

19th September 2013

Metroline

Mr James Earl,
Chair, Fortune Green & West Hampstead NDF
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BY EMAIL ONLY

Dear Mr Earl,

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Neighbourhood Plan

I am writing further to your letter of 19th August 2013 providing Metroline with an opportunity to respond to your suggestions about empty buses running along Mill Lane.

You correctly highlight the need for buses and drivers to return to Cricklewood Garage at the end of their shift. Herein lies the problem that we face with buses on Route 139 terminating at West End Green.

We have investigated all of the potential routes that we could take to get buses back to Cricklewood garage. The route that we use along Mill Lane and Cricklewood Broadway is the most effective route for us. It is the shortest and quickest route and more importantly the most reliable route for us to use.

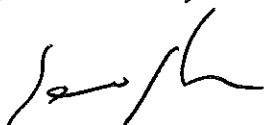
The reliability of the route between West End Green and the Cricklewood Garage means that we will reduce the cost of operating this service which is important for our business and for TfL. However we will also reduce the variability of the time taken to travel between these points which will improve the reliability of the service to passengers. The service that we provide on Route 139 is very valuable to the residents of West Hampstead

We are aware of the other routes that we could use and have explored their use in the past and will continue to review their use if there are developments in the area. There are no restrictions on the use of Mill Lane by buses. In terms of size double deck vehicles are as long and only slightly wider than single deck vehicles, such as the ones on Route C11 which runs along a stretch of Mill lane.

As with all roads used by our vehicles, our drivers are continually reminded of the need to drive appropriately for the road conditions and any identified hazards.

If you would like to contact me directly over any issues please feel free to do so.

Yours sincerely



Sean O'Shea
Chief Operating Officer