



Department for Transport

Great Minster House
33 Horseferry Road
London
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From the Permanent Secretary

Web site: www.dft.gov.uk

9 July 2021

Emma Gibson, Director London Travel Watch
John Dickie, Chief Executive London First
Norman Baker, Adviser to the CEO, Campaign for Better Transport
Peter Kavanagh, Regional Secretary, Unite Union, London Eastern Region

[Sent via email]

Dear Emma, John, Norman and Peter,

Transport for London Service level review

Thank you for your letter of 7 July where you set out your concerns about the requirement for a service level review in the recently agreed funding deal between the Secretary of State for Transport and the Mayor of London.

The Department shares your desire to see people return safely to public transport as we recover from the pandemic. We recognise how important public transport is to the people who live and work in London, as well as its role in supporting the city and the national economy. That is why in the recently agreed funding deal we agreed that TfL would maintain appropriate service levels whilst social distancing remains in place.

As part of this funding settlement, TfL were required to undertake a review of bus service levels in July and September, subject to the Government's social distancing review.

As a result of the decision to delay the fourth stage of the Government's road map until 19th July 2021 we and TfL have agreed to remove the July bus service review from the funding settlement.

I can confirm therefore that the review of service levels on buses will take place as part of a wider review which also look at London Underground and TfL Rail in September. This review will be aimed at generating a range of service level options to efficiently manage services and associated costs to support the achievement of financial sustainability by the target date of April 2023. The review will include an assessment of demand as we move past stage 4 and identify how passenger behaviour and travel patterns change over the Autumn. Clearly, a key objective for TfL will be to support demand for public transport as the associated revenue growth will be critical to ensuring financial sustainability, as well as supporting the wider goals for London set out in your letter. However, it will also be important to ensure service patterns are efficient.

This review will be part of continuing close working with TfL to ensure service levels reflect both demand and the goal of financial sustainability as London emerges from the pandemic.

I hope this answers your concerns. The Department remains committed to working with TfL to ensure they can operate an effective transport network that meets the needs of Londoners.

Yours sincerely,

A handwritten signature in black ink that reads "Bernadette Kelly". The signature is written in a cursive style with a long, sweeping tail on the letter 'y'.

Bernadette Kelly CB
Permanent Secretary