

EPTUG committee

John Beeston (Southall)
EPTUG Chairman
johnb@eptug.org.uk

Brian Brooker (Ealing)
brianb@eptug.org.uk

Peter Chadburn (Hanwell)
peterc@eptug.org.uk

Shelly Chahal (Norwood Green)
shellyc@eptug.org.uk

Ella Cox (Northolt)
ellac@eptug.org.uk

John Gashion (Acton)
Buses Chairman
johng@eptug.org.uk

Richard Porter (North Greenford)
Vice Chairman
richardp@eptug.org.uk

Simon Rowley (Ealing)
Treasurer/Membership
simonr@eptug.org.uk

Mike Tyzack (West Acton)
miket@eptug.org.uk

Peter Viggers (West Ealing)
peterv@eptug.org.uk

All EPTUG committee
members are volunteers

Join EPTUG — and add more weight to our campaigning!

Every extra member of EPTUG helps our campaigning, because the more people we directly represent, the more notice the TOCs (Train Operating Companies) and TfL (Transport for London) take of what we say.

So if you see a long bus queue or some other transport problem, please tell anyone involved about EPTUG and encourage them to let us know about the problem; we want to be involved, and it will help us to make EPTUG bigger and better.

We are grateful to the *Ealing Gazette* for publishing a regular column (usually the first Friday of each month) to keep readers in touch with what is going on in the world of local transport.

Annual membership of EPTUG is a minimum of £5 for individuals, or £25 for organisations. If you wish to send us a cheque, or if you don't have email, please write to: **EPTUG, 3 Gordon Road, Ealing, London W5 2AD.**

Send to EPTUG, 3 Gordon Road, Ealing, London W5 2AD

I would like to join EPTUG. Please find enclosed my cheque for £ _____
made out to EPTUG.

Name _____

Address _____

_____ Postcode _____

Phone _____

Email _____



www.eptug.org.uk • 020 8998 0999 • info@eptug.org.uk

EPTUG records a double victory — Two major wins in one month!

EPTUG has scored two notable victories for residents of Ealing. The first has been to get First Great Western to introduce Oyster Pre-pay as soon as the ticket-reading equipment can be installed. Already this means journeys between

much earlier in order to take a bus to a tube station, rather than a short walk to a nearby FGW station and a faster overground train journey into London.

Ealing Broadway and Paddington or Greenford can be made using the card (on Heathrow Connect too, between Ealing Broadway and Paddington) and soon, journeys between intermediate stations will follow suit.



EPTUG has consistently asked FGW to accept the card, using its presence on the First Great Western Customer Panel to add weight to its crusade. Everyone will see the benefit from reduced queues at ticket machines and ticket offices, but the real winners will be the Oyster Card users. They will now see their daily spend, including their FGW journey, capped at the daily level instead of the FGW fare falling on top of their already high daily bus and Tube costs.

EPTUG often quoted examples of low-paid commuters who had to leave home

195 extended to Brentford

EPTUG's other major victory is the new bus link between Southall and the South West Trains services into Clapham and Waterloo, which also enables residents of Boston Manor to reach Ealing Hospital without changing buses. London Buses has extended the 195 service from Ealing Hospital to Brentford.

Inside

Chairman's comment	2
Two bus route changes	3
Western Approach	4
Your letters	5
Crossrail	6
Route Utilisation Strategies	7
EPTUG survey results	8
Greenford branch	9
The maze at Heathrow	10

Chairman's comment

So London has a new Mayor, and we must wait and see what changes this will bring to the transport scene. Ex-Mayor Ken's attitude to public transport was plain to see and although it did not provide a perfect system it did have many good points.

The number of passengers using London's buses rose, bucking the national trend of falling bus usage. A supply of cheap fuel was sourced, yet London fares compared with other capital cities remained high.

We heard a lot about new bus routes, improved frequencies, more efforts to combat crime, yet Ealing seems to have lost out on many of these measures — or are we just being ungrateful?

Mayor Ken placated tube workers and strikes were avoided, but at what cost? He was forced to accept the PPP changes to the tube, and yes, the failure of Metronet suggests Ken was perhaps right. Nearer to home, money was wasted on the ill-conceived West London Tram scheme, and some would say on the salaries of certain TfL bosses too.

Now it's down to the new Mayor. Already he has announced his opposition to the bendy-buses but is there ever going to be a real alternative? He has cancelled the contract for cheap oil, will he also cancel the experiments with environmentally friendly bus fuels too? He has mentioned a major overhaul of the



Congestion Zone and of bus lanes. Will all this lead to a poorer transport system, with 4x4s clogging up the streets of London to the detriment of public transport?

If we could make one plea to Mayor Boris it would be, "talk to the user groups, listen to their ideas, learn from each other", for failure to do this in a meaningful way was one of TfL's biggest failings. There will be changes. Let's make sure they are changes for the better.

John Beeston
EPTUG Chairman

New FGW route director

First Great Western has appointed Ian Smith as Route Director, Thames Valley, in yet another attempt to maintain the improving performance levels they have been achieving recently. Ian has more than 20 years' experience in the industry, serving with British Rail, the freight and special haul company EWS, Wessex Trains and lately South West Trains.

Changes to bus routes

— your comments please

London Buses has asked us about its proposals to run a new route, the 228, and to extend the existing 316.

Route 228 would start at the Central Middlesex Hospital, proceeding via Harlesden Station, East Acton Station, South Africa Road, White City Bus Station, Shepherds Bush and Ladbrooke Grove, terminating at Harrow Road, Elgin Avenue. This route would run along Westway when going towards the Central Middlesex, but via Steventon and Bryony Roads in the other direction.

Route 316 currently runs from Cricklewood Garage to St Charles Hospital, North Kensington. It is proposed to extend the route via St Mark's Road, Cambridge Gardens, St Ann's Road, Holland Park Avenue and Shepherds Bush station to White City Station (Westfield Shopping Centre).

The routes would both be operated by single-deck vehicles and start at around 6 am and finish at midnight.

Members wishing to comment on these proposals should contact EPTUG by 30 June.

EPTUG WEBSITE:
www.eptug.org.uk

Did you know?

Mobile phone use tops the list of inconsiderate behaviour on public transport.

Summer 2008

Oyster and Zip cards

Zip is the new name for Oyster photocard for young people. 11-18 year-olds must carry an Oyster photocard with them to travel free on buses; they must always touch in as they board a bus — if they do not, they are liable to a penalty fare. **An Oyster photocard with free bus travel may be withdrawn if the holder commits a crime or behaves in an antisocial way.**

Under-5s

Children under five may travel free at any time on buses, the Tube, trams, DLR, and London Overground, as long as they are accompanied by someone with a valid ticket.

5-10 year-olds

5-10 year-olds may travel free at any time. On buses, they may travel on their own without a ticket or photocard. On the Tube, DLR and London Overground, up to four 5-10 year-olds may travel free with an adult who has a valid ticket; but if travelling on their own, 5-10 year-olds need a 5-10 Oyster photocard to travel free.

11-15 year-olds

11-15 year-olds must have an Oyster photocard to get free travel on buses.

16-18 year-olds

16-18 year-olds must have a 16+ Oyster photocard to get free travel on buses.

Page 3

Western Approach starts to roll

EPTUG's Western Approach plan has been well-received, with positive feed-back from the council officers and consultants who attended the launch meeting. TravelWatch London and the Crossrail representatives also expressed support for the plan, which aims to bridge the wide gap between existing service and capacity levels and those which Crossrail will bring.

It also aims to address the opportunities and the problems which will arise when existing stations in the borough suddenly find they are now the centre of a wider catchment area and the focus of regeneration around them.

During the mayoral election discussions were suspended but now they are to be resumed. Look for an update in our next edition.

EPTUG HOTLINE:

020 8998 0999

District Line work short-listed for an award

The refurbishment of the 30-year-old London Transport District Line train fleet by Metronet Rail and Bombardier has been short-listed for a Rail Industry, Engineering and Safety Award. The project, which gives District Line passengers "good as new" trains, was completed ahead of schedule and £2m under budget.

Rail fares simplified

The train operators have announced a long-awaited simplification of rail fares in a move to answer critics who say that the present rules, which vary from company to company, are far too complex.

From September rail fares will be grouped into three categories; **Advance**, **Off-Peak** and **Anytime**.

From 18 May, all **Advance** fares have common terms and conditions, with discounts for Railcards.

From 7 September all "walk up" fares will be grouped into **Anytime** or **Off-Peak** categories, with **Off-Peak** replacing the present Saver and Cheap Day Returns. On routes where there are two off-peak fares, the cheaper fares (such as SuperSavers) will be called **Super Off-Peak**.

Advance tickets will be based on single fares only and will be non-refundable once purchased, with a standard amendment fee of £10.

Tickets not covered by the new arrangements include season tickets, London Travelcards, Rover and Ranger fares, Weekend First Upgrades and promotional fares limited by duration, destination or distribution. Packaged fares involving additional services such as car parking, catering and buses will continue.

Did someone say "simplified"?

Letters to the editor

We welcome letters about transport matters in Ealing, please send to EPTUG at 3 Gordon Road, W5 2AD or email to platform@eptug.org.uk We reserve the right to edit or amend your letters. Please include your full name and address (we will withhold this if you ask).

Dear EPTUG

Since the opportunity to use Freedom Passes across England has come in, I have enjoyed travelling on many more bus services across England.

Now "enjoyed" and "travelling on buses" are not words London Bus users would expect to find in the same sentence but I repeat, "I have enjoyed travelling on bus services". I have boarded buses where the drivers smiled, where drink cans and food wrappers didn't litter the floor, and where there were rows of seats facing forward, waiting to be sat on.

What has made the difference, well quite simply, eating and drinking on board are banned, and passengers both board and exit through one door enabling seats and a provision for a wheelchair to be made.

So I would ask London Buses why we don't ask passengers to refrain from eating and drinking on short journeys, and I would also question too, whether it really does save any time at bus stops having an entry and an exit door. The loss of seats is a far greater consideration.

JSB, Southall
Summer 2008

New British Transport police safer neighbourhood team

Hello

British Transport police have recently set up safer neighbourhood teams to patrol the rail network, and engage with the local community regarding any issues they have around the stations and the railway. We will also be working very closely with the Metropolitan police safer neighbourhood and transport teams to target specific problems in and around the railway.

We are the dedicated officers for the London Underground Central Line, covering the stations between East Acton and West Ruislip. There will also be other teams set up across the other underground lines running throughout London, and more to work on Chiltern Railways and First Great Western, however I am not sure of the exact dates they will start.

If any of your members have any issues in or around the Central Line stations, if you have any issues that affect other lines or stations, I can put you in touch with the local team.

PC 4860 Jon Redman
Greenford Group Safer Neighbourhoods team
Tel 020 7918 9655
Mob 0785 023 5850
Jonathan.Redman@btp.pnn.police.uk

PC 0244 Fiona Wynn
Mob 07850 321 1993
Fiona.Wynn@btp.pnn.police.uk

Crossrail

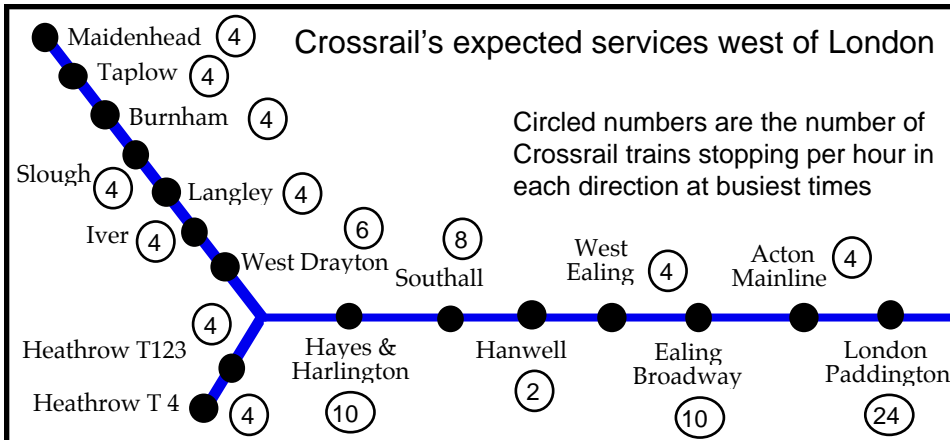
Peter Fry of Crossrail addressed EPTUG's open meeting in the Liz Cantell room at Ealing Town Hall on 27 May.

We are right behind the project, which means building a new tunnel under London to link Paddington with Liverpool Street and beyond. In 2017 we will be able to board a Crossrail station at any of the mainline stations in Ealing and travel direct to Farringdon, Liverpool Street or Docklands, or beyond.



see that four trains an hour start from Maidenhead and another four start from Heathrow. An extra two start from West Drayton, so this makes ten an hour stopping at Hayes & Harlington and Ealing Broadway. But two of them don't stop at Southall and eight of them don't stop at Hanwell! And only four of them stop at West Ealing and Acton Mainline.

And at Paddington you can see the figure of 24 trains an hour; these go through central London and out the other end. But 14 of them turn back when they reach Paddington, so us



Crossrail will improve Ealing Broadway station, with escalators and lifts to all platforms, but does not propose any improvement to the links between the station and buses, taxis or drivers dropping passengers off or picking them up. Changes to other stations consist largely of building longer platforms. And the Greenford branch will terminate at a new platform at West Ealing.

poor westerners only get the other ten. There's some room for negotiation here, we hope.

Crossrail will take over Heathrow Connect (doubling its frequency) and FGW will retain two Reading trains per hour, stopping only at Ealing Broadway, Hayes & Harlington, Slough, Maidenhead and Twyford. Heathrow Express will remain. And Crossrail will serve all its stations on Sundays!

2008, the year of the RUS (Route Utilisation Strategy)

The Chinese may have their Year of the Rat but for railway users in the South Midlands and the Greater Western Franchises, 2008 is the Year of the RUS, the Route Utilisation Strategy.

Periodically the rail industry in a particular region, spurred by the Department for Transport, contacts stakeholders, councils, rail companies and user groups etc. in a given area of the country and asks them what changes they would like in the region's rail operations.

This may be a regional development plan bringing jobs or houses to an area, major construction projects such as a new port or a power station requiring container trains or coal deliveries.

The rail operators will have plans too. They might want longer trains, a new maintenance base, or new "parkway" stations. Freight companies might want to re-route to avoid engineering work. Plans for new rail lines or new routes are not uncommon.

In fact a lot of organisations will want to have a say about the future of their part of the rail network, and when they have done so, the experts will look at the "wish lists" in detail. Longer trains need longer platforms, more trains need more platforms at the terminus. New faster trains will have to mix with slower trains. New international freight sizes requiring greater clearance will restrict the choice of line or tunnel. Plans to

electrify or renew signalling may mean diverting some traffic to other routes whilst the work is carried out. And so the complex jigsaw goes on, taking perhaps a year or more before the planners can come up with their best plan — and rest assured, the plan won't please everyone.

But then, after more discussion, the planners move on, checking that a workable timetable including all the changes can operate, deciding where the track and stations need to be improved, a massive task by any standards, and they still have to cost the entire thing.

Government views too

Eventually the whole plan and costings go to the Department for Transport and yes, they will also want to add their views. But if the plan is still in tune with the policy of the government of the day, then the Treasury will be asked for its blessing and for the cost to be included in the Government Spending Plans. Once in plan it will find its way into the Chancellor's Budget speech and, if we are lucky, approved. Only then can orders be placed for new rolling stock, two year delivery, and the infrastructure upgraded (an even longer wait).

From start to finish it is a long process, but if we don't act this year (and last time round Ealing missed out) then we have no one to blame if our local rail services flounder.

EPTUG members' survey results

Thanks to all our members who filled in and returned the survey form included in members' copies of the last issue of *The Platform*.

We cannot take the survey results as representative of the travelling public, as 44% of respondents were in the 55-64 age bracket, and fewer than 30% were female. But analysis of the answers does suggest that the EPTUG committee represents our active membership accurately, which we're happy about.

Bendy buses

For instance, on bendy buses, 44% of you want rid of them; but 37% think they should be kept on the 207 route only, and 15% said they should

be extended to other routes. Meanwhile, the new London Mayor has decided that all bendy buses should be phased out, and we are waiting to see his promised replacement design.

More seats, level floors

On other bus issues, the improvements most wanted were more seats and level floors; while at stations on the Crossrail route, bus stations were most wanted at Ealing Broadway (78%) and Southall (52%).

If you'd like the full results, please email or phone us. If you email, the results will be emailed back to you as an Excel spreadsheet; if you prefer another format, please specify.

London Overground generates good news

When Transport for London took over the North London Line on 11 November 2007, it gave several pledges. One was to man all stations from first to last train. Perhaps as a direct result of this, reported crime on the London Overground fell by 60% in the first month of operation.

Now TfL has announced changes to the fare structure which, although they do not directly affect local passengers, will bring benefits elsewhere. They include a standard day return from Brondesbury Park to Olympia, down from £2.00 to £1.50, and from Kew to Highbury, a drop from £8 to £6.

Last month TfL also announced a series of major improvements to the infrastructure, including widening a tunnel, strengthening bridges and reinstating several lengths of track to enable smoother working of freight and passenger trains. The work will start in September, and will mean the use of bus replacement services.

Elsewhere on the Overground network the new bridge enabling the extended East London Line to reach Dalston has been rolled into place near Liverpool Street — though it did subsequently fall off its supports at one end, as a train approached — and TfL says it is still on time and on budget.

Greenford branch to end at West Ealing

Stations on the Greenford Line look set to lose their through service to Paddington, for Network Rail has included the construction of a bay platform at West Ealing in its work plan.

The problem facing the planners is not an easy one, and to those that don't use the line the solution seems obvious. The stretch of line between West Ealing and Acton Mainline (where some trains — for example, Cross Country and most freight — head off towards Willesden) is one of the most heavily-used in the network. By taking off the two Greenford trains per hour this frees up two "paths" which can be allocated to other services — in particular, the restoration of the twice-hourly all-stations service to Slough.

It also removes two trains an hour

from the demand for platform space at Paddington, again making it possible for two other trains to run.

Network Rail also point out that between West Ealing and Greenford, the train is for most of the day quite lightly loaded, yet to enable the Greenford-bound train to access the branch line it is necessary to hold up London-bound trains from Hanwell or Southall, which it says adds to the pressure on this extremely busy part of the network.

So is it inevitable that the through service will have to go? If it does then we will demand a four trains per hour minimum service, matched by a minimum of four trains an hour from West Ealing to Paddington. We will also insist on a Sunday service, for many of the arguments against a Sunday service would disappear.

Local champion John Cripps honoured

Many residents, especially those in the north of the borough, will remember British Rail announcing plans to turn the railway line from Northolt Park to Marylebone into a bus-only expressway. Thankfully the plan was eventually turned down, but not before a long battle with the authorities had ensued.

Today the line plays an important role, not only feeding commuter traffic into London and off the M40 corridor, but providing a well-used alternative to the overloaded West Coast

Mainline between Birmingham and London, and enabling new links to the Welsh Border towns of Wrexham, Telford and Shrewsbury to be introduced.

The fight against the proposals to tear up the rails was fiercely led by Harrow councillor and local resident John Cripps. On 13 May John's role in the fight and his ongoing interest in supporting the use of the commuter line was marked by the unveiling of a plaque to him at Northolt Park Station.

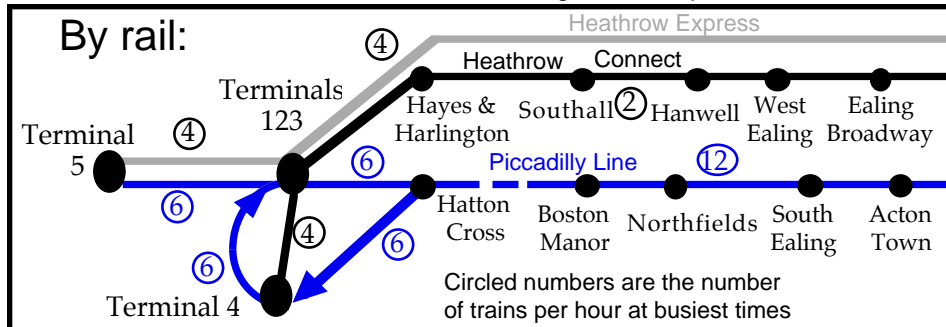
Finding your way through the maze at Heathrow

Now that Terminal 5 is open, there are seven different destinations for a traveller to Heathrow Airport:

Terminal 1 Terminal 4
Terminal 2 Terminal 5
Terminal 3 Hatton Cross
and the Southern Cargo Area

Each destination has its own bus stops or bus stations, and each (except for the Southern Cargo Area) also has its own train and tube stations. So it is best to know your destination!

route from Paddington to Heathrow T123 as Heathrow Express, but then continues to T4. Change at T123 from Connect to Express for T5. Heathrow Connect stops at all intermediate stations except Acton Main Line. (On Sundays, West Ealing and Hanwell stations are closed, so it does not stop there either.) Single tickets to Heathrow are £6.90 from Paddington; £5.50 from Ealing Broadway, West Ealing, Hanwell & Southall; £4.90 from Hayes & Harlington. Transport for London



Heathrow Express runs non-stop from Paddington to Heathrow T123, and continues to Heathrow T5. Change at T123 from Express to Connect for T4. There are two classes: "Express" single is £15.50, and "First Class" single is £24.50. There is a premium of £2 on Express tickets if they are purchased on the train. Transport for London Travelcards and Freedom Cards are not valid. Trains run every 15 minutes, journey time to Paddington 15 minutes from T123, 21 minutes from T5.

Heathrow Connect follows the same

Travelcards and Freedom Cards are only valid between Paddington and Hayes & Harlington. Trains every 30 minutes to T123, then every 15 minutes to T4. Time from Paddington to T123 is 26 minutes, but allow 11 more minutes to T4.

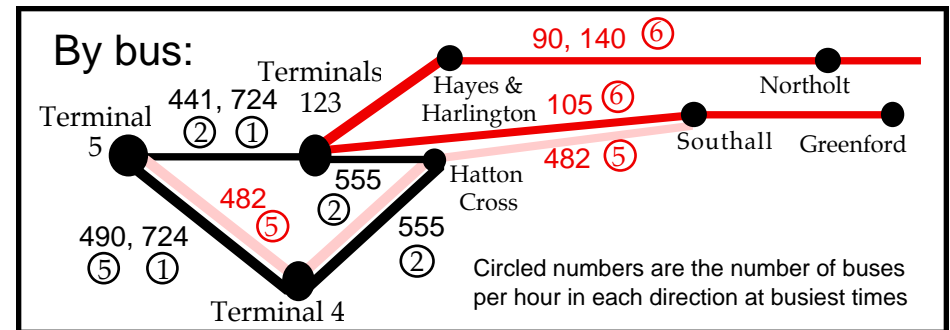
Piccadilly Line runs from Central London via Acton Town and then all stations to Hatton Cross. Six trains per hour run via T123 to T5 and another six per hour run via T4 in a loop to T123 to commence their return journey to Central London.

However there can be a delay of up

to eight minutes at T4 on these trains before they proceed to T123. Fares from Turnham Green to Northfields (all Zone 3) to T5 are £1.80 or £1 by Oyster, £3 cash. If just changing terminals, using the Piccadilly Line will cost you £3 cash or £1 Oyster; such transfers are free on the Heathrow Express or Heathrow Connect. Suburban platform indicators only show "Heathrow" — check the front of the train for "HEATHROW T123/5" or "HEATHROW T4/123".

Hounslow, Isleworth, Brentford and Chiswick to Aldwych, every 20 minutes.

To **transfer** within the airport, in the area called the "Heathrow Freeflow Area" (which covers basically the whole of the airport and part of the Bath Road) all travel is free on participating operators' services. Note that London Underground IS NOT a participating operator; but it does accept Travelcards and Freedom Passes on its services.



Daytime buses direct to Heathrow start from Greenford, Northolt or Southall. All these routes cost the standard flat fare of 90p Oyster or £2 cash. Most buses refer to Heathrow T123 as Heathrow Central. From Greenford Station and Southall, route 105 runs 24 hours to Heathrow Central. Also from Southall, Town Hall route 482 runs to Hatton Cross, T4, Southern Cargo Area, and T5. From Northolt, route 140 runs 24 hours to Heathrow Central. Route 350 runs from Hayes & Harlington station to Heathrow T5. There is a night bus service N9 from T5 via T123 (Central Bus station) through

So from T123 to T5, take Heathrow Express, Bus 441, Greenline 724, or nightbus N9.

From T4 to T5, take Bus 482 or 490 (these two also serve Hatton Cross and the Southern Cargo area), Greenline 724, or Heathrow Connect and Heathrow Express, changing at T123.

From T123 to T4, Heathrow Connect or bus 555 (via Hatton Cross).

Underground users note: from T4 to T5 simply change at T1,2,3. But for T5 to T4 you must travel back to Hatton Cross before changing for T4. And you must pay for a ticket!

— John Gashion