

Transport for London (TfL) Meeting



Attendees

Peter Bradley, TfL

Stephen Lambert, TfL

Laura Li, TfL

Councillor Sam Christie, Bedfont Ward

Councillor Guy Lambert, Brentford Ward

Councillor Tony Louki, Osterley & Spring Grove Ward

TfL team responsibilities

The London Borough of Hounslow Councillors met with the TfL consultation team, whose role is to consult and engage with all stakeholders and teams. Their approach is flexible and it varies by borough.

Bus Network

The bus network has evolved over time, if TfL were to start from scratch it would be quite different to how it is today. People make life choices based on bus routes, for example they may choose a school or where they shop or work based on the bus network, hence altering a route is a major undertaking and this rarely done.

TfL has a responsibility to ensure adequate coverage of buses in and into London. The team may work with Surrey County Council with some buses for example the 555 bus from Staines into Heathrow Airport (as Heathrow is in London).

Any TfL bus has the Oyster card system, and hence the 116 from Ashford or 81 from Slough means the Oyster card system will work from outside of London.

Bus companies that provide services for TfL in the London Borough of Hounslow are:

- Abellio
- Metroline
- London United RATP

Tenders for bus routes are typically for a 5 year time period and hence a destination survey is performed every 5 years.

Customer Surveys

The Oyster Card produces large volumes of data and enables journeys to be tracked well, so TfL has an understanding of the morning and evening journeys.

Customer surveys have TfL representatives get on the bus and give a survey to people as they get on and have them fill in and they collect it when get off, so they are aware of where they got on and where they got off and they are aware of the purpose of the journey.

Councillor Christie noted there were issues with overcrowding on the H25 especially with school children. TfL gave undertaking when schools are back they can do surveys during that time, but need to get specific areas/ times from Councillor Christie- **(people give me the specific times/locations where H25 is an issue with overcrowding)**.

Extending a bus route

TfL noted that extending a route too much can cause large problems with reliability- if there is an issue with a parked car for example and this holds up a bus then this can result in the first bus being delayed by 5 minutes, which means more people waiting at bus stops, and this slows a bus further and it causes bunching of buses.

People have asked about extending a bus to a hospital. Unfortunately a hospital alone will not be enough to extend a route, there needs to be enough other needs on a route. TfL gave the example of route 83 from Golders Green and extending this to Ealing Hospital- it is not possible as this is not enough of a demand to make this sustainable.

Bus Frequency

People prefer higher frequency of buses on fewer routes over more routes and less frequency.

Putting on an extra bus costs £250,000 a year!

There is a limited budget and hence if a bus is put on a route, then it needs to be taken off another route. Recently there has been less demand in central London and as a result TfL has been able to put more routes in the periphery.

High frequency buses are those that are every 12 minutes or less- this means on average people wait at a bus stop for a bus for about 6 minutes.

If buses are less frequent than that then, people will rely on timetables.

All buses are tracked through GPS.

Length of Journeys

Typically people have short journeys on a bus- they use the bus to get to a train/tube etc

Some people may use a bus to get to a cheaper travel zone for a train.

The hopper fare will be introduced in September 2016 which enables a second free bus journey in an hour will alter how people use buses.

Councillor Specific Discussion Points

H28 route- TfL explained the route is the shape of a W and hence people do not use it from start to finish

E8 bus- this helps overcrowding on the 235 and 237 in specific parts of the borough
Consideration of avoiding a double decker bus on Amhurst Gardens was made - however this is not possible as a result of the Low Railway Bridge at St Johns Road.

235 bus- The Hybrid Bus resulted in using more fuel as a result of the weight of the battery- hence the new 235 buses which will be introduced in January 2017 under Metroline will be of Euro 6 standard. The 235 bus is known to have many oil leaks as a result of the age of the bus and Abellio have committed to ensuring they are cleaned up daily at its Great West Quarter terminus and TfL have had specific discussions with the MD of Abellio on this point. The GWQ bollards are the responsibility of Barratts, and there will be more impact if this is lobbied from the Council than from TfL. Mark Frost at the council is reviewing the Ealing Road layby to enable the drivers to use toilets at one end of the route- the commitment is by Spring 2017.



H26- TfL expect new buses will be introduced shortly on this route- more to come (will ask TfL for the details)



H91- Question to TfL – them to get back to us on- why is the west bound bus stop 400m from Brentford Train Station when there is a decent layby closer to Boston Manor Road?

Boston Manor Park Event- how did transportation have an impact on this event- TfL to get back to us

Moving a Zone

Key is the consultation documents- needed to put this into the southwest trains consultation

Issue is the impact on revenue, which would have to be found elsewhere

Railways are covered by central government and hence are a Department of Transport issue- there are areas outside of London that have had agreements with zoning, however this has been as a result of agreements with train operators. Staines is outside of London and hence impacts what can be spent here from TfL.

Zoning changes have happened, for example, Stratford altered its zoning from zone 3/4.

Waterloo

This is going to be rebuilt in Summer 2017 to make use of the EuroStar terminals to try to reduce train traffic into Waterloo and to accommodate impact of extension of platforms 1-4 to take trains longer than the current 8 coaches.

Hatton Cross

There are no current plans to make this disabled access

Cycle highway 9

Kensington & Chelsea pulled out, however Hounslow are still working with TfL on plans

Gunnesbury Station

Impact new developments will have on transportation as usage would be expected to increase. Signalling on the District Line will be upgraded in the next 2-3 years which will result in the increase in frequency on that line and the Overground.

Borough Liason Meetings

One thing that happens in many boroughs, but doesn't happen in ours is they hold a "Transport Borough Liaison Meeting". This means that a meeting would be held at the council with TfL, network rail, south west trains, the council's traffic team and Councillors. There have been cutbacks and this is a meeting that has disappeared - however other boroughs still have it and Richmond have it just twice a year.

As many issues arise and TfL mentioned at the meeting it is a very important liaison between the council, TfL and councillors we should consider reinstating this meeting.

If council staff do not have the capacity then councilors can organise and arrange.

Reliability

Refer to website

<https://tfl.gov.uk/forms/14144.aspx?borough=Hounslow&nameid=hounslow&boroughid=18>