



Colindale bus service changes

Response to issues raised
June 2018

Consultation Summary

Background

This document responds to the issues raised in the consultation about changes to Colindale bus services.

We consulted on:

- merging routes 303 and 305 to run between Edgware and Kingsbury Circle via Mill Hill, Colindale and ASDA, running as route 303
- extending route 125 from Finchley Central to Colindale Station and reduce frequency from six to five buses per hour
- rerouting the 143 and 326 to run eastbound directly via Hendon Lane and Regents Park Road. Withdraw route 326 morning peak journey towards Barnet

Between 2 October and 12 November 2017, we consulted on proposals to merge routes 303 and 305, extend route 125 from Finchley Central to Colindale Station, reroute 143 and 326 to run eastbound directly via Hendon Lane and Regents Park Road. This will provide passengers with better connections in the Colindale growth area and will help improve the reliability of each bus service.

Conclusion and next steps

We have decided to go ahead with the changes to routes 125, 143 and 326, and merging routes 303 and 305 along with associated changes to Greyhound Hill, Capitol Way and Stag Lane from 1 September 2018.

Proposed changes to routes 186, 204, 303 and N5 at Grahame Park in 2020 will remain under review as plans evolve for the redevelopment of Grahame Park led by Barnet Council.

Response to issues commonly raised

Below are our responses to the key issues raised:

Comments about route 125:

Is the 125 bus going to be a single deck bus or a double decker?

Double-deck vehicles for route 125 are proposed at all times.

How long will the journey take in rush hour on the proposed extended 125 route?

The journey time in peak hour on route 125 will take end to end 65-75 minutes in each direction.

Are there any plans to extend the route of the 125 at the other end at Enfield?

There are currently no plans to extend the route between Winchmore Hill and Enfield Town Centre in addition to Colindale as it would result in a route that is too long to operate efficiently and reliably. This is because it would be too long to efficiently schedule driver duties.

What is the proposed frequency of peak-time services on route 125?

We believe that our proposals for route 125 will better match capacity available on the buses to the expected demand and we are proposing a service of frequency every 12 minutes during peak services.

The bus network is designed for buses to run end to end. Sometimes though it's necessary for a bus to stop short of the normal destination to help regulate the service and keep it reliable. The proposed changes will mean a more efficient network to manage, and should result in more reliable journeys. There will be times when incidents occur and our route controllers will try to ensure the service runs as reliably as possible.

Did anyone carry out a survey to find out if there is demand for an extension of the 125 route from Finchley Central to Colindale Underground station?

We have conducted forecasts and passenger projections and have concluded there will be a demand for the new links route 125 would provide. It also shows that there will be a substantial growth in population at Colindale particularly Aerodrome Road requiring additional capacity.

As part of our monitoring of the bus network, we will review the impact of the changes and any effect on bus reliability and customer demand for services approximately six months after implementation. This is to ensure the changes match our predictions and projected customer demand.

Can you re-route a bus from East Barnet to go to Finchley Memorial Hospital or have the 125 route stop at Finchley Memorial Hospital?

We accept that there has been strong support to reroute the 125 bus route via Finchley Memorial Hospital. We have considered the benefits of diverting a route into the site for staff, patients and visitors against the substantial increase in journey time for some 3,300 passengers travelling between North Finchley and Finchley Central during the weekday.

We also considered the cost of providing the service and the feasibility of running along the constrained roads concerned and found that the level of expenditure cannot be justified.

We are continuing to work with Barnet Council to investigate viable ways to address the difficulty for some patients and staff walking between the new hospital building and local bus stops.

Please reroute the 125 on roads other than Greyhound Hill

We have worked with Barnet Council to develop a set of highway changes to improve safety for buses and other vehicles using Greyhound Hill. Construction is being led by TfL and the road will only be cleared for use once a full route test has been undertaken. Bus infrastructure is installed to a TfL standard.

Comments about route 302, 303 and 305:

Will there be an increase in buses on the 302 route?

No changes are proposed to the frequency of route 302 as we are confident that there is sufficient capacity for the high frequency service demand in the Burnt Oak and Mill Hill areas. We will continue to monitor the situation and if demand does start to increase we will develop proposals to provide sufficient capacity for this.

Will the single decker buses used on route 303/305 remain at both peak and off peak times?

Single-deck vehicles are proposed at all times. We will continue to monitor the 303/305 route and if demand does start to increase we will develop proposals to provide sufficient capacity for this.

What will happen with the loss of links?

There would be 320 broken links per weekday from Honeypot Lane and Princes Avenue to Burnt Oak Broadway and Burnt Oak station. However some of these passengers would be able to use Colindale station instead to access the Northern line. Some passengers would need to walk up to 400 metres to access the route. All trips can be completed with one change of bus using the Hopper Fare.

The Hopper is of particular benefit to Londoners that rely on bus services to get around.

Comments about route 143:

There is insufficient detail here as to the changes to the 143 bus route

In our consultation phase we are also proposed to reroute 143 and 326 to run eastbound directly via Hendon Lane and Regents Park Road at Finchley Central to ensure routes 125, 143 and 326 share the same stops in this area.

Routes 143 and 326 do not currently serve the section of Hendon Lane where St Mary's Church stop is located. All 3 routes will be rerouted eastbound via St. Mary's Church. It is also proposed that route 125, 143 and 326 no longer serve stop S westbound at Regent's Park Road. This is to reduce delays to buses and other traffic by buses needing manoeuvre from the stop to the right turn only lane for Gravel Hill. Stop L is located 160 metres away at Gravel Hill and would continue to be served by these routes.

Other comments raised:

How long before proposals are implemented?

It is proposed that extension of route 125 and the merging of routes 303 and 305 occur on 1 September 2018. Further changes to routes 186, 204, 303 and N5 would occur from summer 2020 dependent on highway changes at Grahame Park.

Can buses navigate the hill in icy conditions?

Both TfL and the London boroughs have access to more than 100,000 tonnes of salt at key locations across the Capital for quick and easy access.

Our bus operations team work closely with each highway authority to ensure icy conditions are made safe for buses to operate on with the help of 39 road gritters, as well as gritting quad-bikes and flatbed trucks.

Will the new stops be well lit and maintained?

We are working with LB Barnet to develop details plans to show where we would like to place these stops and we will make sure these stops are installed to a TfL Standard.

What are the proposals for the link between Burnt Oak and Edgware via Deans Lane?

Links between Deans Lane and Edgware would be retained but buses would run via Deansbrook Road and Edgware Road instead of the western half of Hale Lane. While there would no longer be a link from Deans Lane to Burnt Oak, there will be a new link to the eastern half of Hale Lane, Mill Hill Broadway and Colindale.

The proposed link is also detailed in our maps used for our consultation.