

## TRANSPORT FOR LONDON

### MEMORANDUM TO THE BUS SERVICES MEETING

SUBMITTED BY: [REDACTED]

SUBJECT: ROUTES 110, 391, 419, 490, 493, H22 AND H37 – RICHMOND & TWICKENHAM BUS NETWORK CONSULTATION CLOSE-OUT

DATE: 5 JUNE 2020

### INTRODUCTION

1. This paper seeks approval for revised proposals for routes 110, 419, 490, 493, H22 and H37. It is now proposed to also include route 391 in the scheme. The route and contract details are in Tables 1 and 2 below.

Route	Operator	Termini		Buses		
		Out	Back	Type	Capacity	Year
110	London United	Hounslow Bus Station	West Middlesex Hospital	SD	69	2017
391	London United	Richmond Bus Station	Fulham, Sands End	SD	55	2008
419	London United	Richmond Bus Station	Roehampton, Bessborough Road	SD	57	2010
490	Abellio London	Richmond, Pools On The Park	Heathrow Terminal 5	SD	78	2017
493	London General	Tooting, St. Georges Hospital	Richmond, Manor Circus	SD	62	2012
H22	London United	Hounslow, Bell Corner	Richmond, Manor Circus	SD	69	2017
H37/NH37	London United	Hounslow, Blenheim Centre	Richmond, Manor Circus	SD	70	2011

*Table 1 – Route details*

Route	Contract Number	Contract Cost £pa	Revenue £pa	Cost Recovery	Mileage pa	PVR	Contract Status	New Contract Start Date
110	QC56201				260,837	7	5 Year End	30-Apr-22
391	QC43001				261,036	8	7 Year End	12-Dec-20
490	QC64902				846,453	16	5 Year End	24-Aug-24
493	QC63402				786,265	17	5 Year End	30-Mar-24
H22	QC59703				470,296	11	5 Year End	04-Mar-23
H37/NH37	QC59705				562,701	15	5 Year End	04-Mar-23

Table 2 – Contract details.

## BACKGROUND

2. A consultation close-out paper was taken to and approved at BSM 569. This included a proposal to add an additional stop on route H22 at Whitton Corner. A summary of the appraisal is shown in Table 3 below.

Route	Scheme	Cost £pa	Revenue £pa	Passenger Benefits £pa	Net Cost £pa	Benefit to Net Cost Ratio X:1	Mileage	PVR
391	Extend via St. Mags, A316, Whitton High St. Then take over route 110 between Powder Mill Lane and Hounslow Town Centre	£1,268,490					312,291	6
			(£28,771)	(£9,818)	(£808,414)	0.1		
110	Withdraw	(£1,619,112)					(260,837)	(7)
H22	Reroute to Twickenham, Albany Stand. Withdraw from Richmond, Manor Circus	(£486,563)					(129,140)	(2)
H22	Extend to West Middlesex Hospital	£631,186	£93,178	£406,512	£538,008	0.8	106,254	4
110/391	Renumber route 391 as route 110	n/a	n/a	n/a	n/a	n/a	n/a	n/a
490	Operate two AM peak journeys to Richmond	£150,000	£8,044	£157,415	£141,956	1.1	6,272	2
<b>SUBTOTAL</b>		<b>(£55,999)</b>	<b>£72,451</b>	<b>£554,109</b>	<b>(£128,450)</b>	<b>-4.3</b>	<b>34,841</b>	<b>3</b>
H37	Reduce to 8 bph during Mon-Sat daytimes	(£567,999)	(£139,206)	(£366,754)	(£353,793)	1.0	(70,690)	(4)
H37	Add SDO return journey	£75,000					978	1
H37	Reduce to 6 bph Suns and 5 bph All Eves	(£143,944)	(£47,474)	(£128,716)	(£96,470)	1.3	(27,940)	0
493	Withdraw between Richmond Bus Station and Richmond, Homebase	(£208,340)	(£40,687)	(£110,739)	(£167,653)	0.7	(55,101)	(1)
<b>SUBTOTAL</b>		<b>(£845,283)</b>	<b>(£227,367)</b>	<b>(£606,209)</b>	<b>(£617,916)</b>	<b>1.0</b>	<b>(152,753)</b>	<b>(4)</b>
<b>NEW SCHEME TOTAL</b>		<b>(£901,282)</b>	<b>(£154,915)</b>	<b>(£52,100)</b>	<b>(£746,366)</b>	<b>0.1</b>	<b>(117,912)</b>	<b>(1)</b>

Table 3: Scheme appraisal – estimated costs presented to BSM 569

3. Since BSM 569, the cost estimates have been revised. Since the closure of Hammersmith Bridge in May 2019 runtimes on route 391 have increased as a result of displaced traffic in the Hammersmith and Chiswick areas. This has led to a revised

estimated cost for route 110. The changed estimated costs also include longer hours of operation on route 110 to retain current first and last bus times.

4. Revenue and benefits have also been re-estimated as EVAL has been updated since the scheme was originally proposed.
5. These factors have been reflected in the new estimates which are shown in Table 4 on page 3.

Route	Scheme	Cost £pa	Revenue £pa	Passenger Benefits £pa	Net Cost £pa	Benefit to Net Cost Ratio X:1	Mileage	PVR
110	Reroute between Whitton and Richmond via St. Magarets and extend from Richmond to Hammersmith via route 391	£1,795,755					359,670	8
391	Withdraw	(£1,695,269)	(£68,206)	(£237,261)	(£323,412)	0.7	(263,404)	(8)
H22	Reroute to Twickenham, Albany Stand. Withdraw from Richmond, Manor Circus	(£492,104)					(130,684)	(2)
H22	Extend from Twickenham to West Middlesex Hospital	£702,888	£209,432	£764,566	£493,456	1.5	106,254	4
H22	Additionally serve stop 26244, Whitton Corner Health & Social Care Centre	N/A	N/A	N/A	N/A	N/A	N/A	N/A
490	Operate two journeys in each peak	£190,000	£16,995	£171,120	£173,005	1.0	13,304	2
<b>SUBTOTAL</b>		<b>£501,270</b>	<b>£158,221</b>	<b>£698,425</b>	<b>£343,049</b>	<b>2.0</b>	<b>85,140</b>	<b>4</b>
H37	Reduce to 8 bph during Mon-Sat daytimes	(£464,932)	(£96,629)	(£214,416)	(£293,303)	0.7	(69,942)	(3)
H37	Add SDO return journey	£75,000					1,942	1
H37	Reduce to 6 bph Suns and 5 bph All Eves	(£130,337)	(£72,219)	(£171,020)	(£58,118)	2.9	(28,519)	0
493	Withdraw between Richmond Bus Station and Richmond, Homebase	(£208,340)	(£32,580)	(£79,758)	(£175,760)	0.5	(55,101)	(1)
<b>SUBTOTAL</b>		<b>(£728,608)</b>	<b>(£201,427)</b>	<b>(£465,194)</b>	<b>(£527,181)</b>	<b>0.9</b>	<b>(151,621)</b>	<b>(3)</b>
<b>NEW SCHEME TOTAL</b>		<b>(£227,338)</b>	<b>(£43,206)</b>	<b>£233,231</b>	<b>(£184,132)</b>	<b>ALL GAIN</b>	<b>(66,481)</b>	<b>1</b>

Table 4: Revised scheme appraisal – estimated costs

Route	Scheme	Cost £pa	Revenue £pa	Passenger Benefits £pa	Net Cost £pa	Benefit to Net Cost Ratio X:1	Mileage	PVR
110	Reroute between Whitton and Richmond via St. Magarets and extend from Richmond to Hammersmith via route 391	████████					339,467	7
391	Withdraw	████████	£141,226	£527,305	████████	████	(275,499)	(8)
H22	Reroute to Twickenham, Albany Stand. Withdraw from Richmond, Manor Circus	████████					(35,510)	1
H22	Extend from Twickenham to West Middlesex Hospital	████████						
490	Operate two journeys in each peak	████████	£16,995	£171,120	████████	████	13,575	2
<b>SUBTOTAL</b>		<b>████████</b>	<b>£158,221</b>	<b>£698,425</b>	<b>████████</b>	<b>████</b>	<b>42,033</b>	<b>2</b>
H37	Reduce to 8 bph during Mon-Sat daytimes	████████						
H37	Add SDO return journey	████████	(£168,847)	(£385,436)	████████	████	(89,220)	(2)
H37	Reduce to 6 bph Suns and 5 bph All Eves	████████						
493	Withdraw between Richmond Bus Station and Richmond, Homebase	████████	(£32,580)	(£79,758)	████████	████	(56,685)	(1)
<b>SUBTOTAL</b>		<b>████████</b>	<b>(£201,427)</b>	<b>(£465,194)</b>	<b>████████</b>	<b>████</b>	<b>(145,905)</b>	<b>(3)</b>
<b>NEW SCHEME TOTAL</b>		<b>████████</b>	<b>(£43,206)</b>	<b>£233,231</b>	<b>████████</b>	<b>████</b>	<b>(103,872)</b>	<b>(1)</b>

Table 5: Revised scheme appraisal – confirmed costs

## **IMPLEMENTATION AND NEXT STEPS**

6. This scheme does not require any additional driver toilet provision.
7. One additional stand space will be required at West Middlesex Hospital to accommodate route H22. It is believed that this space exists.
8. Enabling works will need to be carried out to provide fixed bus stops and new crossing points on the Great Chertsey Road (A316) for routes 391 and 969. This is being progressed by the relevant teams in TfL.
9. Works to allow route H22 to additionally serve stop 26244, Whitton Corner Health and Social Care Centre on Hospital Bridge Road is also being progressed.

## **RATIONALE**

10. The justification for the proposal is as follows:
  - Addresses concerns raised in response to the consultation on the original scheme.
  - Takes into consideration changes to the network that took place as a result of the long-term closure of Hammersmith Bridge.
  - Improves the efficiency of the bus network with an All Gain scheme.

## **RECOMMENDATION**

11. It is recommended that a Director of London Buses Ltd, having considered the contents of this paper and other material consideration, APPROVES the close out of the consultation. The scheme will be introduced on 28 November 2020.
12. This proposal is subject to TfL's financial and legal duties.

## APPENDIX A – SUMMARY OF FREQUENCIES AND TERMINI

### Summary of Present and Proposed Structure

	Current				Proposed under Richmond and Twickenham bus network review (BSM 532)				Proposed in this paper			
	AM Peak	Mid day	PM Peak	Eve	AM Peak	Mid day	PM Peak	Eve	AM Peak	Mid day	PM Peak	Eve
<u>Route 110 (withdrawn)</u>												
<i>MF</i>												
Hounslow Bus Station - West Middlesex Hospital	3	3	3	3/2	-	-	-	-	-	-	-	-
<i>Sat</i>												
Hounslow Bus Station - West Middlesex Hospital	2/3	3	3	3/2	-	-	-	-	-	-	-	-
<i>Sun</i>												
Hounslow Bus Station - West Middlesex Hospital	2	2	2	2	-	-	-	-	-	-	-	-
<i>Toilets available at all termini</i>												
<u>Route 391</u>												
<i>MF</i>												
Richmond Bus Station - Sands End, Sainsbury	5	5	5	4	-	-	-	-	-	-	-	-
Richmond Bus Station - Hammersmith Bus Station	-	-	-	-	4	4	4	3	-	-	-	-
Hounslow Bus Station - Hammersmith Bus Station	-	-	-	-	-	-	-	-	4	4	4	3
<i>Sat</i>												
Richmond Bus Station - Sands End, Sainsbury	3/5	5	5	4/3	-	-	-	-	-	-	-	-
Richmond Bus Station - Hammersmith Bus Station	-	-	-	-	2/4	4	4	3	-	-	-	-
Hounslow Bus Station - Hammersmith Bus Station	-	-	-	-	-	-	-	-	2/4	4	4	3
<i>Sun</i>												
Richmond Bus Station - Sands End, Sainsbury	3	3	3	3	-	-	-	-	-	-	-	-
Richmond Bus Station - Hammersmith Bus Station	-	-	-	-	2/3	3	3	3	-	-	-	-
Hounslow Bus Station - Hammersmith Bus Station	-	-	-	-	-	-	-	-	2/3	3	3	3
<i>Toilets available at all termini</i>												
<u>Route 419</u>												
<i>MF</i>												
Richmond Bus Station - Roehampton, Bessborough Road	5	5	5	4/3	-	-	-	-	5	5	5	4/3
Hounslow Bus Station - Hammersmith Bus Station	-	-	-	-	4	4	4W	4/2	-	-	-	-
<i>Sat</i>												
Richmond Bus Station - Roehampton, Bessborough Road	3/5	5	5	4/3	-	-	-	-	3/5	5	5	4/3
Hounslow Bus Station - Hammersmith Bus Station	-	-	-	-	2/4	4	4	3/2	-	-	-	-
<i>Sun</i>												
Richmond Bus Station - Roehampton, Bessborough Road	3	3	3	3	-	-	-	-	3	3	3	3
Hounslow Bus Station - Hammersmith Bus Station	-	-	-	-	2	2	2	2	-	-	-	-
<i>Toilets available at all termini</i>												

via route 110 rerouting between Hounslow and Whitton

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	Current				Proposed under Richmond and Twickenham bus network review (BSM 532)				Proposed in this paper			
	AM Peak	Mid day	PM Peak	Eve	AM Peak	Mid day	PM Peak	Eve	AM Peak	Mid day	PM Peak	Eve
<u>Route 490</u>												
<i>MF</i>												
Richmond, Pools On The Park Heathrow Terminal 5	5	5	5	5/3	5	5	5	5/3	5	5	5	5/3
Richmond, Pools On The Park Heathrow Terminal 5	-	-	-	-	-	-	-	-	-/Jnys	-	-	-
<i>Sat</i>												
Richmond, Pools On The Park Heathrow Terminal 5	3/5	5	5	4/3	3/5	5	5	4/3	3/5	5	5	4/3
<i>Sun</i>												
Richmond, Pools On The Park Heathrow Terminal 5	3	3	3	3	3	3	3	3	3	3	3	3
<i>Toilets available at all termini</i>												
<u>Route 493</u>												
<i>MF</i>												
Tooting, St. George's Hospital - Richmond, Manor Circus, Homebase	5	5	5	5/3	-	-	-	-	-	-	-	-
Tooting, St. George's Hospital - Richmond Bus Station	-	-	-	-	5	5	5	5/3	5	5	5	5/3
<i>Sat</i>												
Tooting, St. George's Hospital - Richmond, Manor Circus, Homebase	3/5	5	5	4/3	-	-	-	-	-	-	-	-
Tooting, St. George's Hospital - Richmond Bus Station	-	-	-	-	3/5	5	5	4/3	3/5	5	5	4/3
<i>Sun</i>												
Tooting, St. George's Hospital - Richmond, Manor Circus, Homebase	3	3	3	3	-	-	-	-	-	-	-	-
Tooting, St. George's Hospital - Richmond Bus Station	-	-	-	-	3	3	3	3	3	3	3	3
<i>Toilets available at Richmond, Homebase and Richmond Bus Station.</i>												
<u>Route H22</u>												
<i>MF</i>												
Hounslow, Steve Biko Way - Richmond, Lwr Mortlake Rd (Manor Cir)	5	5	5	4/3	-	-	-	-	5	5	5	4/3
Hounslow, Steve Biko Way - Twickenham, Albany Stand	-	-	-	-	5	5	5	4/3	-	-	-	-
<i>Sat</i>												
Richmond, Lwr Mortlake Rd (Manor Cir)	4/5	5	5	4/3	-	-	-	-	-	-	-	-
Hounslow, Steve Biko Way - Twickenham, Albany Stand	-	-	-	-	4/5	5	5	4/3	-	-	-	-
Hounslow, Steve Biko Way - West Middlesex Hospital	-	-	-	-	-	-	-	-	5	5	5	4/3
<i>Sun</i>												
Hounslow, Steve Biko Way - Richmond, Lwr Mortlake Rd (Manor Cir)	2/3	3	3	3	-	-	-	-	-	-	-	-
Hounslow, Steve Biko Way - Twickenham, Albany Stand	-	-	-	-	2/3	3	3	3	-	-	-	-
Hounslow, Steve Biko Way - West Middlesex Hospital	-	-	-	-	-	-	-	-	2/3	3	3	3
<i>Toilet available at West Middlesex. Steve Biko Way is under development. No toilet available at Manor Cir.</i>												

	Current				Proposed under Richmond and Twickenham bus network review (BSM 532)				Proposed in this paper			
	AM Peak	Mid day	PM Peak	Eve	AM Peak	Mid day	PM Peak	Eve	AM Peak	Mid day	PM Peak	Eve
<b>Route H37</b>												
<i>MF</i>												
Hounslow, Blenheim Centre - Richmond, Lwr Mortlake Rd (Manor Cir)	10	10	10	8/6	8	8	8	8/5	8	8	8	8/5
<i>SDO</i>												
Isleworth War Memorial to Hounslow, Blenheim Centre -	-	-	JNY/-	-	-	-	JNY/-	-	-	-	JNY/-	-
Hounslow, Blenheim Centre to Richmond, Lwr Mortlake Rd (Manor Cir)	-	-	-	-	JNY	-	-	-	JNY	-	-	-
Richmond, Lwr Mortlake Rd (Manor Cir) to Hounslow, Blenheim Centre -	-	-	-	-	-	-	JNY	-	-	-	JNY	-
<i>Sat</i>												
Hounslow, Blenheim Centre - Richmond, Lwr Mortlake Rd (Manor Cir)	5	10	10	6	5	8	8	5	5	8	8	5
<i>Sun</i>												
Hounslow, Blenheim Centre - Richmond, Lwr Mortlake Rd (Manor Cir)	2/3	7.5	7.5	6	2/3	6	6	5	2/3	6	6	5
<i>Weekend nights</i>												
<b>Nightly</b>												
Hounslow, Blenheim Centre - Richmond, Lwr Mortlake Rd (Manor Cir)	2				2				2			
<i>Toilet available at Hounslow Blenheim Centre</i>												