

MAYOR OF LONDON

Tony Arbour AM
City Hall
The Queen's Walk
More London
London SE1 2AA

Our ref: MGLA171013-9344

Date: 06 NOV 2013

Dear Tony

Thank you for the petition which you presented to the London Assembly on 11 October.

As you know, Richmond station's forecourt was recently redesigned as part of the London Borough of Richmond upon Thames' redevelopment work on Kew Road. Prior to this change, the station was served by 12 bus routes, which were split between two bus stops located outside the station, and by taxis.

Transport for London (TfL) and the borough shared a number of concerns regarding the original layout of the road which did not offer enough space for the two bus stops to be served in line with TfL's procedures. In addition, the overcrowding which resulted from the poor road layout and congestion made it difficult for passengers with mobility difficulties to access the stops.

I understand from TfL that the borough's original proposal for the station forecourt looked to enhance the passenger waiting area and make it safer by removing the taxi drop-off facility and to increase the size of the pavement. It also planned to keep both bus stops in the forecourt. Unfortunately, this plan was later changed to the current set-up and one of the bus stops was removed and the space was allocated to a taxi rank instead.

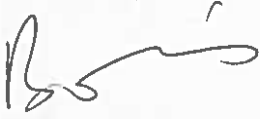
While I appreciate this may have inconvenienced some of your constituents, it is important to note that the new road layout is more spacious and safer for pedestrians and passengers waiting by the bus stop. However, TfL is aware that some passengers are unhappy with the new layout and have called for the second bus stop to be reinstated. TfL is now in discussions with the borough to find a suitable way forward and a site visit was held in September with the borough to discuss what improvements could be made to the area. The borough has agreed to consider the re-introduction of two bus stops pending further discussions.

Turning to your point about the Countdown sign, I can confirm that a new bus shelter and Countdown sign will be installed at the current bus stop as soon as possible. Should the borough and TfL agree to reinstate the second stop, I anticipate its Countdown facility will also be reinstated.

MAYOR OF LONDON

Thank you again for writing to me.

Yours ever,

A handwritten signature in black ink, appearing to be 'Boris Johnson', written in a cursive style.

Boris Johnson
Mayor of London

Cc: Darren Johnson AM