



Piccadilly line engagement

Conclusions report

January 2014

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1 Background

The Mayor and Transport for London (TfL) are aware that some customers would like an extension to the times that the Piccadilly line stops at Turnham Green station and the Mayor asked TfL to look at this again and seek the views of customers.

Piccadilly line trains stop at Turnham Green station: from the start of traffic until 0650 Monday to Saturday and until 0745 on Sunday; and from 2230 until the close of traffic every day.

The Piccadilly line currently does not stop for longer periods of the day at Turnham Green station because the delay and potential disruption to Piccadilly line users greatly outweighs the benefits that would accrue for a small group of Piccadilly and District line passengers.

TfL continually reviews Tube timetables to ensure that we are running the most efficient service. Although we recognise that stopping more Piccadilly line trains at Turnham Green station would benefit customers using that station, we do not currently do so because it would mean:

- decreasing the service to other parts of the Piccadilly line (as there is insufficient rolling stock to maintain current frequency of service if an extra station stop was inserted in the timetable);
- longer journey times for customers passing through Turnham Green station; and
- a potentially less reliable service for all passengers on the line (as trains would have less time at the end of their journey to recover from delays, reducing the chance of starting their next journey on time).

2 Introduction

TfL conducted a public engagement programme with interested parties about Piccadilly line services and stopping arrangements at Turnham Green station during the six-week period from 27 August to 7 October 2013.

This engagement targeted groups with an interest in Piccadilly line stopping arrangements at Turnham Green station including users of Turnham Green station, those who live in the area around it and the wider Piccadilly line customer audience.

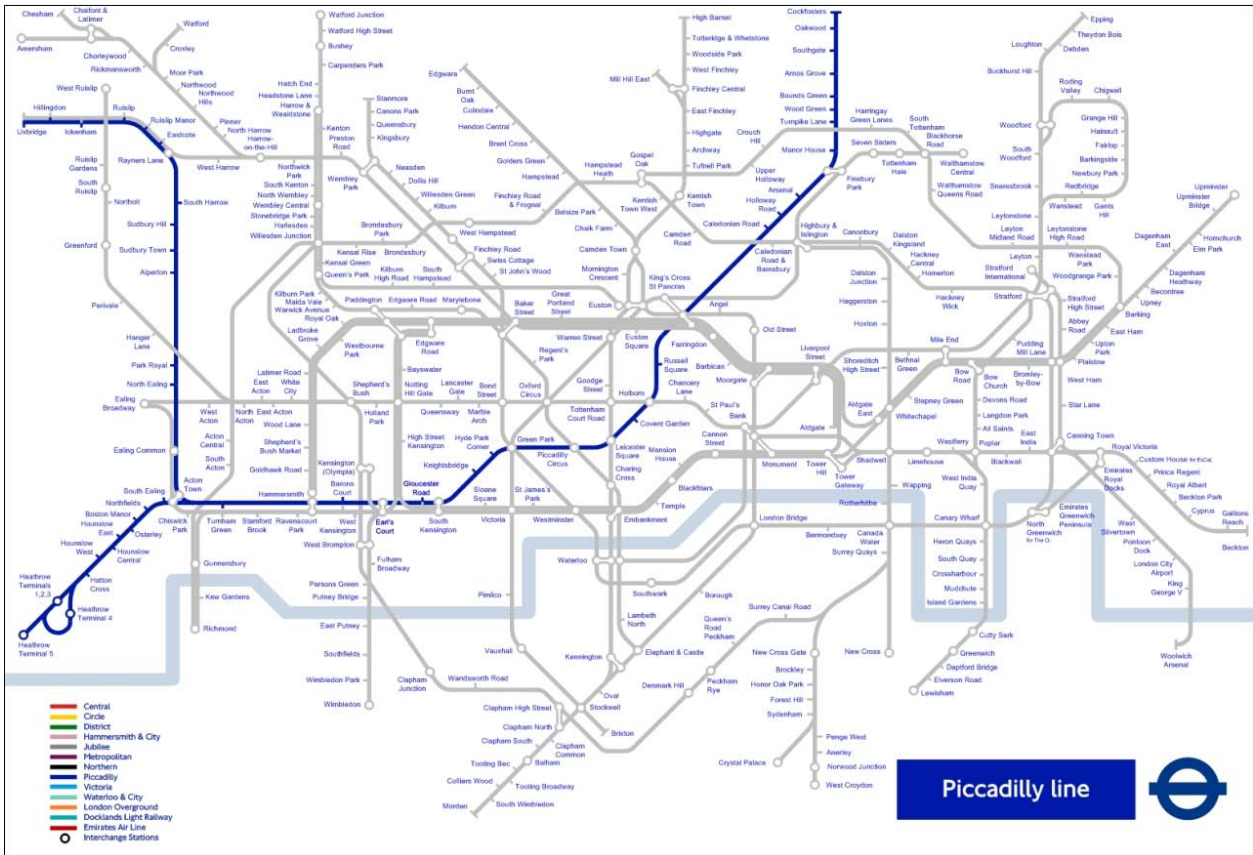
2.1 Purpose of the Engagement

The purpose of this engagement was to have a dialogue with interested parties about Piccadilly line services, including stopping arrangements at Turnham Green station. It also offered the opportunity for TfL to formally seek people's views and answer questions about Piccadilly line services and planning for future improvements.

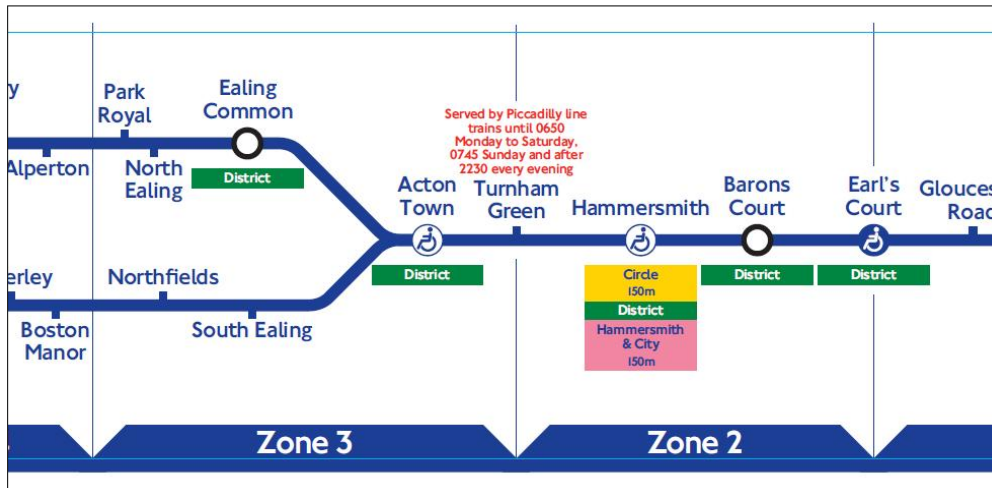
This engagement programme did not put forward specific proposals, suggesting a new service pattern or timetable for the Piccadilly line.

Instead, it offered people the opportunity to share their views on the service and make suggestions as to how TfL can make it better.

2.2 Location maps



The Piccadilly line serves approximately 700,000 people of the four million who use the Tube each day, carrying more people than any other line through central London.



Stopping arrangements at Turnham Green station are featured on TfL line diagrams and Tube maps.

3 The engagement

The engagement ran for six weeks from 27 August to 7 October and was designed to enable TfL to understand what people think about the Piccadilly line service and what suggestions they may have to make it better.

3.1 Engagement audiences

The programme sought to engage with interested parties including the following:

- All Piccadilly line customers
- All Turnham Green station customers
- Customers using Gunnersbury, Kew Gardens and Richmond stations on the District line
- Local residents and businesses in the Turnham Green area
- Local AMs, MPs and London Boroughs
- London TravelWatch

3.2 Engagement material, distribution and publicity

We reached out to customers through a variety of channels at the launch to ensure a robust and inclusive public engagement including:

- a letter drop to local addresses near Turnham Green station (over 2,500 addresses);
- an email was sent to Piccadilly line users across the whole line; and also to those District line users who regularly swipe their Oyster cards at Richmond, Kew Gardens, Gunnersbury and Turnham Green stations;
- two features on the engagement in the Metro newspaper;
- posters on stations along the whole of the Piccadilly line as well as at Turnham Green, Richmond, Kew Gardens and Gunnersbury stations;
- a web page – tfl.gov.uk/piccadillyline – specifically for this engagement;
- a freepost address, FREEPOST PIC LINE COMMENTS;
- an ad on the Tube homepage, linking visitors to the engagement website;
- tweets from TfL Twitter accounts encouraging people to participate in the engagement;
- a reminder email ten days in advance of the closing date, sent to the offices of Assembly Members and MPs whose constituencies are served by the Piccadilly line; and
- posted copies of engagement materials to anyone who requested them in hard copy, including to local resident association members.

3.3 Meetings and site visits

- A public drop-in session at Chiswick Town Hall hosted by the Head of Transport Planning for London Underground (LU) and the General Manager for the Piccadilly line;
- Presentation and Q&A at a public Chiswick Area Forum by the Head of Transport Planning for LU and the General Manager for the Piccadilly line; and
- Senior managers including the LU Chief Operating Officer met with Mary Macleod MP and Angie Bray MP on network visits;
- During the course of the engagement, we raised awareness of the engagement with our contacts at the relevant London Boroughs as well as key business groups – and encouraged that this information be shared widely.

4 Overview of engagement responses

In total, 14,039 responses were received. Responses were received from members of the public, London Boroughs, MPs and other stakeholders. The majority of responses were received via the online consultation survey.

A breakdown of the number of responses received by respondent type can be seen in the table below. A full index listing the responding postcodes and the number of respondents from each postcode can be found in Appendix C.

4.1 Engagement responses by respondent

Format	Number
TfL online survey	13,992
Email to TfL	36
TfL Freepost address	9
Petition	1* Online petition led by Mary Macleod MP <i>2,555 signatories</i>
Pre-printed postcards	1** Pre-printed postcards distributed by Mary Macleod MP <i>1,129 postcards collected by Mary Macleod MP's office</i> <i>258 postcards collected by Angie Bray MP's office</i>

* Text of Mary Macleod MP's online petition can be found in Appendix B. Signatories may have also participated in the survey and/or direct feedback to TfL.

** Text of Mary Macleod MP's pre-printed postcard can be found in Appendix B. Respondents may have also participated in the survey and/or direct feedback to TfL.

4.2 Responses from stakeholders

Responses were received from the following seven organisations and stakeholders:

- LB Hounslow
- LB Ealing
- LB Haringey
- Heathrow Airport Operators Committee
- North London Transport Forum
- Mary Macleod MP
- Angie Bray MP

5 Answers received to the engagement survey

5.1 Stopping arrangements at Turnham Green

The Piccadilly line engagement survey included two questions seeking to understand what people thought about stopping arrangements at Turnham Green station. The questions and responses are listed in the table below. These responses have been further broken down by postcodes provided by respondents.

An index listing the reasons people provided for and against changing Piccadilly line stopping arrangements at Turnham Green station and the number and percentage of respondents for each reason can be found in Appendix D.

Question	Yes	No	% Yes	% No
Question 7: Would you like the Piccadilly line to stop at Turnham Green for more of the day than it currently does?	9040	4952	65%	35%
Question 8: Would you like the Piccadilly line to stop at Turnham Green for more of the day than it currently does if it meant: a reduction in service elsewhere on the line; longer journey times for customers passing through Turnham Green station; and a less reliable service for all passengers on the line?	7340	6652	52%	48%

5.1.2 Responses to Question 7 by top 20 responding postcodes

Question 7: Would you like the Piccadilly line to stop at Turnham Green for more of the day than it currently does? (Current stopping times are from the first train to 06:50 Monday to Saturday / 07:45 on Sunday; from 22:30 until the last train every day)

Respondents reporting postcodes in Chiswick, Shepherds Bush and Acton were those areas with the highest number in favour of the Piccadilly line stopping for more of the day at Turnham Green station. Top reasons included shorter journey times, removing the need to interchange elsewhere and issues with the existing District line service.

Five postcode areas responded in the majority that the Piccadilly line should stop for more of the day at Turnham Green station. Of the 5,070 respondents of Chiswick – the area with by far the most responses – 5,013 or 99% responded favourably, followed by 211 of 257 or 82% of respondents in Shepherds Bush and 377 of the 550 or 69% of respondents from Acton.

Postcodes with the majority answering ‘yes’

Postcode	Area	Total	Yes	No	% Yes	% No
W4	Chiswick	5070	5013	57	99%	1%
TW	Twickenham	1574	992	582	63%	37%
W3	Acton	550	377	173	69%	31%
W6	Hammersmith	366	236	130	64%	36%
W12	Shepherds Bush	257	211	46	82%	18%

Ealing, Harrow and West Ealing were the postcodes with the highest number of respondents against increasing Piccadilly line stopping at Turnham Green. Reasons included longer journey times and Turnham Green station already being well-served by the District line. Some suggested removing all Piccadilly line stops at stations also served by the District line.

Thirteen postcode areas with 100 respondents or more responded in the majority that the Piccadilly line should not stop for more of the day at Turnham Green station. Of the 690 respondents of Ealing 460 or 67% responded that against, followed by 281 of 383 or 73% of West Ealing and 269 of 468 or 57% in Harrow.

Postcodes with the majority answering ‘no’

Postcode	Area	Total	Yes	No	% Yes	% No
W5	Ealing	690	230	460	33%	67%
HA	Harrow	468	199	269	43%	57%
W13	West Ealing	383	102	281	27%	73%
UB	Uxbridge	269	97	172	36%	64%
W14	West Kensington	195	94	101	48%	52%
N4	Finsbury Park	178	51	127	29%	71%
W7	Hanwell	177	58	119	33%	47%
N7	Holloway	173	46	127	27%	73%
EN	Enfield	145	29	116	20%	80%
N22	Wood Green	142	38	104	27%	73%

N11	New Southgate	125	48	77	38%	62%
SW6	Fulham	117	43	74	37%	63%
N8	Hornsey	101	38	63	38%	62%
N5	Highbury	97	27	70	28%	72%
N14	Southgate	92	22	70	24%	76%
Other	All other areas	2823	1097	1726	39%	61%
Invalid postcode		17	7	10	41%	59%

5.1.3 Responses to Question 8 top 20 postcodes

Question 8: Would you like the Piccadilly line to stop at Turnham Green for more of the day than it currently does if it meant: a reduction in service elsewhere on the line; longer journey times for customers passing through Turnham Green station; and a less reliable service for all passengers on the line?

Chiswick had the highest number of respondents in favour of the Piccadilly line stopping for more of the day at Turnham Green station if it meant a reduction in service elsewhere on the line, longer journey times for customers passing through Turnham Green station and a less reliable service for all passengers on the line. 4,554 of 5,070 or 90% responded favourably.

Postcodes with the majority answering 'yes'

Postcode	Area	Total	Yes	No	% Yes	% No
W4	Chiswick	5070	4554	516	90%	10%
W12	Shepherds Bush	257	176	81	68%	32%
Other	All other areas	2823	734	2089	26%	34%

Twickenham, Ealing and Harrow had the highest number of respondents against the Piccadilly line stopping for more of the day at Turnham Green station if it meant a reduction in service elsewhere on the line, longer journey times for customers passing through Turnham Green station and a less reliable service for all passengers on the line. In Twickenham, 840 respondents of 1,574 or 53% responded against, followed by 551 of 690 or 80% in Ealing and 323 of 468 or 69% in Harrow.

Postcodes with the majority answering 'no'

Postcode	Area	Total	Yes	No	% Yes	% No
TW	Twickenham	1574	734	840	47%	53%
W5	Ealing	690	139	551	20%	80%
W3	Acton	550	291	259	53%	67%
HA	Harrow	468	145	323	31%	69%
W6	Hammersmith	366	162	204	44%	56%
W13	West Ealing	383	62	321	16%	84%
UB	Uxbridge	269	73	196	27%	73%
W14	West Kensington	195	56	139	29%	71%
N4	Finsbury Park	178	33	145	19%	81%
W7	Hanwell	177	36	141	20%	80%
N7	Holloway	173	26	147	15%	85%
EN	Enfield	145	17	128	12%	88%
N22	Wood Green	142	15	127	11%	89%
N11	New Southgate	125	19	106	15%	85%
SW6	Fulham	117	27	90	23%	77%
N8	Hornsey	101	15	86	15%	85%
N5	Highbury	97	18	79	19%	81%
N14	Southgate	92	7	85	8%	92%
Invalid postcode		17	4	13	18%	82%

5.2 How TfL Can Improve the Piccadilly line?

The Piccadilly line engagement survey included a question asking: How do you think TfL could improve the overall service of the Piccadilly line? The responses received provided valuable input for us to consider when reviewing and updating the Piccadilly line service. Reoccurring themes emerged, providing a collection of recommendations for TfL to consider. These themes are presented below, offering a quote/s representative of many of the responses received for that theme. They are organised by short to medium or long-term, based on when changes to the service are most likely to be made.

A complete list of themes and the number of times respondents offered suggestions for these areas can be found in Appendix E.

5.2.1 Short to medium-term changes

Announcements

“Less pointless public announcements please, people have smart phones now (even visitors) so there are so many avenues to get routes.”

Many customers including those with visual impairments rely on or benefit from our in-car announcements to tell them where they are and to get updates on the service and other matters. Indeed the Rail Vehicle Access Regulations require us to include announcements on trains. Announcements on trains and in stations provide passengers with information meant to improve their journey – especially when a service disruption requires informing people of safety information and travel alternatives. We will continue to review and consider how best to utilise our announcements to benefit those travelling with us while achieving the right balance.

Cleaner

“Please make the internal of the train a bit more clean, especially it is the FIRST train that tourists coming from abroad to get from Heathrow into town.”

Keeping our Tube network free from litter is an ongoing effort. All stations now have a bin within 10 metres of the station exit. For security reasons, we do not have bins on certain central London stations. TfL runs advertising campaigns encouraging customers to take their litter with them through posters on trains and stations. Where possible at the end of each journey, the trains are cleared of papers and other litter. We monitor customer satisfaction with the experience on London Underground lines including cleanliness through the Customer Satisfaction Survey (CSS). This survey helps us assess how well we are doing and gives us some indications as to where we can improve.

Timetables

“Coordinate trains with District so that changing trains in Acton Town and Hammersmith is faster.”

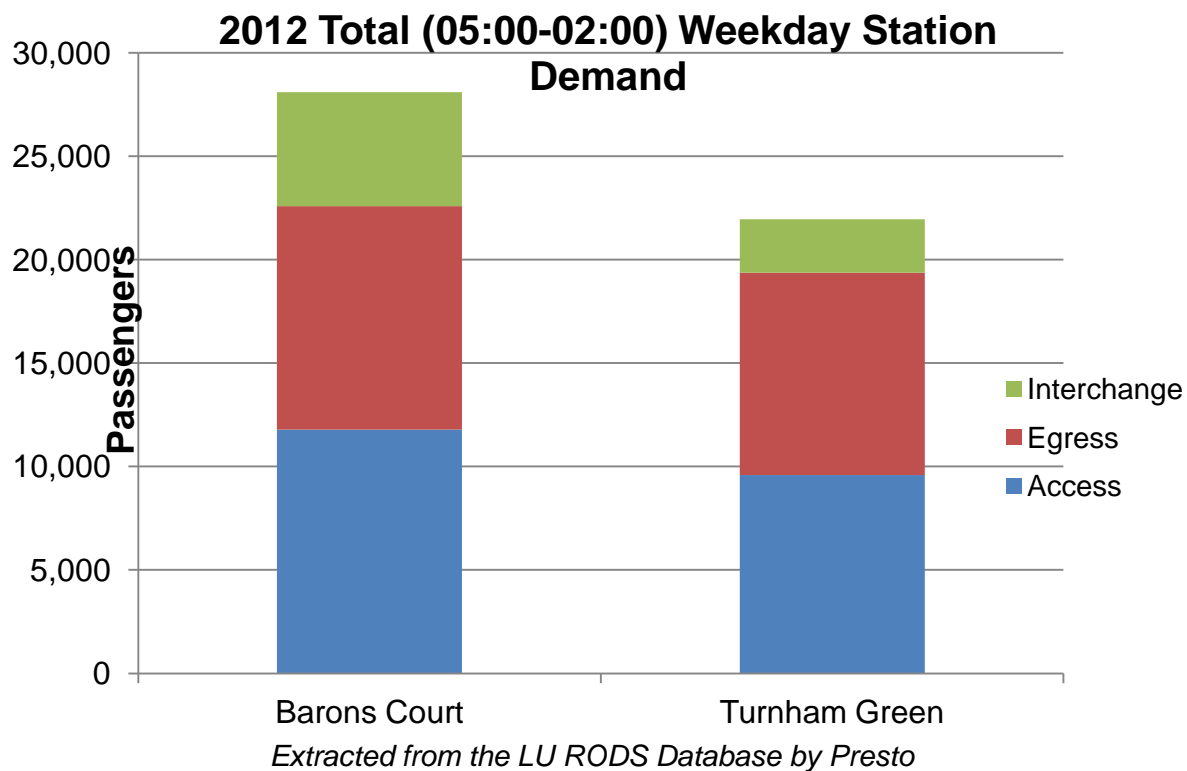
“More trains between Hounslow and Heathrow terminals.”

Some asked that we change our timetables. These broadly fell into categories of co-ordinating District and Piccadilly line trains at Hammersmith station and adjusting service levels on branches of the Piccadilly line. TfL regularly reviews and where necessary makes adjustments to Piccadilly line timetables in order to deliver an improved service and we will continue to do this.

Not stopping at other stations

“[S]topping at Turnham Green station. If this would cause the difficulties outlined above, the stop at Barons Court could be missed out. The few people using this station could be adequately coped with by the District line.”

Some responses suggested that we no longer stop at stations where the Piccadilly line currently calls. The majority of these related to replacing a Piccadilly line stop with Turnham Green station. Barons Court station was most commonly cited as a station which the Piccadilly line could stop servicing. In 2012, 28,096 passengers used Barons Court every day, compared to 21,957 at Turnham Green. In addition to higher overall usage, Barons Court station is located in a more concentrated population density. There are currently no plans in place to discontinue the Piccadilly line service to Barons Court station.



Signage and information displays

“Get indicator boards on all the stations - if I can look at it on a Smartphone, why isn't it on a display board?”

Since this engagement ended a number of stations across the Piccadilly line have had improvements made to local indicator boards. These stations now provide better information, including the timings and destinations of the next several trains. Further

improvements to live information on stations will occur as part of the Piccadilly line signalling upgrade.

5.2.2 Longer-term changes

Accessibility

“I have one friend who cannot use a lot of stations due to lack lifts and step free access. If a lot more stations were with disability access it would make things a lot easier for these people.”

We are working hard to upgrade more of our stations and trains to make them more accessible for disabled customers. We are currently installing wide aisle gates and tactile flooring at our stations. Improved lighting, CCTV and Help Points mean all customers can travel with confidence. There are currently 66 Step-free Tube stations and Journey Planner and our Step-Free Tube guide can be used to plan routes that are step-free from street to platform, or to train. We are aiming to achieve a network of key stations which allow mobility impaired customers to travel around London more easily. By 2018 a further 27 London Underground and Overground stations will also be step-free, including Paddington, Tottenham Court Road, Victoria and Bond Street.

Heating and cooling the Tube

“Provide heating in winter and cooling in summer so that customers travelling long distances can feel a bit comfortable.”

We are working hard to develop cooling and airflow techniques on both the trains and in deep tunnel Tube stations. Hot temperatures are not just caused by the weather but by energy being used and trapped underground. On the Piccadilly line, which runs in narrow tunnels deep below ground, it is a challenge. We will continue to pursue options for introducing air cooling on Piccadilly line trains. This will likely come with the upgrade of the line, when new Piccadilly line trains are introduced.

In the meantime, air-conditioned trains are already operating on the Metropolitan line. More of these new trains are now also running on the Hammersmith & City and Circle lines and will begin to roll out on the District from this year.

Our Piccadilly line trains have a thermostat system which allows us to control the temperature during cooler weather. We have recently raised our standards to make sure heating faults are repaired more quickly.

Heathrow- luggage

“Stopping tourists with large suitcases travelling during rush hour.”

“I think you should have designated luggage areas as a lot of these problems are caused by people sitting in priority seats to be near their bags / blocking the gangways with their bags.”

It would be difficult to enforce charges or bans on customers taking luggage onto Piccadilly line trains. Staff already monitor any unusually large luggage at the

gateline and the conditions of carriage state that passengers must be able to handle their own possessions, even up fixed stairways.

Express and local trains

“Is it possible to reduce the stops common to District Line? e.g. Hammersmith, Barons Court, Earls Court, South Kensington, Gloucester Road etc all are common for Piccadilly as well as District line. It would be great if we can reduce the number of stops of Piccadilly line. It has really a very long route as compared to other tube lines.”

“Offer quicker ways of getting to [U]xbridge i.e. non stop from, say, Park Royal”

“The Piccadilly line should stop at less stations where there is another line running along side it - similar to that of the Jubilee and Metropolitan line. It should provide faster service to Heathrow and other stations that do not have the District line.”

“Reduce the number of stops e.g. some that are serviced in parallel to the District line. The Piccadilly could act as a semi express line where there is overlap of the two lines. Remove Turnham Green, Barons Court, Earls Court, Gloucester Road. Use Hammersmith and South Ken as interchanges.”

The track configuration and single tunnel infrastructure on the Piccadilly line does not allow us to operate express and slower or local trains at the same time. Making all trains express would impact large numbers of people who use the stations in question for interchange or as their destination (see ‘Not stopping at other stations’ above).

Newer, faster, more reliable trains

“Newer stock and more modern signalling”

“Less disruptions and better overall service required”

“[M]ore trains / less busy trains”

The trains, signalling and other assets on the Piccadilly line are some of the oldest of anywhere in the UK whilst being one of the busiest lines on the network. Whilst the Piccadilly line remains one of the most reliable services on the network, we know that there is increasing demand on the line and aging assets.

The Piccadilly line will lead the way for the next set of lines to be modernised. Signalling works on the line will begin in 2019, with the first new trains in service by 2022. The upgrade will provide new, walk-through trains and a faster, more frequent and more reliable service delivering over 60% increase in capacity.

Late Night Tube

“To run later (as with the rest of the tube line). London in a key city with much happening later into the evening (concerts...[O]lympics! etc) which requires people to leave events early enough to catch the last tubes home if they are to get all the way to the end of the line.”

TfL has announced a commitment to introduce a 24-hour Tube service at weekends from 2015 to support London's vibrant night-time economy, boosting business and jobs. The 'Night Tube' network – which will include a Piccadilly line service – will compliment with existing 24-hour and 'night bus' services, giving passengers an extensive and integrated service throughout all hours of Friday and Saturday nights.

Stopping arrangements at Turnham Green

Customer information

“It either should stop and give a proper service, or not at all. The above times are hard to remember so I don't bother.”

Tube maps, line diagrams posted on all London Underground trains, maps and information available on the TfL website list the times when Piccadilly line trains stop at Turnham Green station.

Journey length, journey options

“This would be a faster way for me to get to work during week, and a faster way into central [L]ondon at weekends”

“Because I often change on to the Piccadilly Line at Hammersmith, and it would make things much easier on days when I use the Piccadilly line to just use the one train.”

“If we had both District and Piccadilly we can get just about anywhere in town”

“Allow the Piccadilly to stop at Turnham Green when there is capacity available. This would mean extended hours of service outside of the peak times initially, but might mean all-day stopping once improved signalling and more trains are available.”

We are currently delivering the District line upgrade which will allow us to run faster, more frequent and more reliable trains from 2018. The upgrade is underway, with new trains being introduced this year.

TfL has also reviewed the business case for extending Piccadilly line stopping times at Turnham Green station – including at less busy times outside of peak hours – to identify what impact an extended service would have on transport for Londoners.

The Turnham Green area has a Public Transport Accessibility Level (PTAL) rating of between 'very good' and 'excellent'. In addition to two branches of the District line, residents in Turnham Green have access to the Overground from nearby Gunnersbury station and there are numerous bus routes in the surrounding area. Currently 42% of journeys from a Zone 2 station require one or more interchanges.

Adequate service to Turnham Green station

“It's such a heavily congested station, people-wise. It's always annoying when Piccadilly trains whizz past the station when the platforms are packed to the rafters.”

“The Piccadilly Line is overcrowded and uncomfortable already. To stop at Turnham Green will make this even worse.”

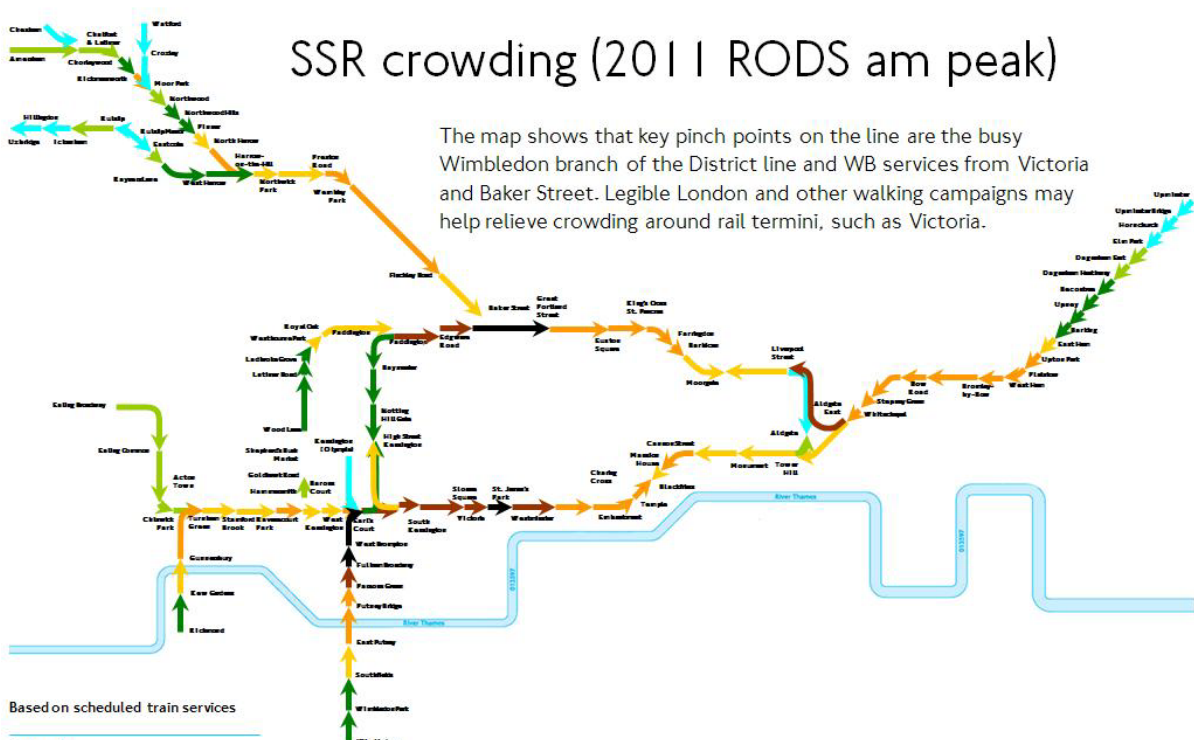
“The District Line from Hammersmith runs a lot more infrequently and therefore gets very crowded.”

“So far, the arrangement of changing to the District Line at Hammersmith has always been very comfortable and easy, so I do not see a need for the train to stop, especially if it affects the remainder of the line.”

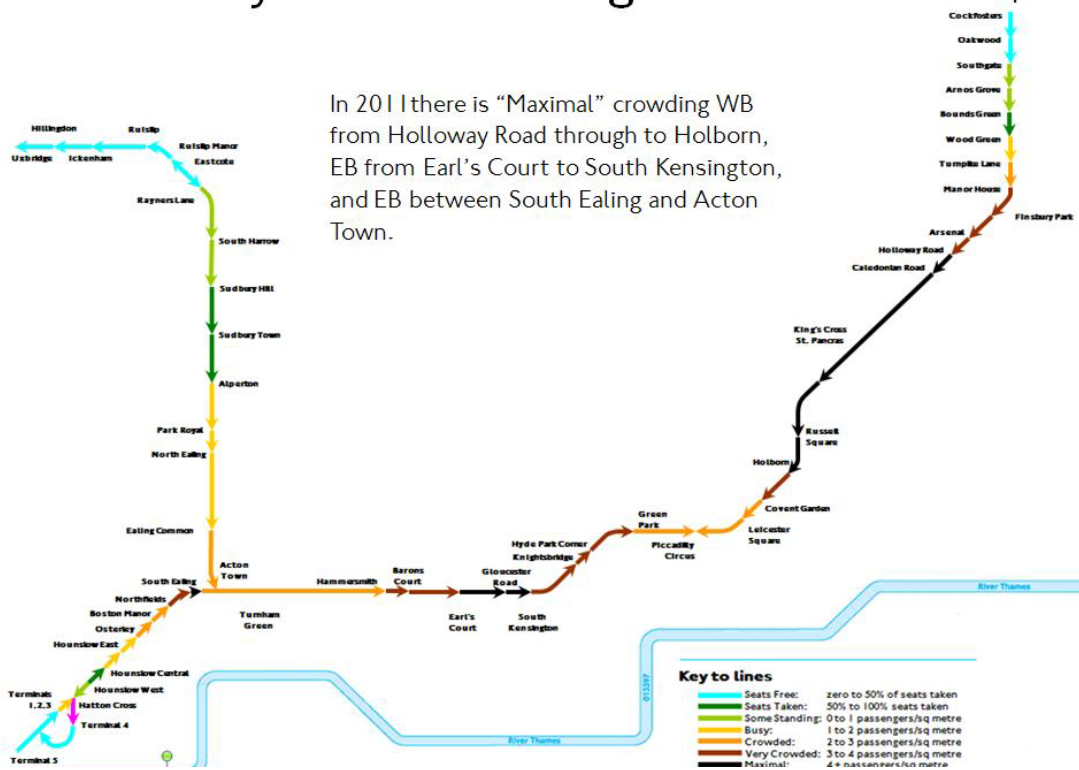
“The Piccadilly Line is fast, frequent and reliable, the District Line is slow, with long gaps between trains and subject to frequent signal and train failures.”

“There is also the safety issue. Turnham Green gets considerably more crowded each year to the point that the movement of people up and down the platform pushes people inside the lines at the edge of the platform.”

During the busiest hour at Turnham Green station, an average of 1,623 people board eastbound District line trains headed into central London. This means that even at the busiest of times, there is sufficient space to allow safe passenger flow and waiting. In comparison during the same time period at Barons Court an average of 1,977 people board eastbound District line trains and eastbound Piccadilly line trains into central London.



Piccadilly Line Crowding – 2011 (RODS and Railplan)



Key to lines

█	Seats Free:	zero to 50% of seats taken
█	Seats Taken:	50% to 100% seats taken
█	Some Standing:	0 to 1 passengers/sq metre
█	Busy:	1 to 2 passengers/sq metre
█	Crowded:	2 to 3 passengers/sq metre
█	Very Crowded:	3 to 4 passengers/sq metre
█	Maximal:	4+ passengers/sq metre

The District line is less crowded than the Piccadilly line on this section of the network. When the upgrade is complete on the District, Metropolitan, Circle and Hammersmith & City lines, capacity on the District line will increase by 24 per cent.

Station staff are on hand in order to regulate whether station entrance/s must be temporarily closed or if trains must non-stop through the station if conditions due to overcrowding reach unsafe levels.

The District line services Turnham Green station with a train scheduled into central London every 2-6 minutes throughout the day. New air-conditioned, walk-through trains will be introduced this year and when the District line upgrade is complete in 2018, the new signalling will allow more trains every hour. In addition, new track is being installed on the line providing a smoother, faster service.

The Chiswick economy

“Improving transport to the area would have a beneficial impact on the surrounding shops and restaurants and businesses”

“Whilst I appreciate that this would slightly lengthen journey times on that part of the Picc line, it would also shorten journey times for those accessing the service at Turnham Green - many of those using the service are key workers in London, and shorter journey times for those workers would presumably be beneficial to London's economy.”

London Underground is carrying more passengers than ever and yet we're providing a larger, more reliable and more customer-focused service than we ever have before. The 2011 census showed us that London is growing faster than had been previously thought.

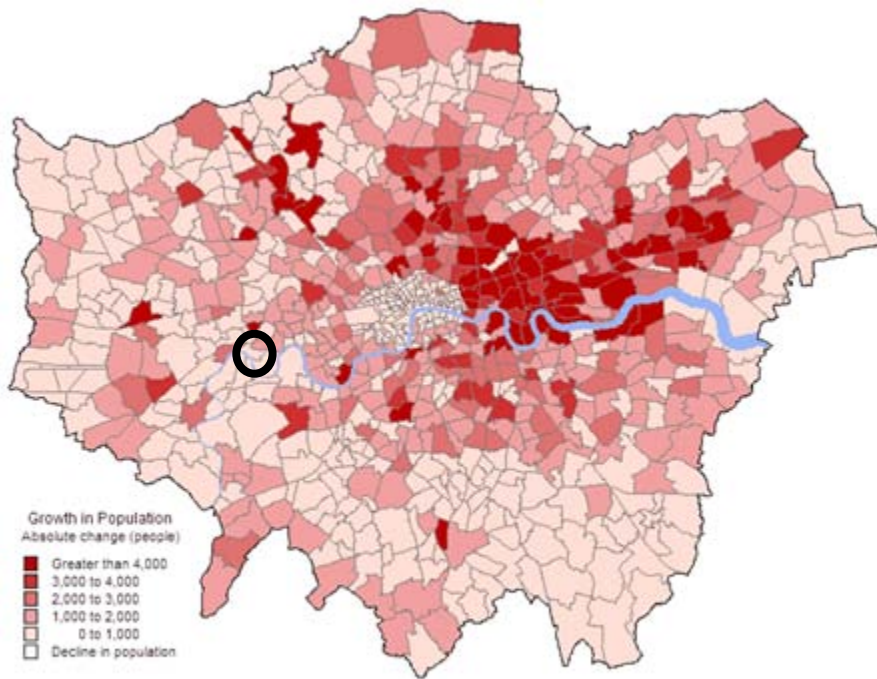
London's place as a world city is dependent on its carefully planned transport, ensuring we have the right focus in the right places in order to best serve a truly global city. London's rate of growth is equivalent to a Tube train full of people every single week and over the next 20 years the population in London is forecast to grow by a city the size of Birmingham. We have a critical role in supporting a growing population, supporting a growing workforce, and supporting a growing economy.

While populations and total jobs in London are forecast to grow significantly by 2031, Turnham Green (circled) is not an area of high growth. The Turnham Green area has a Public Transport Accessibility Level (PTAL) rating of between 'very good' and 'excellent'; the area is served by two branches of the District line, the Overground and numerous bus routes.

TfL is committed to continually reviewing service patterns to meet demand. TfL has announced plans to introduce a 'Night Tube' running 24-hours Friday and Saturday nights to give customers an extended service and boost London's nighttime economy – the 'Night Tube' would include a Piccadilly line service at Turnham Green station.

Population growth forecast to 2031

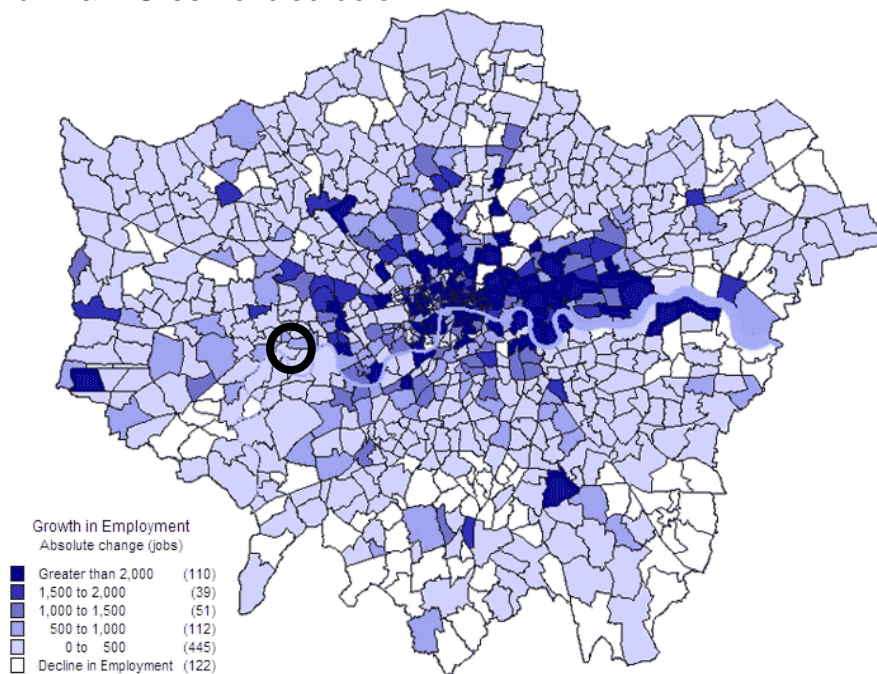
Turnham Green circled below



Source: London Plan, GLA

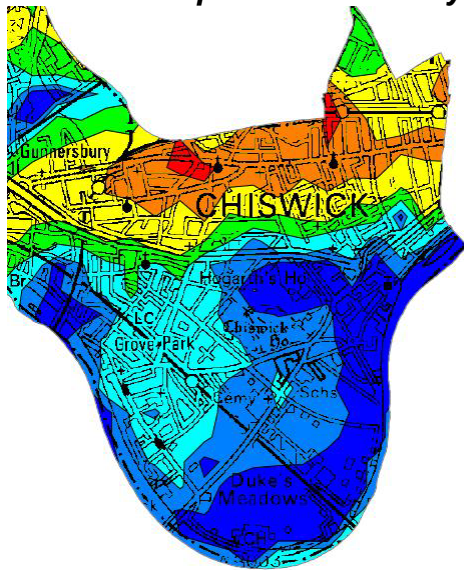
Employment growth forecast to 2031

Turnham Green circled below



Source: London Plan, GLA

Public Transport Accessibility Levels for Turnham Green (PTAL)



Key to PTAL Classification

- 1a Very Poor
- 1b Very Poor
- 2 Poor
- 3 Moderate
- 4 Good
- 5 Very Good
- 6a Excellent
- 6b Excellent

Source: LB Hounslow

Concerns about Question 8 on the online survey

"I think question 8 is quite misleading - of course I don't want to intentionally make the service worse for people - but I think there is a way to efficiently stop without materially affecting others."

Adding a stop on a line has impacts across the entire line, it is therefore appropriate that TfL clearly identifies for all of our customers both the potential benefits and the possible impacts of any service changes.

6 Responses from organisations and other stakeholders on how to improve the Piccadilly line service

LB Hounslow

LB Hounslow supports the provision of a stop and is keen for the development of Turnham Green as a sub-regional interchange. LB Hounslow would like to see a two-year trial stop at Turnham Green station. In addition, LB Hounslow raised issues around platform indicators and step-free access.

LB Ealing

LB Ealing is in favour of Piccadilly line trains stopping at Turnham Green throughout the day, however, the borough does not want to see additional journey time for local users and suggests a trial period would allow a full evaluation. In addition, LB Ealing would like to see definite dates on the Piccadilly line upgrade at the earliest

opportunity. Other issues LB Ealing raised in their response include accessibility at local stations, improved passenger information boards, and addressing recurring reliability issues on both the Acton town approach and on the Uxbridge branch.

LB Haringey

LB Haringey would not like to see a reduction in service frequency on the Piccadilly line. The borough is strongly opposed to extending the times that the Piccadilly line service stops at Turnham Green station.

Heathrow Airport Operators Committee

Heathrow Airport Operators Committee recognises that some passengers may find Turnham Green a more convenient station to use; however, they would not like to see an increase in journey time for all Heathrow passengers. They hope that the Piccadilly line upgrade may bring a reduction in journey time, and after that time a permanent stop could be incorporated.

North London Transport Forum

North London Transport Forum would not like to see any changes to the Piccadilly line which could lead to a less reliable service. Their concerns in particular relate to outer London stations where passenger numbers might be lower but overall public transport provision is also lower. The North London Transport Forum sees the Piccadilly line upgrade as a solution to many issues in relation to rolling stock, stations and signals.

Mary Macleod MP

Mary Macleod MP responded to the Piccadilly line engagement through an online petition which received 2,555 signatures. As the petition did not answer all survey questions the data has not been included when calculating totals for the online survey tool questions 7 and 8. Ms Macleod's office also produced and distributed pre-printed postcards addressed to the Mayor asking that the Piccadilly line stop at Turnham Green station throughout the day; 1,129 postcards were returned. The text of the petition and the pre-printed postcard text can be found in Appendix G.

Angie Bray MP

The office of Angie Bray MP collected 258 of Mary Macleod MP's pre-printed postcards.

7 TfL Business Case for the Piccadilly line stopping at Turnham Green station

7.1 What is a Business Case?

A Business Case is an assessment – made prior to any proposal for change – to identify if making the change will provide an improvement worthy of the cost.

A Business Case considers the pros and cons to users, the public purse and the economy. The costs (and benefits) considered can include:

- The financial or 'monetary' costs and revenues:

- The impacts of the change on users and stakeholders (e.g. travelling, waiting and interchange times; ambience; safety, etc); and
- Wider social or external benefits or costs (e.g. economic growth, regeneration or social inclusion).

For Transport for London (like other public sector organisations), the primary objective of a Business Case is to maximise social benefit within available funds. To this end, the organisation undertakes a continuous process of review, intended to identify valuable opportunities for change.

Business Cases are developed and updated throughout the course of the project in line with TfL's project management methodology (Pathway). This is to ensure the project remains financially viable and to get better estimates of costs and benefits as assumptions are changed.

Following Department for Transport guidance and in line with global transport standards, TfL follows a methodology which aims to provide the best possible transport for all of London with limited funding. Most change proposals are based on a number of reasons why the change is worth the cost including:

- Compulsion (to meet statutory requirements);
- Cost effectiveness (to ensure that we're making efficient business decisions with public money and considering the expected lifetime of the assets involved);
- Risk avoidance (reduce potential service disruption/worsening, reduce safety/accident risk);
- Enhancement of primary services (to improve services for our users and stakeholders and drive local and regional economic benefits); and
- Revenue to reinvest into the network (vending, advertising etc.).

It is not enough to show simply that a proposal can be justified by making a case for it against any one or more of these headings. It is also necessary to estimate the size of the net benefit by assessing the total impact on the network, and to investigate options to show that none of the possible alternatives gives better overall value than the one proposed.

7.2 What happens to a Business Case?

Once the Business Case for a proposal has been appraised and compared with the case for doing nothing or doing something else a paper is produced and is considered at one of TfL's Director level meetings. The Directors discuss and agree whether or not to proceed based on the strength of the business case in relative terms to other proposals, the level of priority or urgency, the potential risks and any other relevant factors.

This appraisal system is part of TfL's Business Planning system which sets the medium and long term strategy and finances for the organisation. TfL also uses Business Cases to ensure that it is progressing projects which help to deliver the strategy and so it is also important that Business Cases also consider the strategic fit of the project.

7.2.1 Assessment

TfL reviewed the business case for stopping the Piccadilly line at Turnham Green station in order to find out if the benefits outweighed the costs.¹

This review removed the constraints of trains, signalling, crowding or reliability challenges.² In other words, this business case considered the benefits of a service change in its own right, irrespective of the operational difficulties that this might cause. The scenario considered is analogous to that which will apply *after* a Piccadilly line upgrade, when current obstacles to implementing such a change (such as the size of the train fleet and the constraints of the signalling) are removed.

The business case has been calculated for the following weekday time periods separately: early mornings (before 07:00), morning peak (07:00-10:00), inter peak (10:00 – 16:00), evening peak (16:00 – 19:00), evening (19:00 – 22:00) and late (after 22:00). The assessment has also been undertaken for a weekday as a whole and for Saturdays and Sundays, including consideration of the Piccadilly line stopping at Turnham Green station during less busy times outside of peak hours.

This business case considered how extending Piccadilly line services at Turnham Green station would benefit a number of Piccadilly and District line passengers by widening their journey options and allowing them to board, alight or interchange to/from the Piccadilly line at Turnham Green. It also considered those passengers who travel through Turnham Green station and would be negatively impacted as it would extend their journey times.

The passengers who would be affected by the proposal have been grouped into a number of different categories and the benefits or detriments to these customers have been calculated separately. Passengers in these groups that would benefit from the proposal would experience one or more of the following changes: a reduced *platform wait* time; a reduced *on train* time; or the *removal of an interchange*.

Different components of the journey time have been weighted, according to *Transport for London's Business Case Development Manual*, to reflect the extent to which passengers like or dislike particular stages of a journey (such as walking or waiting).

7.2.2 Conclusions from the business case

The business case shows that in fact there is no case for stopping Piccadilly line trains at Turnham Green station at any time of the weekday during peak or off-peak hours or on a Saturday or Sunday – although TfL has no plan or intention to remove or reduce the current Piccadilly line stopping arrangements.

¹ The assessment uses 2011 passenger demand data from the Rolling Origin Destination Survey, which identifies where people begin and end their journeys. Some 2012 data is currently available; a full set be available sometime next year.

² The business case does not currently include the fleet requirement for 2 additional trains in order to maintain 24tph through central London, nor restrictions with the current ageing signalling. Nor does it include the effect of crowding that more users at Turnham Green station will have on the rest of the Piccadilly line. Eastbound Piccadilly line trains are already classed as crowded (2 to 3 passengers/m²) from Uxbridge and very crowded (3 to 4 passengers/ m²) from Heathrow. The negative passenger impacts to Piccadilly line users of reducing the service elsewhere to provide the resources to stop at Turnham Green (due to fleet or signalling constraints) have not been included.

The business case shows that even before the impact on reliability and frequency (related to fleet size and signalling constraints) are considered, the total cost of longer journey times for some Piccadilly line passengers greatly outweighs the total benefit of journey time savings for some Piccadilly and District line passengers.

The potential impact on revenue – not including fleet or signalling costs – has been calculated as a loss of £1,495,000 per annum (in current GBP value / not adjusting for inflation).³

Approximately 123,000 passengers per weekday would experience a longer journey time of 1-2 minutes (eastbound journeys through Turnham Green into central London would be 2 minutes longer, westbound journeys through Turnham Green towards Heathrow would be 1 minute longer) whilst approximately 19,000 passengers who would use the Piccadilly line services at Turnham Green would experience an overall saving of 3.7 minutes.

Approximately 1,000,000 estimated Lost Customer Hours (LCH) (valued at £7 million) would be lost annually by Piccadilly passengers passing through Turnham Green whilst approximately 370,000 estimated LCH (valued at £2.6 million) would be saved by benefitting passengers.

TfL's Business Case Development Manual presents the results of a business case with a Benefit to Cost Ratio (BCR). The BCR must be greater than one and should normally achieve the recommended target of 1.5:1 for the project to be considered for implementation. The Benefit Cost Ratio for stopping Piccadilly line trains at Turnham Green all day every day of the week is -2.6:1 and therefore is not recommended.

The business case summary can be found in Appendix A.

³ This is based on the attractiveness of the proposed service which affects the number of people that will use it. This proposal will provide a less attractive service for Piccadilly line customers travelling through Turnham Green and therefore the demand and the revenue received will decrease.

8 Summary of conclusions and proposals

The Piccadilly line engagement was carried out from 27 August to 7 October 2013 to better understand what people think of the Piccadilly line, including stopping arrangements at Turnham Green station and how, overall, TfL could improve the line's service.

TfL received over 14,000 responses to this engagement from people from over 70 postcode areas.

The responses have been analysed by TfL and provide valuable input for us to consider when reviewing and updating our service. Key themes from public feedback are highlighted in this report with comment from TfL and next steps for action, where applicable.

A breakdown of responses supporting and opposing the Piccadilly line stopping at Turnham Green station for more of the day is also included in this report, alongside a review of the TfL Business Case for the Piccadilly line stopping at Turnham Green station.

The feedback told us that there continues to be strong local support for changing stopping arrangements, but only a minority support for this from users elsewhere on the line.

The review of the business case, as it has in the past, has assessed that there is no justification in terms of overall customer benefit for extending Piccadilly line stopping times at Turnham Green station even when the train fleet size and signalling constraints are put aside. Indeed the business case shows there is no case for stopping the Piccadilly line at Turnham Green station at any time of day, including in the off peak, on any day of the week.

However, we recognise the continued frustration among those who wish for the Piccadilly line to stop for more of the day at Turnham Green station. The signalling constraints and the size of the train fleet mean that we are unlikely to be able to implement changes in the short term. TfL therefore plans to stop Piccadilly line trains at Turnham Green station all day once the line is modernised and we have a new and larger fleet of trains and a new signalling system. This upgrade is set to commence in 2019 with introduction of the first new train in 2022.

In the interim, passengers using Turnham Green station will benefit from the upgrade of the District line. The introduction of a fleet of new larger and walk-through, air-conditioned trains will start this year and be complete by 2016. This will be followed by a new signalling system enabling a faster, more frequent and more reliable service from 2018.

Additionally, the Piccadilly line will stop throughout the night at Turnham Green when the Night Tube network starts in 2015.

Appendix A – Business case summary

The table below details the passenger impact, revenue and costs separately for each time period in a weekday, and in total for Saturdays and Sundays. The total for weekdays, Saturdays and Sundays is also provided.

	Weekday							Saturday total	Sunday total	Total
	Early Pre 7am	AM peak 7am-10am	Midday 10am-4pm	PM Peak 4pm-7pm	Evening 7pm-10pm	Late Post 10pm	Total			
TOTAL PASSENGER IMPACT										
passenger financial impact (£ '000)	-£125	-£1,291	-£1,385	-£949	-£464	-£168	-£4,382	-£492	-£466	-£5,34
passenger minutes lost ('000 minutes)	-1,992	-14,095	-13,121	-10,934	-5,239	-2,339	-47,719	-6,191	-4,728	-58,638
passenger minutes saved ('000 minutes)	1,120	5,199	3,604	4,369	2,050	1,186	17,528	2,845	1,555	21,928
REVENUE (£ '000)	-£35	-£361	-£388	-£266	-£130	-£47	-£1,227	-£138	-£131	-£1,495
ANNUAL COSTS										
Additional Staff (£ '000)	£22	£66	£132	£66	£77	£44	£406	£68	£68	£541
Additional Signalling*						£0				
Additional Trains*						£0				
NET IMPACT (£ '000)	-£182	-£1,718	-£1,904	-£1,281	-£671	-£259	-£6,014	-£697	-£665	-£7,376,
Benefit Cost Ratio**	-2.2	-3.0	-2.7	-2.9	-2.2	-1.8	-2.7	-2.4	-2.3	-2.6

*The costs of additional signalling and trains would need to be informed by a developed design. This has not been undertaken as there is no case, even without these costs.

**The Benefit Cost Ratio is calculated using the following formula: $-\text{Passenger Financial Impact}/(\text{Additional costs} - \text{Revenue})$

KEY

TOTAL PASSENGER IMPACT: The total of the benefits (passenger minutes saved) and disbenefits (passenger minutes lost) that customers would have as a result of the project being implemented. Passengers time is given a monetary value and the total is therefore given in pounds.

REVENUE: The loss in revenue that would be generated through the fall in ticket sales. It is calculated as a proportion of the total passenger impact.

ANNUAL COSTS: Any ongoing staffing costs or one-off costs (trains and signalling) that the project would incur.

NET IMPACT: The total of all the direct financial impacts, including one-off and ongoing costs and revenue. If the Net Impact is negative, the BCR is used to judge whether the social benefit justifies the net costs.

BCR: TfL's Business Case Development Manual presents the results of a business case with a Benefit to Cost Ratio (BCR). The BCR must be greater than one and should normally achieve the recommended target of 1.5:1 for the project to be considered for implementation.

Appendix B – Metro articles, web advert, tweet, engagement email, local letter, poster at Piccadilly line stations



Metro article introducing the engagement on 27 August 2013 (above) and reminding people to participate on 1 October 2013 (right)

Reminder: Have your say on Turnham Green

TUBE passengers are being asked for their views on the Piccadilly line, including current stopping arrangements at Turnham Green station.

Currently, Piccadilly line trains stop at Turnham Green from the first train until 6.50am Monday to Saturday, and until 7.45am on Sunday. At night, they stop from 10.30pm until the last train.


It means Piccadilly line

customers wishing to use Turnham Green station at other times do so by changing to/from the District line elsewhere, such as at Hammersmith, Barons Court or Acton Town.

However, stopping the Piccadilly line at Turnham Green for more of the day would mean reducing the service to other parts of the Piccadilly line, longer journey times passing through Turnham Green

and a potentially less reliable service. This is because trains would have less time at the end of their journey to recover from delays, which reduces the chance of starting their next journey on time.

■ The engagement runs until October 7. To find out more, and to have your say, go to www.tfl.gov.uk/Piccadillyline or write to 'Freepost Pic Line Comments'




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Piccadilly line engagement
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Service updates at 10:31

Now
Later
This weekend

Bakerloo	Good service
Central	Good service
Circle	Good service
District	Good service
DLR	Good service
H'smith & City	Good service
Jubilee	Good service
Metropolitan	Good service
Northern	Good service
Overground	Good service
Piccadilly	Good service
Victoria	Good service
Waterloo & City	Good service

- ▶ Buses
- ▶ Road
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- ▶ Trams
- ▶ Rail
- ▶ Emirates Air Line



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TfLOfficial
 Oct 01, 6:21pm via HostGator

Public engagement on Piccadilly line service closes 7 October. Please go to tfl.gov.uk/piccadillyline for more information.



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Dear Miss Peters-

I am writing to let you know that we would like to hear your views on Piccadilly line services including stopping arrangements at Turnham Green Tube station.

For full details and to share your views, please visit tfl.gov.uk/piccadillyline

This engagement will run until Monday 7 October 2013.

Yours sincerely,

Tony Matthews
General Manager, Piccadilly line



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Transport for London



27 August 2013

Seeking your views on the Piccadilly line

We would like your views on the Piccadilly line and Turnham Green station.

We are planning the upgrade of the Piccadilly line

To keep London moving in the years ahead, TfL must continue to meet the travel demands of the capital.

On your stretch of the District line, a service more reliable than ever before operates a train into central London every 2-6 minutes. New air-conditioned, walk-through trains will be introduced from the latter part of next year and when the District line signalling and track upgrade is complete in 2018, there will be more trains every hour delivering smoother, faster journeys.

In addition, we plan to upgrade the Piccadilly line with new trains and signalling so we can run a faster, more frequent service. This upgrade is in the planning stages and the exact dates for when it will take place have not been decided but it is likely to be delivered in the early 2020s. As we develop the signalling and the design of the new trains, we welcome your views on the Piccadilly line service.

We know some customers would like an extension to the times that the Piccadilly line stops at Turnham Green station

Piccadilly line trains currently stop at Turnham Green in the morning from the first train until 06:50 Monday to Saturday / 07:45 on Sunday, and every evening from 22:30 until the last train.

We continually review Tube timetables to ensure we are running the most efficient service.

If the Piccadilly line stopped at Turnham Green for more of the day, this would:

Benefit customers travelling between Turnham Green and Piccadilly line stations

- they would have a more frequent service
- they would no longer need to interchange with the District line at stations such as Hammersmith, Barons Court or Acton Town

Disadvantage Piccadilly line customers

- many would have longer journey times
- there would be a decreased frequency elsewhere on the line
- a less reliable service for all passengers on the line because trains would have less time at the end of their journey to recover from any delays, reducing the chance of starting their next journey on time

To learn more please visit tfl.gov.uk/piccadillyline or visit us at Chiswick Town Hall: Drop-in session 6 September 09:30-12:30; Chiswick Area Forum 24 September at 19:30.

To share your views about current Piccadilly line services and how you think we could make the line better, please visit tfl.gov.uk/piccadillyline or write to FREEPOST PIC LINE COMMENTS.

This engagement will run until Monday 7 October 2013.

Yours sincerely,

Tony Matthews
General Manager, Piccadilly line

Transport for London

Have your say on the Piccadilly line

We would like to hear from you about the current service including stopping arrangements at Turnham Green station.



Visit tfl.gov.uk/piccadillyline to find out more and make comments or write to:

FREEPOST PIC LINE COMMENTS

The engagement closes at 17:00 on 7 October 2013.

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Appendix C – List of responding postcodes

Greater London postcodes

Postcode	Frequency	Postcode	Frequency	Postcode	Frequency
W4	5070	SE16	41	NW5	13
TW	1574	SW1	41	SE13	13
W5	690	IG	38	SW20	13
W3	550	N16	38	NW8	12
HA	468	N10	37	SW9	12
W6	384	N19	36	W10	12
W13	383	N21	34	E11	11
UB	269	NW3	34	E8	11
W12	257	SW17	33	SE10	11
W14	195	CR	31	DA	10
N4	178	NW2	31	N2	10
W7	177	SW4	31	N9	10
N7	173	W8	30	SE18	10
EN	145	E3	29	N18	9
N22	142	W1	28	SE4	9
N11	125	N17	27	SE8	9
SW6	117	SW10	27	NW9	8
N8	101	E15	25	SE19	8
N5	97	EC1	25	E18	7
N14	93	RM	24	E7	7
SW15	74	W2	24	EC2	7
SW7	69	WC2	24	SE12	7
N15	68	SE1	23	E6	6
SW5	68	SW16	21	SE15	6
SW19	66	N12	20	SE3	6
NW1	65	SW12	20	E10	5
N13	63	N20	18	E4	5
WC1	59	SE17	18	E9	5
N1	57	W9	18	EC3	5
KT	55	SW8	17	EC4	5
SW3	51	E16	16	N3	5
E17	47	E2	16	E13	4
SW18	47	SW14	16	SE14	4
E14	46	SW2	16	SE6	4
SW11	46	W11	16	NW4	3
SE2	45	E5	14	NW7	3
NW6	44	SE11	14	SE7	3
SW13	43	SE5	14	SE9	3
E1	41	N6	13	E12	1

Non-London postcodes

Postcode	Frequency	Postcode	Frequency	Postcode	Frequency
WD	29	B7	3	BH	1
HP	23	BT	3	CA	1
SL	22	CH	3	DH	1
AL	19	DT	3	DK	1
NA/MISC	18	HD	3	DN	1
PE	18	HG	3	DY	1
SG	18	HX	2	EH	1
GU	17	LE	2	G1	1
BR	16	LN	2	G3	1
RG	16	S4	2	GY	1
SM	16	WA	2	HU	1
CM	14	BL	2	IM	1
CB	12	CF	2	IV	1
IP	9	DD	2	KY	1
BN	8	DE	2	L2	1
BS	7	DL	2	LA	1
CT	7	G6	2	M3	1
ME	7	GL	2	ML	1
RH	7	LU	2	MW	1
SS	7	M1	2	NN	1
MK	6	M2	2	NP	1
PO	6	M4	2	OI	1
BA	5	S3	2	PA	1
NG	5	S6	2	PH	1
CO	4	SK	2	PL	1
CV	4	SO	2	S5	1
LS	4	SP	1	S8	1
NE	4	TS	2	SA	1
NR	4	WE	2	SN	1
OX	4	WS	2	TR	1
TA	4	YO	2	WF	1
TN	4	B1	1	WL	1
WR	4	B2	1	WN	1
AB	3	BD	1	WU	1
				ZW	1

Appendix D – Analysis of answers from the Piccadilly line engagement online consultation tool: Stopping at Turnham Green station

In favour of changing stopping arrangements at Turnham Green		
Theme	Number	% of all Q7 answers
Confusion	154	1.10%
Congestion (Turnham Green)	665	4.75%
Congestion (Hammersmith station)	213	1.52%
Congestion (District line services)	351	2.51%
Convenience	1700	12.15%
Different stopping arrangements suggested	346	2.47%
District line service	1870	13.36%
District line interchange	424	3.03%
Don't stop at an alternative station	115	0.82%
Chiswick economy	143	1.02%
Heathrow access	919	6.57%
Decreases journey length	2393	17.10%
Avoids interchanging	2027	14.49%
Avoids other transport	202	1.44%
Increases journey options	704	5.03%
Price-related	35	0.25%
Safety (Turnham Green station)	155	1.11%
Safety (personal safety)	43	0.31%
Also stop at an additional station	21	0.15%
Other/ Not Applicable	231	1.65%

Against changing stopping arrangements at Turnham Green		
Theme	Number	% of all Q7 answers
Against		
Confusion	12	0.09%
Piccadilly line congestion	351	2.51%
Different stopping times suggested	34	0.24%
Don't amend stopping times, stop at an alternative station	21	0.15%
Heathrow access	482	3.44%
Increases journey length	1855	13.26%
Not necessary	1409	10.07%
Reliability concerns	451	3.22%
No but stop at an alternative station	8	0.06%
Other/Not Applicable	1563	11.17%
Not Answered	542	3.87%

Appendix E – Analysis of answers from the Piccadilly line engagement online consultation tool: Improving Piccadilly line service

Theme	Total	Percentage
Accessibility	247	1.77%
Air-conditioning and/or heating	1228	8.78%
Announcements	228	1.63%
Cleaner	189	1.35%
Congestion related (generic)	587	4.20%
Don't change Piccadilly line stopping arrangements at Turnham Green station	85	0.61%
Suggestion to remove existing stop(s) on the Piccadilly line	497	3.55%
Comments relating to this engagement	482	3.44%
Express/slow trains	378	2.70%
Heathrow (generic comments)	638	4.56%
Heathrow (luggage arrangements)	697	4.98%
Positive comments about the Piccadilly line	2313	16.53%
Late night/early morning trains	356	2.54%
New station	24	0.17%
Comments regarding other lines	105	0.75%
Price	87	0.62%
Safety	35	0.25%
Signage and information displays on platforms	606	4.33%
Staffing related	133	0.95%
Station related	318	2.27%
Extend the Piccadilly line stopping arrangements at Turnham Green station	3537	25.28%
Suggestion to add stop(s) on the Piccadilly line	147	1.05%
Comments suggesting alternative Piccadilly line stopping times at Turnham Green	234	1.67%
Comments suggesting amendments to timetables	958	6.85%
Upgrade (including new trains, more trains)	4628	33.08%
Weekend closures	85	0.61%
Wifi/phone signal	55	0.39%
Not Answered	874	6.25%

Appendix F – TfL survey questions

1. How often do you use the Tube?
 - 5 or more days a week
 - 3-4 days a week
 - 1-2 days a week
 - 1-2 times a month
 - Less than once a month
 - Never
2. What is the main reason for your journey(s) on the Tube?
 - To get to/from work or school
 - To visit friends and family
 - To explore London
 - To travel to transport hubs for onward travel to other cities and countries
 - To attend regular appointments (e.g. doctor's appointment)
 - Other
 - I don't use the Tube
3. Do you currently use the Piccadilly line?
 - Yes
 - No
4. How often do you use the Piccadilly line?
 - 5 or more days a week
 - 3-4 days a week
 - 1-2 days a week
 - 1-2 times a month
 - Less than once a month
 - Never
5. Which, if any, of the following do you regularly use?

<ul style="list-style-type: none">• Bakerloo line• Central line• Circle line• District line• Hammersmith & City line• Jubilee line• Metropolitan line• Northern line	<ul style="list-style-type: none">• Victoria line• Waterloo & City line• Buses• London Overground• Docklands Light Railway• Trams• Emirates Air Line• River services	<ul style="list-style-type: none">• Taxis & Private Hire including minicabs• Dial-a-Ride• None• I regularly walk or cycle to get around• I regularly drive to get around
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6. What other Underground lines do you regularly use?
7. Would you like the Piccadilly line to stop at Turnham Green for more of the day than it currently does? (Current stopping times are from the first train to 06:50 Monday to Saturday / 07:45 on Sunday; from 22:30 until the last train every day)
 - Yes / NoPlease tell us why
8. Would you like the Piccadilly line to stop at Turnham Green for more of the day than it currently does if it meant: a reduction in service elsewhere on the line; longer journey times for customers passing through Turnham Green station; and a less reliable service for all passengers on the line?
 - Yes / No
9. How do you think TfL could improve the overall service of the Piccadilly line?
10. What is your name?
11. What is your email address?
12. In what capacity are you responding to this consultation - if responding on behalf of an organisation please provide us with their name.

Appendix G – Mary Macleod MP petition and pre-printed postcard text

Mary Macleod MP online petition

“To: The Mayor of London, Boris Johnson

I am asking you as Mayor of London to support us in our long campaign to stop Piccadilly line trains at Turnham Green station throughout the day. This will make a big difference to the lives of the local community by improving connectivity, providing a great level of service and regenerating our local high streets.

The gap between Hammersmith and Acton Town is 4.4km. That is the longest distance between stops on the entire Piccadilly line and more than three times longer than the average distance between stops.

Please support us and make this important decision to change the lives local [sic] residents.

Sincerely,”
[Your name]

Mary Macleod MP pre-printed postcard

Postcards produced by Mary Macleod MP with the following pre-printed text:

Front:

“Stop at Turnham Green!

Finally it is time to have your say on Piccadilly line trains stopping at Turnham Green station. Transport for London has started a consultation that ends on 7th October. Make your voice heard and respond to this consultation. You can complete this card on the other side and I will deliver it to City Hall

You can also give your feedback online www.tfl.gov.uk/piccadillyline www.marymacleod.com

Mary Macleod MP”

Back:

“Dear Boris,

As a local resident, I am asking you as Mayor of London to support us in our long campaign to stop Piccadilly line trains at Turnham Green station throughout the day. This will make a big difference to the lives of the local community by improving connectivity, providing a great level of service and regenerating our local high streets.

The gap between Hammersmith and Acton Town is 4.4km. That is the longest distance between stops on the entire Piccadilly line and more than three times longer than the average distance between stops.

Please support us and make this important decision to change the lives of Chiswick residents.”

Appendix H – Passenger numbers at Turnham Green station

