

## #AskLTW Tweets/ Responses 30.03.2017

#AskLTW	LTW Response	TfL Response	Other
1. <a href="#">#AskLTW</a> why is London still slow in technological innovations such as free wifi and USB charging onboard london buses	Replying to <a href="#">@ASAPBus</a> In part because of the scale of the operation. We'd like to see free WiFi & onboard charging. <a href="#">#askLTW</a>	Hi! We're always looking at ways to improve the customer experience. We have USB chargers on electric buses 1/2 routes 507 and 521. We have also trialled wifi but need a commercial partner to deliver this. 2/2	Replying to <a href="#">@LonTravelWatch</a> it was said that TfL were looking for a full time sponsor? Nothing further has been mentioned and the ideas just disappeared  Replying to <a href="#">@TfLBusAlerts</a> <a href="#">#AskLTW</a> thank you for getting back I understand this was the case but it looked like no further action was persude
2. 1/2: Help increase passenger numbers: Make 521 bus non stop from Holborn to Waterloo. Very popular amongst passengers. Why not? <a href="#">#AskLTW</a> 3. 2/2: Why not paint a simple bus lane outside Somerset House on the Strand to help buses through the daily gridlock there? <a href="#">#AskLTW</a>	Replying to <a href="#">@Laurie507</a> Let us about that. <a href="#">#AskLTW</a>		Replying to <a href="#">@LonTravelWatch</a> people working <a href="#">@TfLBusAlerts</a> must be able to see on their camera screens the chaos there every afternoon/evening? <a href="#">#AskLTW</a>
4. <a href="#">#AskLTW</a> How about teaching drivers disability awareness? And how the floor-lowering mechanism works?	We know lots is done but it can always be improved. <a href="#">@TfLBusAlerts</a> <a href="#">#AskLTW</a>	Hi! We already do this and are currently refreshing all 25K drivers on customer service and accessibility awareness	
5. Why so many Buses? <a href="#">@LonTravelWatch</a> <a href="#">#AskLTW</a>	Replying to <a href="#">@TheStigTaxi</a> Some of these problems r because of congestion.We're pressing <a href="#">@TfLBusAlerts</a> to prioritise buses & address congestion <a href="#">#askLTW</a>		Thanks for reply <a href="#">@LonTravelWatch</a> <a href="#">#AskLTW</a> A lot of these buses are empty, too many Private Bus Companies receiving Tax payer subsidies?
6. <a href="#">@LonTravelWatch</a> When will TfL reveal its planned bus changes for both Crossrail and Oxford St pedestrianisation? <a href="#">#askLTW</a>	The Crossrail-related proposals have been consulted on. We await the Oxford St consultation. <a href="#">#AskLTW</a>		Replying to <a href="#">@LonTravelWatch</a> No, only a few routes in Central London. XRail schemes are planned for E, SE and W London - when are they due? <a href="#">#AskLTW</a>  Replying to <a href="#">@Cogbat</a> Aha. Yes, there will be others for Abbeywood for eg. <a href="#">#askLTW</a>
7. <a href="#">#AskLTW</a> Why was the bus shelter at Warren St station stop taken away and a new one (not near the stop and with no sign) put in its place?	Replying to <a href="#">@mrsrlb</a> One for <a href="#">@TfLBusAlerts</a> <a href="#">#AskLTW</a>	Hi! Thanks for letting me know, I'll contact infrastructure and get back to you ASAP	Replying to <a href="#">@mrsrlb</a> very good question!! Missed an 88 because of this!

<p>8. <a href="#">@LonTravelWatch</a> Will TfL publish a full list of all completed, in progress and planned bus priority works? If not, why not? <a href="#">#askLTW</a></p>			<p>Replying to <a href="#">@Cogbat</a> <a href="#">@LonTravelWatch</a> David Field Retweeted David Field here's one we delivered last year <a href="#">#AskLTW</a></p> <p>Excellent new bus priority scheme in Brent, knocking minutes off journey times in Neasden. <a href="#">#ifidosaysmyself</a></p>
<p>9. <a href="#">#AskLTW</a> Why <a href="#">@TfLBusAlerts</a> <a href="#">@LonTravelWatch</a> ignore <a href="#">@imperialcollege</a> Collision Data showing <a href="#">@TfL</a> in Bottom Quartile? <a href="http://saferoxfordstreet.blogspot.co.uk/2017/02/the-international-bus-benchmarking.html">http://saferoxfordstreet.blogspot.co.uk/2017/02/the-international-bus-benchmarking.html</a> ...</p>			
<p>10. <a href="#">#AskLTW</a> Why <a href="#">@TfLBusAlerts</a> <a href="#">@LonTravelWatch</a> gave <a href="#">@stagecoachgroup</a> <a href="#">@ComfortDelGro</a> Metroline "Bus Operator ofYear" when they had HIGHEST FATALS?</p>			<p>Replying to <a href="#">@comadad</a> <a href="#">@TfLBusAlerts</a> and because somebody benefits financially Tom</p>
<p>11. <a href="#">@LonTravelWatch</a> Couple of Paddington items 1) Victoria route severely degraded since 436 removed, frequency &amp; spacing very poor... <a href="#">#AskLTW</a></p>	<p>Replying to <a href="#">@sndaniels</a> Thanks for this information. We will speak to <a href="#">@TfLBusAlerts</a> about this <a href="#">#AskLTW</a></p>	<p>Hi! Sorry about this, we're monitoring routes between Paddington and Victoria and aiming to improve reliability.</p>	
<p>12. <a href="#">@LonTravelWatch</a> We've had reports from older people we work with of bus drivers moving off before they've sat down <a href="#">#AskLTW</a></p>	<p>Replying to <a href="#">@AgeUKCamden</a> Please take details and contact <a href="#">@TfLBusAlerts</a> . Come to us if you are not satisfied. <a href="#">#AskLTW</a></p>	<p>Hi! Sorry to hear this, we're doing lots of work with drivers to ensure they understand the needs of all passengers</p>	<p>Replying to <a href="#">@LonTravelWatch</a> <a href="#">@TfLBusAlerts</a> OK, will pass this on</p>
<p>13. <a href="#">@LonTravelWatch</a> Are there plans for an enhanced or express 140 service when Crossrail opens? The route is overcapacity during peaks <a href="#">#AskLTW</a></p>	<p>Replying to <a href="#">@TC378</a> One for <a href="#">@TfLBusAlerts</a> <a href="#">#AskLTW</a></p>	<p>Hi! We're doing a thorough review of all routes serving <a href="#">@Elizabethline</a> including the 140 bus.</p>	
<p>14. <a href="#">@LonTravelWatch</a> <a href="#">#AskLTW</a> Why are there no direct bus routes between Golders Green &amp; Barnet? Why not extend 82 which is based at Potters Bar?</p>	<p>Replying to <a href="#">@marcost68</a> Thanks for suggesting. This could feed into <a href="#">@TfLBusAlerts</a> ongoing route planning processes. <a href="#">#AskLTW</a></p>		
<p>15. Seems 2 be lots of Bus RTA's <a href="#">@LonTravelWatch</a> <a href="#">@TfLBusAlerts</a> Is there a reason for this? <a href="#">#AskLTW</a> Drivers under stress to keep to Timetable?</p>			<p>Replying to <a href="#">@TheStigTaxi</a> <a href="#">@TheBoringCud</a> <a href="#">@LonTravelWatch</a> <a href="#">@TfLBusAlerts</a> been 7 bus related crashes in the last 2 weeks any comment <a href="#">@comadad</a> <a href="#">#bigredkiller</a></p>

<p>16. <a href="#">@LonTravelWatch</a> Why does TfL Stakeholder Engagement provide a public E Mail address but never respond to questions from public? <a href="#">#askLTW</a></p>	<p>Replying to <a href="#">@Cogbat</a> If you don't get a response you can appeal to us. Use our webform or email enquiries@londontravelwatch.org.uk <a href="#">#AskLTW</a></p>	<p>The email you mention is for stakeholder queries. We aim to respond to all emails within 10 days, and those 1/2 we can't are answered by customer service colleagues 2/2</p>	
<p>17. <a href="#">#AskLTW @LonTravelWatch</a> Will you put up your support for protected cycle lanes on special cycling section on ur website?</p>	<p>Replying to <a href="#">@DonnachadhMc</a> We look at and comment on each scheme on its own merits. <a href="#">#AskLTW</a></p>		<p>Replying to <a href="#">@DonnachadhMc @LonTravelWatch</a> We have enough underused cycle space already</p> <p>&amp; the moon is pink. 0.2% roads have protected cycle lanes &amp; they r huge success despite not being part of network</p> <p>I bet they are all being used heavily right now while they take up road space</p> <p>Over 70% traffic at rush hour on NShighway is bikes. Huge success. But huge problem is 65% CCZone traffic is cabs</p>
<p>18. <a href="#">@LonTravelWatch</a> Why are TfL scrapping or postponing every planned bus route enhancement - e.g W11 via B'horse Rd, 5 via Queens Hosp? <a href="#">#askLTW</a></p>	<p>One for <a href="#">@TfLBusAlerts #AskLTW</a></p>		
<p>19. <a href="#">@LonTravelWatch</a> Why are some route consultations still without answers after 1 year? - e.g. routes 178 and 271. <a href="#">#askLTW</a></p>	<p>This is too long to wait - <a href="#">@TfLBusAlerts</a> should provide an update. <a href="#">#AskLTW</a></p>		<p>Replying to <a href="#">@Cogbat @LonTravelWatch</a> because Leon's trying to load more tax payer subsidised empty buses of his onto the road</p> <p>Replying to <a href="#">@charlesthecab</a> Don't be daft. TfL are slowly cutting bus services across London. Also Mr D does not own any buses. <a href="#">@LonTravelWatch #AskLTW</a></p>
<p>20. <a href="#">@LonTravelWatch</a> Why are new route contracts being awarded with frequency cuts even in Outer London contrary to Mayoral policy? <a href="#">#askLTW</a></p>	<p>One for <a href="#">@TfLBusAlerts #AskLTW</a></p>		
<p>21. <a href="#">@LonTravelWatch</a> Why does TfL seemingly ignore the results of public consultation on bus changes and proceed anyway? e.g. Finchley Rd <a href="#">#askLTW</a></p>			
<p>22. <a href="#">@LonTravelWatch</a> As TfL seem powerless</p>	<p>We're watching this carefully. <a href="#">#AskLTW</a></p>		

to reverse patronage losses do you believe the Mayor's targets for more patronage can be met? <a href="#">#askLTW</a>			
23. <a href="#">@LonTravelWatch</a> My local route (123) has had a "temporary" timetable for over 3 years. Do you not consider that to be ludicrous? <a href="#">#askLTW</a>			
24. <a href="#">@LonTravelWatch</a> Would be good though if TfL would commit to responding to all questions over a period of time. <a href="#">#askLTW</a>			
25. Replying to <a href="#">@TfLBusAlerts</a> 26. <a href="#">@TfLBusAlerts @LonTravelWatch #askLTW</a> if <a href="#">#headway</a> is so important why do buses still run in convoy and play "leap frog" ?	This will be a function of traffic conditions. <a href="#">#AskLTW</a>		
27. GA put Metro holders in luggage areas. TfL told me they can. Why not insist on unencumbered luggage space as part of bus contracts? <a href="#">#AskLTW</a>	Sounds sensible, will follow up. <a href="#">@TfLBusAlerts #AskLTW</a>	This was a trial and we are currently evaluating the results. We welcome your feedback. (1/2) Hi. We keep the network under constant review and carefully match services to passenger demand. (2/2)	
28. <a href="#">@LonTravelWatch</a> Why are TfL scrapping or postponing every planned bus route enhancement - e.g W11 via B'horse Rd, 5 via Queens Hosp? <a href="#">#askLTW</a>	One for <a href="#">@TfLBusAlerts #AskLTW</a>		
29. <a href="#">@LonTravelWatch #AskLTW</a> route 192 has capacity issue and can't cope with the demand particularly to/from Tottenham Hale. Can it be reviewed?	Another one for <a href="#">@TfLBusAlerts #AskLTW</a>	Hi! As it happens, we're currently reviewing this route for exactly that reason.	
30. why is the N5 bus always cold and on Sundays never keeps to time	One for <a href="#">@TfLBusAlerts #AskLTW</a>		
31. <a href="#">@LonTravelWatch ...2) 23</a> remains crucial cross-town route regardless of Elizabeth Line <a href="#">#AskLTW</a>			
32. <a href="#">@LonTravelWatch</a> Why are some route consultations still without answers after 1 year? - e.g. routes 178 and 271. <a href="#">#askLTW</a>	This is too long to wait - <a href="#">@TfLBusAlerts</a> should provide an update. <a href="#">#AskLTW</a>	Hi. We run 100+ consultations a year and carefully assess feedback	Yes but why not provide an update to say what is going on and an indicative response date? That'd be good practice. <a href="#">#AskLTW</a>

		from a variety of stakeholders 1/2 This can affect the timetable of the consultation and extend the decision process. 2/2	
33. <a href="#">@LonTravelWatch</a> Are there plans for an enhanced or express 140 service when Crossrail opens? The route is overcapacity during peaks <a href="#">#AskLTW</a>	One for <a href="#">@TflBusAlerts #AskLTW</a>		
34. A Q 4 <a href="#">@TflBusAlerts</a> that our caseworkers often get asked: how are parents/schools kept in the loop abt bus route changes/diversions? <a href="#">#AskLTW</a>		Hi! For unexpected disruption to services we update the Tfl website, <a href="#">@TflBusAlerts</a> and apps to alert passengers.	
35. Another Q for <a href="#">@TflBusAlerts</a> : Can more be done to manage crowding associated with bus service at temporary stop at E Croydon stn? <a href="#">#askLTW</a>		Hi! Thanks for making me aware, I'll pass this on to the operational team to see what can be done.	
36. We often cycle part of trip & bus the rest, but hard to find good cycle parking. Any chance of more near bus stops? <a href="#">#AskLTW</a>	Good suggestion.We're keen that outer London rail stns become cycle hubs.Same cld apply to sm bus stops <a href="#">@TflBusAlerts #askLTW</a>		
37. <a href="#">@LonTravelWatch @TflBusAlerts</a> Can 423 & X26 have increased frequency. Both suffer overcrowded buses @ Hatton X, both serveHeathrow <a href="#">#askLTW</a>	More good feedback for Tfl's bus planners. <a href="#">#AskLTW</a>		