

# MAYOR OF LONDON

**Julia Lopez MP**  
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**Date:** 13 December 2024

Dear Julia,

Thank you for writing to the Mayor raising your constituents' concerns regarding bus services in Havering and for providing first-hand accounts of the issues they are facing. As Deputy Mayor for Transport, I have been asked to respond on his behalf. I am sorry for the delay in responding.

Transport for London (TfL) regularly reviews routes to ensure sufficient capacity is provided to meet expected levels of demand, including working with schools to understand travel patterns. TfL recognises that London is constantly changing. It keeps its bus network under continuous review, evolving it to ensure that services reflect changing usage and deliver value for money while providing a comprehensive and attractive network.

I have been advised that the 499 route was surveyed in March 2024, and no capacity issues were identified. However, as you are aware, a second survey is currently underway in response to your correspondence with TfL and the issues you have highlighted with the route. In addition, I can confirm surveys for the 193, 174 and 496 routes have been commissioned. It will take time to evaluate these surveys, assess any interventions that may be required, and implement these interventions.

It is also worth highlighting that residents in the area who have problems accessing public transport may be eligible for Dial-a-Ride. This is TfL's free door-to-door service, which is available to those aged 85 and over and those with long-term disabilities. More information is available on TfL's website: [registration and booking Dial-a-Ride services](#).

Improving public transport to provide alternatives to driving is a priority for the Mayor, particularly in outer London. Increasing express bus routes can assist in accelerating new housing and economic regeneration in advance of major new infrastructure. The Mayor has also asked TfL to investigate a number of additional Superloop routes. That work is underway, and TfL will announce public consultation once detailed proposals have been developed.

I hope this response is helpful to both you and your constituents.

Yours sincerely,



**Seb Dance**  
Deputy Mayor for Transport