



Hammersmith Branch - Alternative Transport Provision



Summary

- Rail Replacement Bus Service (RRBS) on the Hammersmith branch are lightly used.
- Existing bus & rail routes in the area have sufficient capacity to transport the customers currently using the RRBS (Although for some journeys this may involve using a combination of services which may result in slightly longer journeys).
- Discontinuing the RRBS and directing passengers to other TfL services, would save circa £38K for a single weekend closure.
- This is an ideal opportunity to follow the recent successful DLR trial of not operating a RRBS on a closed part of the network. A Comms message supporting this initiative helped aid customers in using local bus routes.

It is recommended that:

- We do not provide a dedicated RRBS & CIA service to cover stations between Paddington and Hammersmith for future closures commencing from the new financial year,
- Review impacts on local buses and customers feedback. This will be used to make informed alternative transport plans for future closures on the branch and other possible closure sections.



Hammersmith Branch Closures

Current Scenario

The RRBS normally operates between Hammersmith – Baker Street via Goldhawk Road/Shepherd's Bush Market, every 10 minutes.

Travel advice

The advise we give to both staff and Customers during the closure is as follows:

- Passengers travelling E/B to/from central London and beyond are advised to change at Shepherd's Bush for the **Central** line to central / East London
- Passengers travelling E/B to/from Central London are advised to use the **District** and **Piccadilly** Lines.

There are currently seven weekend closures between April 17 to Jan 18. The planned work for the closures are an combination of 4LM and track renewal works. The average weekend cost for a RRBS & CIAs is approximately £38K and over the seven weekends is £266K.

The currently known closure dates are as follows:

- 22 - 23 April
- 12-13 August
- 30 Sept -1st Oct
- 18-19 November
- 20-21 January
- 17 -18 February
- 10-11th March 2018



Alternative Options

Every station on the closed section is served by a bus route to another LU station in the affected area and all the bus routes also serves another station which has a line operating through it's limits.

On average during the weekend over 36,000 customer journeys are affected travelling between the stations. Our bus planning colleagues agree that the removal of this RRBS would cause minimal challenges and was the natural progression following the recent frequency reductions to the service.

The table below shows bus routes which serve and connect to stations between Paddington and Hammersmith.

Station	Bus Routes											
	27	295	228	316	220	72	283	31	94	7	36	23
Paddington	x							x		x	x	x
Royal Oak	x									x	x	x
Westbourne Park												x
Latimer Road		x								x		
Ladbroke Grove		x	x	x								x
Wood Lane			x	x	x	x	x	x				
Shepherd's Bush Market		x	x	x	x	x	x	x	x			
Goldhawk Road				x					x			
Hammersmith	x	x	x		x	x	x		x			



Options and Considerations

The table below compares the current plan compared to the recommended proposal:

	Current Scenario	Proposed scenario
Cost	Combined RRBS & CIAs Circa £38k per weekend (based on 6BPH).	Potential total weekend savings on RRBS and CIA. Additional savings would be achieved from eliminating the need to pay for Parking bay suspensions and traffic enforcement orders.
Revenue Impacts	(RRBS) is seen as being 'free' for customers. It does not offset any of the revenue loss of the Tube closure.	Partially offsets the revenue loss of the tube closure
Data	No data automatically collected to inform future provision.	Oyster data of bus usage automatically collected (Customer and stakeholder feedback likely if unpopular. Useful indicator of success/otherwise for informing future provision).
Comms	Associated costs to advertise RRBS.	Comms advice would need to vary by location, but simple overall message – use other TfL services
Reputational Risk	Potentially 'wasting public money' if services are poorly used.	Not providing direct alternatives / caring about customers. If insufficient capacity passengers may be 'left behind' at bus stops waiting for infrequent services. Potential customer complaints following new strategy. New initiative may attract scrutiny from various consumer user groups e.g. London Travelwatch.



Stakeholders and accessibility

Westfields

2015 ODX* data indicates that the number of customers between Paddington to Hammersmith who travel to/from to westfields is 18% and 22% respectively.

Tube & Overground

Four Underground stations provide easy access to the centre, only a few minutes' walk away:

Central: Shepherd's Bush & White City

Hammersmith & City line and Circle: Wood Lane & Shepherd's Bush Market

The Shepherd's Bush National Rail station is fully accessible and provides links to the Central line Tube station, buses and taxis. It also has direct connections to Willesden Junction, Kensington Olympia, West Brompton and Clapham Junction.

Buses

White City bus station, near Wood Lane Tube station, is just 70 metres from Westfield London. Bus routes which serve Westfield are as follows:

31, 49, 207, 237, 260, 607 and C1 will run from the terminus at Shepherd's Bush via the Westfield Interchange and terminate at the White City bus station.

Route 148 will run to the bus station via Wood Lane. Shepherd's Bush also continues to be served by buses 72, 94, 95, 220, 272, 283, 295 and N207, with bus stops just a short walk from Westfield London.



Next Steps

Observations

Events & Closures organised for bus loading counts to occur on planned closures in 2016 (28-29th October) and (11-12th November). During the majority of the weekends there was on average 6 replacement buses per hour operating. Some of the keys observations on the 28th October was that the busiest bus at Baker Street arrived at 14:33 which left 80% full. The following bus however departed 6% full and indicates that there was a slight delay caused by normal Saturday traffic.

The majority of the rail replacement buses in the Baker Street area had loadings in single figures and similar trends were seen at Paddington and Shepherds Bush. At no stage was there more than 25 customers boarding or alighting at either of the stations (Other than just two occasions). Observations showed that 40% of normal weekend demand chose not to travel during closures.

Recommendation

The aspiration is to remove the Hammersmith branch RBBS during the planned 22 - 23 April 2017 closure , then the following steps should be considered:

Next Steps

- Consult Senior level management on removal of a existing RRBS in zone 2.
- Identify whether any major road works or bus diversion will be occurring from April 2017 which will affect this strategy being introduced.
- Agree comms plan.
- Conduct line engagement.

*In addition a decision on the use of CIAs in the April and August closure weekends or complete removal of the CIAS. If the CIAs are removed there will be a strong reliance on LU stations to be kept opened and provide sufficient customer information.

