Consultation on possible changes for bus routes 70 and 27

Response to the main issues raised
March 2015
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This document summarises our response to the main issues raised. 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 on proposals for an extension of route 70 to Chiswick Business Park (CBP) serving Acton Town Station. In addition, we also consulted on proposals to install a new set of bus stops for route 27 at the southern end of CBP nearer Gunnersbury Station.

Route 70 runs between South Kensington and Acton approximately every 10 minutes Monday to Saturday daily, every 15 minutes during Sunday shopping hours and every 20 minutes late evenings.

Our proposals to extend the route 70 to CBP meant that it would be diverted at Acton Market Place and travel along Acton High Street, Gunnersbury Lane, Acton Town Station, Bollo Lane and Stanhope Way to the bus stand at the northern end of CBP. Between Gunnersbury Lane and Acton High Street it would serve stops currently used by the E3 in both directions. Bus stops on Horn Lane and Steyne Road would no longer be served by the route 70, though the 266 will continue to serve stop N in Steyne Road. Customers can use stops located nearby on Acton High Street. The 70 would serve existing route E3 stops on Gunnersbury Lane and route 440 stops on Bollo Lane.

The proposals for the route 70 would provide a service for customers wishing to travel to CBP from the north. CBP is currently served by routes 237, 267 and H91 at Gunnersbury Station and by route 27 which enters the park from the south. We also proposed a new stop on Bollo Lane near Enfield Road for passengers using Acton Town Station. To aid the installation of the new bus stop, Ealing Council would need to convert five parking bays in front of Webb Court into the new bus stop. For buses travelling towards Acton, the existing route E3 stop at Acton Town Station on Gunnersbury Lane would be used.

Route 27 runs between Chiswick Business Park and Chalk Farm, Morrisons, every 7 to 8 minutes Monday to Saturday daily and every 12 minutes during Sundays shopping hours and late evenings.

Route 27 already serves the CBP from the south side. However, there is a large gap between the first / last bus stop and the stops on Chiswick High Road. We received requests from members of the public and stakeholders to install bus stops nearer the southern part of the CBP. Therefore, we also proposed two new stops for the route 27 in CBP which would give passengers the option of getting off in the main section of CBP.
Main issues raised and TfL's response
Below is a summary of issues raised at consultation and our response.

Route 70

Concerns about reliability of route 70, would like to see a frequency increase
Some responses highlighted concerns on the impact the extension would have on reliability and would like to see an increase in the frequency. Once the route has been extended extra buses will be added to retain frequency and reliability. We will continue to closely monitor how the service performs and whether the frequency reflects the demand placed upon the service.

Extend route 70 to the entrance of CBP
Currently there is not a stand or a turning facility available for buses at Gunnersbury Station next to Chiswick High Road or the entrance to CBP. The nearest stands are at Power Road and Turnham Green, Heathfield Terrace. Extending it would expose it to heavy traffic around Chiswick Roundabout which would affect reliability. However, there are benefits to this idea of creating a direct service between Chiswick High Road and Acton, so if the proposed extension to CBP performs well we will continue to look at options.

Convert route 70 to double deck buses
At present double-decks are not required; however we will continue to monitor bus loadings in case this changes.

Concerned about the removal of parking on Bollo Lane to accommodate for the proposed new route 70 stop
It is necessary for enough space to be allocated for the bus to be able to pull in and out of the bus stop easily and be clear of any parked cars. The bus also needs enough space to be able to stop close enough to the kerb to allow the wheelchair ramp to be deployed. Moreover, it will prevent buses from blocking southbound traffic on Bollo Lane.

Concerned that the proposed new stop on Bollo Lane would create traffic problems at the junction with Gunnersbury Lane
The stop will be set back from the junction with road space allocated for a bus cage to allow vehicles to clear the junction and overtake parked buses.

Concerns that the extension of route 70 could create noise and litter issues
We will continue to invest in security and staff to reduce anti-social behaviour on buses and at bus stops.
Route 27

Extend the route 27 to Chiswick Roundabout
This cannot be done without withdrawing the route completely from CBP which would break links or create double-running which would be confusing and costly.

Stop closer to the entrance of CBP
Requests were made to the developer to use the lay-by towards the entrance of CBP but we were informed that this is for the use of other vehicles.

Comments/issues raised for other specific bus services

Extend the E10 to CBP
In 2008 we consulted on proposals to extend route E10 to serve CBP. The results showed that some aspects of the scheme were opposed or were difficult to implement. In addition, costs were high due to the level of resource required to deal with the heavy congestion that often occurs on the North Circular. We therefore decided not to go ahead with this proposal.

The route 440 should be re-routed to CBP
Re-routeing 440 would duplicate routes 27 and 70 in the local area. There would also be insufficient standing space at CBP.

Create an interchange to routes 237, 267 and H91
As outlined above, there are no standing or turning facilities available. The nearest stand is in Power Road but this would increase the length of the route and expose it to heavy traffic at Chiswick Roundabout that would affect reliability.

General comments and suggestions received for buses in the area

There needs to be better links to West Chiswick, a direct service from Acton to Brentford and a direct service from Acton Town to Kew Bridge
At present it would not be cost effective to introduce other route extensions in the area, as well as the route 70.

Create better links to Hammersmith Hospital and West Middlesex Hospital
The route 70 extension will improve links to Hammersmith Hospital; we will continue to monitor the usage/demand for a service to West Middlesex Hospital.

Extend a route from Ealing Broadway to CBP
This was originally investigated but costs proved to be too high due to the high level of resource required to deal with the heavy congestion that often occurs on the North Circular and the impact this would have on reliability.