



Consultation on proposed changes to route 398 and new route 395

Summary of responses

August 2009

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The proposed changes

Transport for London undertook a public consultation in the Northolt / Northolt Park / North Greenford area about proposals to restructure route 398, and create new route 395.

A leaflet explaining the proposals was distributed to local residents and businesses in the areas affected in February 2009. Responses were invited by 20 March 2009.

Main features of the proposals were:-

- A more frequent seven day a week service for many passengers, with earlier and later buses
- New links from Castle Road and Racecourse Estate to Harrow
- A bus service for Wood End Estate for the first time

This would be achieved by:-

- Changing route 398 to run from Ruislip to South Harrow and Northolt Park as before, then diverting to finish at Wood End Estate
- Creating new route 395 to run seven days a week from Greenford (Westway Cross) as current route 398 to South Harrow, then to Harrow Town Centre

This document summarises the responses to our consultation.

Summary of responses to public consultation

Q.1 Do you support the proposals described in this leaflet?

Answer	Number	Percentage
Yes	519	79.8%
No	79	12.2%
Not sure	36	5.5%
Blank	16	2.5%

Q.2 What do you think of the proposal?

Are you in favour of a bus route serving Wood End Estate?

Answer	Number	Percentage
Yes	377	58.0%
No	31	4.8%
Doesn't affect me	195	30.0%
Not sure	10	1.5%
Blank	37	5.7%

Are you in favour of the bus using Eastcote Lane North instead of Eastcote Lane?

Answer	Number	Percentage
Yes	289	44.5%
No	92	14.2%
Doesn't affect me	194	29.8%
Not sure	43	6.6%
Blank	32	4.9%

Are you in favour of the route dividing in two?

Answer	Number	Percentage
Yes	450	69.2%
No	71	10.9%
Doesn't affect me	53	8.2%
Not sure	56	8.6%
Blank	20	3.1%

Will the proposal improve your bus journey?

Answer	Number	Percentage
Yes	455	70.2%
No	88	13.5%
Doesn't affect me	62	9.5%
Not sure	26	4.0%
Blank	18	2.8%

Q.3 How did you hear about the consultation?

Answer	Number
Letterbox drop	535
Library	20
Newspaper	49
Notice in bus shelter	9
Word of mouth	45
Other	40

*Respondents may have given more than one answer or left the question blank.

Other sources given included *Around Ealing* magazine, Residents Associations and Neighbourhood Watch meetings.

Issues raised

Common responses from people in favour of the proposals

- pleased that Wood End Estate would be getting a bus service
- approved of additional service in the evening and at weekends
- pleased with the new link to Harrow
- in favour of extra frequency
- wanted the bus services to be more frequent
- wanted the 398 service to run on a Sunday
- worried that the 395 would be overcrowded and may need extra capacity

Common responses from people opposed to the proposals

- wanted the 398 route to remain as it is
- said the proposal would remove access to and from Eastcote Lane and the shops / Post Office / Underground station at Northolt
- said that they would have to change buses for a journey they can currently do direct
- believed that roads along the routes were unsuitable for buses and would need altering to accommodate them
- thought extra buses would increase congestion
- no need to introduce another bus route to Harrow
- opposed to having bus services on Sundays or during the evening. Thought later evening buses would disturb local residents

Other common requests

- bus route should remain on Eastcote Lane instead of Eastcote Lane North
- extend route 395 to serve Northwick Park Hospital
- co-ordinate timetables with other bus and train services

Further analysis of responses

If the 'Doesn't Affect Me' responses are removed then the results are as follows:

	Yes	No	Not Sure
Do you support the proposals described in this leaflet?	81.8%	12.5%	5.7%
I am in favour of a bus route serving Wood End Estate	90.2%	7.4%	2.4%
I am in favour of the bus using Eastcote Lane Nth. Instead of Eastcote Lane	68.2%	21.7%	10.1%
I am in favour of dividing the route in two	78.0%	12.3%	9.7%
The proposal will improve my bus journey	80.0%	15.5%	4.6%

People who gave an address in the Eastcote Lane area responded as follows:

	Yes	No	Doesn't Affect Me	Not Sure
Do you support the proposals described in this leaflet?	11	28	0	4
I am in favour of a bus route serving Wood End Estate	15	9	19	1
I am in favour of the bus using Eastcote Lane Nth. Instead of Eastcote Lane	11	33	0	1
I am in favour of dividing the route in two	13	22	2	6
The proposal will improve my bus journey	10	30	1	4

People who gave an address in the Wood End area responded as follows:

	Yes	No	Doesn't Affect Me	Not Sure
Do you support the proposals described in this leaflet?	149	7	0	3
I am in favour of a bus route serving Wood End Estate	136	3	14	3
I am in favour of the bus using Eastcote Lane Nth. Instead of Eastcote Lane	84	2	54	11
I am in favour of dividing the route in two	119	7	15	14
The proposal will improve my bus journey	133	7	16	1

TfL responses to issues raised during consultation

Bus service to Eastcote Lane retained

Our proposal was for new route 395 to use Eastcote Lane North between Mandeville Road and the Racecourse Estate, instead of the route via Eastcote Lane used previously. The proposed route would have been slightly shorter and would make efficient use of resources.

However a number of respondents pointed out that this would make it more difficult to get to the local post office or Northolt Station, or that they would have to walk further to get a bus.

In view of these points, and the fact that the operator can run the service via Eastcote Lane with the same resource level as Eastcote Lane North, this section of route will be retained, and will be served by new route 395.

Request to extend route 395 to Northwick Park Hospital

Some people asked for new route 395 to continue from Harrow Town Centre to Northwick Park Hospital, so that they could make through trips on one bus. However there is already a high frequency bus service from Harrow Town Centre to Northwick Park Hospital, so the journey from the Greenford / Northolt area can be made with one change of bus. Therefore we will not be pursuing this suggested extension.

Hours of operation of route 395

On new route 395 it was proposed to increase the hours of operation so that the service would continue through the evening, and also run on a Sunday. The proposal was for first buses to leave from Harrow and Greenford (Westway Cross) at about 0600hrs (0630 Sundays), and last buses to leave at about midnight, seven days a week.

In response to representations made during the consultation period, last departures on route 395 will be two hours earlier than proposed, so that last buses will leave from each end of the route at or just after 2200hrs, seven days a week. Last buses in each direction will therefore have passed through the Castle Road / Oldfield Circus area by 2220hrs.

The new structure of routes 395 and 398

Some consultees asked for the rationale behind the structure proposed for routes 395 and 398. Most of this was explained in the consultation materials, such as providing a bus service for the Wood End Estate, and new links to Harrow from the Castle Road area.

However it is worth emphasising that the Greenford/Northolt end of the existing route 398 was considerably busier than the Ruislip / Eastcote end. Restructuring the service into two separate parts provides an efficient means of catering for increased demand at the Greenford end of the route, without running more buses than

necessary at the Ruislip end. Customers have told us repeatedly in response to market research that frequency of service is a highly important aspect of a convenient and attractive bus service, and thus we aim to provide the most frequent service which we can economically do for a given level of usage. Therefore for most of the day route 395 will run every 20 minutes, with route 398 still running every half hour. The half hourly frequency provided by route 398 is also the most appropriate for the new section of route serving Wood End Estate. Estimated Sunday usage of route 398 is not sufficient to justify the cost of operation at this stage, but as with all London bus services, route 398 will be subject to future review.

Route test / highway management measures

Questions were raised by some respondents about the suitability for buses of the roads to be used. TfL conducts a route test for all new services or vehicle types, in conjunction with the local council (Highway Authority) and the Traffic Police. Any issues raised during such a test are addressed before a service is introduced.

Our test identified the need for some parking restrictions in the Wood End area, but these were already being introduced as part of a separate Ealing Council scheme, which was the subject of a separate consultation. Fixed bus stops will also be introduced in the Wood End Gardens / Lilian Board Way area, as it was not considered that a 'Hail & Ride' system could be safely operated in this area, due to issues related to parking and access to private driveways.