
| Which of the following statements best reflects your experience of our consultation | Count           | %    | Count                            | % of total responses | Count                   | % of total responses |
| Exceeded my expectations  | 66              | 20%  | 66                               | 100%                 | 0                       | 0%                   |
| Met my expectations   | 144             | 43%  | 144                              | 100%                 | 0                       | 0%                   |
| Partially met my expectations   | 28              | 8%   | 18                               | 64%                  | 10                      | 36%                  |
| Did not meet my expectations  | 95              | 29%  | 3                                | 3%                   | 92                      | 97%                  |
| <b>Total</b>  | 333             | 100% | 231                              | 69%                  | 102                     | 31%                  |

### 3.9 Summary of Question 12

We asked respondents to comment on how the consultation could be improved if their expectations were not met.

Table 15 below presents all the comments from the responses based on the views of 65 respondents (including both individuals and stakeholders) who took part in the question.

71 comments in total were received and coded. Of these 47 comments were assigned to the campaign and were coded as outside the scope of the scheme.

See Appendix A for full code frame and see Table 15 below for details of the comments.

**Table 15 : Top codes for Q12 – about the consultation process**

| Theme                   | Code   | Number |
|-------------------------|--|--------|
| Quality of consultation | Concern about registration and/or passwords                                    | 4      |
| Quality of consultation | Concern that QR code on publicity materials did not work                       | 14     |
| Quality of consultation | Concern that consultation information not detailed enough                      | 2      |
| Quality of consultation | Concern that consultation hasn't been publicised enough                        | 1      |
| Quality of consultation | Concern that it was difficult to access/zoom in on maps                        | 1      |
| Quality of consultation | Concern that the survey boxes were too small/not enough space to type response | 1      |
| Quality of consultation | Support provision of consultation in different formats and languages           | 1      |
|                         | TOTAL  | 24     |

## **3.10 Stakeholder responses**

Here is the list of stakeholders who responded. A summary of the stakeholder replies is available in Appendix D. All stakeholder replies have been read and the comments made have been used to form our decision making process.

### **Stakeholder categories**

#### **Local authorities & statutory bodies**

*City of Westminster (London Borough)*

*London Borough of Ealing*

*London Borough of Hillingdon*

#### **Government departments, parliamentary bodies & politicians**

*Bassam Mahfouz: London Assembly Member for Ealing and Hillingdon*

#### **Transport and road user groups**

*London TravelWatch*

*South Herts User Group*

*Future Transport London*

#### **Local interest groups**

*Hillingdon Friends of the Earth Transport Subgroup*

*North Greenford Residents Association*

#### **Others**

*St John Fisher Catholic Church, North Harrow*

*Queen's Park Community Council*

## **3.11 Petitions and campaigns**

### **3.11.1 Petitions**

No petitions were submitted for this consultation.

### **3.11.2 Campaign organised by an anonymous person**

We identified an organised campaign through responses to the online survey on our Have Your Say portal. These called for the widespread use of 'new' Routemaster buses to operate across the TfL bus network, in preference to any other makes and model of buses.

We received 123 responses associated with this campaign. This was out of scope for this consultation because we did not consult on bus vehicle types, so these comments have been read and recorded but not responded to.

We classified this as an organised campaign due to the submission pattern and the similarity in their response. While each response was slightly different, they all called for the widespread introduction and use of 'new' Routemaster buses.

## **4. About the consultation**

### **4.1 Purpose**

The objectives of the consultation were to:

- Give stakeholders and the public easily understandable information about the proposals and allow them to respond
- Understand the level of support or opposition for the change/s in the proposals
- Understand any issues that might affect the proposal of which we were not previously aware
- Understand concerns and objections
- Allow respondents to make suggestions

### **4.2 Consultation history**

In early 2024 we consulted on a proposal to start a new night bus route service N518. This proposal was for a new night bus route to run between Trafalgar Square and Ruislip.

In July 2024, we published the consultation report for this consultation on new night bus route N518.

In the report, we wrote that we had decided not to proceed with our original proposals based on feedback received and we committed to reviewing our options for that reason.

We also committed to consulting once a new set of proposals had been developed and this proposal and consultation is the outcome of that development.

The differences between the two proposals are that:

- In this proposal, the proposed new night route would serve Harrow Road and Greenford Road instead of Bridgewater Road and Whitton Avenue East in the previous proposal
- In this proposal, the proposed new night route would serve Eastcote Lane and Victoria Road instead of Rayners Lane, Eastern Avenue and Elm Avenue in the previous proposal
- In this proposal, the route number is now N118 rather than N518

### **4.3 Who we consulted**

We held this consultation to listen to what the public and other stakeholders thought about the proposals to create the new night bus route N118 and to permanently stop operating suspended weekend only night bus service on the 114 bus route within the scope of consultation. We aimed to ensure that residents, communities, venues and businesses in the areas served by and surrounding the route were aware of the consultation.

We also consulted with stakeholder groups, the London Boroughs of Ealing, Brent, Harrow and Hillingdon, Westminster City Council and local elected representatives.

Full stakeholder list can be found in Appendix F: List of stakeholders consulted with.

### **4.4 Dates and duration**

The consultation ran for six weeks from Monday 19 May until 23:59 on Sunday June 29, 2025.

### **4.5 What we asked**

We asked two open questions, both with a free text box to enable respondents to share their views about the proposals and make suggestions. One question (Q5) was to capture feedback about the proposal for new night bus route N118 and the other question (Q7) was to capture feedback about the proposal to permanently stop operating suspended weekend only night bus service on the 114 bus route

We asked further closed questions to help us understand more about who participated in the consultation, how they heard about it and some quality control questions related to the consultation process and the materials we provided, with comment about the quality of the consultation possible via one further free text box.

The consultation questions can be found in full in Appendix B: Consultation questions.

### **4.6 Methods of responding**

We made several channels available through which people could respond to the consultation.



It was possible for respondents to complete a consultation questionnaire by visiting our website on Have Your Say (HYS) <https://haveyoursay.tfl.gov.uk/routes-n118-114-proposals> or by using the short URL: [tfl.gov.uk/n118-114-proposals](https://tfl.gov.uk/n118-114-proposals)

Comments could also be submitted by email to [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) or in writing to FREEPOST TFL Have your say.

Respondents could complete an Easy Read Version of the consultation survey. This survey was also available to download from our webpage as a fillable PDF for completion and return by email or our Freepost service.

We provided a telephone call back service (Tel: 020 3054 6037) for respondents to contact us with any questions and as a further method of response.

The 'Questions' tool on our consultation website was available during the consultation to enable people to submit queries and obtain information to help them respond. It was possible to download and complete a paper survey from the webpages.

Printed paper versions of all the materials were sent by post on request and it was possible for respondents to complete a consultation questionnaire by visiting our website survey at <https://haveyoursay.tfl.gov.uk/routes-n118-114-proposals>

## **4.7 Consultation materials and publicity**

We raised awareness of the consultation using a variety of channels. This included 88,801 emails, including 817 emails to local stakeholders, a letter drop to 20,718 addresses in the local area, 301 bus stop posters and 18 '3D Toblerone' style adverts at selected bus stops along the proposed N118 route.

All posters and leaflets included QR codes for easy access to the web page.

We emailed customers and stakeholders to make them aware of the consultation and how to take part. We also asked these contacts to help and support us in the promotion of the consultation to their customers and communities.

The online web page hosted a series of documents and maps designed to provide respondents with information about the proposals. This included a consultation survey in standard and Easy Read formats. We publicised the consultation on the main [tfl.gov.uk](https://tfl.gov.uk) website and provided digital assets to help promote the consultation online.

The following sections provide more detail about the methods used. Copies of our consultation materials and publicity, including our bus stop poster, Easy Read documents and emails to customers and stakeholders, media activity and online publicity can be found in Appendix C: Consultation materials.

## **Consultation web page**

Consultation materials were hosted on the online web page at the following address <https://haveyoursay.tfl.gov.uk/routes-n118-114-proposals> or by using the short URL: [tfl.gov.uk/n118-114-proposals](https://tfl.gov.uk/n118-114-proposals)

The pages contained a link to the online survey, frequently asked questions and supporting documents, and information to assist respondents.

All content could be downloaded and/or printed via the web page's 'Documents' section.

## **Accessibility**

Visitors to the web page were able to customise their online experience to suit their individual needs. The following accessibility tools were available, larger font sizes, and translation text into around 100 languages.

To enhance how we engage and consult with London's deaf community we include two British Sign Language (BSL) videos with each consultation. One includes the consultation information and the other the consultation survey questions.

## **Emails to customers and stakeholders**

We sent 87,984 copies of this CRM email to users of bus routes N18 and 114 as well as those that use other routes 16, 28, 79, 83, 92, 182, 204, 220, 228, 245, 297, 398, 440, 483, 487, SL9, H12, H13 and H17 and were registered to receive updates from us.

It also went to people who live/work in the following postcodes:

- W9 2, W9 3, W2, W10, W1
- WC2 H, WC2 N
- SW1 A2, SW1 Y4, SW1 Y5, SW1 Y6
- HA0, HA1, HA4, HA5
- UB5, UB6
- NW0, NW8, NW 10

It also went to local Freedom Pass holders, Disabled Freedom Pass holders in this area, local over-18 zip student card holders, 60+ Oyster Card holders and also any people who have asked to be kept up to date with relevant news about buses.

We also sent 817 emails to targeted stakeholder groups and community contacts in the local area as well as in the wider local area to let them know about the consultation. A copy of this email is in Appendix E: Consultation materials.

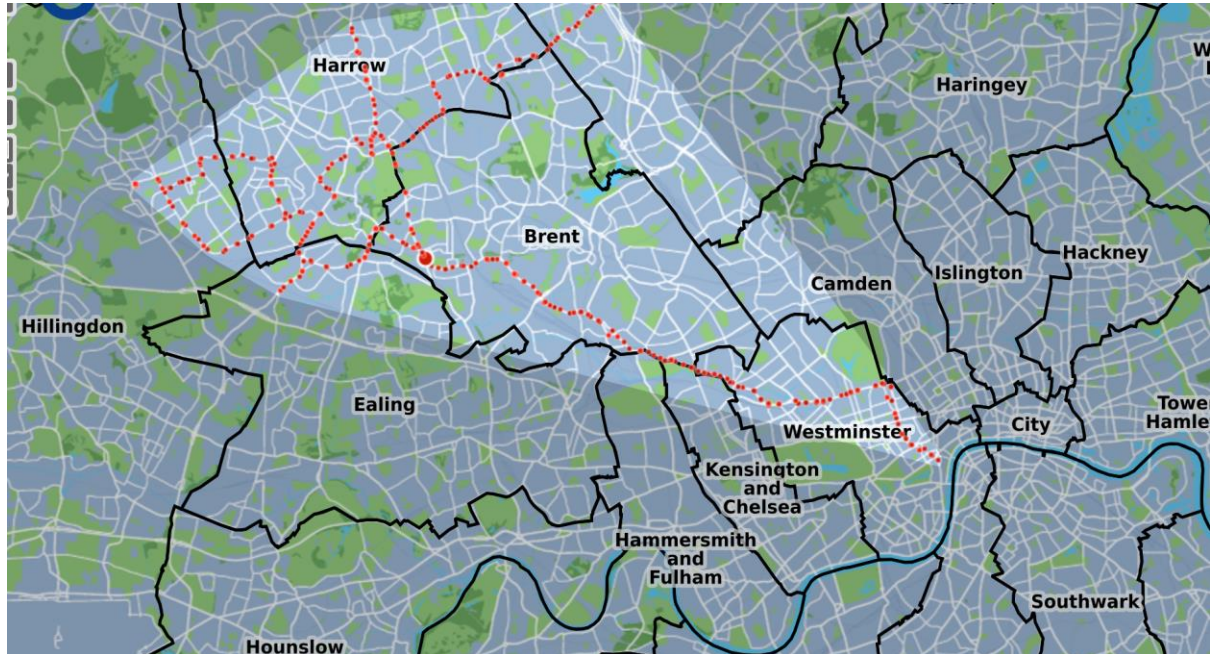
## **On-street advertising**

During the consultation period we placed 301 bus stop posters in selected stops on routes N18 and 114 where space was available, as well as on selected other local bus stops in the wider area that were not served by any of the two routes listed but were

close enough to be useful. Sometimes space at bus stops is not available because it is required for operational messages.

See below in Figure two for full extent of where the bus stop posters were installed.

**Figure 2: Extent of distribution of bus stop posters**



We also placed 18 3D 'Toblerone' style adverts at bus stops across at key locations across the area where the changes are proposed. We selected these locations to be visible to people while they were waiting for or getting off buses. in locations such as Ruislip, Northolt Park, Sudbury and Harrow Road Station, Wembley and Trafalgar Square.

Both the posters and the Toblerones had QR codes people could scan with smartphones, as well as the web address

Please see Appendix C: Consultation Materials for examples of both items.

### **Letters by post**

In addition to bus stop posters in place, 20,718 letters were delivered to all business and residential addresses in the areas shown in the maps. These were A4 sized with colour map. Please see Appendix E: Consultation Materials for a copy. The distribution areas are shown in Figure two inclusive below.

We included created a bespoke mail drop area, taking account of local features. See Figure three below for details.

**Figure 3: Mail drop area extent; (20,718 letters)**



## 4.8 Equalities Assessment

An initial Equalities Impact Assessment (EqIA) was undertaken for the proposals, and this document was available on the consultation page. The document identified and examined in more detail what positive and negative impacts the proposals may have on individuals with protected characteristics, together with our equality objectives and how we proposed to mitigate any negative impacts.

We were keen to hear from people with protected characteristics as defined by the Equality Act 2010 and who were more likely to be impacted by the proposed changes, in particular older people, disabled people, pregnant women, and those travelling with small children. We were also keen to hear from a range of community members more likely to use London buses, such as women, older people, those on low incomes, and some Black, Asian and minority ethnic people.

We provided access to the consultation in a combination of paper based (leaflets), online (emails and web pages) and non-digital (telephone service) methods to help remove barriers to taking part. To encourage participation in the consultation from protected groups, Easy Read versions of the consultation document and questions were produced and made available for participants and we targeted bus users and residents in the area where the changes were proposed.

The EqIA document remains under review and will be updated to reflect any relevant new information received as part of the consultation process. Please see Appendix C: Consultation Materials

## **4.9 Analysis of consultation responses**

The TfL Consultation team analysed the consultation responses ‘in house.’ A code frame was developed to categorise comments received in response to each open question to identify the most common issues raised.

The code frame and the approach to analysis were peer reviewed within the team before detailed analysis of every comment received could commence.

Where comments were sent to us by email, and not within the structure of our survey, these were read in full and coded in the same way as comments made in response to our open questions.

Once detailed analysis was complete, a list of the issues being raised was generated, and these issues were considered and responded to. Our response to the main issues raised can be found in Appendix A: Response to issues raised.

It should be noted that all questions were optional, and consultees could choose whether to skip or answer questions. Therefore, the total of number of respondents differs for each question. It should also be noted that some respondents to the consultation are not included the closed question analysis. This was because email, telephone, letter and paper copy responses were manually entered into the online survey, meaning bus usage, bus journey impact and demographic related data was not captured.



# Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised

## Code Frame

Question five about the N118

| Open question 5 about the proposal for bus route N118   | All survey and quick responses | General responses (non-campaign) | Campaign responses only |
|---|--------------------------------|----------------------------------|-------------------------|
| <b>General</b>  |                                |                                  |                         |
| Support new route N118  | 243                            | 241                              | 2                       |
| Oppose new route N118   | 19                             | 19                               | 0                       |
| Concern that the N18 already covers similar areas   | 3                              | 3                                | 0                       |
| <b>Connectivity</b>   |                                |                                  |                         |
| Support new nighttime connections to Ruislip Sudbury South Harrow and surrounding areas                     | 81                             | 80                               | 1                       |
| Support new route as it will alleviate issues getting home after last trains/Tubes                          | 14                             | 14                               | 0                       |
| <b>Night time economy</b>   |                                |                                  |                         |
| Support new route as it will help those need to travel to or from work during the nighttime                 | 52                             | 52                               | 0                       |
| Support new route as it enables socialising/nightlife in London   | 29                             | 29                               | 0                       |
| Support new route as it will boost the local night time economy by improving access to and from the suburbs | 7                              | 7                                | 0                       |
| <b>Safety/accessibility</b>   |                                |                                  |                         |
| Support new route as it will make travel safer for women and other vulnerable groups                        | 9                              | 9                                | 0                       |

|  |    |    |   |
|--|----|----|---|
| Support new route as it will provide a safer more affordable alternative to taxis or walking     | 42 | 42 | 0 |
| Other safety/accessibility comments  | 1  | 1  | 0 |
| <b>Noise/pollution/anti-social behaviour</b>   |    |    |   |
| Concern about 24hr noise/pollution   | 16 | 16 | 0 |
| Concern about driver behaviour at bus stands/stations during the night                           | 2  | 2  | 0 |
| Concern that night buses may attract disruptive behaviour in quiet residential areas.            | 4  | 4  | 0 |
| Concern that night buses may attract disruptive behaviour in quiet residential areas             | 4  | 4  | 0 |
| Suggest using electric buses on route N118 to reduce noise/pollution                             | 3  | 3  | 0 |
| Other noise/pollution/anti-social behaviour comments   | 4  | 4  | 0 |
| <b>Frequency</b>   |    |    |   |
| Concern that isn't enough demand to justify the new route  | 9  | 9  | 0 |
| Suggest making route a 24-hour service or more frequent buses especially on weekends             | 1  | 1  | 0 |
| Suggest increasing frequency of route N18  | 1  | 1  | 0 |
| Other frequency comments   | 1  | 1  | 0 |
| <b>Route N118 other suggestions</b>  |    |    |   |
| Suggest routing via Rayners Lane/Eastcote/South Harrow (instead of Alexandra Avenue).            | 14 | 13 | 1 |
| Suggest extending route to Uxbridge to connect better with other night services (e.g. N140/N207) | 2  | 2  | 0 |
| Suggest introducing a daytime version of the N118 or revive the N518 route                       | 6  | 6  | 0 |

|   |     |    |     |
|---|-----|----|-----|
| Suggest changing the route number to something other than N118 (e.g. may confuse people as too similar to N18)                  | 6   | 6  | 0   |
| Suggest rerouting via the proposed N518 route between Rayners Lane and Ruislip Manor  | 8   | 8  | 0   |
| Suggest rerouting to serve Wembley Park Tube station  | 1   | 1  | 0   |
| Other route N118 comments/suggestions   | 9   | 9  | 0   |
| <b>Other comment</b>  |     |    |     |
| Suggestion for other new bus route  | 15  | 15 | 0   |
| Suggest reintroducing night service on route 183  | 6   | 6  | 0   |
| Unclear comment   | 1   | 1  | 0   |
| No comment provided on proposals  | 4   | 4  | 0   |
| Misunderstood proposals   | 3   | 3  | 0   |
| Other comment not in codeframe  | 8   | 8  | 0   |
| <b>Out of scope</b>   |     |    |     |
| Suggestion about vehicle type e.g. tram-style/double decker electric/new Routemasters/zero-emission buses/vehicle accessibility | 123 | 0  | 123 |
| Suggest improved night Tube services instead of a night bus   | 6   | 6  | 0   |
| Other out of scope comment  | 9   | 9  | 0   |



Question seven about the N114

| Open question 7 about the proposal for the weekend only night bus service on route 114                                  | All survey and quick responses | General responses (non campaign) | Campaign responses only |
|---|--------------------------------|----------------------------------|-------------------------|
| <b>Route 114 night service</b>  |                                |                                  |                         |
| Support withdrawal of 114 night service   | 31                             | 31                               | 0                       |
| Support withdrawal of 114 night service if route N118 is introduced   | 43                             | 43                               | 0                       |
| Oppose withdrawal of 114 night service  | 31                             | 26                               | 5                       |
| Concern that the 114 provides a vital connection especially for non-Central London connections (e.g. Harrow to Edgware) | 12                             | 11                               | 1                       |
| Concern about loss of link between South Harrow and Harrow  | 3                              | 3                                | 0                       |
| Do not use 114 night service/withdrawal will have no impact   | 70                             | 69                               | 1                       |
| Other route 114 comments/suggestions  | 9                              | 9                                | 0                       |

Question 12 about the quality of the consultation

| Open question 12 about the quality of the consultation                            | All survey and quick responses | General responses | Campaign responses only |
|---|--------------------------------|-------------------|-------------------------|
| Theme   |                                |                   |                         |
| Consultation  |                                |                   |                         |
| Support provision of consultation in different formats and languages              | 1                              | 1                 | 0                       |
| Suggestion to use the New Routemaster buses in marketing/advertisements/proposals | 47                             | 0                 | 47                      |
| Concern that QR code on publicity materials did not work                          | 14                             | 14                | 0                       |
| Concern about having to register to take part in consultation                     | 4                              | 4                 | 0                       |
| Concern that consultation information not detailed enough                         | 2                              | 2                 | 0                       |
| Concern that consultation hasn't been publicised enough                           | 1                              | 1                 | 0                       |
| Concern that it was difficult to access/zoom in on maps                           | 1                              | 1                 | 0                       |
| Concern that the survey boxes were too small/not enough space to type response    | 1                              | 1                 | 0                       |

## Our Response to Issues Raised

*Below are our responses to the most common issues raised by respondents to the consultation.*

| Route N118 open question   |  |
|--|--|
| Issues raised  |  |
| General  | Response   |
| Oppose new route N118  | We answered more defined opposing questions. See the rest of the section.  |
| Concern that the N18 already covers similar areas  | The N18 covers similar areas but route N118 provides new areas including Ruislip, South Ruislip, Sudbury Hill and South Harrow with connections to Wembley, Harlesden, Harrow Road and central London at night   |
| Noise/pollution/anti-social behaviour  |  |
| Concern about 24-hour noise/pollution  | <p>The proposals would help to ensure that the local bus network provides an attractive alternative to private car use at night. It would help to minimise overall vehicle sound and the impact of traffic on the road by encouraging travel using public transport.</p> <p>The proposals would help to reduce reliance on private car use, which in turn would help to reduce levels of general traffic and associated sound.</p>                         |
| <p>Concern about driver behaviour at bus stands/stations during the night</p> <p>Concern that night buses may attract disruptive behaviour in quiet residential areas.</p> <p>Other noise/pollution/anti-social behaviour comments</p> | <p>Buses and bus stops in themselves do not create crime; where crime does occur near them, it is typically due to underlying local community issues that need to be addressed with the support of the local police and any other agencies that have the means to address the root causes of the issue present in an area.</p> <p>TfL are always ready to participate in efforts to reduce local crime and have a track record of success in doing so.</p> |

|   | Traffic levels are usually lower at night and because of that and the fact that the route will operate during night hours, we do not expect an increase in congestion and we expect a reduced risk of collisions.   |
|---|---|
| Suggest using electric buses on route N118 to reduce noise/pollution  | <p>Although we cannot commit to a specific vehicle type being used on buses in London, our fleet of around 9000 buses operating across London now meet or exceed Euro VI emission standards, the same emissions standard as the Ultra Low Emission Zone. Euro VI is the latest emission standard for vehicles, reducing emissions of nitrogen oxide by up to 90 per cent.</p> <p>The fleet is made up of low- and zero-emission (at the tailpipe) buses, including electric, hydrogen, diesel and hybrid buses, all of which all meet Euro VI emission standards.</p> <p>More than 2,000 zero-emission buses operate across the capital, around 22 per cent of our entire fleet. This means 2 in 9 buses in London is using zero-emission technology.</p> |
| Frequency   | Response  |
| Concern that there isn't enough demand to justify the new route   | The proposal aims to improve access to local housing and access to and from central London at night (where none exists now). Route N118 will improve journey times for passengers travelling to and within north-west London.   |
| <p>Suggest making route a 24-hour service or more frequent buses especially on weekends</p> <p>Suggest introducing a daytime version of the N118 or revive the N518 route</p> | The existing bus network during the day in north west London provides sufficient capacity to meet demand. Route N118 will provide a bus every 30 minutes on weeknights and every 15 minutes on weekend nights in the areas that it serves which should be sufficient to meet expected demand  |
| Other frequency comments  | The N118 would operate every 30 minutes on weeknights and every 15 minutes on weekend nights  |
| Suggest increasing frequency of route N18   | Routes N18 and N118 together would provide a bus every 7-8 minutes between Sudbury & Harrow   |

|  | Road Station and Trafalgar Square which is sufficient to meet demand.  |
|--|--|
| Route N118 other suggestions   | Response   |
| Suggest routing via Rayners Lane/Eastcote/South Harrow (instead of Alexandra Avenue).                          | The proposals consulted on in this consultation were devised based on feedback received from the consultation that took place in 2024 on a proposal to introduce route N518 on a different route alignment between Trafalgar Square and Ruislip. Feedback at that time showed opposition to proposals to serve the roads between Ruislip Manor and Rayners Lane, hence the present proposal.   |
| Suggest rerouting via the proposed N518 route between Rayners Lane and Ruislip Manor                           | The proposed route alignment does not serve South Harrow Underground Station as doing so would produce a less direct route alignment to Ruislip alongside the fact the station is already served by the night bus network (route N140).  |
| Suggest extending route to Uxbridge to connect better with other night services (e.g. N140/N207)               | <p>When planning a route, securing a bus stand at the proposed terminus is fundamental. As such, stand space is available at Ruislip at night. In addition, extending the route further to Uxbridge would reduce the route's reliability. Uxbridge is also already served by the night bus network.</p> <p>Routes N18 and N118 have been designed to provide even gaps between buses operating between Trafalgar Square and Sudbury &amp; Harrow Road Station. This will provide frequent and reliable intervals between services. Extending the route further to Uxbridge would extend the run time on the N118 and make it difficult to provide the reliable and frequent service that is required between Trafalgar Square and Sudbury &amp; Harrow Road Station. There are no plans to extend the route at the moment, but we do keep the bus network under continuous review.</p> |
| Suggest changing the route number to something other than N118 (e.g. may confuse people as too similar to N18) | Routes N18 and N118 share a common route alignment between Trafalgar Square and Sudbury & Harrow Road Station, hence the similar numbering   |

|   |   |
|---|---|
| Suggest rerouting the N118 or 114 to serve Wembley Park Tube station and other areas  | <p>The N18 and N118 need to serve the same route alignment as one another between Trafalgar Square and Sudbury &amp; Harrow Road Station due to current demand constraints on existing route N18 on this corridor.</p> <p>The provision of the two routes, at their proposed frequencies, will help alleviate this issue. As such, other route alignments on this section cannot be considered in this proposal</p> |
| <b>Route 114 night service</b>  | <b>Response</b>   |
| Concern that the 114 provides a vital connection especially for non-Central London connections (e.g. Harrow to Edgware)         | The route was suspended in March 2020 and it has not operated since.  |
| Concern about loss of link between South Harrow and Harrow  | Route N140 provides a connection between South Harrow and Harrow  |
| Oppose withdrawal of route 114 night service  | Noted   |
| <b>Other comment</b>  | <b>Response</b>   |
| Request for other new bus route   | As required by legislation, TfL would consult on any proposals to introduce a new bus route, withdraw a bus route or change the existing alignment of a route.  |
| Suggest reintroducing night service on route 183  | The night service on route 183 remains suspended but a consultation would be carried out if it were to be permanently withdrawn. TfL continues to monitor and review the night bus service across the network.  |
| <b>Out of scope</b>   | <b>Response</b>   |
| Suggestion about vehicle type e.g. tram-style/double decker electric/new Routemasters/zero-emission buses/vehicle accessibility | Although we cannot commit to a specific vehicle type being used on buses in London, our Bus action plan commits to an inclusive customer experience which makes travelling by bus easy, comfortable and accessible to all.  |

Then the issues raised related to the quality of the consultation process, materials, and administration

| Consultation open question   |  |
|--|--|
| Issues raised  |  |
| Quality of consultation  | Response   |
| <p>Concern that QR code on publicity materials did not work</p>                            | <p>We are sorry that the QR code on the hand delivered letters did not work. An old QR code was used in error and was not noticed until the letters had gone. We apologise for any inconvenience this caused.</p> <p>The letter did have the web address, the telephone number and the freepost address for people to use to contact us if they needed to.</p>   |
| <p>Suggestion to use the New Routemaster buses in marketing/ advertisements/ proposals</p> | <p>Although we cannot commit to a specific vehicle type being used on buses in London, our Bus action plan commits to an inclusive customer experience which makes travelling by bus easy, comfortable and accessible to all.</p>  |
| <p>Concern about having to register to take part in consultation</p>                       | <p>We ask participants to register when they respond online to our consultations for the first time. This is to enable us to notify people of the outcome of the project of interest, or to provide an update; also, to allow us to notify people about other projects that may be of interest to them.</p> <p>Registration also helps us to ensure people adhere to our community guidelines, designed to underpin a safe, constructive environment for everyone using 'Have your say.'</p> <p>While registration is required when someone is using the consultation portal to respond through the online questionnaire for the first time, it was also possible for responses to be submitted by email and post. A Freepost address was provided, and no postage charges applied. In addition, a telephone line was made available for people to talk to us in person.</p> |

|  |  |
|--|--|
|  | <p>People have to register to leave a response and the settings on the site mean they can only leave one on-line response.</p> <p>It also helps ensure people adhere to our community guidelines, underpinning a safe, constructive environment for everyone using Have your Say.</p>  |
| Concern that consultation hasn't been publicised enough                        | <p>We tried to raise awareness of the consultation in different ways.</p> <p>Awareness of the consultation was raised through a variety of channels. This included 88,801 emails, including 817 emails to local stakeholders, to make them aware of the consultation and how to take part. We also asked these contacts to help and support us in the promotion of the consultation to their customers and communities.</p> <p>We also arranged for hand delivery of a letter to 20,718 local addresses, 301 bus stop posters and 18 '3D Toblerone' style adverts at selected bus stops along the proposed N118 route.</p> <p>All posters and 3d adverts included QR codes for easy access to the web page. Please see Appendix E: Consultation Materials for details.</p> |
| Concern that it was difficult to access/zoom in on maps                        | <p>Our consultation maps, materials, and web page were designed to make clear the proposals being presented to respondents. We are sorry of this was not the case for some respondents.</p> <p>In such instances, where respondents considered they did not have enough information about the proposals then we would have been happy to assist further via our online 'Questions' tool, or by email or telephone to help them get what they needed</p>  |
| Concern that the survey boxes were too small/not enough space to type response | <p>We offer a variety of ways to respond to our consultations. If using the online survey then the text boxes for the open text answers will expand</p>  |



|   |   |
|---|---|
|   | <p>to match the amount of text written.</p> <p>If using a hard copy paper form to respond then once the text box is full, if you have more to write just mark another sheet as the continuation.</p> <p>A telephone number, email address and freepost address was available for people to contact us if they were having difficulties or errors when trying to take part in the consultation in the way that suited them the best.</p> |
| Concern that consultation information not detailed enough | <p>In presenting the information related to what was proposed it was our aim to equip respondents with what they needed in order for them to make an informed response.</p> <p>Where respondents considered they did not have enough information about the proposals then assistance was available via our online 'Questions' tool, or by email or telephone.</p>   |

## Appendix B: Consultation questions

**Your N118/114 night bus services.  
Your say.**



### **Tell us your views**

#### **New proposed night bus service N118 and withdrawal of 114 (suspended weekend-only night bus service)**

We are holding a six-week public consultation to hear what you think about these proposals. We want to know if you agree with them, if there is anything you do not agree with, and to understand the reasons why you feel this way.

You can reply by completing our survey, which should only take a few minutes to complete.

Please post your completed survey to FREEPOST TFL HAVE YOUR SAY (Ruislip night bus) no stamp needed.

The closing date for comments is **Sunday 29 June 2025**.

If you prefer, you can also:

- Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)
- Telephone: 020 3054 6037 to leave your name and contact number and we will call you back. Please quote 'Ruislip night bus' when leaving your message
- Complete our online survey at: [tfl.gov.uk/n118-114-proposals](https://tfl.gov.uk/n118-114-proposals)

### **What happens next**

These proposals are subject to the outcome of our consultation. Once consultation ends on 29 June 2025, we will spend time considering all the responses we receive and will prepare a consultation report.

The consultation report will help us reach a decision about how what may happen to bus routes N118 and 114.

A copy of the report will be available to everyone that takes part in the consultation and a copy will be published on our website.



**EVERY JOURNEY MATTERS**

**Your N118/114 night bus services.  
Your say.**



**Survey questions**

1. How would the proposed creation of route N118 affect you? (Tick one box only)

- ☐ I believe it would have a positive impact
- ☐ I believe it would have neither a positive nor negative impact
- ☐ I believe it would have a negative impact
- ☐ I do not know

2. How close do you live to the proposed route alignment of route N118 between Sudbury and Harrow Road Station and Ruislip? Please see maps for details. (Tick one box only)

- ☐ 400 metres or less
- ☐ 400 metres to 1km
- ☐ Over 1km

3. What time of day would you use the N118 bus service? Please tick the most likely time you would travel. (Tick all options that apply to you)

| Route | 00:00 - 02:00 | 02:00 - 04:00 | 04:00 - 06:00 |
|-------|---------------|---------------|---------------|
| N118  |               |               |               |

4. Are you responding as (Tick one option)

- ☐ A local resident
- ☐ A local business owner
- ☐ Someone employed locally
- ☐ A commuter to the area
- ☐ A visitor to the area
- ☐ Not local, but interested in the proposals
- ☐ Other (please specify)

**Your N118/114 night bus services.  
Your say.**



5. We want to know what you think about the proposal to create bus route N118 between Trafalgar Square and Ruislip. You can tell us what you think about the proposals for bus route 114 in question 6 and 7.

Do you support the proposal? Why do you or why not? Please use the text the box below to tell us only about the proposals for bus route N118.

6. Thinking about the 114 night bus service now. How have your journeys changed since the weekend-only night service on route 114 was suspended in March 2020? (Tick all options that apply to you)

- ☐ No change
- ☐ No longer need to make this journey
- ☐ I use alternative bus routes
- ☐ I use taxi/private hire
- ☐ I walk or cycle
- ☐ I use a private vehicle
- ☐ I use rail/Tube
- ☐ I make fewer journeys
- ☐ Other (please specify)

**Your N118/114 night bus services.  
Your say.**



**7. We want to know what you think about the proposal to permanently withdraw the suspended weekends-only night bus service on route 114.**

Please use the text box below to tell us (please use question 5 to tell us what you think about the N118)

**About you**

If you would like us to keep you informed about the outcome of this consultation. Please also provide us with your name and email address or postal address:

All personal information will be kept confidential. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, [please visit our privacy policy](#).

|           |  |
|-----------|--|
| Name:     |  |
| Email:    |  |
| Address:  |  |
|           |  |
|           |  |
| Postcode: |  |

**Your N118/114 night bus services.  
Your say.**



**About you:**

- 8. Can you please confirm if you are responding as an individual or as an official representative of an organisation (e.g., interest group, charity or trade body).  
(Tick one option)**

- ☐ As an individual
- ☐ As an official representative of an organisation

- 9. If you are responding as an official representative of an organisation, then please provide your organisation name below.**

- 10. How did you hear about the consultation? Please select the main way you heard:**

- ☐ Bus stop poster
- ☐ Received a leaflet
- ☐ Email from TfL
- ☐ Attended a public drop-in session
- ☐ Social media
- ☐ Read about it in a newsletter
- ☐ Read about it in the press
- ☐ Word of mouth (someone told me about it)
- ☐ Other (please specify)

**Your N118/114 night bus services.  
Your say.**



**11. Having just completed this consultation, which of the following statements best reflects your experience of accessing the consultation information and sharing your feedback with us.**

- ☐ Exceeded my expectations: It was very easy to find the information I needed, and it was very easy to respond.
- ☐ Met my expectations: I was able to find the information I needed, and it was straightforward to respond.
- ☐ Partially met my expectations: I struggled to find some of the information I needed, and I found it difficult to respond.
- ☐ Did not meet my expectations: I could not find the information I needed, and it was very difficult to respond

**12. If we did not meet your expectations, please tell us how you would like us to improve our consultation service in the future.**

Please only share your feedback on how we can improve our consultation service. If you want to leave further feedback on the proposals that we are consulting on, then please return to question 5 above and leave your feedback there.

**Your N118/114 night bus services.  
Your say.**



13. It is always good to talk and we are always keen to discuss how we will improve our consultation service going forward. If you would be interested in taking part in helping to shape our consultation service in the future, by taking part in quick polls, webinars, surveys or focus groups, then select one or more of the options below.

- ☐ Yes – I would like to take part in online surveys or quick polls
- ☐ Yes – I would like to take part in focus groups or webinars
- ☐ No – I am not interested in taking part in this research




## Appendix C: Consultation material


### Consultation Letter

Transport for London

PUBLIC CONSULTATION



SCAN ME



Transport for London  
Consultation Team

11th Floor Blue Zone  
Palestra  
197 Blackfriars Road  
London  
SE1 8NJ

[haveyoursay.tfl.gov.uk](https://haveyoursay.tfl.gov.uk)

20 May 2025

**New proposed night bus service N118 and 114 (suspended weekend-only night bus service) bus consultation**

We want to hear your views about our proposal to create a new night bus route N118 to run between Trafalgar Square and Ruislip Station via Wembley, Sudbury Hill and South Ruislip. We also want to permanently withdraw the currently suspended weekend-only night bus service on route 114.

Our proposal is designed to support increased demand for bus services along existing route N18 between Trafalgar Square and Sudbury & Harrow Road station at weekends and offer new journey opportunities from/to Sudbury Hill, South Ruislip and Ruislip.


We propose the new N118 route would go where the existing route N18 goes between Trafalgar Square and Sudbury & Harrow Road station. From here, it would go via Harrow Road, Greenford Road, Whitton Avenue West, Alexandra Avenue, Eastcote Lane, Victoria Road; to serve Sudbury Hill, Northolt Park, South Ruislip, Ruislip Manor and Ruislip.

The currently suspended weekend-only route night service on bus route 114 ran between Ruislip and Mill Hill Broadway via South Ruislip. The route has been suspended since March 2020, as a result its permanent withdrawal will not impact any existing passengers.

**Summary of the proposals**

- Create a new night bus route N118 to run between Ruislip Station and Trafalgar Square (via Wembley, Sudbury Hill and South Ruislip) seven nights a week. It is proposed to operate buses every 30 minutes on weeknights and every 15 minutes on weekend nights
- Shared section of routes N18 and N118 will be served more frequently with buses every 7-8 minutes at weekends between Trafalgar Square and Sudbury & Harrow Road station
- The proposal will replace route N18's leg between Sudbury & Harrow Road Station and Trafalgar Square on all nights with the N118. Route N18's leg between Trafalgar Square and Harrow Weald will be retained unchanged at all times
- Permanently withdraw the currently suspended weekend-only night service on bus route 114. This will help ensure resources are available in areas where they are needed more

MAYOR OF LONDON



VAT number 756 2769 90

### Existing stops to be newly served

On the proposed route of the N118 between Sudbury & Harrow Road station and Ruislip, there are bus stops that are served by existing bus routes. Some of these existing bus stops are proposed to be newly served at night by the N118. Please visit the consultation website for further information.

### Find out more

For more information and to complete our online survey, please visit our consultation website [tfl.gov.uk/n118-114-proposals](https://tfl.gov.uk/n118-114-proposals) or scan the QR code above. Alternatively:

- Email: [Haveyoursay@tfl.gov.uk](mailto:Haveyoursay@tfl.gov.uk)
- Telephone: 020 3054 6037 (call back service) Please quote 'N118 and 114 night bus'
- Write to us at: Freepost TFL Have Your Say (no stamp required)

## Consultation closes Sunday 29 June 2025



## Stakeholder email

File

Message

Help

Acrobat

Tell me what you want to do

Delete

Archive

Forward

Respond

Share to Teams

All Apps

Quick Steps

Move

Tags

Editing

Immersive

Translate

Zoom

Reply with Scheduling Poll

Viva Insights

Delete

Respond

Teams

Apps

Quick Steps

TS

Language

Zoom

Find Time

Add-in

New proposed night bus service N118 and 114 (suspended weekend-only night bus service) bus consultation

TH

TfL Have Your Say

To TfL Have Your Say

Retention Policy TfL Exchange Online Retention Policy (7 years)

Expires 17/05/2032

TfL Unclassified

😊

↩ Reply

↩ Reply All

→ Forward

⋮

Mon 19/05/2025 13:28

Good afternoon

We want to hear your views about our proposal to create a new night bus route N118 in your area. We are proposing to run night bus route N118 between Trafalgar Square and Ruislip Station via Wembley, Sudbury Hill and South Ruislip.

We also want to permanently withdraw the currently suspended weekend-only night bus service on route 114. It ran between Ruislip and Mill Hill Broadway via South Ruislip.

**Summary of the proposals**

- Create a new night bus route N118 to run between Ruislip Station and Trafalgar Square (via Wembley, Sudbury Hill and South Ruislip) seven nights a week
- The proposal will replace route N18's leg between Sudbury & Harrow Road Station and Trafalgar Square on all nights with the N118
- Permanently withdraw the currently suspended weekend-only route night service on bus route 114. The route has remained suspended since March 2020 and as such its permanent withdrawal would not impact any existing passengers

**Find out more**

For more information and to complete our online survey, please visit our [consultation website](#).

Alternatively you can:


- Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)
- Telephone: 020 3054 6037 (call back service). Please quote 'Ruislip night bus'
- Write to: FREEPOST TFL HAVE YOUR SAY (Ruislip night bus) no stamp required

The consultation closes on **Sunday 29 June 2025**.

Yours faithfully


**Geoff Hobbs**  
Director of Public Transport Service Planning  
Transport for London

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TRANSPORT  
FOR LONDON

Your N118/114 night bus services.  
Your say.



## Proposed new night bus to Ruislip. Have Your Say.

Hi,

Last year, you shared your thoughts with us on a proposed new night bus route (N518) for Ruislip and the local area, thank you again for doing that. We have a new proposal and would love to hear from you again.

We're planning to introduce a new night bus route, **N118**, which would run **every night** between **Trafalgar Square and Ruislip Station**, passing through **Wembley, Sudbury Hill, and South Ruislip**.

As part of this proposal, we're also looking to:

- **Replace** the current N18 route between **Sudbury & Harrow Road Station and Trafalgar Square** with the new N118.
- **Permanently withdraw** the weekend-only night service on route **114**, which has been suspended since March 2020 and is no longer in use.

**We want to hear your views!**

To find out more and take part in the consultation, please visit our [consultation website](#).

**The consultation closes on Sunday 29 June 2025.**

Warm regards,  
**Max**

Transport for London's Consultation Team

You're receiving this email because you are a registered participant on Have Your Say Transport for London.  
Powered by [EngagementHQ](#)  
[Unsubscribe](#)

# Your night bus services. Your say.

Proposed changes to night bus services  
in the Ruislip and Sudbury areas.



Have  
your  
say

We are proposing a new night bus route N118 and to permanently withdraw the currently suspended weekend-only night service on bus route 114. Our aim is to better support night time journeys in north west London.

For more information, to view maps and have your say, please scan the QR code or:

Visit: [tfl.gov.uk/n118-114-proposals](https://tfl.gov.uk/n118-114-proposals)  
Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)  
Telephone: 020 3054 6037 (call back service)  
Write to: Freepost TfL Have Your Say (Ruislip night bus)  
Consultation ends Sunday 29 June 2025.

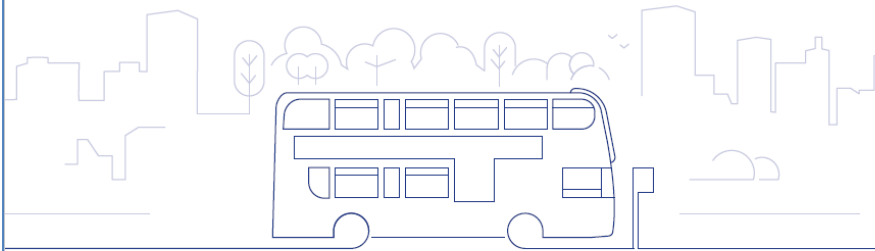
MAYOR OF LONDON



TRANSPORT  
FOR LONDON  
EVERY JOURNEY MATTERS

# Your night bus services. Your say.

Proposed changes to night bus services  
in the Ruislip and Sudbury areas.



Have  
your  
say

MAYOR OF LONDON



TRANSPORT  
FOR LONDON  
EVERY JOURNEY MATTERS

We are proposing a new night bus route N118 and to permanently withdraw the currently suspended weekend-only night service on bus route 114. Our aim is to better support night time journeys in north west London.

For more information, to view maps and have your say, please scan the QR code or:

Visit: [tfl.gov.uk/n118-114-proposals](https://tfl.gov.uk/n118-114-proposals)

Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)

Telephone: **020 3054 6037** (call back service)

Write to: **Freepost TfL Have Your Say (Ruislip night bus)**

**Consultation ends  
Sunday 29 June 2025.**



Have  
your  
say



### 3d adverts (Toblerones)

**Your night bus services.  
Your say.**


We are proposing a new night bus route N118 and to permanently withdraw the currently suspended weekend-only night service on bus route 114.



**Have your say**

For more information, to view maps and have your say, please scan the QR code or:  
Visit: [tfl.gov.uk/n118-114-proposals](https://tfl.gov.uk/n118-114-proposals)  
Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)  
Telephone: 020 3054 6037 (call back service)  
Write to: Freepost TfL Have Your Say (Ruislip night bus)  
Consultation ends Sunday 29 June 2025.

MAYOR OF LONDON



TRANSPORT FOR LONDON  
EVERY JOURNEY MATTERS

**Your night bus services.  
Your say.**


We are proposing a new night bus route N118 and to permanently withdraw the currently suspended weekend-only night service on bus route 114.



**Have your say**

For more information, to view maps and have your say, please scan the QR code or:  
Visit: [tfl.gov.uk/n118-114-proposals](https://tfl.gov.uk/n118-114-proposals)  
Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)  
Telephone: 020 3054 6037 (call back service)  
Write to: Freepost TfL Have Your Say (Ruislip night bus)  
Consultation ends Sunday 29 June 2025.


MAYOR OF LONDON



TRANSPORT FOR LONDON  
EVERY JOURNEY MATTERS

**Your night bus services.  
Your say.**


We are proposing a new night bus route N118 and to permanently withdraw the currently suspended weekend-only night service on bus route 114.



**Have your say**

For more information, to view maps and have your say, please scan the QR code or:  
Visit: [tfl.gov.uk/n118-114-proposals](https://tfl.gov.uk/n118-114-proposals)  
Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)  
Telephone: 020 3054 6037 (call back service)  
Write to: Freepost TfL Have Your Say (Ruislip night bus)  
Consultation ends Sunday 29 June 2025.

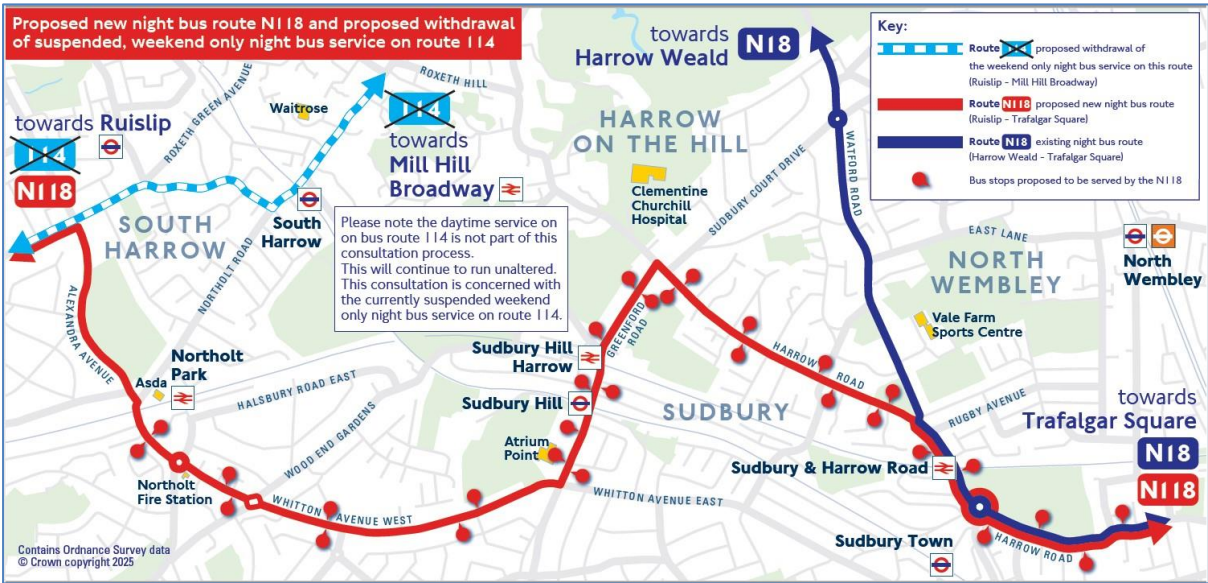
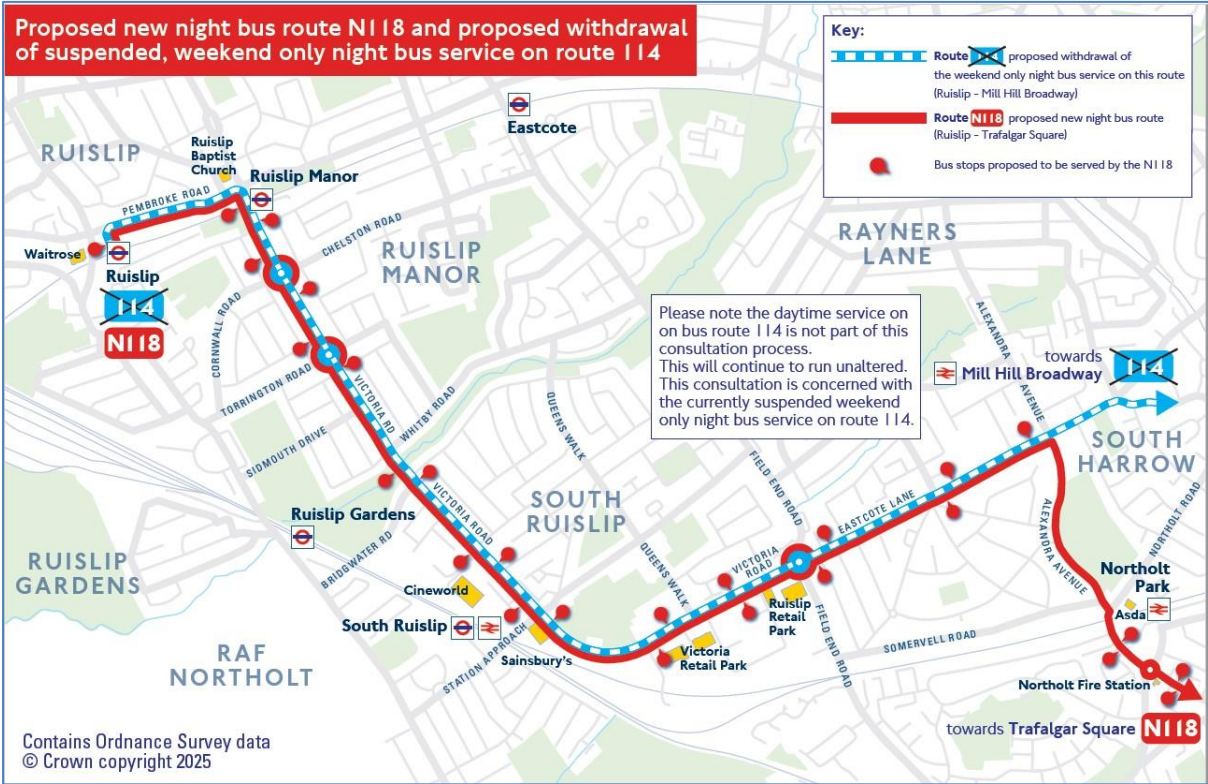
MAYOR OF LONDON



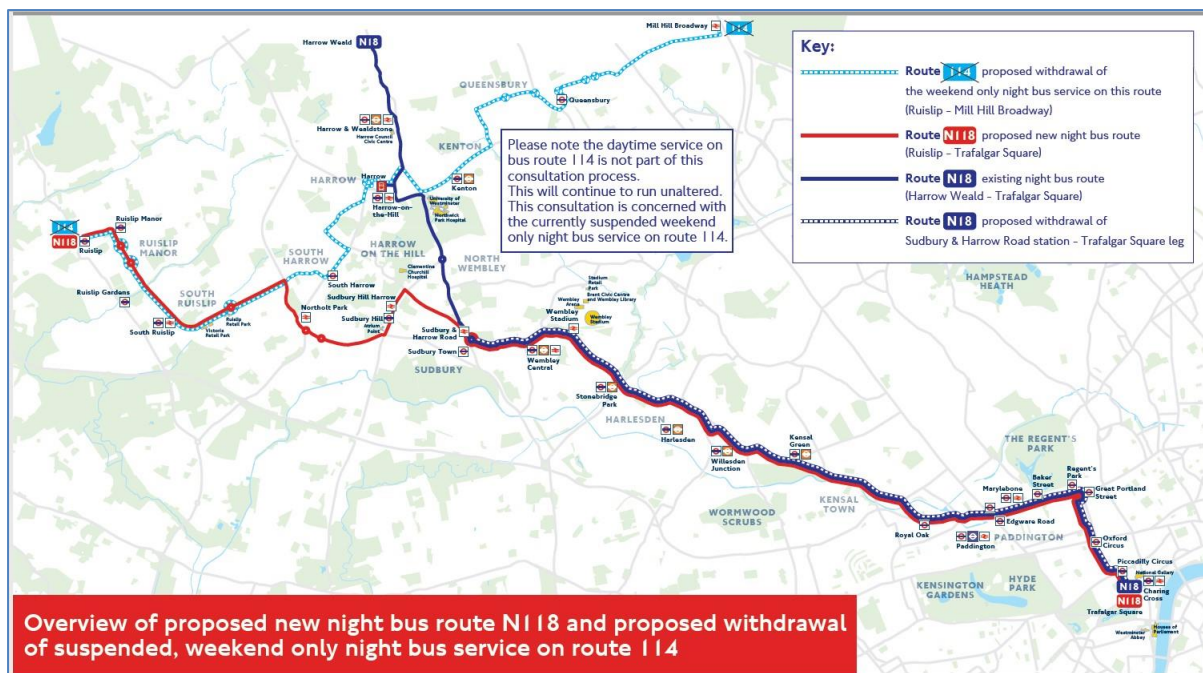
TRANSPORT FOR LONDON  
EVERY JOURNEY MATTERS



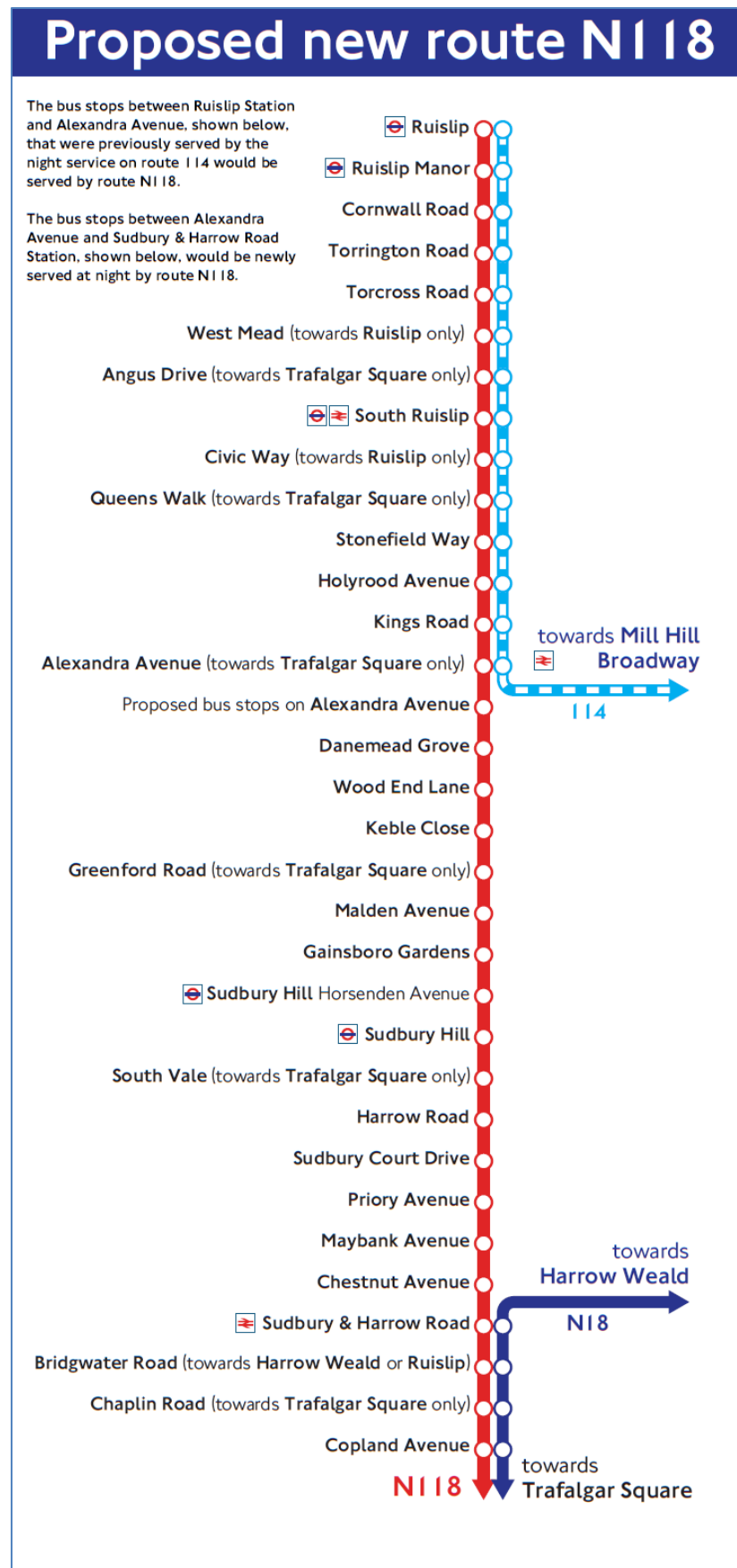
Consultation Maps








## Linear route diagram




## Selection of supporting documents

Easy Read Documents - Consultation materials (L) and Survey questions (R)




Easy Read





TRANSPORT  
FOR LONDON

**Our plans to**


- ✓ **start a new night bus service called the N118** between Trafalgar Square and Ruislip Station
- ✗ **stop the weekend only night bus part of a service called the 114** between Ruislip and Mill Hill Broadway

**Information booklet** 






Easy Read




TRANSPORT  
FOR LONDON

**Our plans to**

- ✓ **start a new night bus service called the N118** between Trafalgar Square and Ruislip Station
- ✗ **stop the weekend only night bus part of a service called the 114** between Ruislip and Mill Hill Broadway

**Survey booklet** 



Social media, local notices and other coverage

X (formally known as Twitter) posts

CLondoner92

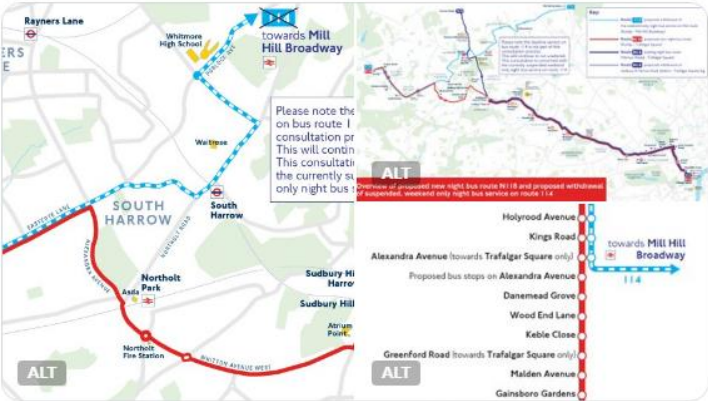
@CLondoner92

#TfL Have Your Say:

Propose new night bus N118 from Trafalgar Sq to Ruislip via Wembley; end weekend-only night route 114; revise N18; replaces earlier N518 plan with updated route and number, based on feedback.

Consultation closes at 29 June 2025

[haveyoursay.tfl.gov.uk/routes-n118-11...](https://haveyoursay.tfl.gov.uk/routes-n118-11...)



Please note the on bus route 114 consultation period. This will contain the currently scheduled only night bus service.

Overview of proposed new night bus route N118 and proposed withdrawal of weekend-only night bus service on route 114.

Proposed bus stops on Alexandra Avenue:

- Holyrood Avenue
- Kings Road
- Alexandra Avenue (towards Trafalgar Square only)
- Danemead Grove
- Wood End Lane
- Keble Close
- Greenford Road (towards Trafalgar Square only)
- Malden Avenue
- Gainsboro Gardens

Proposed bus stops on Alexandra Avenue:

- Northolt Park
- Northolt Fire Station
- Northolt Avenue West
- Sudbury Hill
- Sudbury Hill Harrow
- Willesden
- Whitmore High School
- Rayners Lane

10:00 pm · 19 May 2025 · 569 Views

1

9

1

Local media

HARROWTIMES

News

Sport

Watford FC

What's On

Education

Offers

Announcements

News

Blogs

e-Newspaper

Obituaries


UK News

Crime

Coronavirus

TfL wants to axe London bus 114 and create new night service

21ST MAY LONDON BUS TFL TRANSPORT HARROW WEMBLEY



## **Appendix D: Summary of Stakeholder replies**

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes.

### **City of Westminster Council**

The City of Westminster Council participated in the consultation by completing the closed questions section of the survey. However, they did not provide any comments in the free text section. Their overall position was neutral, indicating that they felt the proposal would have neither a positive nor negative impact on them.

### **Future Transport London**

Future Transport London (FTL) supported the proposal to start a new night bus service to Ruislip.

However, FTL expressed a preference for the previous year's N518 proposal, which would have gone via Rayners Lane station and Eastcote. FTL noted this alternative would have served more residential areas compared to the proposed N118 route, which they said would reach Ruislip Manor through a less residential, more commercially focused area that they considered did not need a night bus service.

FTL did not oppose the withdrawal of the suspended weekend overnight operation of route 114, acknowledging its low usage prior to the pandemic. Nonetheless, the group sought clarification on whether the 24-hour weekend operation of route 183—linking the Jubilee line to Harrow via Kenton—would be reinstated.

Finally, FTL indicated a preference for the new Ruislip route to retain the number N518, as proposed previously, citing its greater prominence compared to N118.

### **Hillingdon Friends of the Earth Transport Subgroup**

The Hillingdon Friends of the Earth Transport Subgroup stated they supported the proposal for a new N118 night bus service. They added more public transport is always good on climate grounds.

Regarding the proposal to permanently withdraw the already suspended weekend only night bus service on the 114 bus route the subgroup said it was OK, with the caveat that it did not result in fewer buses or routes.

### **Bassam Mahfouz: London Assembly Member for Ealing and Hillingdon**

The London Assembly Member for Ealing and Hillingdon responded to the N118/114 bus proposals in their official capacity. He expressed support for the proposals, noting that the changes would improve connectivity to the north of the borough.

The Member highlighted the positive impact these improvements would have had on individuals working in the night-time economy, particularly those on low incomes. Their response was formally submitted as an endorsement of the proposals.

### **London Borough of Ealing**

The London Borough of Ealing responded saying that they welcomed the proposed change.

### **London Borough of Hillingdon**

The London Borough of Hillingdon stated they were supportive of the proposed service being introduced.

### **London TravelWatch**

London TravelWatch (LTW) welcomed TfL's revised proposals to introduce night bus route N118 and withdraw the weekend-only night service on route 114.

LTW supported the creation of route N118, which improved night-time connectivity between Ruislip and central London, introduced new stops, and increased service frequency—enhancing safety and reducing the need for interchanges.

Although the revised route no longer served some areas from the original N518 proposal, LTW acknowledged the benefits to passengers along the new alignment and welcomed the restoration of service to areas previously covered by the night-only 114. LTW was pleased that Sudbury & Harrow Road Station retained a high frequency of service.

While LTW generally opposed route withdrawals, it accepted the removal of the weekend-only 114 service, given its long-term suspension and the improved daily coverage by N118. LTW encouraged TfL to monitor impacts and reinvest any savings into the network.

LTW also stressed the importance of well-lit, clean bus stops with real-time information, and commended TfL's inclusive consultation approach, particularly the range of accessible response formats.

### **North Greenford Residents Association**

The North Greenford Residents Association stated they strongly objected to the N118/114 bus proposals. Concerns they raised included; invasion of privacy, as passengers on the upper deck of the bus would have been able to see directly into residents' bedrooms. They also expressed concern about inebriated travellers disembarking at bus stops located in front of properties, which they believed would have caused disturbances.

Additionally, the Association argued that Whitton Avenue West was already too narrow to safely accommodate large transport lorries using the route at night. They stated introducing additional bus services would increase the risk of accidents, describing the situation as a "recipe for disaster."

In response to the proposal to permanently withdraw the already suspended weekend only night bus service on the 114 bus route; the Association commented that the proposals would place further strain on the N118 route, contributing to increased noise pollution in the area.

### **Queen's Park Community Council**

The Queen's Park Community Council indicated the outer reaches of the N18 were of limited interest to them, with the weekend only night bus service on the 114 bus route not being used by them.

### **South Herts User Group**

The South Herts User Group expressed concerns about the proposed night bus services. They noted that the N114 had previously been trialled and discontinued due to low demand, and believed the proposed N118 would likely face similar challenges.

They reiterated their earlier suggestion to extend the N18 to Watford Junction, citing higher demand and the presence of night workers in that area. They also highlighted that Ruislip, being a retirement area, had limited need for night services.

Additionally, the group raised ongoing concerns about the lack of progress on the proposed H6 Northwood/Eastbury town service and the 442 Potters Bar–Waltham Cross route via Crews Hill. They pointed out that these areas remained underserved, particularly in relation to new developments and local academies. They also noted that the future funding of the 84B service in Barnet was under review.

### **St John Fisher Catholic Church, North Harrow**

The St John Fisher Catholic Church, North Harrow acknowledged that the proposal would have benefited night-time and shift workers. However, they expressed

disappointment that areas such as Rayners Lane and North Harrow had lost out compared to previous route options consulted on.

They also noted that the proposal would not have had a significant impact on their local area.

Regarding the proposal to permanently withdraw the already suspended weekend only night bus service on the 114 bus route; they noted the proposal would not have had a significant impact on their local area.



## Appendix E: List of stakeholders consulted with

|   |
|---|
| 17-24-30  |
| AA  |
| Abellio   |
| Abellio London Limited/ Abellio West London Limited |
| Access in London                                    |
| AccessAble  |
| ACS Hillingdon International School                 |
| Action on Disability and Work UK                    |
| Action on Hearing Loss                              |
| Action Vision Zero                                  |
| Active Travel Academy                               |
| Acton Baptist Church                                |
| Acton Spiritualist Church                           |
| Addison Lee   |
| AECOM   |
| Afghan Islamic Cultural Centre                      |
| Age UK  |
| Age UK Ealing                                       |
| Age UK Harrow                                       |
| Age UK Hillingdon                                   |
| Age UK London                                       |
| Age UK Westminster                                  |
| Al-Khoei Islamic Centre                             |
| ALDI  |
| All Party Parliamentary Cycling Group               |
| All Saints Church                                   |
| All Saints Parish Church                            |
| Alperton Baptist Church                             |
| Arriva London                                       |
| Arup  |
| Asda  |
| Asian People's Disability Alliance                  |
| ASLEF   |
| Aspire  |
| Association of British Drivers                      |
| Association of Fleet Professionals LTD              |
| Association of Town Centre Management               |
| Attitude is Everything                              |

|   |
|---|
| Baker Street Quarter BID                                |
| BAPS Shri Swaminarayan Mandir                           |
| BAPS Swaminarayan Sanstha                               |
| Best Bike Training //Cycletastic                        |
| Bishopshalt School                                      |
| BlindAid  |
| Brakes Group  |
| Breathe Easy Brent (British Lung Foundation)            |
| Brent Community Transport                               |
| Brent Disability GroupForum                             |
| Brent Gateway Partnership                               |
| Brent Indian Association                                |
| Brent Irish Advisory Service                            |
| Brent Mencap  |
| Brent MIND  |
| Brent Visual Impairment Service                         |
| BrentFamily Information Service                         |
| Brewery Logistics Group                                 |
| Brewing, Food & Beverage Industry Suppliers Association |
| British Association of Removers                         |
| British Beer & Pub Association (BBPA)                   |
| British Blind Sport                                     |
| British Cycling   |
| British Land  |
| British Motorcycle Federation                           |
| Brockley Hill Residents' Association                    |
| BT  |
| Business Disability Forum                               |
| Campaign for Better Transport                           |
| Campbell's  |
| Canal & River Trust                                     |
| Canal & River Trust London                              |
| Cannon Lane Methodist Church                            |
| Carers First  |
| Carousel  |
| Catholic Church of Our Lady of the Visitation           |
| Catholic Church of St Mary & St Andrew                  |
| Cemex   |
| Central Ealing Neighbourhood Forum                      |
| Central Ealing Residents Association                    |
| Central London Freight Quality Partnership              |

|  |
|--|
| Central Middlesex Hospital                                   |
| Centre for accessible environments                           |
| Chauffeur and Executive Association                          |
| Christ Church Roxeth   |
| Christ the Redeemer Church                                   |
| Church End and Roundwood Unity Centre                        |
| Church of Ascension  |
| Church of God Pentecostal                                    |
| Church of God Prophecy                                       |
| Church of the Five Precious Wounds                           |
| City of London Police  |
| City of London Police (TMO for City of London)               |
| City of Westminster - Leader of the council and cabinet lead |
| City of Westminster - Cllrs for wards                        |
| City of Westminster - Officers                               |
| Citymapper   |
| Clean Air London   |
| Clear Channel UK   |
| Computer Cab   |
| Confederation of British Industries                          |
| Confederation of Passenger transport                         |
| Co-op  |
| Covent Garden Community Association                          |
| Creffield Area Resident Association                          |
| Cricklewood Baptist Church                                   |
| Cross River Partnership                                      |
| CTC  |
| Culver Church  |
| CVS Brent  |
| CWPA   |
| Cycle Confidence   |
| Cycling UK   |
| cycling4all  |
| Cyclists in the City   |
| Cyclists Tourist Club (CTC)                                  |
| DABD (UK)  |
| DASH   |
| DeafBlind UK   |
| Department for Transport                                     |
| DHL  |
| Disability Alliance  |

|   |
|---|
| Disability Rights UK                                |
| Disabled Go   |
| Disabled Motoring                                   |
| Disabled Persons Transport Advisory Committee       |
| Dogs for Good                                       |
| Dovetail Community Outreach                         |
| DPDgroup UK   |
| Driver & Vehicle Licensing Agency (DVLA)            |
| Drivetech   |
| Ealing and Hounslow Community and Voluntary Service |
| Ealing Centre for Independent Living                |
| Ealing Civic Society                                |
| Ealing Community Network                            |
| Ealing Community Transport (ECT Charity)            |
| Ealing Green Church                                 |
| Ealing Gurdwara                                     |
| Ealing Liberal Synagogue                            |
| Ealing Passenger Transport Users' Group             |
| Ealing Family Information Service                   |
| EDF Energy  |
| ELB Partners  |
| Elders Voice  |
| Emmanuel Church                                     |
| Epsom Coaches / Quality Line                        |
| ETOA – European tourism association                 |
| European Dysmelia Reference Information Centre      |
| Evolution Cycle Training                            |
| Federation of Small Businesses                      |
| Federation of Wholesale Distributors (FWD)          |
| Fitzrovia West Neighbourhood Forum                  |
| Fountains Mill Young People's Centre                |
| Fowler Welch  |
| Freight Transport Association                       |
| Friends of the Earth                                |
| Galop   |
| GBM Drivers   |
| Gendered Intelligence                               |
| GeoPost UK  |
| GIRES   |
| GLA Strategy Access Panel members                   |
| Golden Tours (Transport) Ltd,                       |

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| Good News Church   |
| Great Ormond Street Hospital for Children NHS Foundation Trust   |
| Greater London Authority - Officers  |
| Greater London Authority - Transport Committee   |
| Greater London Authority – Assembly Members (AM) for Barnet and Camden; Ealing and Hillingdon; West Central and Brent and Harrow |
| Greater London Forum for Older People  |
| Greenford Methodist Church   |
| Guide Dogs   |
| Guide Dogs for the Blind Association   |
| H4all  |
| HA Boyse and Son   |
| Hanger Hill East Resident Association  |
| Harlesden Baptist Church   |
| Harlesden Methodist Church   |
| Harlesden Ummatin Cultural Centre  |
| Harrow Association for Disabled People (HAD)   |
| Harrow Baptist Church  |
| Harrow BID   |
| Harrow Central Mosque  |
| Harrow Community Transport   |
| Harrow Cyclists  |
| Harrow Federation of Tenants & Residents' Associations   |
| Harrow Macular Disease Society   |
| Harrow Mencap  |
| Harrow People Magazine Harrow  |
| Harrow Rail Users Group  |
| Harrow Samaritans  |
| Harrow Senior Residents Assembly   |
| Harrow Town Centre BID - Ha1   |
| Harrow VCS Forum   |
| Harrowby and District Residents Association  |
| Harrow Family Information Service  |
| Hayes Muslim Centre  |
| HCT plus   |
| Health Poverty Action  |
| Healthwatch  |
| Heart of London BID  |
| Heart of London Business Alliance  |
| Heathrow Community Engagement Board  |
| Hillingdon Access & Mobility Forum   |

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| Hillingdon Asian Womens Group                |
| Hillingdon Autistic Care and Support         |
| Hillingdon Carers                            |
| Hillingdon Community Transport               |
| Hillingdon Dads (SEND Family Support)        |
| Hillingdon Safer Transport Team              |
| Hillingdon Somali Women's Group              |
| Hillingdon Family Information Service        |
| Historic England                             |
| Holy Cross Church                            |
| Holy Innocents Kingsbury                     |
| Holy Trinity Church                          |
| Holy Trinity Northwood                       |
| Holy Trinity Wealdstone                      |
| IAM  |
| Immaculate Heart of Mary Church              |
| In & Around Covent Garden                    |
| In West Ealing BID                           |
| Inclusion London                             |
| Independent Disability Advisory Group        |
| Institute for Sustainability                 |
| Institute Of Couriers                        |
| Institution of Civil Engineers               |
| Inter Faith Network                          |
| ITS Automotive                               |
| JAMI (Jewish Association for Mental Health)  |
| John Lewis Partnership                       |
| Joint Mobility Unit                          |
| Kanaga Thurkkai Amman Temple                 |
| Kelly Group                                  |
| Kenny Stuart LTD                             |
| Kensal Rise Baptist Tabernacle               |
| Kensington Temple                            |
| Kenton Baptist Church                        |
| Kenton Methodist Church                      |
| Kilburn Evangelical Free Church              |
| King's College Hospital NHS Foundation Trust |
| Kingsbury Free Church                        |
| Kingsbury Synagogue                          |
| Kingsbury Temple                             |
| KOVE - Kilburn Older Voices Exchange         |

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| LB Brent - Cllrs for wards....                         |
| LB Brent - Leader of the council and cabinet lead      |
| LB Brent - Officers                                    |
| LB Ealing - Cllrs for wards                            |
| LB Ealing - Leader of the council and cabinet lead     |
| LB Ealing - Officers                                   |
| LB Harrow - Cllrs for wards                            |
| LB Harrow - Leader of the council and cabinet lead     |
| LB Harrow - Officers                                   |
| LB Hillingdon - Cllrs for wards xx                     |
| LB Hillingdon - Leader of the council and cabinet lead |
| LB Hillingdon - Officers                               |
| LDN 4U Westminster                                     |
| Leonard Cheshire                                       |
| Licenced Taxi Drivers Association                      |
| Lindsay Park Baptist Church                            |
| Living Streets   |
| Logistics UK   |
| London Ambulance Service - NC London                   |
| London Ambulance Service - NE London                   |
| London Ambulance Service - NW London                   |
| London Ambulance Service - SW London                   |
| London Ambulance Service - Transport Lead              |
| London Ambulance Service NHS Trust                     |
| London Association of Funeral Directors                |
| London Cab Drivers Club                                |
| London Chamber of Commerce and Industry (LCCI)         |
| London Councils  |
| London Cycling Campaign                                |
| London Cycling Campaign (Brent)                        |
| London Cycling Campaign (Ealing)                       |
| London Cycling Campaign (Harrow)                       |
| London Cycling Campaign (Hillingdon)                   |
| London Cycling Campaign (Westminster)                  |
| London European Partnership for Transport              |
| London Faiths Forum                                    |
| London Fire Brigade                                    |
| London First   |
| London General   |
| London Gypsies & Travellers                            |
| London Hire Ltd  |

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| London Living Streets   |
| London Luton Airport  |
| London Older People's Strategy Group  |
| London Omnibus Traction Society   |
| London Road Safety Council  |
| London Suburban Taxi-drivers' Coalition   |
| London Taxi PR  |
| London Travelwatch  |
| London Wetland Centre (South)   |
| London Wildlife Trust   |
| Loomis UK   |
| LoveUxbridge BID  |
| Mahavir Foundation  |
| Makeitealing BID  |
| Marble Arch London  |
| Marble Arch London BID  |
| Marks & Spencer   |
| Marylebone Association  |
| McDonnell transport   |
| Media team Westminster  |
| Medway Estate Residents' Forum  |
| Metroline Travel Limited/ Metroline West Limited  |
| Metropolitan Police   |
| Metropolitan Police (TMO for Brent/Ealing/Harrow/Hillingdon)  |
| Metropolitan Police (TMO for Hounslow/Hammersmith & Fulham/Kensington & Chelsea/Richmond)   |
| Metropolitan Police (TMO for Westminster)   |
| Metropolitan Police Service   |
| Metropolitan Police Service, Aviation Policing  |
| Mind in Harrow  |
| Mode Transport  |
| Mosque & Islamic Centre of Brent  |
| Motorcycle Action Group   |
| Motorcycle Industry Association (MCIA)  |
| Members of Parliament for<br><br>Brent East; Brent West; Ealing North; Ealing Central and Acton; Cities of London and Westminster; Harrow East; Harrow West; Holborn and St Pancras; Kensington and Bayswater; Northwood and Pinner; Queen's Park and Maida Vale; Ruislip; Uxbridge and South Ruislip |
| MTR Crossrail   |
| Mumderground  |



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| Mumsnet  |
| National Express   |
| National Federation of the Blind UK                      |
| National Grid  |
| National Motorcyclists Council (NMC)                     |
| NCT  |
| NCT- Ealing  |
| NCT- Harrow  |
| NCT- Hillingdon  |
| NCT- Westminster   |
| Neasden Methodist Church                                 |
| Neighbourcare St John's Wood & Maida Vale                |
| Network Rail   |
| New Life Bible Presbyterian Church                       |
| New Testament Church of God                              |
| New West End Company (BID)                               |
| NHS Brent CCG  |
| NHS Property Services                                    |
| No Panic   |
| North Harrow Methodist Church                            |
| North West London Hospitals NHS Trust                    |
| Northwood and Pinner Liberal Synagogue                   |
| Oak Wood School  |
| OnCue Transport  |
| One Place East   |
| One Westminster  |
| Opinari Ltd  |
| Ortegalink   |
| Our Lady of Willesden                                    |
| Paddington Residents Active Concern On Transport (PRACT) |
| Parish Church of St George                               |
| Parish Church of St Mary                                 |
| Parish of St Benedict Ealing Abbey                       |
| PCOrentals   |
| PCS  |
| Perivale Christian Centre                                |
| philip kemp cycle training                               |
| Pinner Methodist Church                                  |
| Pinner Parish Church                                     |
| Pinner Synagogue   |
| Planning Design  |

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| Portaramp UK Limited                                  |
| President National Federation of the Blind of the UK  |
| Prince's Trust  |
| PrioritEyes Ltd                                       |
| Queens Park Community Council                         |
| RAC Motoring Foundation                               |
| Rail Delivery Group                                   |
| Railfuture Ltd  |
| Rayners Lane Baptist Church                           |
| Research Institute for Disabled Consumers             |
| Residents Society of Mayfair and St James's           |
| Reynolds  |
| RMT London Taxi                                       |
| RMT Union   |
| RNIB  |
| Road Danger Reduction Forum                           |
| Road Haulage Association LTD                          |
| Road Safety Markings Association                      |
| Roadpeace   |
| Roman Catholic Church of St George                    |
| Roman Catholic Church of St John Fisher               |
| Roman Catholic Church of St Joseph                    |
| Roman Catholic Church of St Luke                      |
| Roman Catholic Church of St Mary Magdalen             |
| Roman Catholic Church of St Patrick                   |
| Roman Catholic Church of St Teresa of the Child Jesus |
| Roman Catholic Church of St William of York           |
| Roman Catholic Church of the English Martyr           |
| Roman Catholic Church of the Holy Family              |
| Royal College of Nursing                              |
| Royal Institute of Chartered Surveyors                |
| Royal London Society for Blind People                 |
| Royal Mail  |
| Royal Mail Parcel Force                               |
| Royal National Orthopaedic Hospital                   |
| Royal Town Planning Institute (RTPI)                  |
| Sainsbury's Supermarkets                              |
| Scope   |
| Sense   |
| Seventh Day Adventist Church                          |
| Shree Digamber Jain Association                       |

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| Shree Jalaram Mandir                    |
| Shree Kutch Satsang Swaminarayan Temple |
| Shree Ram Mandir                        |
| Shree Shakti Mandir                     |
| Shree Swaminarayan Temple               |
| Shri Kanaga Thurkkai Amman Kovil        |
| SITA UK                                 |
| Skanska                                 |
| Soho Society                            |
| South Hanwell Baptist Church            |
| South Harrow Christian Fellowship       |
| South Herts Plus Cycle Training         |
| Southall Baptist Church                 |
| Southall Church of God                  |
| Space Syntax                            |
| St Andrew's Church                      |
| St Andrews Roxbourne                    |
| St Andrews Vicarage                     |
| St Anne with Holy Trinity Brondesbury   |
| St Anne's and St Andrews Church         |
| St Anselm Belmont                       |
| St Anselm's Church                      |
| St Augustine's Wembley Park             |
| St Catherine's Church                   |
| St Cuthbert's Church                    |
| St Erconwald Catholic Church            |
| St Gabriel Church                       |
| St Gabriel the Archangel                |
| St George's Church                      |
| St James Church                         |
| St John Fisher Roman Catholic Church    |
| St John The Baptist                     |
| St John the Evangelist Church           |
| St John's Church Ealing                 |
| St John's Wood Society                  |
| St Lawrence Church                      |
| St Martin's Church                      |
| St Martin's West Acton                  |
| St Mary's Church                        |
| St Matthews Church                      |
| St Mellitus Church                      |

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| St Paul's Church  |
| St Stephen's Church and Centre                            |
| St Thomas The Apostole                                    |
| St. Helen's College                                       |
| Stagecoach  |
| Stay Safe   |
| STMGROUPLTD   |
| Suzy Lamplugh   |
| Swakeleys School For Girls                                |
| Team Margot   |
| Technicolour Tyre Company                                 |
| Terrence Higgins Trust                                    |
| TfL Officers  |
| TfL's Valuing People                                      |
| Thames Water  |
| The Annunciation South Kenton                             |
| The Association of Guide Dogs for the Blind               |
| The Big Bus Company Ltd,                                  |
| The British Dyslexia Association                          |
| The Crown Estate  |
| The Douay Martyrs Catholic Secondary School               |
| The Driver-Guides Association                             |
| The Lesbian and Gay Foundation - LGBT Carers Online Forum |
| The Methodist Church                                      |
| The Northbank London                                      |
| The Residents' Society of Mayfair & St. James's           |
| The Royal Association of Deaf People (RAD)                |
| The Royal Parks   |
| The Soho Society  |
| The Sulgrave Youth Club                                   |
| This is Paddington  |
| Thomas Pocklington Trust                                  |
| TKMaxx  |
| TNT   |
| Tony Gee and Partners                                     |
| TPH for Heathrow Airport                                  |
| Trailblazers, Muscular Dystrophy UK                       |
| Transport Associates Network (Ann Frye)                   |
| Transport Focus   |
| Transport for All   |
| Transport for All Ealing                                  |

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| Trekstock  |
| UK Power Networks                                |
| Unions Together                                  |
| Unite the Union                                  |
| UPS  |
| Urban Movement                                   |
| Victoria BID                                     |
| Voluntary Action Harrow Cooperative              |
| Vyners School                                    |
| W9   |
| Walk London                                      |
| Walpole Residents Association                    |
| Warburton  |
| Warwick Gardens Residents' Association           |
| Wembley Central Masjid                           |
| Wembley Masjid & Islamic Centre                  |
| Wembley Park United Reform Church                |
| Wembley United Synagogue                         |
| West End Community Trust                         |
| West Indian Self Effort (WISE)                   |
| West London Islamic Centre & Jamia Masjid        |
| Westside Young Leaders Academy                   |
| Westside Young People Centre                     |
| Wheels for Wellbeing                             |
| Whizz Kidz                                       |
| Wildfire Urban Key                               |
| Willesden 2011 Judo Club                         |
| Willesden and Brent Chess Club                   |
| Willesden District Scouts                        |
| Willesden Green Town Team                        |
| Willesden Local History Society                  |
| Willesden Sportability Club                      |
| Willesden Supplementary Saturday School          |
| Willesden Temple                                 |
| Willesden Triathlon Club                         |
| Willesden Volleyball Club                        |
| Women in Transport                               |
| Work Rights Centre                               |
| Yellow Pavilion                                  |
| Yiewsley & West Drayton Town Centre Action Group |
| Yoga in Daily Life Association UK                |

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| Yogi Divine Society (YDS UK)            |
| Young Harrow Foundation                 |
| Young's Football Coaching School        |
| Your Life You Choose                    |
| Youth Engagement Solutions Ltd          |
| Youth with a Mission Urban Key (London) |
| Yusuf Islam Foundation                  |

## Appendix F: Demographics

*Provide a footnote to make clear that age-range data is approximate.*

| Gender                 | All responses |             | General responses |            | Campaign responses |            |
|------------------------|---------------|-------------|-------------------|------------|--------------------|------------|
| Gender neutral/Agender | 6             | 2%          | 0                 | 0%         | 6                  | 100%       |
| Man                    | 142           | 43%         | 140               | 99%        | 2                  | 1%         |
| Non-binary             | 8             | 2%          | 2                 | 25%        | 6                  | 75%        |
| Trans man              | 4             | 1%          | 0                 | 0%         | 4                  | 100%       |
| Trans woman            | 86            | 26%         | 1                 | 1%         | 85                 | 99%        |
| Woman                  | 82            | 25%         | 65                | 79%        | 17                 | 21%        |
| I use a different term | 3             | 1%          | 1                 | 33%        | 2                  | 67%        |
| <b>Total</b>           | <b>331</b>    | <b>100%</b> | <b>209</b>        | <b>63%</b> | <b>122</b>         | <b>37%</b> |

|   | All responses |    | General responses |      | Campaign responses |      |
|---|---------------|----|-------------------|------|--------------------|------|
| Ethnicity                                       |               |    |                   |      |                    |      |
| Asian or Asian British – Bangladeshi            | 3             | 1% | 3                 | 100% | 0                  | 0%   |
| Asian or Asian British – Chinese                | 8             | 3% | 3                 | 38%  | 5                  | 63%  |
| Asian or Asian British – Indian                 | 29            | 9% | 29                | 100% | 0                  | 0%   |
| Asian or Asian British – Other                  | 21            | 7% | 10                | 48%  | 11                 | 52%  |
| Asian or Asian British – Pakistani              | 7             | 2% | 4                 | 57%  | 3                  | 43%  |
| Black or Black British – African                | 8             | 3% | 6                 | 75%  | 2                  | 25%  |
| Black or Black British – Caribbean              | 6             | 2% | 6                 | 100% | 0                  | 0%   |
| Black or Black British – Other                  | 6             | 2% | 3                 | 50%  | 3                  | 50%  |
| Mixed/Dual Heritage – Mixed Other               | 19            | 6% | 5                 | 26%  | 14                 | 74%  |
| Mixed/Dual Heritage – White and Asian           | 7             | 2% | 2                 | 29%  | 5                  | 71%  |
| Mixed/Dual Heritage – White and Black African   | 2             | 1% | 1                 | 50%  | 1                  | 50%  |
| Mixed/Dual Heritage – White and Black Caribbean | 4             | 1% | 4                 | 100% | 0                  | 0%   |
| Other Ethnic Group                              | 26            | 8% | 0                 | 0%   | 26                 | 100% |

|                                     |     |      |     |     |     |      |
|-------------------------------------|-----|------|-----|-----|-----|------|
| Other Ethnic Group – Arab           | 5   | 2%   | 0   | 0%  | 5   | 100% |
| Other Ethnic Group – Kurdish        | 1   | <1%  | 0   | 0%  | 1   | 100% |
| Other Ethnic Group – Latin American | 7   | 2%   | 0   | 0%  | 7   | 100% |
| Other Ethnic Group – Turkish        | 6   | 2%   | 2   | 33% | 4   | 67%  |
| White – British                     | 97  | 32%  | 86  | 89% | 11  | 11%  |
| White – Irish                       | 9   | 3%   | 5   | 56% | 4   | 44%  |
| White – Other                       | 33  | 11%  | 21  | 64% | 12  | 36%  |
| Gypsy, Roma or Irish Traveller      | 2   | 1%   | 0   | 0%  | 2   | 100% |
| <b>Total</b>                        | 306 | 100% | 190 | 62% | 116 | 38%  |

|   | All responses |      | General responses |      | Campaign responses |     |
|---|---------------|------|-------------------|------|--------------------|-----|
| <b>Age group</b> <i>(age data is approximate)</i> |               |      |                   |      |                    |     |
| under 16  | 2             | 1%   | 2                 | 100% | 0                  | 0%  |
| 16-20   | 118           | 36%  | 16                | 14%  | 102                | 86% |
| 21-25   | 46            | 14%  | 28                | 61%  | 18                 | 39% |
| 26-30   | 25            | 8%   | 23                | 92%  | 2                  | 8%  |
| 31-35   | 22            | 7%   | 22                | 100% | 0                  | 0%  |
| 36-40   | 14            | 4%   | 14                | 100% | 0                  | 0%  |
| 41-45   | 19            | 6%   | 19                | 100% | 0                  | 0%  |
| 46-50   | 16            | 5%   | 16                | 100% | 0                  | 0%  |
| 51-55   | 14            | 4%   | 14                | 100% | 0                  | 0%  |
| 56-60   | 15            | 5%   | 15                | 100% | 0                  | 0%  |
| 61-65   | 21            | 6%   | 21                | 100% | 0                  | 0%  |
| 66-70   | 9             | 3%   | 9                 | 100% | 0                  | 0%  |
| 71+   | 10            | 3%   | 10                | 100% | 0                  | 0%  |
| <b>Total</b>                                      | 331           | 100% | 209               | 63%  | 122                | 37% |

|                   | All responses |      | General responses |     | Campaign responses |     |
|-------------------|---------------|------|-------------------|-----|--------------------|-----|
| <b>Disability</b> |               |      |                   |     |                    |     |
| Yes               | 32            | 15%  | 25                | 78% | 7                  | 22% |
| No                | 181           | 85%  | 178               | 98% | 3                  | 2%  |
| <b>Total</b>      | 213           | 100% | 203               | 95% | 10                 | 5%  |