

Consultation on proposed changes to bus route 83 and the introduction of new route 483

Responses to the main issues raised
June 2016

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TfL response to the main issues raised

This document summarises our responses to the main issues raised in the consultation on our proposals to change bus route 83 and introduce new route 483. Set out below are the main points put to us during the consultation and our response to these.

Our proposals

We recently consulted stakeholders and the public about a proposed change to bus route 83 and the introduction of a new bus route, numbered 483. The consultation took place for a period of six weeks from Monday 11 January to Monday 22 February 2016.

Route 83 is a 24 hour service that currently runs between Ealing Hospital and Golders Green. Our proposal included;

- Shortening route 83 so that it would run between Golders Green and Alperton station only, and not continue onto Ealing Hospital
- The introduction of new route 483 which would run between Harrow town centre and Ealing Hospital. This would follow the same line of route as the current 83 service from Wembley Stadium, via Alperton, to Ealing Hospital
- The introduction of a night bus service, numbered N83, to run between Golders Green and Ealing Hospital via the current 83 route. This would replace the 24-hour service of route 83.

Main issues raised and TfL's response

Route 83

Maintain current route 83, do not shorten it

With demand for space on route 83 on the increase, we want to make sure that the service can match future demand in the best way possible. Our proposals aim to improve reliability and create space for more customers on bus routes in the area.

Route 83 is a long and indirect route that can take over three and a half hours in the afternoon peak to complete one return trip. The reliability of long routes is hard to maintain, particularly during times of traffic disruption. Routes with a long cycle time (the time taken to go out and back again) are also inefficient to operate as additional breaks could be required for drivers.

Concerns about the loss of important links between Golders Green and Hendon in the north, and Ealing Broadway in the west

Maintaining these links would require route 83 and proposed route 483 to overlap each other south of Alperton. If they were to do so all the way to Ealing Hospital, this would add £2.3million per annum to running costs and would not improve reliability on route 83. There is currently no requirement to provide the additional capacity by providing overlapping routes south of Alperton. As an alternative, route 226 provides a quicker, more direct link between Golders Green and Ealing Broadway. Some links would be broken but there would be common stops in the Wembley area for interchange between routes 83 and 483 that are both high frequency throughout all daytimes.

Concern that a change of bus will increase journey times and cost more

A change of bus may be required for customers who currently travel on route 83 between places north of Wembley and south of Alperton to complete their journey.

Although the journey would be split into two parts, proposed route 483 would provide a service offering the same frequency and capacity between Alperton and Ealing Hospital as route 83 does now. A shortened route 83 would also improve reliability between Golders Green and Alperton, resulting in an overall reduction in journey times.

The Mayor has announced the introduction of a one-hour 'Hopper' fare from September 2016. This will automatically be given to anyone who uses pay as you go with Oyster cards or contactless payments, and will allow passengers to make an additional bus journey for free within one hour of touching in on the first bus.

Splitting the route would affect approximately 1,680 (5 per cent) of passengers currently using route 83 on weekdays. As an alternative, route 226 provides a single journey for customers wishing to travel to and from Golders Green and Ealing Broadway.

Routes 83 and 483 should use the same stops

Both route 83 and proposed route 483 would serve the same stops between Wembley Stadium and Alperton.

Route 83 should be extended to Hanger Lane to maintain a link with this important transport hub and the Underground Central Line

Maintaining these links would require route 83 and proposed route 483 to overlap each other south of Alperton. If they were to do so all the way to Hanger Lane, this would add around £0.5million per annum to running costs and would not improve reliability on route 83. There is currently no need for the additional capacity this would provide at this location.

Route 83 should be extended east at Alperton to connect with the Northfields area via Mount Pleasant and Beresford Avenue

At the moment we consider that the area east of Alperton is sufficiently served by route 224. However, we are aware of new developments planned in the region and will continue to work closely with Brent Council to consider further changes to bus services in the future, as these developments near completion.

Proposed new route 483

The vehicle type for proposed route 483 has not been stated

New route 483 would use double-decker buses.

Concern the route is too lengthy and the service will be unreliable due to congestion on route; in particular East Lane, Wembley Park, Wembley High Road and Ealing Broadway

The London bus network is kept under regular review and we would closely monitor any new service to maintain reliability and efficiency. By proposing a new travel option in the area we aim to attract new customers to our bus services. This could result in fewer private vehicles on the road, which would help to improve congestion. The route travels through busy areas to meet customer demand and make useful links with other transport interchanges.

Concern that bus diversion arrangements have not been considered when Wembley Stadium events require local roads to close for traffic

Event Planning Managers from our Bus Operations team and Traffic Operations Centre work very closely with the Police to manage local traffic and bus diversions when large events take place in London. We are aware that the roads get busy when events are held within the Wembley complex and have plans in place to manage disruption and keep traffic moving. Any changes to bus services in the area would be given full consideration by our teams as part of their routine planning for future events.

Consider entering Harrow Bus Station via Sheepcote Road and Gayton Road. This will reduce bus congestion on Kenton Road

The purpose of new route 483 running to Harrow is to provide new direct links and relieve crowding on route 182. Therefore, the route has been designed to follow route 182 in the Harrow area.

The route should serve Northwick Park Hospital grounds and not just pass nearby. We should consider terminating the route here to lessen congestion going into Harrow town centre

To relieve crowding on route 182, new route 483 needs to run to Harrow Bus Station. Running to Harrow town centre also creates a new public transport link between it and Ealing. Route 186 will continue to serve the hospital grounds.

Consider a route via Forty Avenue to link with Wembley Park Underground Station

Running new route 483 via Wembley Park Station was considered but it would increase journey times and result in a circuitous routing for through passengers. Route 245 stops within 600 metres of Wembley Park Station.

Concern that Harrow Bus Station and Alperton Station are already congested with little space for additional buses, and little pavement space when boarding or changing bus

The impacts of an additional route at Harrow Bus Station have been considered. A purpose of new route 483 is to reduce crowding and waiting time for route 182 that currently serves Harrow Bus Station. Due to the current length of route 83, driver changeovers are required at the Alperton Station stop that can cause congestion. Shortening route 83 would mean these are no longer required at this stop.

Proposed new route N83

Concern that the night service will be infrequent, compared to the current 24-hour route 83 service that runs every 20 minutes through the night

No changes are proposed to frequency of the route at night.

There is no information given regarding proposed bus timetables, in particular first and last bus times

There will continue to be a 24-hour service between all stops on current route 83. This would be provided by route N83 at night. During the day it would be provided by either route 83 or 483. Route 483 would run at daytimes only between approximately 0500 and 0100 across the route timed to connect with last trains at Harrow-on-the-Hill and North Wembley. All other stations on these routes would have a 24-hour bus service.

Other route suggestions

Consider terminating route 395 at Northwick Park Hospital instead of at Harrow Bus Station to create space at Kimberley Road bus stand for route 483. This would link route 120 to the hospital via Northolt Station

It would cost around £250,000 per annum to extend route 395 to Northwick Park Hospital and is not expected to generate enough trips to be justified at this time. However, this will continue to be monitored in case this changes.

Consider a link between Middlesex University and Wembley

The university is well served by buses, with three high frequency routes serving the main campus and others nearby with easy interchange to route 83. That said, the network is under constant review and we'll take this request into consideration if there are any future changes in the area. Rerouting to serve the university would result in increased journey times for through passengers. An additional vehicle would also be required to run the route, at an additional cost of approximately £250,000 per annum.

Review the N18 between Sudbury, Northwick Park and Harrow to address capacity problems and offer more through buses to Harrow at night

Recent surveys show that there is sufficient capacity between Harrow and Sudbury on route N18. This will continue to be monitored in case this changes.

Extend route 204 to create a new direct link between Northwick Park and Wembley

This would cost around £0.8million per annum and make route 204 a long route. A direct link between Northwick Park and Wembley High Street is currently provided by route 182 and a new link will be provided by the proposed new route 483.