

Carshalton High Street – Bus Priority Improvements: London TravelWatch’s response

London TravelWatch is London’s independent transport watchdog, using evidence to campaign to improve journeys, and advocate for all people travelling in London. It is in this role that we are responding to TfL’s consultation about proposals to change parking restrictions on Carshalton High Street.

We make the following comments:

Improving bus journey times

We welcome TfL’s efforts to improve bus journey times for those travelling through Carshalton High Street by changing parking restrictions along the road, upgrading all single red line sections to double red lines. We note this is a key bus corridor served by four routes, carrying over 12,000 passengers daily, with below average bus speeds slowing down their journeys and reducing reliability.

We know bus journey times are important to people. London TravelWatch research found that over a third of Londoners (36%) said that their top consideration when deciding whether to travel by bus was how fast the bus journey is, and 80% said that faster bus journey times would encourage them to use buses more or start using them again.¹ Improving journey times will not only improve the experience of passengers on the bus but encourage more people to travel this way, supporting the Mayor’s target to increase the number of journeys made using sustainable transport modes.

Bus priority measures are an important way to reduce bus journey times, and we therefore support the proposed changes. However, it is important that any new double red lines are properly enforced to make sure the changes are effective.

Accessible parking

If making these changes, we ask that TfL ensure there are still sufficient options for people who require accessible parking. We understand there are 12 parking, 3 loading and 3 Blue Badge bays on the High Street which will stay in place, but would welcome TfL monitoring demand for the Blue Badge bays and consider adding additional ones (in places that will not hinder bus journeys) if needed.

Impacts on protected characteristic and other inclusion groups

It is good to note that the potential impacts identified in the scheme’s EQIA are positive and/or neutral across the different protected characteristics and other

¹ [The next stop: Making London’s buses better](#), London TravelWatch 2024

inclusion groups. To make sure this is the reality, it is important to meaningfully engage with people with a wide range of lived experiences when designing and deciding on the final scheme.

The EQIA notes TfL will work to hear the voices of all the protected characteristic groups during the consultation, and provide information that is “clear, consistent, and in different formats for easy and understandable reading.” These are welcome intentions and we hope they have been sufficiently carried out.

Implementing the changes

Should the changes go ahead, we ask that TfL make its best efforts to limit disruption to people travelling in the area while any works required are carried out.