

MEMORANDUM TO THE BUS SERVICES MEETING

SUBMITTED BY: [REDACTED]

SUBJECT: RICHMOND & TWICKENHAM BUS NETWORK
 ROUTES 110, 391, 419, H22, H37 & R68

DATE: 2 FEBRUARY 2018

BACKGROUND

1. Bus routes in and around Richmond town centre have been reviewed. Currently, there are a number of routes that cross the town and travel beyond where required due to a lack of standing space. There is also excess capacity on approaches to Richmond from Twickenham town centre and Lower Richmond Road. Due to all routes having their busiest points elsewhere, removing capacity requires the restructuring of routes.
2. Route 110 was restructured to run between Twickenham town centre and West Middlesex University Hospital (WMUH) instead of running between WMUH and Hounslow Bus Station in May 2016. This was to retain links from the Whitton area to WMUH and is not required for network access or capacity.
3. BSM 505 approved withdrawal of route 391 between Hammersmith Bus Station and Sands End, Sainsbury's. Introduction of new route 306 between Acton Vale, Hammersmith Bus Station and Sands End was also approved as part of changes proposed to the bus network for the start of the Elizabeth line.

Route	Contract Number	Contract Cost £pa	Revenue £pa	Cost Recovery	Mileage pa	PVR	Contract Status	ITT Date	New Contract Start Date
110	QC56201	[REDACTED]			260,837	7	5 Year End	N/A	30-Apr-22
391	QC43001	[REDACTED]			564,085	16	5 Year End	N/A	15-Dec-18
419	QC58804	[REDACTED]			228,141	6	5 Year End	N/A	12-Nov-22
493	QC37602	[REDACTED]			781,703	17	5 Year End	08-Jan-18	30-Mar-19
H22	QC33802	[REDACTED]			469,415	11	5 Year End	N/A	03-Mar-18
H37/N H37	QC33803	[REDACTED]			567,401	15	5 Year End	N/A	03-Mar-18
R68	QC57101	[REDACTED]			475,542	10	5 Year End	N/A	25-Jun-22

LOCAL STAKEHOLDER REQUESTS

4. There have been long standing customer requests for new direct links between Whitton Road and the Powder Mill/Hanworth Road corridors to their nearest town centre at Whitton High Street. This has resulted in Vince Cable MP requesting TfL provide a new service. There have also been requests for a new link from Mortlake Road (South Circular Road) to Kew Bridge as currently, local residents do not have a direct link north of Kew Retail Park.

PROPOSALS

5. The following restructures are proposed (**see maps** on the last two pages of this paper), subject to route test, confirmed costs and public consultation:
 - Route 419 is extended from Richmond Bus Station to Hounslow Bus Station (covering the freehold section of route 110). It would run via St Margaret's Road, A316 Chertsey Road, Whitton Road, Whitton High Street, Powder Mill Lane then follow the current 110 routeing to Hounslow Bus Station.
 - Route 110 is withdrawn.
 - Route H22 is withdrawn from Richmond, Manor Circus and Twickenham town centre. It would be extended to the previous route 110 stand.
 - Route 493 is withdrawn from Richmond, Manor Circus Homebase to Richmond Bus Station (current route 419 stand).
 - Route R68 is withdrawn from Kew Retail Park to Richmond, Manor Circus (current route H22 stand).
 - Route 391 is rerouted away from Sandycombe Road to run via Mortlake Road (South Circular Road) for Kew Retail Park (currently served by route R68). No bus service would run along Sandycombe Road and passengers would need to walk either to route 65 or use Kew Gardens rail station to complete their journeys.
6. These restructures enable the following frequencies reductions, which are also proposed:
 - Route H37 is reduced in frequency from 10 buses per hour (bph) to 8 bph during Monday to Saturday daytimes (covered at busiest point by extended route 419 at St. Margaret's), from 6 to 5 bph during all evenings and from 7.5 to 5 bph on Sundays.
 - Route H22 is reduced in frequency from 5 to 4 bph during Monday to Saturday daytimes (covered at busiest point by extended route 419 at Whitton).
7. This package of changes is worthwhile with a disbenefit to net savings ratio of 0.5 to 1.

BENEFITS AND DISBENEFITS – ROUTES 110, 419, 493, H22

New links

8. The following new links would be created that are forecast to create around 1,100 new trips per weekday. The main links are shown below:

ORIGIN	DESTINATION
Whitton High Street	Hanworth Road, Powder Mill Lane, Whitton Road, Castelnau, Hammersmith. Rail services provide direct links to St. Margaret's, Richmond Town Centre, Mortlake and Barnes.
Twickenham Stadium area (Whitton Road/Chertsey Road)	Hanworth Road, Powder Mill Lane, Hounslow Town Centre, Whitton Road, St. Margaret's, Richmond Town Centre, Mortlake, Barnes, Castelnau, Hammersmith,.
Hanworth Road, Powder Mill Lane	Whitton High Street, Whitton Road, St. Margaret's, Richmond Town Centre, Mortlake, Barnes, Castelnau, Hammersmith.
Mortlake, Barnes, Castelnau	Hanworth Road, Powder Mill Lane, Whitton High Street, Whitton Road and St. Margaret's.

Frequency enhancement

9. Frequency would be increased on the busiest point of the current route 110 between Powder Mill Lane and Hounslow during Monday to Saturday daytimes, as it would be replaced by route 419 at 4 bph rather than route 110's 3 bph..

Broken direct links

10. Around 850 passengers per weekday that currently have a direct links would need to interchange as a result of the scheme as follows:

ORIGIN	DESTINATION	BROKEN DIRECT LINKS
Hanworth Rd/Powder Mill Lane	Staines Rd, Heath Rd.	360 (one change with route H22)
Hanworth Rd/Powder Mill Lane	Twickenham Town Centre	190 (one change with route 281)
Hanworth Rd/Powder Mill Lane	Isleworth/WMUH	80 (one change at Hounslow TC – quicker journey)
Staines Road (Fulwell)	Isleworth/WMHU	30 (one change at Twickenham TC)
Richmond Rd (between Twickenham and St. Margaret's)	Whitton High Street, Hall Road and Hounslow.	80 (one change at Twickenham TC)
Richmond Town Centre	Hall Road	110 (one change at Whitton)

11. A further 290 trips would need to walk up to 200-250 metres to access Richmond Station as a consequence of route 493 terminating at Richmond Bus Station.

12. Around 145 trips would need to walk up to 400 metres from Hospital Bridge Road to access either route 419 or 490 to access Richmond Town Centre. This is as a consequence of route H22 being cut back to Twickenham.

BENEFITS AND DISBENEFITS – ROUTES 391, R68

New links

13. The following new links would be created that are forecast to create around 360 new trips per weekday. The main links are shown below:

ORIGIN	DESTINATION
Kew Retail Park, National Archive and Mortlake Rd	Kew Green, Kew Bridge, Gunnersbury, Chiswick High Road, Stamford Brook and Hammersmith.
Chalker's Corner area	Kew Green, Kew Bridge, Gunnersbury, Chiswick High Rd

Broken direct links

14. Around 410 trips passengers per weekday that currently have a direct links would need to interchange as a result of the restructuring of routes 391 and R68. This increases to 450 trips when excluding trips that could use the rail service from Kew Gardens to Richmond:

15.

ORIGIN	DESTINATION	BROKEN TRIPS
Kew Retail Park, National Archive and Mortlake Road	Twickenham, Strawberry Hill, Teddington, Hampton Court	260
Sandycombe Road	Chiswick High Road, Stamford Brook and Hammersmith	330

16. A further 830 trips would need to walk between 200-450 metres from Sandycombe Lane stops to access alternative public transport options. No bus route would remain on this road. Around 350 trips would then be able to use routes 65 or one of seven routes from Manor Circus up to a 400 metre walk. Around 180 trips could use rail services from Kew Gardens to Gunnersbury, Turnham Green, Stamford Brook, Ravenscourt Park or Hammersmith to complete their journeys. Around 290 trips could use rail services from Kew Gardens to Richmond between stops up to 400 metres away from both stations or walk to route 65. Sufficient capacity exists on route 65 in this area to meet the additional demand.

Frequency reduction

17. Frequency is also proposed to be reduced on route 391 from 5 to 3 bph during Monday to Saturday daytimes and from 4 to 2 bph during Sundays and all evenings. A separate package of schemes to withdraw route 391 east of Hammersmith and replacing the withdrawn section with route 306 means the lower frequencies better match demand west of Hammersmith. Replacing route R68 with route 391 would impact around 920 trips per weekday with lower frequencies between Kew and Richmond.

IMPLEMENTATION

Infrastructure

18. No new stands or toilets are required as a consequence of the proposed changes.

STAND NAME	CURRENT ROUTE(S)	TOILET?	CURRENT STAND SPACE REQUIREMENT	PROPOSED ROUTE(S)	PROPOSED STAND SPACE REQUIREMENT
Hounslow Bus Station	110	Yes	1	419	1
Hounslow Blenheim Centre	H37	Yes	2	H37	2
The Albany, Twickenham	None	Yes	0	H22	1
Richmond, LMR, Manor Cir	H22, H37	No	4	H37, R68	4
Richmond, Homebase, Manor Cir	493, R70	Yes	4	R70	2
Richmond Bus Station	419, 391	Yes	3	391, 493	3
Kew Retail Park	R68	No	2	None	0
West Middx Hospital Grounds	110	Yes	1	None	0

List of routes with proposed changes where standing arrangements would change

Note: Standing requirements change due to both rerouteings and frequency changes

19. New stops would be required on A316 Chertsey Road on proposed route 419 and A205 Mortlake Road (South Circular Road) on proposed route 391. TfL is the highway authority for both roads.

Consultation

20. Consultation would be required for all restructures. Loss of a service along Sandycombe Lane and other broken links may result in significant stakeholder opposition.

Route tests

21. Route tests would be required though no issues are expected.

Contracts

22. The following routes are proposed for restructure or frequency change as a result of this review:

ROUTE	OPERATOR	CONTRACT END DATES
110	London United	Apr 17 – Apr 22 or 24
419	London United	Nov 17 – Nov 22 or 24
H22	London United	Mar 11 – Mar 18*
493	London General	Mar 12 – Mar 19**
H37	London United	Mar 11 – Mar 18*
R68	Abellio West	Jun 17 – Jun 22 or 24
391	London United	Dec 13 – Dec 18 or 20**

* New contract awarded to incumbent

** Contract not yet awarded

23. The implementation date of this scheme is selected to coincide with proposed restructures to routes 266, 391 and 440, along with the introduction of routes 218 and 306. A separate paper will be submitted for BSM to close out consultation and changes to costs.

RECOMMENDATION

24. The Meeting is asked to APPROVE the restructures, subject to public consultation, confirmed costs, route test, and new stops being installed effective from 7 December 2018.

██████████
Transport Planning Manager

APPRAISAL SUMMARY

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					267,307	6
			(£28,771)	(£9,818)	(£907,217)	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)
SUBTOTAL		(£935,987)	(£28,771)	(£9,818)	(£907,217)	0.1	(122,670)	(3)
H37	Reduce to 8 bph during Mon-Sat daytimes	(£567,999)	(£139,206)	(£366,754)	(£428,793)	0.9	(70,690)	(4)
H37	Reduce to 5 bph Suns and All Eves	(£162,611)	(£62,805)	(£170,605)	(£99,806)	1.7	(34,540)	0
H22	Reduce to 4 bph during Mon-Sat daytimes	(£339,219)	(£122,067)	(£313,197)	(£217,152)	1.4	(45,383)	(2)
493	Withdraw between Richmond Bus Station and Richmond, Homebase	(£208,340)	(£40,687)	(£110,739)	(£167,653)	0.7	(55,101)	(1)
SUBTOTAL		(£1,278,170)	(£364,765)	(£961,295)	(£913,405)	1.1	(205,714)	(7)
391	Reroute via A205 Mortlake Road (South Circular) at 3 bph M-Sat, 2 bph Suns and Eves	£74,323	(£31,261)	£20,163	(£201,577)	All-Gain	24,430	0
R68	Withdraw between Kew Retail Park and Manor Circus.	(£307,160)					(81,897)	(1)
SUBTOTAL		(£232,837)	(£31,261)	£20,163	(£201,577)	All-Gain	(57,467)	(1)
TOTAL		(£2,446,994)	(£424,796)	(£950,950)	(£2,022,198)	0.5	(385,851)	(11)

Estimated

PRESENT AND PROPOSED STRUCTURE SUMMARY

	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	-	-	-	-
<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	-	-	-	-

Toilets available at all termini

	AM Peak	Mid day	PM Peak	Eve	AM Peak	Mid day	PM Peak	Eve
<u>Route 419</u>								
<i>MF</i>								
					via route 110 rerouting between Hounslow and Whitton			
Richmond Bus Station - Hammersmith Bus Station	4	4	4W	4/2	-	-	-	-
Hounslow Bus Station - Hammersmith Bus Station	-	-	-	-	4	4	4W	4/2
<i>Sat</i>								
Richmond Bus Station - Hammersmith Bus Station	2/4	4	4	3/2	-	-	-	-
Hounslow Bus Station - Hammersmith Bus Station	-	-	-	-	2/4	4	4	3/2
<i>Sun</i>								
Richmond Bus Station - Hammersmith Bus Station	2	2	2	2	-	-	-	-
Hounslow Bus Station - Hammersmith Bus Station	-	-	-	-	2	2	2	2

Toilets available at all termini

	AM Peak	Mid day	PM Peak	Eve	AM Peak	Mid day	PM Peak	Eve
<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	-	-	-	-	4	4	4	4/3
<i>Sat</i>								
Hounslow, Steve Biko Way - Richmond, Lwr Mortlake Rd (Manor Cir)	4/5	5	5	4/3	-	-	-	-
Hounslow, Steve Biko Way - Twickenham, Albany Stand	-	-	-	-	3/4	4	4	4/3
<i>Sun</i>								
Hounslow, Steve Biko Way - Richmond, Lwr Mortlake Rd (Manor Cir)	2/3	2	2	2	-	-	-	-
Hounslow, Steve Biko Way - Twickenham, Albany Stand	-	-	-	-	2/3	2	2	2

Toilet available at The Albany stand (200m away). Steve Biko Way is under development. No toilet available at Manor Cir.

	AM Peak	Mid day	PM Peak	Eve	AM Peak	Mid day	PM Peak	Eve
<u>Route 391</u>								
<i>MF</i>								
Richmond Bus Station - Sands End, Sainsbury's	5	5	5	4	-	-	-	-
Richmond Bus Station - Hammersmith Bus Station	-	-	-	-	3	3	3	2
<i>Sat</i>								
Richmond Bus Station - Sands End, Sainsbury's	3/5	5	5	4	-	-	-	-
Richmond Bus Station - Hammersmith Bus Station	-	-	-	-	3	3	3	2
<i>Sun</i>								
Richmond Bus Station - Sands End, Sainsbury's	2/3	4.6	4.6	4	-	-	-	-
Richmond Bus Station - Hammersmith Bus Station	-	-	-	-	2	2	2	2

Toilets available at all termini

	AM Peak	Mid day	PM Peak	Eve	AM Peak	Mid day	PM Peak	Eve
<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
<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
<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

Toilets available at Richmond, Homebase and Richmond Bus Station.

	AM Peak	Mid day	PM Peak	Eve	AM Peak	Mid day	PM Peak	Eve
<u>Route H37</u>								
<i>MF</i>								
Hounslow, Blenheim Centre - Richmond, Lwr Mortlake Rd (Manor Cir)	10	10	10	8/6	8	8	8	8/5
<i>SDO</i>								
Isleworth War Memorial to Richmond, Lwr Mortlake Rd (Manor Cir)	-	-	JNY	-	-	-	JNY	-
<i>Sat</i>								
Hounslow, Blenheim Centre - Richmond, Lwr Mortlake Rd (Manor Cir)	5	10	10	6	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	5	5	5
<i>Weekend nights</i>								
	Nightly				Nightly			
Hounslow, Blenheim Centre - Richmond, Lwr Mortlake Rd (Manor Cir)	2				2			

Toilet available at Hounslow Blenheim Centre

	AM Peak	Mid day	PM Peak	Eve	AM Peak	Mid day	PM Peak	Eve
<u>Route R68</u>								
<i>MF</i>								
Hampton Court Station - Kew Retail Park	4	4	4	4/3	-	-	-	-
Hampton Court Station - Richmond, Manor Circus	-	-	-	-	4	4	4	4/3
<i>Sat</i>								
Hampton Court Station - Kew Retail Park	4	4	4	4/3	-	-	-	-
Hampton Court Station - Richmond, Manor Circus	-	-	-	-	4	4	4	4/3
<i>Sun</i>								
Hampton Court Station - Kew Retail Park	2/3	4	4	4/3	-	-	-	-
Hampton Court Station - Richmond, Manor Circus	-	-	-	-	2/3	4	4	4/3

Toilets available at Kew Retail Park and Hampton Court Station

IMPLEMENTATION PLANS

ROUTE	419			
SCHEME	Extend to Hounslow Bus Station (replacing route 110)			
ND LEAD	██████████			
	OWNER	ISSUE	DATE	NOTES
CONSULTATION		Required		
STANDS		Will use route 110 stand at Hounslow. No change at Hammersmith		
TOILETS		Available at both termini		
ROUTEING		Extended between Richmond and Hounslow Bus Station		Runs via St. Margaret's Rd, A316 Chertsey Rd, Whitton Rd, Whitton High St, Powder Mill Ln then the 110 routeing to Hounslow
VEHICLE CHANGE		Not required		
ROUTE TEST		Required		
CONTRACT CHANGE TYPE		Mid-contract change		
STOP ISSUES		New pairs of stops on A316 TLRN required for passengers to switch to route 419 and relieve crowding on nearby routes		1 km section is unserved by buses currently. New pairs of stops required near the three roundabouts (where ped crossing facilities exist and for access to shops/housing)
ISSUE OF SERVICE SPECIFICATIONS		Required		
COSTS RECEIVED		Required		

ROUTE	H22			
SCHEME	Withdraw between Twickenham and Richmond town centres. Frequency reduced to 4 bph.			
ND LEAD	██████████			
	OWNER	ISSUE	DATE	NOTES
CONSULTATION		Required		
STANDS		Rerouted to terminate at Twickenham, Albany Road stand.		
TOILETS		Available near Albany Road		
ROUTEING		Rerouted at Twickenham		Runs from King St (Twickenham) into London Rd then to Albany Road stand
VEHICLE CHANGE		Not required		
ROUTE TEST		Required		
CONTRACT CHANGE TYPE		Mid-contract		
STOP ISSUES		None		
ISSUE OF SERVICE SPECIFICATIONS		Required		
COSTS RECEIVED		Required		

ROUTE	493			
SCHEME	Withdraw between Manor Circus, Homebase and Richmond Bus Station			
ND LEAD	██████████			
	OWNER	ISSUE	DATE	NOTES
CONSULTATION		Required		
STANDS		Will terminate at current 419 stand at Richmond Bus Station.		Route 391 will also be reduced to 3 bph unlocking further standing capacity.
TOILETS		Available at Richmond		
ROUTEING		Withdrawn between manor Circus and Richmond Bus Station		Will use Richmond gyratory system to/from Sheen Rd to turn around serving all stops
VEHICLE CHANGE		Not required		
ROUTE TEST		Required		
CONTRACT CHANGE TYPE		New contract		
STOP ISSUES		None		
ISSUE OF SERVICE SPECIFICATIONS		Required		
COSTS RECEIVED		Required		

ROUTE	R68			
SCHEME	Withdraw between Kew Retail Park and Manor Circus			
ND LEAD	██████████			
	OWNER	ISSUE	DATE	NOTES
CONSULTATION		Required		
STANDS		Will terminate at current H22 stand at Richmond, Manor Circus		Route 391 will also be reduced to 3 bph unlocking further standing capacity.
TOILETS		Available at Hampton Court		
ROUTEING		Withdrawn between Kew and Manor Circus.		
VEHICLE CHANGE		Not required		
ROUTE TEST		Required		
CONTRACT CHANGE TYPE		Mid-contract		
STOP ISSUES		None		
ISSUE OF SERVICE SPECIFICATIONS		Required		
COSTS RECEIVED		Required		

ROUTE	391			
SCHEME	Rerouted between Manor Circus and Kew Green. Separate scheme also planned for the same date reduces frequency to 3 bph and withdraws route between Hammersmith and Sand's End			
ND LEAD	[REDACTED]			
	OWNER	ISSUE	DATE	NOTES
CONSULTATION		Required		Separate scheme has already been to consultation to withdraw between Hammersmith and Sand's End and reduce frequency.
STANDS		Standing requirement reduces from 2 to 1 space.		
TOILETS		Available at Hammersmith and Richmond		
ROUTEING		Rerouted via Kew Retail Park		Would no longer serve Sandycombe Rd and Kew Gardens Station. Instead it would run via Chalkers Corner and A205 Mortlake Road
VEHICLE CHANGE		Not required		
ROUTE TEST		Required		
CONTRACT CHANGE TYPE		Mid-contract		
STOP ISSUES		None		
ISSUE OF SERVICE SPECIFICATIONS		Required		
COSTS RECEIVED		Required		

ROUTE	H37			
SCHEME	Frequency reduced from 10 to 8 bph			
ND LEAD	[REDACTED]			
	OWNER	ISSUE	DATE	NOTES
CONSULTATION		Not required		
STANDS		No changes		
TOILETS		No changes		
ROUTEING		No changes		Sandycombe Rd and Kew Gardens Station. Instead it would run via Chalkers Corner and A205 Mortlake Road
VEHICLE CHANGE		Not required		
ROUTE TEST		Not required		
CONTRACT CHANGE TYPE		Mid-contract		
STOP ISSUES		None		
ISSUE OF SERVICE SPECIFICATIONS		Required		
COSTS RECEIVED		Required		

MAPS – TWICKENHAM AREA
BLACK/GREY = EXISTING. RED = WITHDRAWN. BLUE = PROPOSED

