

Environment and Community Services
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Chris Hall
Transport for London
Local Communities and Partnerships Specialist
Public Affairs and External Relations
Floor 8 (R2)
Endeavour Square
Stratford E201JN

Dear Mr Hall

Proposed bus service changes in Richmond, Twickenham and Whitton

Thank you for inviting comments on the proposed changes to bus services in Richmond, Twickenham and Whitton. The following changes are proposed:

- Routes 110 and 419: would be merged and all renumbered route 110. The route would be rerouted to Whitton, St Margaret's and Richmond and extended to Hammersmith via Castelnau. The new route 110 would replace route 419 entirely between Hammersmith and Richmond at the same frequency. The route would no longer run between Whitton and West Middlesex Hospital. The merged route would have buses running every 15 minutes rather than every 20 minutes. A section of the A316 Chertsey Road would have a new regular bus service
- Route 493: would no longer run between Richmond, Manor Circus Homebase and Richmond bus station
- Route H22: would be rerouted to serve nearer to Twickenham Station and would no longer run between Richmond, Manor Circus and Twickenham town centre.
- Route H37: frequency would be reduced from buses running every 6 minutes to every 7 to 8 minutes during daytimes Monday to Saturday.

We can see attractions of the proposed re-routeing of the 110 between Heathfield and Richmond. We know that some residents in the Heathfield area have campaigned for better bus connections to the Richmond side of the river and beyond. However, the proposed change would dis-benefit existing users who travel to Twickenham Station and the West Middlesex Hospital, who will see their journeys severed, many of whom will be older and disabled passengers who rely on bus services to reach their medical appointments.

Many residents think a better option than that proposed would be for the 110 route to run Whitton Road-London Road-Arragon Road-Richmond Road to Richmond. This option would have negligible impact in terms of distance compared with the proposed route but would maintain and strengthen connectivity between Richmond, Twickenham and Whitton. It would potentially generate greater patronage than the proposed route, as well as helping to address some of the concern arising from removing the H22 from

Richmond Road by replacing it with the 110, and thereby supporting businesses along Richmond Road and London Road.

We are supportive of route 110 increasing to 4 buses per hour from 3.

We would propose that the 110 start/end at West Middlesex Hospital rather than Hounslow bus station which would help address the concern about the loss of the connection with West Middlesex Hospital.

Residents who rely on services along the Richmond Road-Heath Road-Staines Road corridor would see service reductions, as a result of the change to route H22. Businesses in the Twickenham area would be affected by the proposed changes to route 110 and H22. These problems could be alleviated to an extent if the 110 were instead re-routed as suggested above.

The borough has little tube coverage and both the tube and rail service, even with accessibility improvements, remain far less attractive than buses for elderly and less mobile people wanting to make door to door journeys. We appreciate that the 'hopper' bus fare eases the financial burden of changing buses within the hour, however all affected passengers will face longer journey times and additional waiting at bus stops which may discourage some people from travelling by bus.

We would need to be informed of the results of the consultation before coming to a final view on the 110/419 proposal.

We strongly oppose the proposed reduction in frequency on route H37. We are also very concerned that the proposal to remove both the 493 and H22 bus routes from Manor Circus has not taken into account the impacts of potential redevelopment nearby, particularly as it is proposed to be low car/car free and therefore requires good public transport.

Indeed, a general point for all proposals is an apparent lack of factoring in potential development, including at the Stag Brewery, Turing House School and Manor Road Homebase. We would urge TfL to review its proposals for all the routes in the light of potential development.

Contrary to elsewhere in London where bus usage has fallen, bus usage in Richmond has risen. The case for bus service reductions is therefore weak to begin with and would be weakened further if development were approved leading to additional demand. We would be extremely concerned if TfL reduces services that may later require strengthening to support development, diverting developer contributions to supporting buses.

As you know, the Council is required to draft a Local Implementation Plan setting out how it would achieve the Mayor of London's ambitious mode shift, car reduction and journey time targets. Seeking to meet the Mayor of London's sustainable transport objectives is inconsistent with TfL at the same time adopting a policy of reducing bus services in an area where bus usage is growing. We also have a particular concern that the proposed frequency reductions will negatively impact local schools as some routes already suffer from capacity issues during peak periods. The school run is a serious issue at some of our schools and we are working closely with schools to promote sustainable travel choices. Reducing bus services is clearly contrary to our objectives and will not discourage parents from using cars.

The Council is committed to improving air quality in Richmond and we want to ensure that only the cleanest buses operate in the borough. We do not wish to see dirtier buses cascaded to areas outside ULEZ and would appreciate confirmation of the timetable for all bus routes in Richmond to be Euro VI compliant.

This response is based on officer comments and feedback from Councillors, however we may receive more comments before Sunday and would therefore welcome the opportunity to discuss this further with you once the consultation closes.

Regards,

Sidonie Forrest-Brown