

## TRANSPORT FOR LONDON

### MEMORANDUM TO THE BUS SERVICES MEETING

SUBMITTED BY: [REDACTED]

SUBJECT: ROUTES 110, 391, 419, 490, 493, H22 AND H37 – RESPONSE TO CONSULTATION

DATE: 6 DECEMBER 2019

### INTRODUCTION

1. Consultation on this scheme has been undertaken and there were a number of issues raised. This paper summarises the consultation and seeks approval for revised proposals for routes 110, 419, 490, 493, H22 and H37 in response to those issues. It is now proposed to 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	60	2017
391	London United	Richmond Bus Station	Fulmer, Sands End	SD	60	2018
419	London United	Richmond Bus Station	Roehampton, Bessborough Road	SD	55	2010
490	Abellio London	Richmond, Pools on the Park	Heathrow, Terminal 5	SD	60	2012/14
493	London General	Tooting, St Georges Hospital	Richmond, Manor Circus	SD	55	2012
H22	London United	Hounslow, Bell Corner	Richmond, Manor Circus	SD	60	2017
H37/NH37	London United	Hounslow, Blenheim Centre	Richmond, Manor Circus	SD	70	2019

*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	████████████████████		████	564,085	16	7 Year End	12-Dec-20
419	QC58804	██████████	██████████	████	228,141	6	5 Year End	12-Nov-22
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. The Richmond, Twickenham and Whitton review intended to better match capacity to demand in area. Surplus capacity was identified between Richmond Manor Circus and the town centre, between Richmond and Twickenham and north of St Margarets on route H37.
3. The review also intended to create links which have been requested from stakeholders, particularly between Hanworth and Whitton High Street and along the Great Chertsey Road. Additional capacity would have been provided along St Margarets Road. The list of proposed changes is shown in Table 4 in Appendix B. This scheme was approved at BSM 532.

## CONSULTATION

4. Consultation was undertaken between 30 October 2018 and 6 January 2019. 3,800 responses were received.
5. 115 respondents expressed support for the overall scheme and 240 expressed opposition to the overall scheme. 100 expressed support for the improved connections to Whitton High Street. 60 expressed support for the proposed service along parts of Great Chertsey Road and St Margarets Road.
6. A much greater number of respondents expressed concerns about capacity and broken links. A number of these have been validated following further review and additional resource will be required to implement the scheme without creating hardship. A summary of these concerns is shown in Table 3 below.

Frequency/capacity	
Concern that fewer routes between Twickenham and Richmond will impact on capacity/crowding/waiting times/journey times	842
H37: Concern that reduced frequency on route H37 will impact on capacity/crowding/waiting times/journey times	617
Concern that removal of 110 from Staines Road will create a capacity problem	189
Concern that the proposals generally don't factor in increased demand from new developments, schools etc	97
Broken Journeys	
110: Concern about removal of route 110 from West Middlesex Hospital	523
H22: Concern about loss of link to Richmond (eg. from parts of Whitton)	431
Concern about loss of direct bus links from West Twickenham/Staines Road area	371
110: Concern about loss of connection to Twickenham station/town centre	152
Alternative suggestions	
Other local routes (eg. 490 and R70) will be busier following these changes and will require increased frequency or double deck buses	165
If the 110 changes go ahead there will be no route serving the West Middlesex Hospital entrance	49

*Table 3 – Summary of principal concerns raised in the response to the consultation*

## FURTHER REVIEW

### Capacity

7. Further analysis of data was undertaken and it was determined that the proposed scheme would provide adequate capacity between Twickenham and Richmond.
8. Usage of route H37 was further reviewed. There is a period of approximately 30 minutes in the AM peak where some buses are full in the St Margarets and Isleworth areas, but overall capacity over the busiest hour is adequate. The proposed extra journey would be timed so 10 bph ran for the busiest 30 minutes, retaining the current capacity at that time.
9. Further analysis of data indicates that the scheme as proposed would not provide adequate capacity along Staines Road in the AM peak. Options for increasing capacity

include double decking route 490 at an estimated cost of £300,000 per annum or operating additional journeys at an estimated cost of £180,000 per annum.

10. It is planned to relocate Turing House School to Hospital Bridge Road, Whitton. This is expected to take place in 2021. This will increase demand along Staines Road, although in the counter peak direction. Extra capacity will be required whether the 110 is removed or not. A scheme is being devised to provide sufficient capacity for the new school. TfL have assured relevant stakeholders that adequate capacity will be provided. Proposals will be brought to a future Meeting.

### Links

11. Removing the direct link provided by route 110 to West Middlesex Hospital would break around 410 daily links. 60 of these are to/from Hanworth Road/Powder Mill Lane and 100 to/from Staines Road. The scheme meant that there would be no direct link between the Twickenham area and the main entrance of the hospital.

### RELATED SERVICE CHANGES

12. Hammersmith Bridge closed to all traffic in May 2019. The closure is expected to remain in place until at least 2021. Route 419 was cut back to run between Richmond and Barnes Pond. From 28 September 2019, route 419 was extended to run through to Roehampton, Bessborough Road with a frequency increase from 4 bph to 5 bph. This is likely to remain in place for the duration of the closure.
13. If the Richmond and Twickenham scheme was implemented as previously proposed it would now cost an additional £600,000 per annum (3 PVR) due to the increased frequency of route 419. The 5 bph that now runs is not required for capacity west of Richmond.
14. Route 391 has been restructured to run between Hammersmith Bus Station and Richmond Bus Station at a Monday to Saturday daytime frequency of 4 bph.

### REVISED PROPOSALS

15. To respond to some of the issues raised during consultation and to take account of changes to the network since the scheme was devised, it is proposed adjust the scheme. It is now proposed to:
  - Reroute the 110 between Whitton and Richmond via the originally proposed rerouting of the 419. Extend it from Richmond to Hammersmith via route 391
  - Withdraw route 391
  - Abandon the extension of the 419
  - Cut route 493 back to Richmond Bus Station – as original proposal
  - Cut route H22 back to Twickenham – as original proposal – but also extend it from Twickenham to West Middlesex Hospital
  - Reduce frequencies on route H37 – as original proposal
  - Introduce two journeys in each peak on route 490 to provide sufficient capacity on Staines Road.

16. The original scheme, as agreed at BSM 532, had a benefit to net cost ratio of 0.4 to 1 (see Table 4). The revised scheme has a benefit to cost ratio of 0.1 to 1 as shown in Table 5. This is better value for money.

17. Extending the 110 to Hammersmith via route 391 is more suitable than extending it via route 419 as it will operate at 4 bph and have a slightly shorter run time.
18. Route 110 will need a special schedule for Twickenham Rugby match days, as other routes in the area have. It is envisaged that it would operate in 2 parts:
- Hounslow to Twickenham, the Albany via Powder Mill Lane, Sixth Cross Road and Staines Road.
  - Hammersmith to Twickenham, Arragon Road.
19. Extending route H22 from Twickenham to West Middlesex Hospital will retain many of the links that are broken by the withdrawal of route 110. It also creates new links for the centre of Whitton. This has a benefit to net cost ratio of 0.8 to 1. This does not meet the usual criteria but fits the strategic priority of improving links to hospitals and is being proposed as a response to the issues raised during consultation. It maintains 840 links that would have been broken under the original scheme, of which 350 are to/from the hospital.
20. Route 391 is due to have a new contract awarded in January 2020 which will start in December 2020. It is proposed that this will not be awarded.

Route	Scheme	Cost £pa	Revenue £pa	Passenger Benefits £pa	Net Cost £pa	Benefit to Net Cost Ratio X:1	Mileage	PVR
419	Extend via St. Mags, A316, Whitton High St. Then take over route 110 between Powder Mill Lane and Hounslow Town Centre	£1,169,688	(£28,771)	(£9,818)	(£907,217)	0.1	267,307	6
110	Withdraw	(£1,619,112)					(260,837)	(7)
H22	Reroute to Twickenham, Albany Stand. Withdraw from Richmond, Manor Circus	(£486,563)					(129,140)	(2)
110/419	Renumber route 419 as route 110	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>SUBTOTAL</b>		<b>(£935,987)</b>	<b>(£28,771)</b>	<b>(£9,818)</b>	<b>(£907,217)</b>	<b>0.1</b>	<b>(122,670)</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>(£1,781,270)</b>	<b>(£256,137)</b>	<b>(£616,027)</b>	<b>(£1,525,133)</b>	<b>0.4</b>	<b>(275,423)</b>	<b>(7)</b>

Table 4: Original 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	£1,268,490					312,291	6
391	Withdraw	(£1,658,872)	(£28,771)	(£9,818)	(£848,174)	0.1	(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
490	Operate two journeys in each peak	£180,000	£8,044	£157,415	£171,956	0.9	6,272	2
<b>SUBTOTAL</b>		<b>(£65,758)</b>	<b>£72,451</b>	<b>£554,109</b>	<b>(£138,210)</b>	<b>-4.0</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>(£911,041)</b>	<b>(£154,915)</b>	<b>(£52,100)</b>	<b>(£756,126)</b>	<b>0.1</b>	<b>(117,912)</b>	<b>(1)</b>

Table 5: Revised scheme appraisal – estimated costs

## RATIONALE

21. 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.
- Gives higher frequencies to West Middlesex Hospital
- Removes excess capacity in the Richmond and Twickenham areas and releases resource that can be deployed more effectively elsewhere.

## RECOMMENDATION

22. It is recommended that a Director of London Buses Ltd, having considered the contents of this paper and other material consideration, APPROVES the proposal. It will be introduced on 12 December 2020.

23. This proposal is subject to TfL's financial and legal duties. Stakeholders and those who responded to consultation will be asked if they have any further concerns about the revised scheme.

## APPENDIX A – SUMMARY OF FREQUENCIES AND TERMINI

	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</u>												
<i>MF</i>												
Hounslow Bus Station - West Middlesex Hospital	3	3	3	3/2	-	-	-	-	-	-	-	-
Hounslow Bus Station - Hammersmith Bus Station	-	-	-	-	-	-	-	-	4	4	4	3
<i>Sat</i>												
Hounslow Bus Station - West Middlesex Hospital	2/3	3	3	3/2	-	-	-	-	-	-	-	-
Hounslow Bus Station - Hammersmith Bus Station	-	-	-	-	-	-	-	-	2/4	4	4	3
<i>Sun</i>												
Hounslow Bus Station - West Middlesex Hospital	2	2	2	2	-	-	-	-	-	-	-	-
Hounslow Bus Station - Hammersmith Bus Station	-	-	-	-	-	-	-	-	2/3	3	3	3
<i>Toilets available at all termini</i>												
<u>Route 391</u>												
<i>MF</i>												
Richmond Bus Station - Hammersmith Bus Station	4	4	4	3	4	4	4	3	-	-	-	-
<i>Sat</i>												
Richmond Bus Station - Hammersmith Bus Station	2/4	4	4	3	2/4	4	4	3	-	-	-	-
<i>Sun</i>												
Richmond Bus Station - Hammersmith Bus Station	2/3	3	3	3	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>												

	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 to Heathrow Terminal 5	-	-	-	-	-	-	-	-	Jnys	-	-	-
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	-	-	-	-	-	-	-	-
Hounslow, Steve Biko Way - Twickenham, Albany Stand	-	-	-	-	5	5	5	4/3	-	-	-	-
Hounslow, Steve Biko Way - West Middlesex Hospital	-	-	-	-	-	-	-	-	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	-	-	-	-	-	-	-	-	4/5	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) SDO	10	10	10	8/6	8	8	8	8/5	8	8	8	8/5
Isleworth War Memorial to Hounslow, Blenheim Centre - Hounslow, Blenheim Centre to Richmond, Lwr Mortlake Rd (Manor Cir)	-	-	JNY/-	-	-	-	JNY/-	-	-	-	JNY/-	-
Richmond, Lwr Mortlake Rd (Manor Cir) to Hounslow, Blenheim Centre - Sat	-	-	-	-	JNY	-	-	-	JNY	-	-	-
Hounslow, Blenheim Centre - Richmond, Lwr Mortlake Rd (Manor Cir) Sun	5	10	10	6	5	8	8	5	5	8	8	5
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>				<b>Nightly</b>				<b>Nightly</b>			
Hounslow, Blenheim Centre - Richmond, Lwr Mortlake Rd (Manor Cir)	2				2				2			

Toilet available at Hounslow Blenheim Centre

**APPENDIX B – IMPLEMENTATION AND CONTRACTUAL ISSUES**

24. This scheme does not require any additional driver toilet provision.
25. One additional stand space will be required at West Middlesex Hospital to accommodate route H22. It is believed that this space exists.
26. 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.