

Our ref: MGLA160710-4960

Date: 25 AUG 2010

Re: Blackwall Tunnel Closures

Thank you for your email about the difficulties you encountered as a result of the closure of the Northbound Blackwall Tunnel for refurbishment works over the weekend of 9-12 July.

I was very sorry to hear about the frustrating end to your weekend and must apologise for the disruption and delay resulting from the termination of the 108 bus service at Canning Town on Sunday morning.

Transport for London has worked extremely hard to plan these essential refurbishment works to minimise disruption to road users as far as possible, and you are quite right that the 108 bus you were travelling on should have continued its journey across the river and been escorted through the Blackwall Tunnel.

For the duration of the tunnel closures, and whilst the Jubilee line is operating, the 108 operates as a shuttle service between Stratford and Canning Town and then between North Greenwich and Lewisham (with passengers transferring to the Jubilee line to cross the river). When the Tube closes down for the night, the 108 bus is escorted through the tunnel, thereby providing a continuous public transport service across the river; something that I know is fundamentally important for those commuting to and from South East London.

The Jubilee line resumes at Canning Town just after 5.00am Monday to Saturday but not until just after 7.00am on Sundays. Unfortunately, human error meant that the scheduling of the 108 bus service did not take account of the later start of the Jubilee Line on the Sunday morning; hence the termination of your bus at Canning Town.

TfL sincerely apologises for this error and for the significant delay had to your journey and that of others. The scheduling error has been rectified and TfL will maintain a public transport service across the river at all times during forthcoming weekend closures.

Thank you again for writing.

Yours sincerely



Boris Johnson
Mayor of London