

**MEMORANDUM TO THE BUS SERVICES MEETING**

SUBMITTED BY: JAMIE PRICE

SUBJECT: WEST END BUS SERVICES – ROUTES 73 AND 390

DATE: 10 JUNE 2016

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**CROSSRAIL AND OXFORD STREET**

1. A review of services in the West End has been undertaken which considers current usage and forecast demand changes resulting from Crossrail and new development as well as stakeholder aspirations.
2. It has identified the current trend of reduction in usage across many key corridors in the West End due to improvements to rail, reduced road capacity and modal shift. Crossrail is forecast to further reduce demand for buses, especially on east/west corridors.
3. Westminster City Council (WCC) and other local stakeholders have aspirations to greatly reduce the number of buses operating on Oxford Street. The review identified a number of service changes that have been developed in conjunction with WCC officers.
4. The Oxford Street West Project is a WCC and West End Partnership led project that aims to radically reorganise the public realm on Oxford Street, with focus on providing significantly more space for pedestrians in order to facilitate the additional demand forecast from Crossrail. The project is at early feasibility stage and the options that affect buses include a reduction of up to 40% in peak bus flows, spreading of routes between Oxford Street and Wigmore Street and full pedestrianisation of Oxford Street. Consultation on options is due to happen in October 2016. Proposals detailed in this paper form part of the 40% reduction. The spreading or pedestrianisation options would require further proposals.
5. A number of papers will be brought to the meeting over the next few months. They will add up to a comprehensive scheme that will, for example, balance stand provision. It is intended to consult on this package in October 2016.

## SCHEME

6. A scheme to withdraw route N/73 between Victoria and Oxford Circus and withdraw route N/390 between Notting Hill Gate and Marble Arch and extend it to Victoria has been developed. This includes a frequency increase on route 390 and a reduction in frequency on route 73, detailed below:
  - Reduce frequency of route 73 from 18 to 13 bph in the Monday to Friday AM peak, 12 bph during Monday to Friday PM peak, retain 2 peak journeys towards Oxford Circus in the AM peak and towards Stoke Newington in the PM peak and reduce frequency from 10 to 8 bph on Sundays and all evenings.
  - Increase frequency on route 390 from 7.5 bph to 10 bph on Monday to Saturday daytimes, introduce 3 AM peak journeys towards Stoke Newington and increase frequency from 5 to 6 bph on Sundays and all evenings.
7. This scheme would break around 1,050 (3% of total) freehold trips per day on route 73 and 1,350 (8% of total) freehold trips on route 390, based on current demand. Route 390 retains links between Victoria and Kings Cross, lost by withdrawing route 73 between Victoria and Oxford Circus. It would break a total of 115 freehold trips on route N73, which is 7% of the route total and a total of 50 on route 390 (17% of total).
8. The main benefits of this scheme are that it:
  - Makes significant gross savings of £2.1 million and net savings of £1.6 million.
  - Reduces bus flows on Oxford Street West by up to 18 bph.
  - Improves route 73's operational resilience and reliability.
  - Retains key connections between Kings Cross and Victoria.
  - Matches capacity to post-Crossrail demand at the busiest points.
  - Creates new links between Victoria and Kings Cross Land Development.
  - Provides additional capacity at Kings Cross Land Development, which is the busiest point on route 390, where significant growth is expected over the next few years.
9. The main drawbacks of the scheme are that it:
  - Breaks a significant number of freehold trips on both routes.
  - Breaks the direct link between Tottenham Court Road and Bayswater Road.
10. The scheme would provide 33 bph departing Victoria in the AM peak during the busiest hour on routes 2, 73 and 82, for trips towards Oxford Street, Selfridges. The busiest point is Hyde Park Corner where 27 bph are required to meet current demand and this is likely to drop by between 5 and 10% after Crossrail opens. A frequency increase from 7.5 to 10 bph is proposed on route 82 (renamed route 13) as part of the Inner North London paper, approved at BSM 462, which would increase capacity on this corridor. A total of 9 bph are required departing Marble Arch towards Oxford Street in the busiest hour on route 73. This indicates sufficient capacity is provided by the scheme departing Victoria in the AM peak.

11. The scheme would provide 15 bph towards Oxford Circus on route 73 in the AM peak, where 15 bph are required at the busiest point, Newington Green. The busiest point in the PM peak is departing Angel towards Stoke Newington where a maximum of 12 bph are required.

## **IMPLEMENTATION ISSUES**

12. Route 73 currently requires a four bus stand at Victoria. Shortening the route and reducing frequency to 12 bph will reduce this requirement from four to three bus stands. There is currently a two bus stand available at Oxford Circus, Holles Street, vacated by route 8, which has been curtailed at Tottenham Court Road since August 2013.
13. The scheme is dependent on route 8 no longer terminating at Oxford Circus. A proposal to permanently curtail route 8 at Tottenham Court Road or Holborn, New Oxford Street will be brought to a future meeting and would be consulted on alongside this scheme. One extra stand space at Holles Street may be required to facilitate the route 73 proposal.
14. The proposals result in the loss of a driver toilet at the southern end of routes 73 and N73 as there is no driver toilet available at Oxford Circus. There remains a toilet at Stoke Newington (73) and Walthamstow (N73). The route would be shorter meaning less time between drivers having access to the toilets at the northern ends but investigation into providing new driver toilets at Oxford Circus is required by TfL and WCC.
15. There is sufficient stand space at Victoria to accommodate changes to route 390 both now and within the current future plans for the Victoria Terminus Place Project. However common stops for routes 2 and 82 will require changes to stand arrangements. This will be finalised shortly.
16. Route 390 retains toilets at both termini.

## **PROPOSALS**

17. It is proposed to:
  - Withdraw routes 73 and N73 between Victoria and Oxford Circus.
  - Withdraw route N/390 between Notting Hill Gate and Marble Arch and extend it to Victoria Station via Grosvenor Place.
  - Reduce frequency on route 73 to 12 bph in the Monday to Friday peaks and introduce 6 additional journeys towards Oxford Circus in the AM peak (to provide 15 buses arriving at Kings Cross between 07:45 and 09:45).
  - Reduce frequency on route 73 from 10 to 8 bph on all evenings and Sundays.
  - Increase frequency on route 390 from 7.5 to 10 bph and introduce 3 additional journeys towards Archway in the AM peak (to provide 13 buses arriving at Hyde Park Corner between 08:10 and 09:09).

- Increase frequency on route 390 from 5 to 6 bph on Sundays and all evenings.

18. This has a disbenefit to net savings ratio of 1.1 to 1.
19. The night service element of the scheme is not worthwhile as a stand alone proposal with a disbenefit to net savings ratio of 8.8 to 1. It only saves £76,000 due to low frequencies at night and the short journey time saved on route N73. However it breaks a low amount of freehold trips (165 in total across both routes on weeknights) and retains a 24-hour network. Therefore it will be progressed as part of the wider scheme.

## **RECOMMENDATION**

20. The Meeting is asked to APPROVE changes to routes 73 and 390, effective from December 2018, subject to consultation and costs.

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Jamie Price  
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
73	Withdraw between Victoria and Oxford Circus	(£1,926,214)					(346,864)	(10)
390	Withdraw between Notting Hill Gate and Marble Arch and extend to Victoria via Park Lane	£10,832	(£516,413)	(£2,095,291)	(£1,423,743)	1.5	10,067	0
<b>73/390</b>	<b>Sub-Total</b>	<b>(£1,915,382)</b>	<b>(£516,413)</b>	<b>(£2,095,291)</b>	<b>(£1,398,969)</b>	<b>1.5</b>	<b>(336,798)</b>	<b>(10)</b>
73	Reduce Monday to Friday peak frequency from 15/18 to 12 bph. Add 6 AM peak journeys towards Oxford Circus to provide 15 bph for 2 hours.	(£1,421,975)	(£221,740)	(£923,839)	(£1,200,235)	0.8	(99,043)	(8)
390	Increase Mon to Fri peak frequency from 7.5 to 10 bph. Add 3 extra journeys towards Archway	£1,044,853	£116,925	£591,954	£927,928	0.6	70,587	8
<b>73/390</b>	<b>Sub-Total</b>	<b>(£377,121)</b>	<b>(£104,814)</b>	<b>(£331,886)</b>	<b>(£272,307)</b>	<b>1.2</b>	<b>(28,456)</b>	<b>0</b>
73	Reduce eve and Sunday frequency from 10 to 8 bph	(£392,897)	(£77,843)	(£315,795)	(£315,054)	1.0	(66,480)	0
390	Increase Mon to Sat off - peak frequency from 7.5 to 10 bph	£436,684	£190,830	£787,937	£245,854	3.2	79,307	0
390	Increase eve and Sunday frequency from 5 to 6 bph	£186,052	£73,095	£296,702	£112,958	2.6	35,439	0
<b>73/390</b>	<b>Sub-Total</b>	<b>£229,839</b>	<b>£186,081</b>	<b>£768,844</b>	<b>£43,758</b>	<b>17.6</b>	<b>(15,629)</b>	<b>0</b>
N73	Withdraw between Victoria and Oxford Circus	(£76,956)					(35,516)	0
N390	Withdraw between Notting Hill Gate and Marble Arch and extend to Victoria via Park Lane	£771	(£50,478)	(£227,151)	(£25,707)	8.8	715	0
<b>N73/N390</b>	<b>Sub-Total</b>	<b>(£76,185)</b>	<b>(£50,478)</b>	<b>(£227,151)</b>	<b>(£25,707)</b>	<b>8.8</b>	<b>(34,801)</b>	<b>0</b>
<b>TOTAL</b>		<b>(£2,138,850)</b>	<b>(£485,625)</b>	<b>(£1,885,484)</b>	<b>(£1,653,225)</b>	<b>1.1</b>	<b>(415,684)</b>	<b>(10)</b>

*Estimated*

## PRESENT AND PROPOSED STRUCTURE SUMMARY

	AM Peak	Mid day	PM Peak	Eve	AM Peak	Mid day	PM Peak	Eve
<u>Route 73</u>								
<i>MF</i>								
Victoria Bus Station - Stoke								
Newington Common, South Side	18\$	12	15	10	-	-	-	-
Oxford Circus, Holles Street to Stoke								
Newington Common, South Side	-	-	-	-	12	12	12	8
Stoke Newington Common, South Side to								
Oxford Circus, Holles Street	-	-	-	-	12/15	12	12	8
<i>Sat</i>								
Victoria Bus Station - Stoke								
Newington Common, South Side	10	12	12	10	-	-	-	-
Oxford Circus, Holles Street - Stoke								
Newington Common, South Side	-	-	-	-	10	12	12	8
<i>Sun</i>								
Victoria Bus Station - Stoke								
Newington Common, South Side	6/8	10	10	10	-	-	-	-
Oxford Circus, Holles Street - Stoke								
Newington Common, South Side	-	-	-	-	6/8	8	8	8

*Toilets available Stoke Newington*

### Route N73

*Week nights*

Victoria Bus Station - Walthamstow	
Bus Station	2
Oxford Circus, Holles Street -	
Walthamstow Bus Station	-

*Weekends*

Victoria Bus Station - Walthamstow	
Bus Station	5
Oxford Circus, Holles Street -	
Walthamstow Bus Station	-

*Toilets available at Walthamstow*

	<b>AM Peak</b>	<b>Mid day</b>	<b>PM Peak</b>	<b>Eve</b>	<b>AM Peak</b>	<b>Mid day</b>	<b>PM Peak</b>	<b>Eve</b>
<u>Route 390</u>								
<i>MF</i>								
Notting Hill Gate, Kensington Church Street - Archway Station, Archway Road	8+	7.5	7.5	5	-	-	-	-
Victoria Bus Station - Archway Station, Archway Road	-	-	-	-	10	10	10	6
Victoria Bus Station to Archway Station, Archway Road	-	-	-	-	3 Jnys	-	-	-
<i>Sat</i>								
Notting Hill Gate, Kensington Church Street - Archway Station, Archway Road	4/5	7.5	7.5	5	-	-	-	-
Victoria Bus Station - Archway Station, Archway Road	-	-	-	-	4/5	10	10	6
<i>Sun</i>								
Notting Hill Gate, Kensington Church Street - Archway Station, Archway Road	4/5	5	5	5	-	-	-	-
Victoria Bus Station - Archway Station, Archway Road	-	-	-	-	4/6	6	6	6
<i>Nightly</i>								
Notting Hill Gate, Kensington Church Street - Archway Station, Archway Road	2				-			
Victoria Bus Station - Archway Station, Archway Road	-				2			

*Toilets available at both termini*

## APPENDIX

### Background

21. Route 73 is operated by Arriva between Victoria and Stoke Newington at 18 buses per hour (bph) Monday to Friday AM peak, 15 bph Monday to Friday PM peak, 12 bph Monday Saturday shopping hours and 10 bph Sundays and all evenings. Additional journeys operate in the AM peak, with 24 buses scheduled to run southbound to arrive at Angel Station between 0745 and 0844 and 21 buses scheduled to depart Victoria northbound between 0800 and 0859. 87 capacity double deck buses are used.
22. Route N73 runs between Victoria Station and Walthamstow Central at 2 bph on weeknights and 5 bph on weekend nights. 87 capacity double deck buses are used.
23. Route 390 is operated by Metroline between Archway and Notting Hill Gate at 8bph Monday to Friday AM peak, 7.5 bph in the PM peak, inter-peak and Saturday shopping hours, and 5 bph Sundays and all evenings. An additional journey runs towards Notting Hill Gate in the AM peak. The night frequency is 2 bph all week. 87 capacity double deck buses are used.

### Reliability

24. Route 73 achieved an average of 1.1 minutes Excess Wait Time (EWT) against a standard of 1.2 minutes EWT over the past year. Mileage lost due to traffic is 2.4% on weekdays, 2.1% on Saturdays and 1% on Sundays.
25. Route N73 achieved an average of 73% on time departures against a minimum standard of 82%.
26. Route 390 achieved an average of 1.1 minutes EWT against a standard of 1.3 minutes EWT over the past year. Mileage lost due to traffic is 1.5% on weekdays, 1.3% on Saturdays and 0.8% on Sundays.
27. Route N390 achieved an average of 88% on time departures against a minimum standard of 82%.

Route	Q3 2015/16	Q2 2015/16	Q1 2015/16	Q4 2014/15	Average	Min. Standard
73	1.15	1.12	1.15	1.11	1.13	1.2
390	1.19	1.25	0.92	0.92	1.07	1.3
N73	81%	64%	73%	73%	73%	82%
N390	92%	86%	86%	86%	88%	82%

28. The table above shows the performance for the past four quarters for routes N/73 and N/390.



## Usage

29. Route 73 usage has gradually reduced since it was converted from articulated vehicles in September 2011, by 7% on weekdays, 11% on Saturdays and 10% on Sundays.
30. Usage on route 390 has remained fairly level over the past 5 years except where it dropped by around 2,500 daily trips when it was curtailed at Lancaster Gate in association with Inner Ring Road works between February and June 2015. It has since recovered to previous levels.
31. Usage on route N73 has reduced by 1 % on weeknights, 23% on Friday nights and 22% on Saturday nights over the past 5 years.
32. Usage on route N390 has reduced by 8% on weeknights, 28% on Friday nights and 30% on Saturday nights over the past 5 years.

## Capacity

33. The busiest point on route 390 is at Kings Cross, York Way where capacity is well matched to demand with 9 buses required in the AM peak towards Notting Hill Gate to meet demand. Usage in this area is expected to continue to rise as a result of continued growth at the Kings Cross Land Development.
34. The busiest point on route 73 is Hyde Park Corner where 18.5 bph is required to meet demand in the AM peak towards Stoke Newington. Other busy points on the route include Angel and Kings Cross where 14 bph are required towards Victoria in the AM peak. Historically Angel has been the busiest point but since improvements on the Victoria line and the Overground extension to Highbury and Islington demand at Angel has fallen.

Keypoint	AM/PM	Date	Buses	Arrive load	Required Arr.	Depart load	Required dept.
Victoria	AM	31/01/2014	22	743	10.6	883	12.6
Hyde Park Corner	AM	15/01/2016	18	1297	18.5	1279	18.3
Marble Arch	AM	06/03/2014	20	659	9.4	612	8.7
Kings Cross	PM	11/12/2015	15	755	10.8	787	11.2
Angel	PM	10/12/2014	15	712	10.2	830	11.9
Newington Green	PM	25/02/2015	16	578	8.3	521	7.4

Table 1: Route 73 busiest hour loads, northbound

Keypoint	AM/PM	Date	Buses	Arrive load	Required Arr.	Depart load	Required dept.
Newington Green	AM	11/02/2015	22	943	13.5	998	14.3
Angel	AM	15/12/2014	19	943	13.5	712	10.2
Kings Cross	AM	14/01/2016	21	987	14.1	892	12.7
Marble Arch	PM	22/04/2014	18	489	7.0	554	7.9
Hyde Park Corner	PM	08/12/2015	8	403	5.8	401	5.7
Victoria	PM	-	-	-	-	-	-

Table 2: Route 73 busiest hour loads, southbound

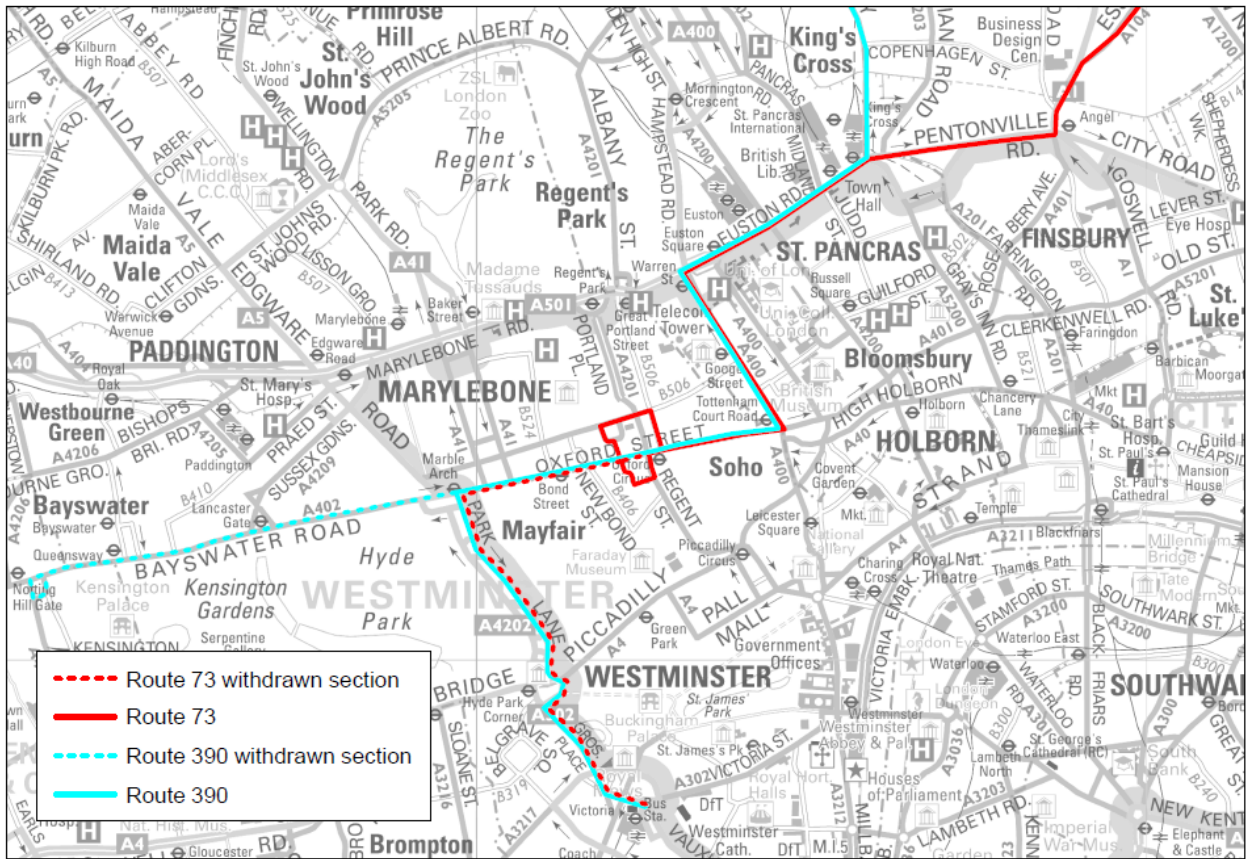
35. In summary, a total of 18 bph are required on route 73 towards Stoke Newington in the AM peak hour and 14 bph towards Victoria and a total of 12 bph is sufficient to meet demand in the PM peak.
36. By 2021 demand is forecast to reduce by 7% on the corridor between Victoria and Marble Arch as a result of Crossrail opening, according to Railplan. This equates to around 5 bph in total. Steps have already been taken to reduce capacity on the Park Lane corridor with plans to withdraw route 436 between Paddington and Vauxhall, approved at BSM 457. However further reductions are suitable.
37. Demand on the Bayswater Road is forecast to reduce by 24% by 2021, which equates to a drop of 5 bph in total. Therefore reducing capacity is also suitable.
38. Capacity on both night routes is well matched to demand on all day types.
39. Although the recent reductions in Central London demand as a result of RMP works is forecast to recover a certain degree, it is likely this will permanently reduce demand on some corridors due to reduction in road capacity and changes to travel behaviour. The impacts of this have not yet been realised. Therefore reducing capacity beyond observed demand levels is appropriate.

### **Scheme**

#### 40. Route details:

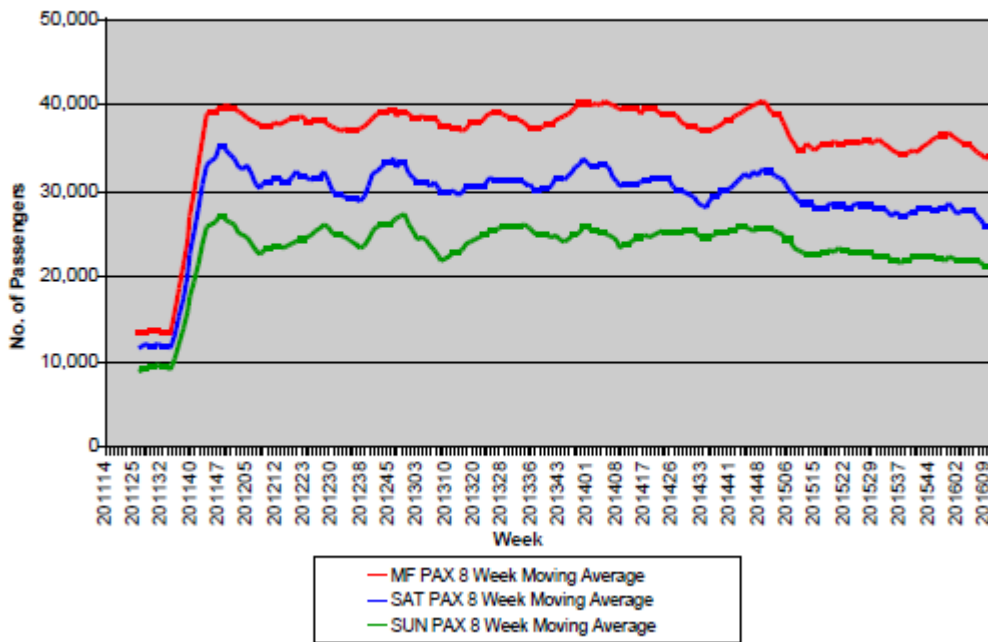
- Route 73 would run via Oxford Street, Regent Street, Hanover Street, Hanover Square, Harewood Place, Holles Street to stand and return via Cavendish Square, Cavendish Place, Mortimer Street, Great Portland Street, Oxford Street to line of route.
- Route 390 would run via Oxford Street, Park Lane, Grosvenor Place, Lower Grosvenor Place, Buckingham Palace Road, Terminus Place, Victoria Bus Station to stand and return via Wilton Road, Victoria Street, Grosvenor Gardens, Grosvenor Place, Park Lane, Oxford Circus to line of route.

# Map of proposals

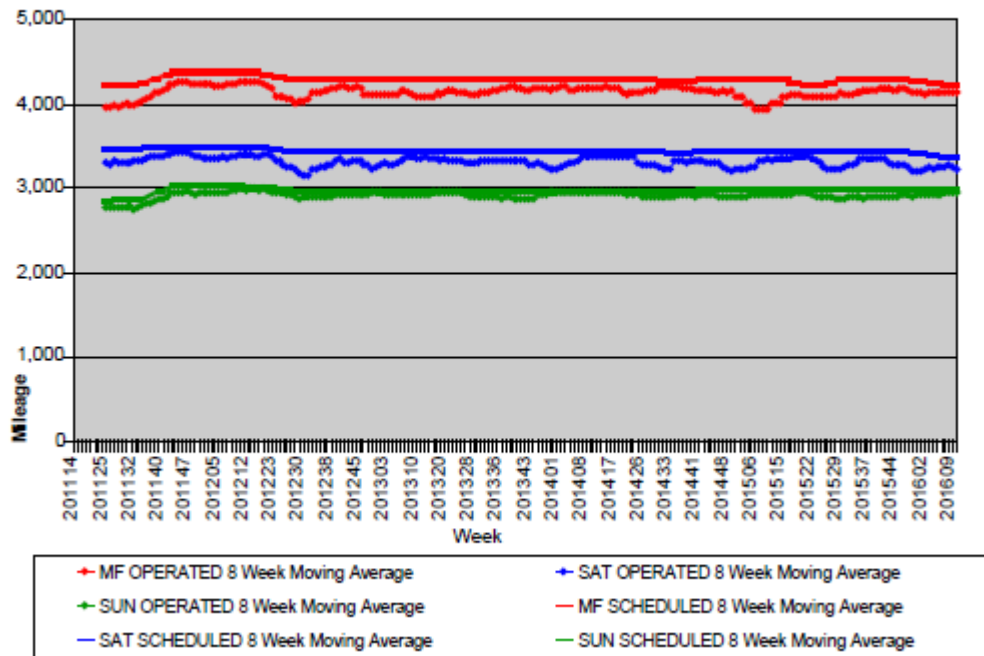


## Usage graphs

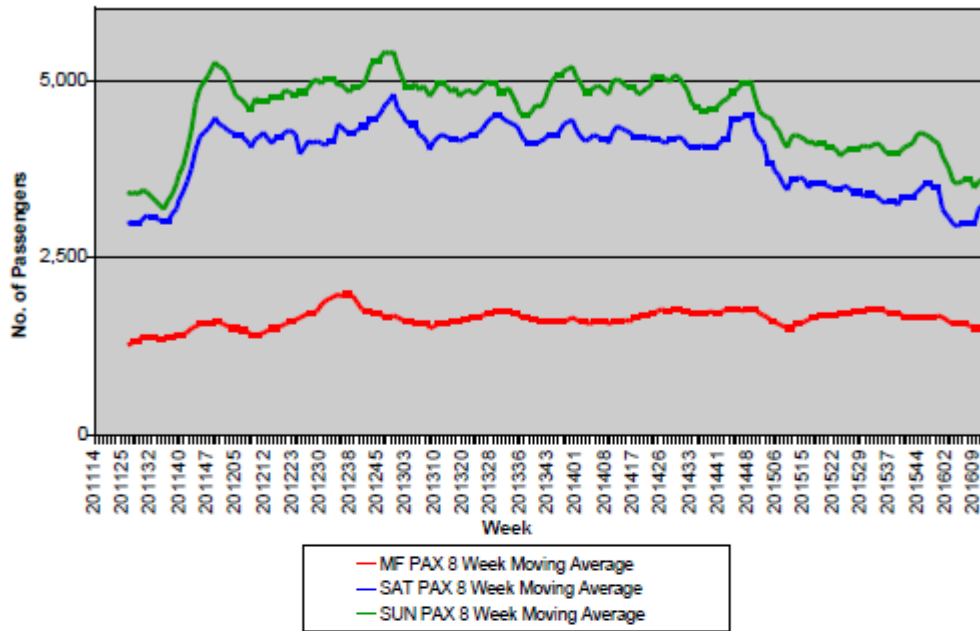
### Route 73 Passenger Usage



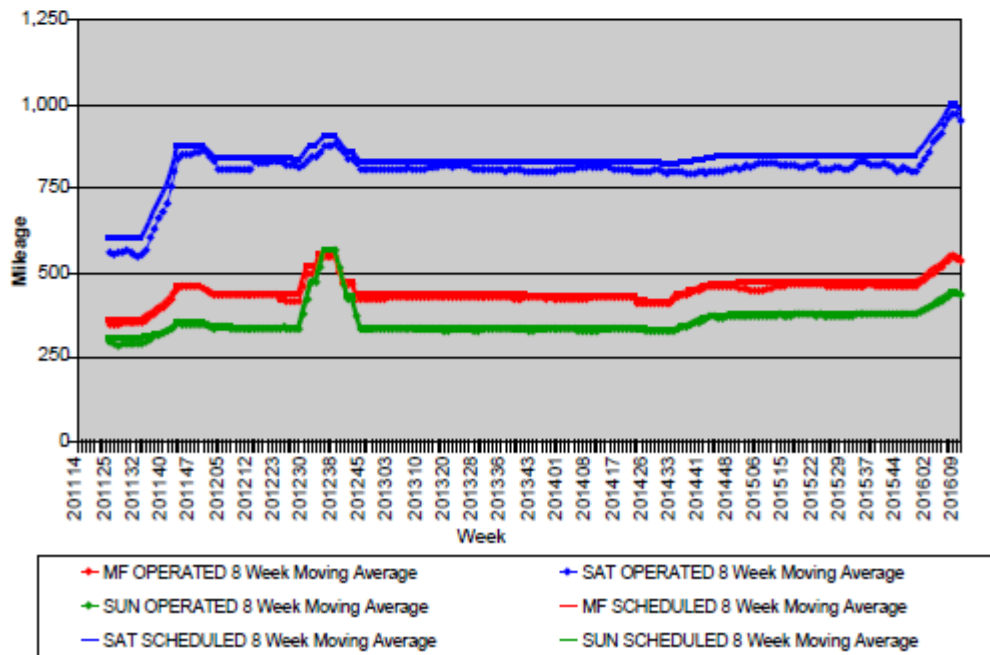
### Route 73 Mileage



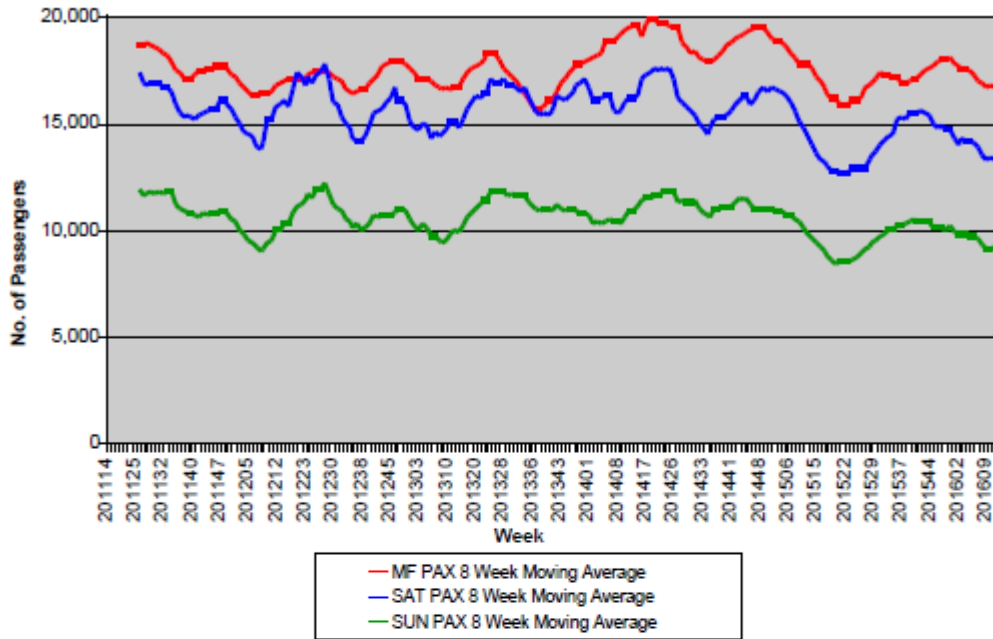
### Route N73 Passenger Usage



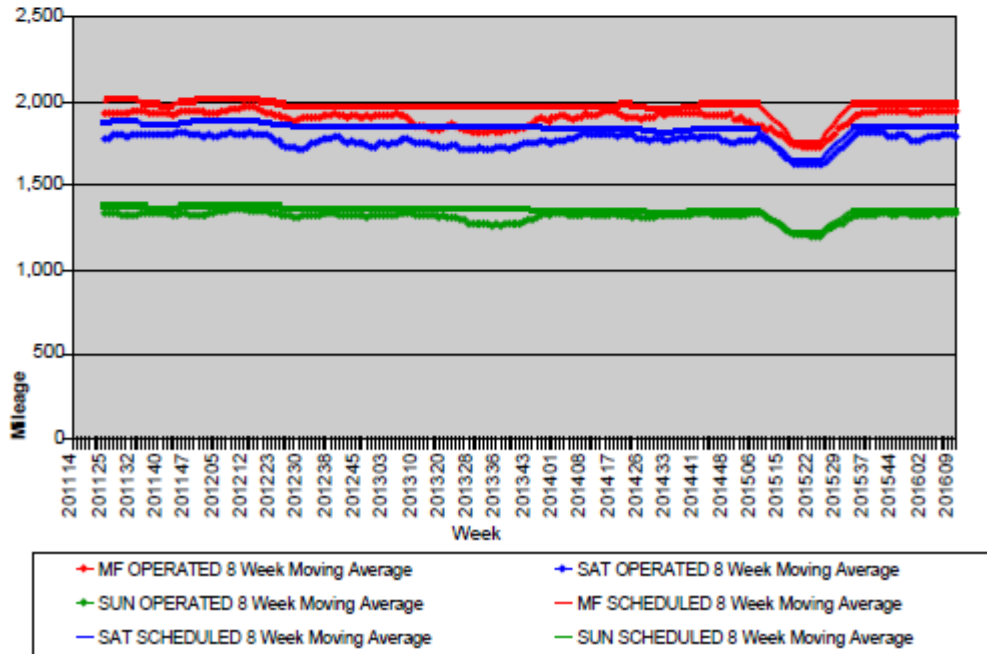
### Route N73 Mileage



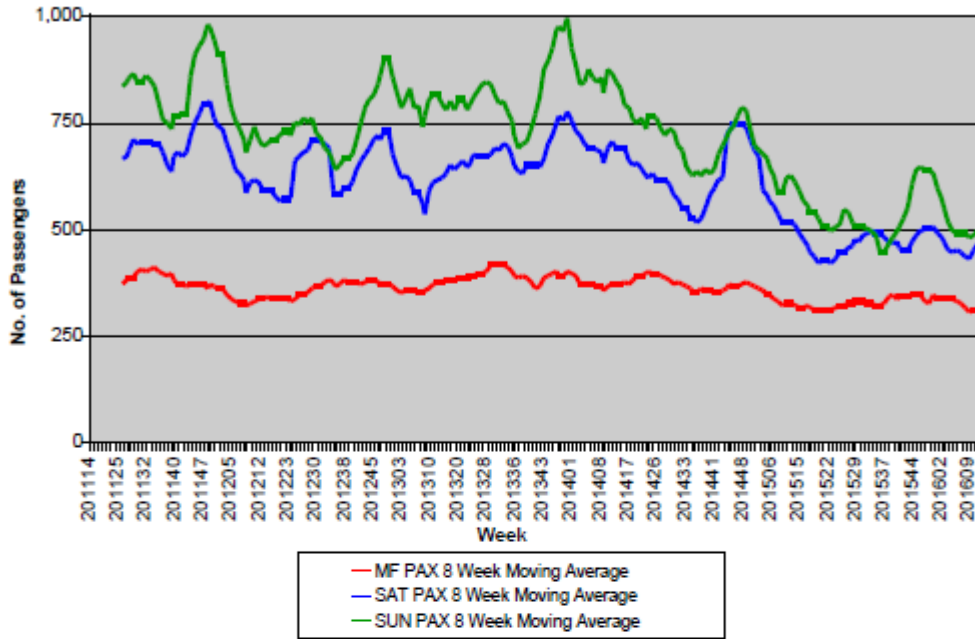
### Route 390 Passenger Usage



### Route 390 Mileage



### Route N390 Passenger Usage



### Route N390 Mileage

