



## Report to Scrutiny

Item Number: 5

Contains Confidential or Exempt Information	No
---	----

**Subject of Report:** Crossrail Developments in the Borough

**Meeting:** Scrutiny Review Panel – 2017/2018: Transport  
Tuesday 3 October 2017

**Service Report Author:** Russell Roberts  
Principal Transport Planner  
Email: [robertsru@ealing.gov.uk](mailto:robertsru@ealing.gov.uk) Tel: 020-8825 9430

**Scrutiny Officer:** Harjeet Bains  
Scrutiny Review Officer  
Email: [bainsh@ealing.gov.uk](mailto:bainsh@ealing.gov.uk) Tel: 020-8825 7120

**Cabinet Responsibility:** Councillor Bassam Mahfouz  
(Transport, Environment and Leisure)

**Director Responsibility:** David Moore, Interim Director of Regeneration and Planning  
Email: [moored@ealing.gov.uk](mailto:moored@ealing.gov.uk) Tel: 020-8825 6798

**Brief:** To consider an update on the developments in Crossrail within the borough including a response to the consultation on the buses in West London for the opening of the new Elizabeth Line.

**Recommendations:** The Panel is recommended to:

- consider and comment on the developments in Crossrail within the borough and the proposed changes to the buses in West London for the opening of the new Elizabeth Line
- make suggestions for further improvements accordingly.

## **1. Introduction**

- 1.1 This report provides an update on the new Elizabeth Line/Crossrail railway developments in the borough, including station enhancements, train services plus the associated bus network changes.

## **2. Crossrail/Elizabeth Line**

- 2.1 Crossrail will take over both the Great Western Railway (GWR) local services to/from Reading and Heathrow Connect into London Paddington in May 2018. From January 2019 Crossrail will extend current train paths through a central London tunnel to provide direct services across London to Shenfield and Abbey Wood in to the east with intermediate stops underground including Bond Street and Canary Wharf. The total cost of this project is £15billion and includes new, longer trains with higher passenger capacity.
- 2.2 The introduction of Crossrail services in January 2019 is expected to bring significant accessibility benefits to the five Crossrail stations in the borough. All of the stations (Acton Mainline, Ealing Broadway, West Ealing, Hanwell and Southall) will be step-free with lifts.
- 2.3 Crossrail is predicted to generate significant increases in passenger numbers for the stations it serves. For example, at Ealing Broadway there will be 21,150,000 passengers by 2026, a 26% increase on 2015 levels. This increase and further future increases have been accounted for with a design capacity of 27,000,000 passengers per year.
- 2.4 The Elizabeth Line/Crossrail Route across London and to Heathrow Airport and Reading the full route diagram is shown in appendix 1.

## **Station Enhancements**

- 2.5 Unfortunately the construction of the station buildings by Network Rail/Crossrail is seriously delayed. Officers have been informed that this is due to issues with initial quotes received for construction. This necessitated that some changes had to be made and contracts re-tendered.
- 2.6 Network Rail/Crossrail have promised that stations will still be completed prior to full opening December 2019 but to date they have not provided any timetable. This is despite continued and repeated requests by Ealing officers and is a matter of concern. There has been an exchange of letters between the Leader and Network Rail & Crossrail expressing concern over the delays.
- 2.7 Aside from these delays, however, work has been progressing on new tracks, installation of electrification equipment and platform extensions inside the stations. Also the disabled access lift at Hanwell station will be installed by July 2019.

## **Crossrail Complementary Measures**

- 2.8 The Council has also secured over £7million from TfL to invest in the areas around each of the five stations through Crossrail Complementary Measures (CCM) funding. This will see improvements to public realm (streetscene) and wider transport interchange and access through revisions to bus infrastructure, better waiting facilities, increased and enhanced cycle parking plus more integrated station frontages.
- 2.9 The only station that has been able to progress to date is Hanwell. This is due to the delays to station buildings outlined above. Public consultations on proposed scheme designs will follow when the station build programme is confirmed and officers can confidently set the CCM construction programme accordingly.
- 2.10 TfL have now confirmed that funding will be available beyond the original deadline (April 2019) due to station construction and lift installation delays (outlined above) to complete schemes, but would like schemes to start as soon as possible. There will be a need to cater in potential disruption to local businesses and residents as part of the programme.

## **Elizabeth Line/Crossrail Train Services**

- 2.11 The Elizabeth Line train services have already been introduced from Liverpool Street station into Essex and there will be a phased introduction towards the full service in December 2019 as shown below.

### **Timeline**

- May 2015 The Liverpool Street (mainline) to Shenfield stopping service became the first section of operational railway, taken over by and currently operated as 'TfL Rail' by MTR Crossrail.
- June 2017 The first new train entered passenger service between Liverpool Street and Shenfield.
- Dec 2017 TfL Rail (MTR Crossrail) takeover station management from Great Western Railway between Acton Mainline and Taplow (except Slough)
- May 2018 TfL Rail service takes over service between Paddington (National Rail) and Heathrow Terminal 4, replacing the existing Heathrow Connect service and part of the Great Western Railway inner suburban service.
- Dec 2018 The Elizabeth line opens between Paddington and Abbey Wood; Liverpool Street to Shenfield; Paddington Main Line to Heathrow Terminal 4.
- May 2019 The Elizabeth line through service extends from Shenfield through central London to Paddington.
- Dec 2019 The Elizabeth line is fully open, extending to Reading and Heathrow Terminal.

Elizabeth Line/Crossrail train in service



- 2.12 The new fleet of 66 trains will each have nine air-conditioned walk-through carriages, with capacity for 1,500 customers, Wi-Fi and 4G. The lightweight and energy efficient design means that 30% less electricity is used but quicker braking and acceleration will mean faster journey times. The trains will regenerate electricity back into the power supply when braking and be fully accessible for wheelchair users.
- 2.13 An enhanced train service (up to ten trains per hour) alongside significantly improved journey times into London will raise the PTALS in many parts of the borough. For example, the journey time from Southall to the West End will drop down to 19 minutes on a direct train.

### **Changes to Local Bus Services**

- 2.14 TfL have reviewed bus services around the Elizabeth Line stations to take account of how the Elizabeth line will change the way people move about in west London. The changes also take account of new developments in the area.
- 2.15 TfL proposed to make changes to routes **95, 112, 120, 266, 391, 427, 440, E1, E3, E5, E10 and H32**. Further changes are proposed to routes **140, 223, 697, 698** including introducing new routes **218, 278, 306 and X140** (see appendix 2 for details).
- 2.16 Ealing officers generally support most of the proposed changes. The improvements for north-south orbital links in the Acton and Northolt areas, the extension of the 112 to provide needed capacity in South Ealing, E10 capacity enhancements and the introduction of the express X140 service are particularly welcome.

- 2.17 Officers acknowledge that there may be users who appear to lose out where routes are diverted to be made more direct, but generally consider the predicted gains in journey time and reliability benefits for other and new users make this a net benefit.
- 2.18 However, officers were disappointed to see the 427 being curtailed to Southall resulting in an 8 buses per hour (BPH) reduction in services along Uxbridge Road in the majority of the Borough. Therefore officers have objected to this element of the proposal.
- 2.19 The Uxbridge Road is a very busy bus corridor and we see demand growing further on these routes. Buses on the Uxbridge Road will serve a very different market and needs to the Elizabeth Line/Crossrail. Ealing officers do not agree that passengers will transfer in significant numbers to the Elizabeth Line and will instead try to board the remaining Uxbridge Road bus services causing considerable overcrowding, delay and reliability problems and have requested a meeting with TfL to look at alternatives.
- 2.20 A copy of the officer holding response to the bus network changes is included in Appendix 3.

### **3. Legal Implications**

- 3.1 Transport for London is a statutory body created by the Greater London Authority Act 1999.
- 3.2 S. 141 (1) of the Greater London Authority Act 1999 gives the Mayor of London a general duty to develop and implement policies to promote and encourage safe, integrated, efficient and economic transport facilities and services to, from and within London.
- 3.3 By virtue of S. 154 (3) (b) of the Act TfL (a statutory body created under the Act) has a duty to facilitate the discharge of the duties under s. 141 (1).
- 3.4 TfL also has a power under s.173 to provide or secure the provision of public passenger transport services, to, from or within Greater London.
- 3.5 The Council is required to adopt a Local Implementation Plan (a LIP) which is a statutory plan prepared under section 145 of the Act to set out how we will implement the London Mayor's Transport Strategy within Ealing. Each borough's LIP must demonstrate how it will contribute to the Mayor's goals, strategies and outcomes, as well as other local and sub-regional goals.
- 3.6 The Greater London Authority Act 1999 also made TfL responsible for the planning and operation of aspects of the London transport system including the Underground network.
- 3.7 The responsibility for awarding passenger rail franchises lies with the Secretary of State for Transport as given in the Railways Act 2005.
- 3.8 Planning and construction powers of a new railway or tramway scheme in England can be given by the Secretary of State for Transport by an order made under the Transport and Works Act 1992 (TWA). However, nationally significant rail schemes in England require development consent under the Planning Act 2008.
- 3.9 The Traffic Management Act 2004 (TMA) requires local authorities to expedite the movement of traffic, including buses, safely on their own and other highway networks.
- 3.10 The Road Traffic Act 1988, Section 39, gave local authorities responsibility for all roads except motorways and trunk roads. This was superseded by the Greater London Authority (GLA) Act 1999, which transferred responsibility for the GLA roads to Transport for London but left local authorities responsible for road safety on remaining roads.
- 3.11 The Council has a statutory duty to maintain the safe, convenient and free flow of pedestrian and vehicle traffic except where lawful restriction of speed direction or movement of traffic is imposed by a legal order. The Council has powers as a highway authority under the Highways Act 1980 to construct, manage, maintain and improve highways. It also has powers under the Road Traffic Act 1991 to enforce parking restrictions for road safety reasons.

- 3.12 The Road Traffic Regulation Act 1984 places a duty on local authorities to secure the expeditious, convenient and safe movement of vehicular and other traffic, including pedestrians and cyclists, and the provision of suitable and adequate parking facilities on and off the highway and to have particular regard to:
- Reasonable access to premises;
  - The effect on amenities; and
  - Passage of public service vehicles and the safety of passengers.

#### **4. Financial Implications**

- 4.1 Funding to implement the Crossrail Complementary Measures programme is required to be secured through the TfL LIP funding grant. This programme is not funded internally through the Council.

#### **5. Other Implications**

- 5.1 There are no other implications from this report.

#### **6. Background Papers**

- 6.1 The main relevant background papers to accompany this report are given below:

- Overview of Rail Connectivity in the Borough - Report to Transport Scrutiny Panel (14 September 2016)  
<http://ealing.cmis.uk.com/ealing/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/5190/Committee/279/SelectedTab/Documents/Default.aspx>
- Draft 'Mayor's Transport Strategy' <https://www.london.gov.uk/what-we-do/transport/our-vision-transport/draft-mayors-transport-strategy-2017?intcmp=46686>
- TfL Business Plan 2016  
<https://tfl.gov.uk/corporate/publications-and-reports/business-plan>
- Crossrail – Report to Scrutiny Review Panel 2 – Transport (2<sup>nd</sup> October 2013)  
<http://ealing.cmis.uk.com/ealing/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/116/Committee/37/Default.aspx>
- West London Sub-Regional Transport Plan  
<https://tfl.gov.uk/corporate/publications-and-reports/sub-regional-transport-plans>

## Consultation

<b>Name of Consultee</b>	<b>Department</b>	<b>Date Sent to Consultee</b>	<b>Date Response Received from Consultee</b>	<b>Comments Appear in Report Para:</b>
<b>Internal</b>				
David Moore	Director of Regeneration and Planning	21/09/17		
Cllr. Kamaljit Kaur Nagpal	Panel Chair	13/09/17	13/09/17	Throughout
Cllr Joanna Dabrowska	Panel Vice Chair	13/09/17	13/09/17	Throughout
Councillor Bassam Mahfouz	Cabinet Member for Environment and Transport	21/09/17		
<b>External</b>				
None				

## Report History

<b>Decision Type:</b> Non-key Decision	<b>Urgency item?</b> No		
Authorised by Cabinet Member:	Date Report Drafted:	Report Deadline:	Date Report Sent:
	21/09/17	21/09/17	21/09/17
Report No.:1	Report Author and Contact for Queries:		
	Russell Roberts Principal Transport Planner Email: <a href="mailto:robertsru@ealing.gov.uk">robertsru@ealing.gov.uk</a> Tel: 020-8825 9430		



# Appendix 1

## Elizabeth line



DMPT July 2017

MAYOR OF LONDON



## Appendix 2

### Proposed Bus Service Changes in Ealing for Introduction of Crossrail/Elizabeth Line Services

Proposed changes <https://consultations.tfl.gov.uk/buses/74970d79/>

With Acknowledgement to Mr John Gashion, EPTUG

#### Acton Mainline

Route and present terminals	Current Service	Proposed Changes	Comments
218 (new route): North Acton - Hammersmith Bus station	N/A	<p>1. New route from North Acton Station to Hammersmith Lower Bus Station; via the existing 440 route from Gipsy Corner to Acton High Street and the current 266 route onto Hammersmith Lower Bus Station. I</p> <p>2. Replaces a rerouted part of the 440 and the cut back section of the 266.</p> <p>Frequency: Monday-Saturday (daytime)- 6 BPH Sunday (and evenings)- 4 BPH</p>	<p>- West Acton Station: Monday-Saturday: +2 BPH Evenings: +2 BPH Sunday: +1 BPH</p> <p>- The Vale, Acton All routes: +1 BPH</p>
306 (new route): Acton Vale, Bromyard Avenue - Fulham, Sand's end	N/A	<p>1. New route from Acton Vale to Fulham, Sands End. Double Deck Service, covers the cut back 266 route from Acton Vale to Hammersmith Broadway (Probably Upper Bus Station).</p> <p>Frequency: Monday-Saturday (daytime)- 5 BPH Sunday (and evenings)- 4 BPH</p>	<p>- The Vale, Acton All routes: +1 BPH</p>
427: Uxbridge - Acton, High Street (Old Town Hall)	<p>Frequency: Monday-Saturday (daytime)- 7 BPH Monday-Sunday (evenings)- 5 BPH Sunday (daytime)- 6 BPH</p>	<p>1. Route cut back from Acton to Southall, Town Hall and rerouted from there to Southall, Merrick Road (Bridge Road) via Southall Station.</p>	<p>Withdrawn from Acton</p> <p>Monday-Saturday: -7 BPH Monday-Saturday (evenings): - 6 BPH Sunday: 5 BPH</p>
<p>266: Brent Cross - Hammersmith Lower Bus Station</p> <p>N266: Brent Cross Shopping Centre - Acton High Street</p>	<p>Frequency: Monday-Saturday (daytime)- 6 BPH Monday-Sunday (evenings)- 3-5 BPH Sunday (daytime)- 5 BPH</p>	<p>1. Will be cut back from Hammersmith Lower Bus Station to Acton, Old Town Hall. This cut back section will be covered by new routes 218 and 306.</p> <p>2. The night service will still cover the old route (Brent Cross to Hammersmith Lower Bus Station) but with the new number N266, frequency remains unchanged.</p> <p>Frequency (266): Monday-Saturday (daytime)- 7 BPH Sunday (and evenings)- 5 BPH</p>	<p>Monday-Saturday: +1 BPH Evenings: +2 BPH Sunday: No Change</p>

440: Stonebridge Park Station - Chiswick, Power Road.	Frequency: Monday-Saturday (daytime)- 4 BPH Monday-Sunday (evenings)- 2 BPH Sunday (daytime)- 3 BPH	Rerouted from Gipsy Corner to Acton, High Street by way of Horn Lane instead of West Acton (Noel Road, Twyford Avenue and Uxbridge Road). This section covered by new route 218. Rerouted from Chiswick Park Station direct via Acton Lane to Chiswick High Road and Heathfield Terrace; no longer serves Acton Lane (part), South Parade, Fishers Lane (return via Belmont Road and Dolman Road). No replacement for this section. No change proposals to the frequency	More direct routing
---	--	--	---------------------

### Ealing Broadway

Route and present terminals	Current Service	Proposed Changes	Comments
112: Ealing Broadway – Brent Cross	Frequency: Monday-Saturday (daytime)- 5 BPH Monday-Sunday (evenings)- 3 BPH Sunday (daytime)- 4 BPH	1. A separate consultation is already underway to reroute in Ealing from the North Circular Road at North Ealing via Madley Road to Haven Green.  2. Further proposal is now to extend from Haven Green via High Street, Ealing Green, and St. Mary's Road, South Ealing Road, the A4 Great West road, Harlequin Avenue and access Grant Way to terminate at Osterley (Tesco). No change proposals to the frequency	More direct routing
E10: Ealing Broadway (via Castlebar Rd) –Greenford – Northolt, Slip Manor Road.	Frequency: Monday-Saturday (daytime)- 4 BPH Monday-Sunday (evenings)- 2 BPH Sunday (daytime)- 3 BPH	1. Convert to larger single deck (60 person) buses. Frequency: Monday-Saturday (daytime)- 5 BPH Sunday (and evenings)- 3 BPH	Monday-Sunday: +1 BPH Evenings: +1 BPH
E1: Greenford Broadway - Ealing Broadway.	Frequency: Monday-Sunday (daytime)- 6-8 BPH Monday-Sunday (evenings)- 4 BPH	Frequency: Monday-Saturday (daytime)- 6 BPH Sunday (and evenings)- 5 BPH	Monday-Sunday: 0/-2 BPH Evenings: +1 BPH
427: Uxbridge - Acton, High Street (Old Town Hall)	Frequency: Monday-Saturday (daytime)- 7 BPH Monday-Sunday (evenings)- 5 BPH Sunday (daytime)- 6 BPH	1. Route cut back from Acton to Southall, Town Hall and rerouted from there to Southall, Merrick Road (Bridge Road) via Southall Station.	Withdrawn from Ealing Broadway  Monday-Saturday: -7 BPH Monday-Saturday (evenings): -6 BPH Sunday: 5 BPH

## Southall

Route and present terminals	Current Service	Proposed Changes	Comments
95: Southall – Shepherds Bush	Frequency: Monday-Saturday (daytime)- 5 BPH Monday-Sunday (evenings)- 3 BPH Sunday (daytime)- 3 BPH	Extend route from Southall Town Hall to Southall Waterside. Will no longer serve Cornwall Ave, Allenby Rd, Dormers Wells Lane and Burns Ave in Southall running direct from Somerset Road into Lady Margaret Road.  No change proposed to the frequency	
E5: Perivale (Tesco)-Southall, Toplocks (Glade Lane)	Frequency: Monday-Saturday (daytime)- 5 BPH Monday-Sunday (evenings)- 3 BPH Sunday (daytime)- 3 BPH	Rerouted from Telford Road (Greenford/Southall?) through Dormers Wells Lane and Burns Avenue to Lady Margaret Road; see change to route 95, which served part of this rerouting.  No change proposals to the frequency	
H32: Hounslow (High Street)- Southall (Town Hall)	Frequency: Monday-Saturday (daytime)- 6 BPH Monday-Sunday (evenings)- 4 BPH Sunday (daytime)- 4 BPH	Diverted at Southall Station via Beaconsfield Road. The Waterside development (when completed) and Pump Lane to Hayes & Harlington Station. It will no longer serve Southall, Town Hall.  Frequency: Monday-Saturday (daytime)- 6 BPH Sunday (and evenings)- 4 BPH Friday-Saturday (night)- 2 BPH	No changes to the BPH
120: Hounslow Garage - <del>Southall</del> - Northolt Station.	-Temporary timetable introduced during cosmetic works in Southall, with frequencies reduced to every 9-10 minutes peak hours, 11 minutes Monday to Saturday shopping hours, 13 minutes Sunday shopping hours and every 16 minutes evenings. Frequency: Monday-Saturday (daytime)- 5-6 BPH Monday-Sunday (evenings)- 3 BPH Sunday (daytime)- 4 BPH	Increased frequency : Monday-Sunday (daytime)- 8 BPH Monday-Sunday (evenings)- 5 BPH	Monday-Saturday: +2 BPH Evenings: +4 BPH Sunday: +2 BPH

427: Uxbridge - Acton, High Street (Old Town Hall)	Frequency: Monday-Saturday (daytime)- 8 BPH Monday-Sunday (evenings)- 5 BPH Sunday (daytime)- 6 BPH	Route cut back from Acton to Southall, Town Hall and rerouted from there to Southall, Merrick Road (Bridge Road) via Southall Station.  Frequency: Monday-Saturday (daytime)- 6 BPH Sunday (and evenings)- 5 BPH There will be no increase in frequency on either the route 207 or 607 along the Uxbridge Road	Withdrawn from East of South Road junction  Monday-Saturday: -2 BPH Evenings: No change to BPH Sunday: -1 BPH
--	--	--	---

### Northolt and Heathrow Airport

Route and present terminals	Current Service	Proposed Changes	Comments
120: Hounslow Garage - <del>Southall</del> - Northolt Station.	-Temporary timetable in place, with frequencies reduced to every 9-10 minutes peak hours, 11 minutes Monday to Saturday shopping hours, 13 minutes Sunday shopping hours and every 16 minutes evenings. Frequency: Monday-Saturday (daytime)- 5-6 BPH Monday-Sunday (evenings)- 3 BPH Sunday (daytime)- 4 BPH	Increased frequency : Monday-Sunday (daytime)- 8 BPH Monday-Sunday (evenings)- 5 BPH	Monday-Saturday: +2 BPH Evenings: +4 BPH Sunday: +2 BPH
E10: Ealing Broadway (via Castlebar Rd) –Greenford – Northolt, Slip Manor Road.	Frequency: Monday-Saturday (daytime)- 4 BPH Monday-Sunday (evenings)- 2 BPH Sunday (daytime)- 3 BPH	Convert to larger single deck (60 person) buses.  Frequency: Monday-Saturday (daytime)- 5 BPH Sunday (and evenings)- 3 BPH	Monday-Saturday: -1 BPH Evenings: +1 BPH Sunday: No change to BPH

<p>140: Harrow Weald Garage - Heathrow T2 &amp; T3</p> <p>N140: Harrow Weald - Heathrow</p>	<p>-Owing to gas works in Station Road Hayes, temporarily diverted in both directions via Botwell Lane, Printing House Land, Trevor Road and Clayton Road (return Blyth Road (until 01/09/17)</p> <p>Frequency: Monday-Saturday (daytime)- 8 BPH Monday-Sunday (evenings)- 4 BPH Sunday (daytime)- 4 BPH</p>	<p>1. The 140 will be cut back to Hayes &amp; Harlington Station and no longer serve Heathrow.</p> <p>2. The N140 is a renumbering of the present 140 night service and will continue to serve the section from Hayes &amp; Harlington station to Heathrow T2 &amp; T3.</p> <p>Frequency: Monday-Saturday (daytime)- 7 BPH Sunday (and evenings)- 5 BPH</p>	<p>Monday-Saturday: -1 BPH Evenings: +1 BPH Sunday: +1 BPH</p> <p>Supplemented by new route X140</p>
<p>X140 (new route)- Heathrow Airport - Harrow Bus Station</p>	<p>N/A</p>	<p>The X140 will be a limited stop service from Harrow Bus Station to Heathrow T2 &amp; T3. There will be variations in the route followed by the 140 and it will only stop at Harrow Bus Station, South Harrow Station, Northolt Park Station, Northolt Station, Yeading (White Heart), Yeading (Willow Tree Lane), Hayes (The Grapes), Hayes Town Centre, Hayes &amp; Harlington Station, Harlington Village, Harlington Corner and Heathrow Central Bus Station (T2 &amp; T3).</p> <p>Frequency: Monday-Saturday (daytime)- 5 BPH Sunday (and evenings)- 4 BPH</p>	<p>Monday-Saturday: +5 BPH Evenings: +4 BPH Sunday: +4 BPH</p>
<p>278 (new route): Heathrow Airport - Ruislip Station</p>	<p>N/A</p>	<p>1. New route from Heathrow T2 &amp; T3 to Ruislip Station (High Street).</p> <p>2. Will replace the daytime route 140 between Heathrow and Hayes and Harlington Town Centre, then run via the H98 route to the Uxbridge road and then new connections to Hillingdon, Hillingdon Station, Ickenham and Ruislip. It will be a double deck route.</p> <p>Frequency: Monday-Saturday (daytime)- 5 BPH Sunday (and evenings)- 3 BPH</p>	<p>Monday-Saturday: +5 BPH Evenings: +3 BPH Sunday: +3 BPH</p> <p>Entirely within London Borough of Hillingdon</p>

## Appendix 3

### Proposed Elizabeth Line Bus Network Changes Consultation LBE Officer Holding Response

LB Ealing generally support most of the proposed changes. We particularly welcome the improvements for north-south orbital links in the Acton and Northolt areas, the extension of the 112 to provide needed capacity in South Ealing, E10 capacity enhancements and the introduction of the express X140 service.

We acknowledge that there may be users who appear to lose out where routes are diverted to be made more direct, but generally consider the predicted gains in journey time and reliability benefits for other and new users make this a net benefit.

However, we are disappointed to see the 427 being curtailed to Southall and object to this proposal.

The Uxbridge Road is a very busy bus corridor and we see demand growing further on these routes. Buses on the Uxbridge Road will serve a very different market and needs to the Elizabeth Line/Crossrail. We do not agree that passengers will transfer in significant numbers to the Elizabeth Line and will instead try to board the remaining Uxbridge Road bus services causing considerable overcrowding, delay and reliability problems. Our reasons to support this view are listed below:

#### **Social inclusion**

Buses are cheaper than Underground or rail services and this drives bus usage.

For example, Underground/TfL Rail single fare £2.40 (peak), bus fare £1.50, or annual zone 4 only Travelcard £988, annual bus pass £848.

This is particularly the case for children (free bus travel), those on low incomes and those crossing travelcard fare zones (e.g. Hanwell zone 4 to West Ealing zone 3).

The modelling shown gives data for the am peak only. However, many off-peak users will be shoppers and families carrying goods. The bus network has specifically been designed to penetrate into residential areas with most households being within 400m of a bus stop. This is particularly important for people who have difficulty walking longer distances such as disabled and elderly people and families.

#### **Crowding**

Buses on the Uxbridge Road are already very busy.

LBE staff travelling between Southall and Ealing state that the 207 and 427 services are full to standing in peak hours.

Ealing's population is growing at 1% (3,500) annually this suggests more capacity is needed not less on the main bus corridor. Indeed demand may grow on the Uxbridge Road as users from intermediate locations use buses to access the improved and accessible service the Elizabeth Line will bring.

#### **Reduction of public travel accessibility**

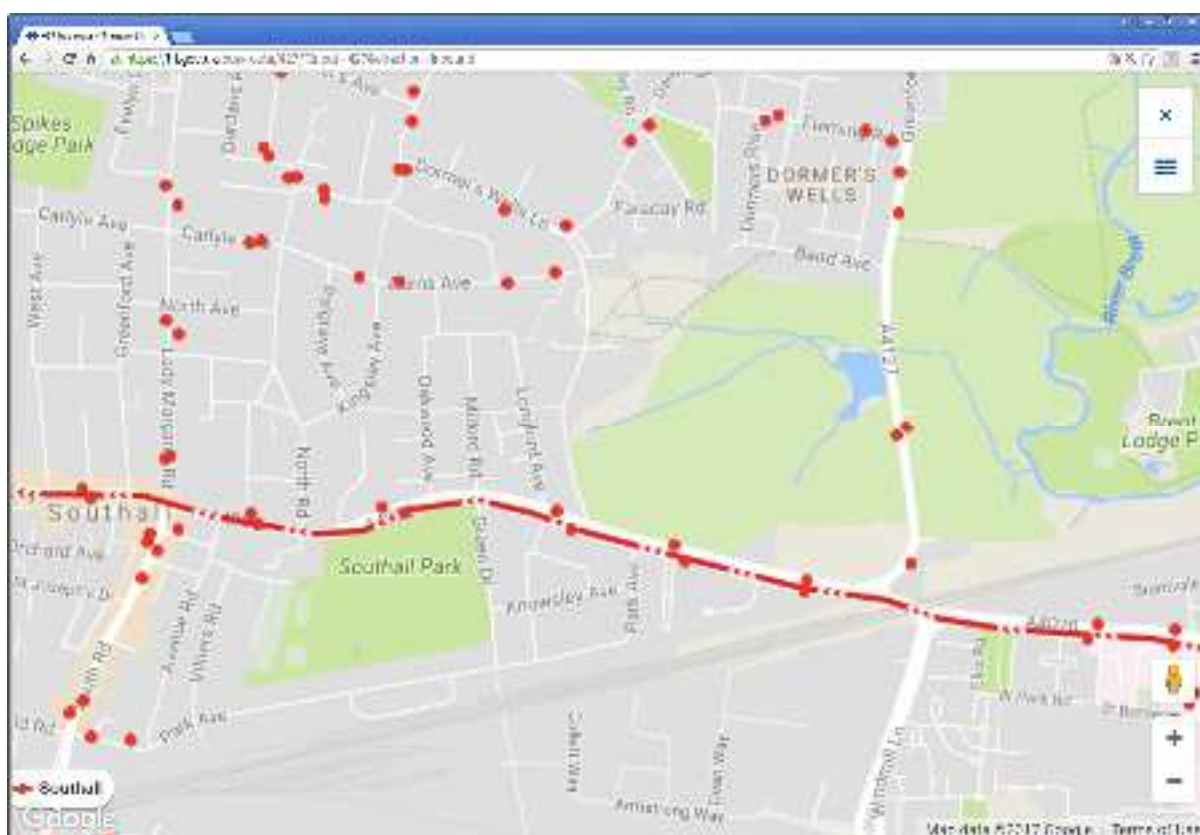


Curtailment means users of around 25 bus stops in each direction will instead be expected to use five more dispersed stations. The average bus trip length in London is around 3.3km with many trips under that, but the distances from Southall station are, 4km to Hanwell Station and 5.5km to Ealing Broadway station.

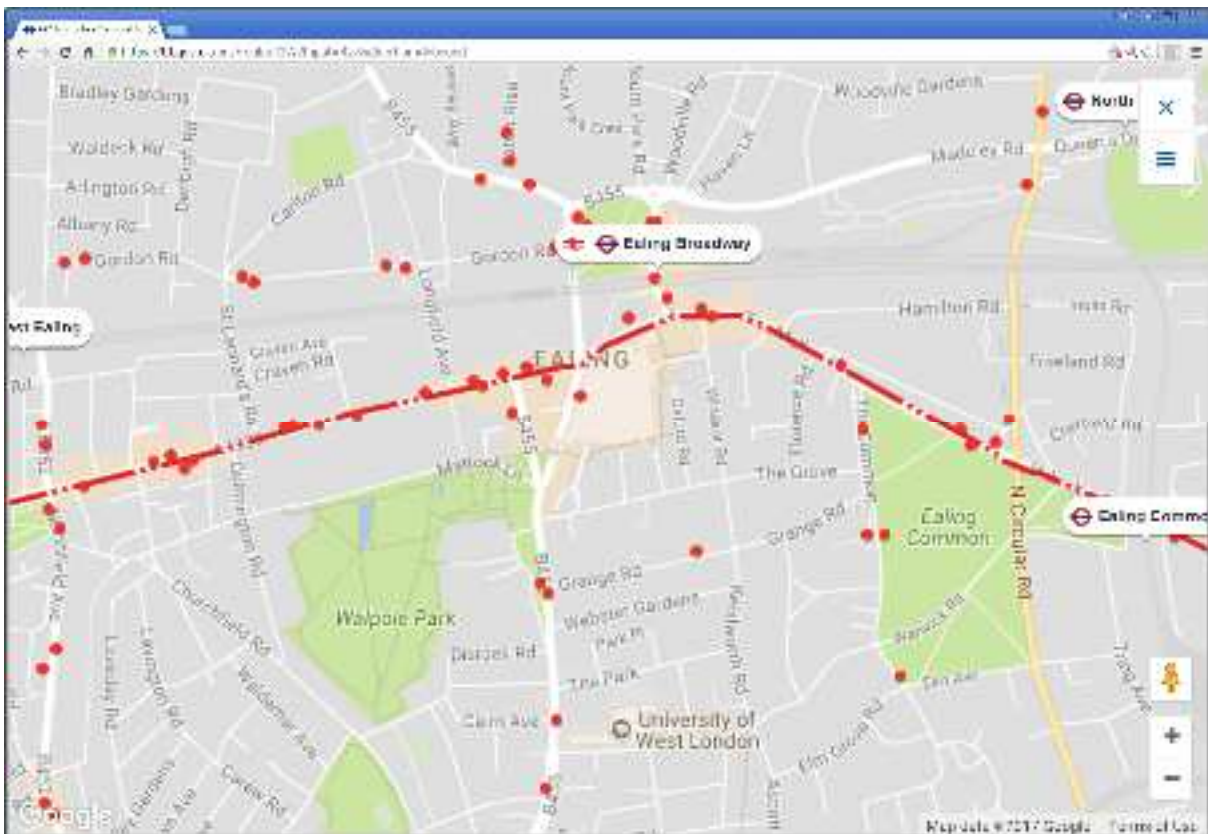
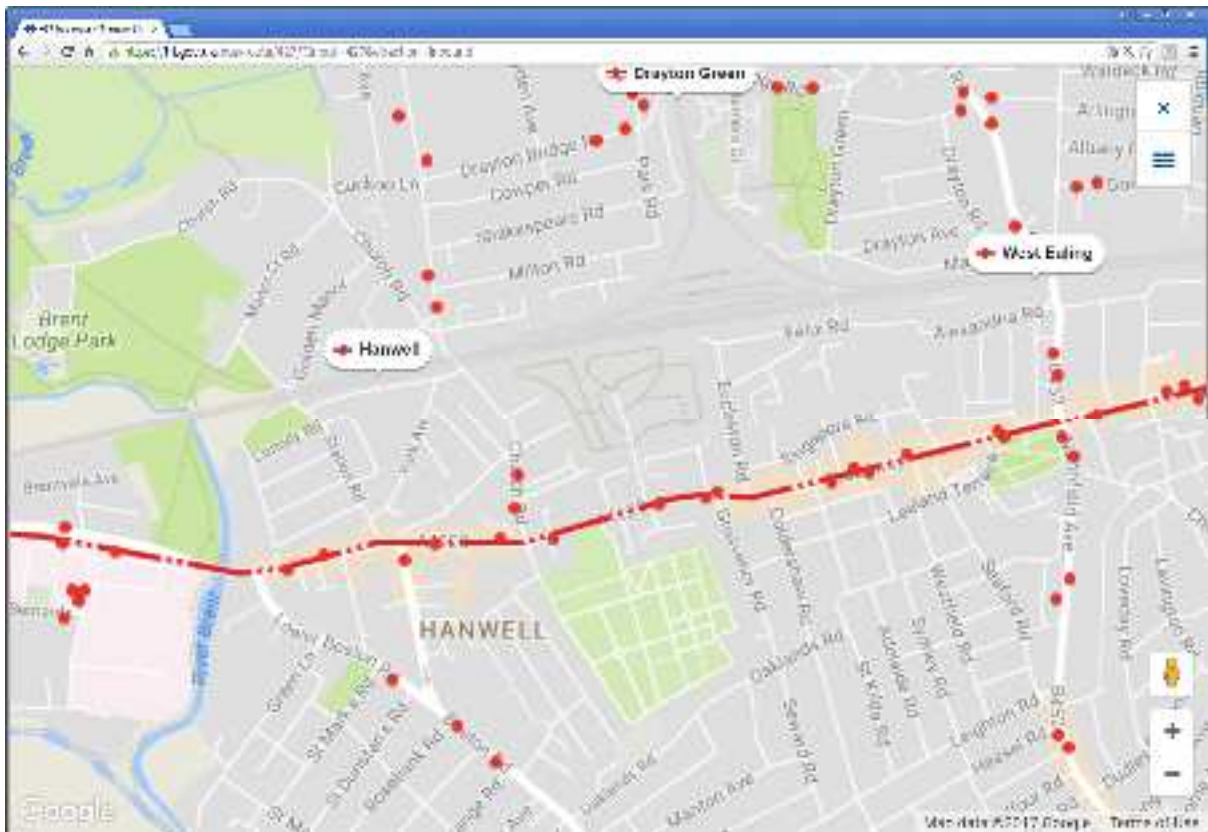
The Uxbridge Road and the Elizabeth Line/GWML themselves cause physical severance and barriers to accessing stations (particularly from north Southall to Southall, 'old Hanwell' to Hanwell and Northfields to West Ealing).

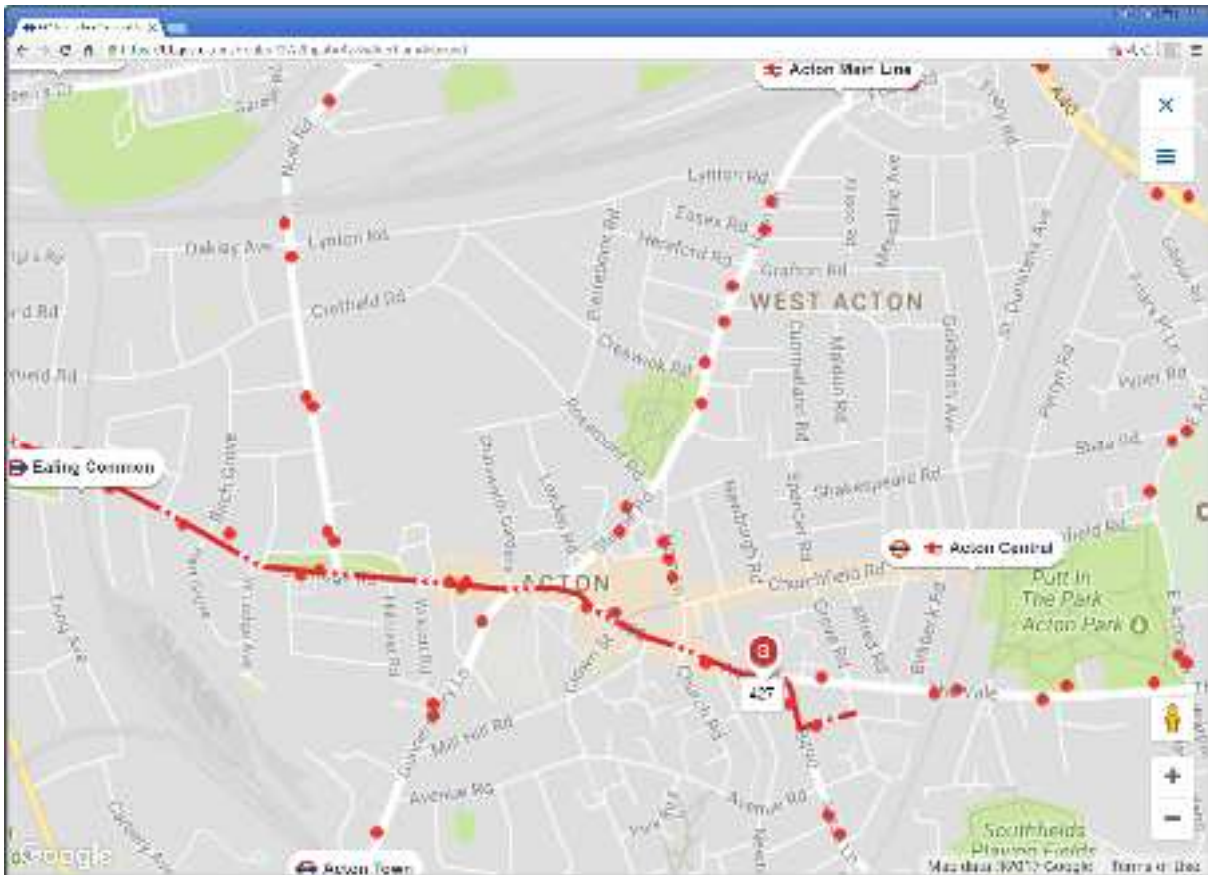
Bus stops on route 427 are conveniently located within town centre retail and employment areas plus at Ealing Hospital, whilst the five stations (especially Southall and Acton Mainline) are more remote.

See screenshots below, including retail areas in orange.









We also note that there are no significant service increases for the Park Royal employment area. It is an aspiration of both LBs Ealing and Brent to improve bus services between this area and the nearest stations outside of it, as acknowledged in the supporting Technical note. We would like increased bus service provision in the Park Royal area to be looked at again and kept under review.

We would like to see all the available data and seek a meeting with TfL officers at the earliest opportunity. We would like our concerns addressed and suggest this could be done by either retaining the route 427 on Uxbridge Road or an increase in other services on the Uxbridge Road to compensate.

This is an officer response; an official Council response endorsed by members will follow as agreed after the Transport Scrutiny Panel Meeting of 3 October.

Russell Roberts 15/9/17