

Proposed changes to buses in West London for the opening of the Elizabeth Line

Response to issues raised
August 2018

Consultation Summary

Background

Between 3 July 2017 and 17 September 2017, we consulted on proposals to reorganise bus services in West, South East and North East London to support the opening of the Elizabeth line. The proposals involved a combination of changing where some routes terminate, rerouting some routes, extending routes to maintain connections and introducing new routes. The proposals help to ensure that our bus services best meet passenger demand while continuing to provide an affordable and reliable network.

The introduction of the Hopper fare has allowed us to make changes to the bus network which would previously not have been as attractive, now that passengers using pay as you go can make as many bus journeys as they like within an hour of first touching in for the price of one fare.

We published detailed proposals on our website at <https://consultations.tfl.gov.uk/buses/elizabeth-line/>. There we provided an overview of the scheme, along with maps showing the bus routes in question as they are now and how they would look if the proposals were implemented.

The route proposals are generally connected by area. Due to the scope of the proposals we presented the information in separate sections maintaining this grouped order, each with their own explanations and maps. The affected West London routes were as follows:

- Central Ealing routes 112, 427, E1 and E10
- Hayes, Heathrow and West Drayton routes 140, 223, 278, 697, 698, and X140
- Southall routes 95, 120, E5 & H32 (and 427)
- Acton routes 218, 266, 306, 391 and 440

Conclusion and next steps

We received 2706 responses in total to the consultation about bus services in West, South East and North East London; 2664 were from members of the public and 42 were from stakeholders.

The table below shows the level of support and opposition for each route proposal for West London as a proportion of those who responded to each of the questions:

Changes to routes 95 and E5	1044 responses	20 per cent support or strongly support 4 per cent oppose or strongly oppose
Changes to route 112	1049 responses	40 per cent support or strongly support 5 per cent oppose or strongly oppose

Changes to route 140	1072 responses	33 per cent support or strongly support 13 per cent oppose or strongly oppose
Introduction of route X140	1075 responses	40 per cent support or strongly support 9 per cent oppose or strongly oppose
Introduction of route N140	1055 responses	33 per cent support or strongly support 10 per cent oppose or strongly oppose
Introduction of route 278	1065 responses	40 per cent support or strongly support 5 per cent oppose or strongly oppose
Changes to route 266/N266	1067 responses	33 per cent support or strongly support 16 per cent oppose or strongly oppose
Introduction of route 218 *	1057 responses	36 per cent support or strongly support 10 per cent oppose or strongly oppose
Introduction of route 306	1039 responses	31 per cent support or strongly support 9 per cent oppose or strongly oppose
Introduction of route 218 *	1041 responses	40 per cent support or strongly support 10 per cent oppose or strongly oppose
Withdraw route 223	1044 responses	16 per cent support or strongly support 14 per cent oppose or strongly oppose
Changes to route 427	1039 responses	24 per cent support or strongly support 25 per cent oppose or strongly oppose
Changes to route 440	1028 responses	27 per cent support or strongly support 12 per cent oppose or strongly oppose
Changes to route H32	987 responses	26 per cent support or strongly support 2 per cent oppose or strongly oppose

* Due to an administrative error, there were two questions which asked respondents what they thought of our proposals for route 218

After considering all of the responses to the West London proposals, as well as bus demand data and other transport information for these routes, we plan to proceed as follows:

Acton routes

We will be going ahead with the changes put forward in the consultation for **routes 266 and 391**, and the introduction of **night route N266** and **new routes 218 and 306**. Below is a summary of the changes for the Acton area:

- **Route 266** will run between Brent Cross and Acton, Town Hall and will no longer connect to Hammersmith during day service. Frequency will be reduced in frequency to every 10 minutes during Monday to Saturday day times, every 12 minutes during Sunday shopping hours and every 15 minutes during all evenings. It will no longer serve its current busiest section

between Acton High Street, Askew Road and Hammersmith. However, the shorter route is expected to be more reliable.

- **Route N266** will run retain a direct service between Brent Cross and Hammersmith at night. It will continue to run every 30 minutes.
- **Route 391** will run between Richmond and Hammersmith, and no longer connect to Fulham Broadway and Sand's End. It will be reduced in frequency to every 15 minutes during Monday to Saturday day times, every 20 minutes during Sundays and all evenings. This is because it will no longer serve its current busiest section between Hammersmith and Fulham. However, the shorter route is expected to be more reliable.
- **New route 218** will run between North Acton and Hammersmith via West Acton, Acton High Street and Askew Road using single-deck buses. However, it will run every 12 minutes during Monday to Saturday day times rather than every 10 minutes and every 20 minutes during Sundays and evenings rather than every 15 minutes.
- **New route 306** will run between Acton Vale and Sand's End (Fulham) via Askew Road, Hammersmith and Fulham Broadway using double-deck buses. It will run every 12 minutes during Monday to Saturday day times. However, it will run every 20 minutes during Sundays and evenings rather than every 15 minutes.

Between Acton Vale and Hammersmith, new routes 218 and 306 will be timed to provide a bus every 6 minutes during Monday to Saturday day times and every 10 minutes during Sundays and all evenings. Frequencies will be kept under review once the new routes have started running.

In addition, we will be making the changes consulted on to **route 440** in the Acton and Park Royal areas. It would run along serve Acton Main Line station that is planned to be served by the Elizabeth line in 2019 rather than West Acton that would be served by new route 218 instead. At Park Royal, southbound route 440 buses would serve stop D instead of stop K. However, we will not be going ahead with the changes to the 440 in the Chiswick area at this time and have consulted separately on revised proposals to route 440 in Chiswick. Link: <https://consultations.tfl.gov.uk/buses/routes-27-and-440/>.

Ealing routes

Below is a summary of the changes for the Ealing area:

- We will be introducing changes to the routing of **route 427** as consulted on. It will run between Southall, Merrick Road and Uxbridge via Southall station (for the Elizabeth line once open) and no longer run to Acton via Ealing. It will also be reduced in frequency to every 10 minutes during Monday to Saturday day times and every 12 minutes during Sundays and all evenings.

- We will not be reducing the frequency of **route E1** at this time. We originally consulted on reducing it to run every 10 minutes during Monday to Saturday day times and every 12 minutes during Sundays at this time. No changes are proposed to the existing evening frequency of every 15 minutes. Frequency will be kept under review once the full Elizabeth line service has started in West London.
- We will be reducing frequency on **route E3** to run every 8 minutes during Monday to Saturday day times. It will continue to run every 10 minutes during Sundays and all evenings.
- **Route E10** will be converted to larger 60 capacity single deck buses as consulted on, but it will not be increased in frequency at this time. Frequency will be kept under review once the full Elizabeth line service has started in West London.

The Elizabeth line will run parallel to Uxbridge Road and Gordon Road among others and is expected to extract demand from bus services running along these corridors including routes 427 and E1. In particular, from passengers who are currently using buses to access rail services at Ealing Broadway, as West Ealing and Hanwell stations would gain direct rail links beyond Paddington to the West End and the City. All corridors would retain a high frequency service as it is expected there would still be strong demand to access local town centres and other local attractors.

We will not going ahead with the extension of **route 112** between Ealing Broadway and Osterley, Tesco via South Ealing. After analysing stakeholder feedback and recent usage data on the existing route, it is no longer the best option to extend from Ealing Broadway. We will be consulting separately on revised proposals on a new service for this corridor in due course.

Many enhancements to bus services to support the Elizabeth line in Ealing have already been introduced over the past 2-3 years. These are:

- Converting **routes E8 and E9** to double-deck buses.
- Extending **route E8** to create a new link to Isleworth and Hounslow town centre.
- Introducing **new route 483** replacing route 83 improving reliability and creating a new link to Harrow.

Southall routes

Below is a summary of the changes for the Southall area:

- As noted above, we will be introducing changes to the routeing of **route 427** as originally consulted on.
- We will be delaying changes to **routes 95, E5 and H32** until new roads are available at the Southall Waterside (Gasworks) site. This is not expected

until after the Elizabeth line starts serving West London. A further update will be provided at a later date.

- We will not be going ahead with the frequency increase of **route 120**. Frequency will be kept under review once the full Elizabeth line service has started in West London.

Changes to route 427 would create a new link from Hayes and Southall Broadway to Southall station for the Elizabeth line. It would also introduce a new service to Merrick Road where housing development is planned.

Hayes & Harlington, Heathrow Airport and West Drayton routes

We will be going ahead with the changes put forward in the consultation for **routes 140, 223, and 697**, and introducing **night service N140** and **new route X140**. We will also be introducing **new route 278** but at a frequency of every 15 minutes rather than every 12 minutes during Monday to Saturday day times. On **route 698**, we will be withdrawing one rather than two return journeys.

Below is a summary of the proposed restructures to routeings:

- **Route 140** will run between Hayes & Harlington station (for the Elizabeth line in 2019) and Harrow Weald, and will no longer run between Hayes & Harlington station and Heathrow Airport, Central Bus Station. It will be reduced in frequency to every 8 minutes during Monday to Saturday day times and every 12 minutes during Sundays and all evenings. It will be partly replaced by routes 278 and X140.
- **Route 223** will no longer run between Northwick Park Hospital and Harrow Bus Station. Extra capacity will be added to meet peaks in demand during school start and ends time. Its main frequency will remain every 20 minutes during Monday to Saturday day times and every 30 minutes during Sundays and all evenings.
- **Route N140** will run unchanged every 30 minutes with an enhanced every 12 minutes service during early mornings on all nights of the week.
- **New route 278** will run between Ruislip station and Heathrow Airport, Central Bus Station replacing route 140 between Hayes & Harlington station and Heathrow Airport, Central Bus Station. However, it will run every 15 minutes during Monday to Saturday day times rather than every 12 minutes as this will be sufficient to meet demand. It will run every 20 minutes during Sundays and all evenings.
- **New limited stop route X140** will run between Harrow Bus Station and Heathrow Airport, Central Bus Station via Hayes & Harlington station. It will run every 12 minutes during Monday to Saturday day times and every 15 minutes during Sundays and all evenings.
- **Route 697** will run with one less return journey as new route 278 will provide extra capacity between Ickenham and Hayes.

- **Route 698** will run with one less return journey as new route 278 would provide extra capacity between Ickenham and Hayes.

The above changes will better match capacity to demand along the existing route 140 corridor, and between Northwick Park Hospital and Harrow Bus Station. It will also introduce new and faster direct links to the Elizabeth line, Heathrow and Long Lane among other locations.

We plan to implement the changes in line with the phased opening of the Elizabeth line or in response to wider bus network changes, subject to any necessary changes to highway infrastructure being made by the relevant highway authorities. A full customer communications campaign will be implemented in advance of any changes to let people know new journey options and frequencies.

Response to issues commonly raised

Below are our responses to the key issues raised:

112: Concern that extending the route will affect reliability

This route has been running reliably since the completion of road works at Neasden. We are no longer planning to extend the 112 as consulted on. However, if the route had been extended, layover (or recovery time at each end of the route) would have been increased which would help to maintain a reliable service.

440: Concern that rerouteing away from West Acton will make travelling more difficult for elderly and less mobile passengers

There would be a need for some passengers travelling from West Acton area to change at Acton High Street or North Acton to continue their journeys. Passengers with mobility issues may find this more difficult. However, customers will be able to change buses without having to change stop, and all of our buses and the majority of our bus stops are accessible. Also, new route 218 would run at a higher frequency on all days of the week via West Acton meaning less waiting time for a bus service to the nearest town centre at Acton High Street. It would offer a new link to Hammersmith town centre as well.

427: Concern that reducing the frequency would have a negative effect on the route and cause crowding on other routes serving Uxbridge Road

Uxbridge Road is a very high frequency bus corridor with between 25-47 buses per hour running along it between Southall and Acton. Withdrawing route 427 between these locations would adjust this frequency to between 18-40 buses per hour. Demand forecasts show that the introduction of the Elizabeth line that runs closely with the Uxbridge Road would attract customers from these bus routes, reducing demand. This is predominately commuters currently using bus services to access Ealing Broadway station for Tube services who would gain new direct links into Central London from Southall, Hanwell and West Ealing stations instead. Furthermore, route E8 was converted to double-deck in 2016 to meet demand at Boston Road meaning there is now spare capacity on Uxbridge Road.

Routes 207 and 607 parallel the entire withdrawn section of route 427 between Southall and Acton retaining many direct links. Route 427 would be rerouted to serve the Elizabeth line station at Southall to provide new links for passengers in Hayes and Southall Broadway, as well as provide a new service to development around Merrick Road.

427: Concern that the changes would reduce direct access from the western part of Uxbridge Road to Ealing Hospital, and from Ealing to Hillingdon Hospital

Routes 207 and 607 would continue to provide direct links to the hospitals from most locations along the Uxbridge Road between Uxbridge and Shepherd's Bush. Some passengers travelling from stops not served by route 607 west of Southall would need to use route 427 and change at Southall Broadway to routes 207 and 607.

266/218/306/391: Concern about loss of direct links (eg from Horn Lane to Hammersmith)

Some passengers would need to change buses at either North Acton or Acton High Street to continue their journeys on route 218. However, Horn Lane would gain route 440 in addition to route 266, resulting in high frequencies and less waiting time, as well as providing new links to Park Royal, South Acton and Chiswick. Shortening route 266 should result in a more reliable service.

218: Concern that single deck buses will not provide sufficient capacity

Route 218 would provide a higher frequency service via West Acton than route 440 provides at the moment increasing capacity. Between Acton Vale and Hammersmith, new double-deck route 306 would parallel route 218 providing an overall frequency of 6 minutes during the peaks resulting in greater capacity than is provided at the moment. Routes 218 and 306 would be shorter routes than route 266 and are expected to run more reliably as well.

140/X140/N140/223: Concern about broken journeys/increased journey times. Would like to see a direct link from Harrow Weald bus garage and Heathrow retained.

Some passengers would need to interchange to continue their journeys. Passengers travelling from Harrow Weald to Heathrow would need to use routes 140, 182, 340 or 258 and change at Harrow Bus Station to route X140. New route X140 would run limited stop meaning that overall passengers would still have a quicker journey time despite one change. This would be the case for many other passengers at major stops that route X140 would serve (predominantly town centres, bus and rail interchanges). Passengers using stops not planned to be served by route X140 would need to use route 140 and change at Hayes town centre for route 278.

223: Concern that changing the route so that it no longer serves Harrow bus station will make travelling less convenient for elderly and less mobile passengers

Currently both Northwick Park Hospital and Harrow Bus Station are served by multiple high frequency routes. Existing route 223 passengers would be able to

change to alternative routes at Kenton where people can change buses without having to change stop.

95/E5: request for double deck buses

While route 95 buses may be busy during times when the scheduled frequency is not met due to road disruption, current demand for route 95 when services run to schedule show that single-deck buses are sufficient to meet demand. Route E5 cannot be converted to larger vehicles due to various highway constraints on line of route. Rerouting the 427 to Merrick Road is intended to provide some crowding relief to route E5.

Concern generally about the frequency reductions planned (eg. on routes 391, E1, E3, 697, 698)

Forecasts show that after Elizabeth line services starts running, demand on corridors that routes 427, E1 and E3 serve will reduce.

Route 391 would reduce in frequency by one bus per hour as demand is lower west of Hammersmith than east where it would be replaced by route 306. However, route 391 is expected to run more reliably as it would be a shorter route meaning the level of service delivered to passengers is not expected to change significantly.

New route 278 would introduce four extra buses per hour between Hayes and Long Lane paralleling much of routes 697 and 698. Demand shows that these school routes can be reduced by a total of two return trips. Overall, this corridor would still have a net increase in capacity and frequency.