

TfL forced to correct ‘dodgy’ report claiming floating bus stops are safe

Sir Sadiq Khan accused of deception after refusing to withdraw ‘error-riddled’ safety review

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The report used by Transport for London to prove that floating bus stops were safe was ‘deeply flawed and whitewashed’ Credit: Belinda Jiao

Sir Sadiq Khan has been forced once more to correct “dodgy” data he used to justify floating bus stops in the capital.

The Mayor of London has been accused of running a “masterclass in deception” after refusing to withdraw a “deeply flawed and whitewashed” safety review that was “riddled with errors”.

Transport for London (TfL) used the 26-page report to try to prove that “floating” bus stops – where pedestrians must cross a cycle lane to board – were safe.

However, disability campaigners say vulnerable pedestrians – including the elderly, blind people and parents with prams – are forced to “run the gauntlet” when crossing cycle paths because the majority of cyclists ignore zebra crossings.

The Bus Stop Bypass Safety Review claimed analysis of data from 121 bus stops before and after they became the floating type proved that elderly and disabled people were not deterred from using them.

However, the National Federation of the Blind UK (NFBUK) and The Telegraph have shown that at least 37 of those bus stops were the wrong type for the comparison.

Despite the Mayor’s statisticians having been given two weeks to recalculate their research, TfL has been forced to admit that yet more of the study could be inaccurate and that it cannot say how much of it is inaccurate. To the dismay of campaigners, however, TfL insists the findings will remain the same.

It is the second time Sir Sadiq’s report has had to be republished after significant errors were uncovered.

In 2024, The Telegraph revealed that the Mayor had to apologise to disability campaigners after it was proved that TfL failed to include a spate of serious pedestrian injuries when totting up casualties at the bus stops.

Now, NFBUK is reporting Sir Sadiq to the Local Government and Social Care Ombudsman and calling for the report to be withdrawn because TfL is beholden to the cycling lobby and “cannot be trusted”.

The body has also called on Will Norman, the Mayor’s walking and cycling commissioner, who championed the report, to resign.



The Mayor's walking and cycling commissioner Will Norman (right) has been called on to resign Credit: PA Images

Sarah Gayton, from the NFBUK charity, said: "Sadiq Khan and Will Norman have again failed blind and disabled people by peddling dodgy data and whitewashing serious concerns about these bus stops.

"They have conducted a masterclass in gaslighting and deception. This report is riddled with errors and has had to be republished twice. I will be writing to the ombudsman to report the Mayor and ask for this report to be withdrawn.

"Everyone – particularly the most vulnerable pedestrians – knows these bus stops fly in the face of common sense.

"Khan makes much about his father having been a bus driver, but he doesn't care about those who rely on this public transport."

She called for the floating bus stops to be scrapped, particularly because as few as one in 10 cyclists stop at zebra crossings to allow pedestrians to reach the bus stop.

Andrew Boff, the deputy chair of the London Assembly, said: “TfL is being extremely selective with their data. It has an agenda driven by the Mayor and the cycling lobby, which means that no matter how much these floating bus stops defy common sense, they will pursue them.”

A TfL spokesman said the report “continues to show that bus stop bypasses are low risk”, adding: “Unfortunately when looking at how usage has changed over time, the implementation dates of some of the bus stop bypasses had been recorded incorrectly and we are repeating this analysis with an updated list of bus stop bypasses.”

He added that TfL would continue to work with groups representing disabled people to “understand their experiences”, as well as work to “increase awareness among cyclists”.

Mr Norman failed to respond to a request for comment. But a spokesman for the Greater London Authority said the Mayor and his team were “committed to safe and sustainable travel … for everyone”.

He added that the report showed “very low injury risks to pedestrians as well as high levels of use by both disabled and elderly passengers”, adding that buses pose “the greatest risk to cyclists”, so London’s 164 bus stop bypasses – the official name for floating bus stops – provide a safer route “for everyone by physically separating buses from people on bikes”.