

## 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

## Ealing Council takes the lead for a better railway

Ealing Council is taking the lead and joining the fight for a better deal for users of rail services on the Western Line.

At a meeting of the Environment and Transport Scrutiny Committee held on 9 September, officers were instructed to take the lead and call together officers from other local authorities along the line to Slough to see what can be done to improve the local rail services.



Crowds at Southall station

They were also asked to look at ways of protecting and improving the Greenford Branch line, with special importance being attached to the need to keep the direct service into Ealing Broadway, if not to Paddington itself.

The new consultative committee has been asked to work towards ensuring Ealing's stations are well served by Crossrail when it starts operation. Crossrail's current plans mean that less than 50% of Crossrail's trains will venture west of Paddington, a situation several councillors found unacceptable.

The council committee accepted that

Crossrail, while bringing huge benefits to the borough, would also bring huge problems if they were not addressed now. One of the most important of these will be coping with the increased numbers of people (from within the borough and beyond) trying to get to and from the long awaited service. They expressed the wish that officers would include London's bus planners in the discussions, and asked them to work closely with EPTUG throughout the process.

It seems the "Western Approach" (see the last issue of *The Platform*), is the "Right Approach".

### Inside your biggest ever issue of *The Platform*:

Chairman's comment	2
AGM and open meeting	2
Our RUS submission	3
Bus routes up for review	4
Oyster pre-pay news	4
Better E route services	5
Greenford Line	7
New rail and tube lines	8-9
Your letters	12-14

## Chairman's comment



EPTUG is now in its eight year but still, people (usually from outside the borough) ask, "Has EPTUG achieved what it set out to achieve?" The answer is of course, "No, we still have much to do, our transport system is still far from ideal".

But that should not detract from what this small team of volunteers and supporters have achieved. Little things such as securing the odd bus shelter or two, the occasional improvement in frequency, the earlier adoption of Oyster Cards on the national rail network, or the direct bus link from Southall to South West Trains in Brentford, for example.

And there is much more besides. Thanks to the kind support of the *Ealing Gazette*, we can try and keep users up-to-date with changes on the transport scene, and we sometimes name and shame those that don't perform as they might. And let us not forget bringing common sense and

logic into the West London Tram Proposal, a very time-consuming exercise for the committee members who, unlike the promoters, gave their time and talents free.

All this might seem quite mundane, but it has all helped to build up our confidence and our reputation. Perhaps as you read through this edition of *The Platform* you will notice that EPTUG is becoming a pro-active forward-thinking group, looking to the future and trying to get involved in the decision-making process, and so avoiding some the errors of the past.

John Beeston  
EPTUG Chairman

## EPTUG AGM

is on Thursday 13 November, in the Liz Cantell room at Ealing Town Hall. Make a note in your diary now!

Before the AGM, we have arranged for a presentation of the plan for

## West London Orbital

a new underground railway linking Brent Cross to Kingston, going through Park Royal, Ealing Broadway, Northfields, Brentford and Richmond on the way. This meeting starts at 7pm and is open to all; the AGM will follow at about 8.30pm.

Autumn 2008

Page 2

## EPTUG's submission to the Great Western RUS

Discussions on Network Rail's RUS (Route Utilisation Strategy) start in November; these are the suggestions which EPTUG has submitted.

**1. Insufficient train capacity:** Fewer trains now operate between Slough and Paddington than in 2005, trains are overcrowded, and dwell times at most stations are excessive, adding to poor punctuality. Meanwhile, demand is increasing! We need more carriages and more trains.

**2. Encourage more use:** Now that the West London tram has been abandoned, the Great Western line could carry some of

these passengers — there is no other radial route available to share the load. TfL should transfer some of the estimated £650m cost of the West London Tram to the rail alternative, or the Slough to Paddington section should be transferred to London Overground.

**3. More frequent trains:** A minimum of six trains per hour, each with a minimum length of five coaches, is required to serve all stations between Southall and Paddington.

**4. Slough needs more trains than Heathrow:** More trains are needed on the main line, in preference to more Heathrow Connect services.

**5. Extend Greenford Branch to West Ruislip:** This would make the branch line more useful.

**6. Greenford trains at least as far as Ealing Broadway:** If the Greenford Branch is not to run to Paddington, it should not just terminate at West Ealing; it must run to Ealing Broadway, using a new fifth track if necessary.



**7. Sunday Services:** Only two of the borough's main line stations (Ealing Broadway and Southall) offer a Sunday service.

The others (and those on the Greenford branch) should all provide train services on Sundays.

**8. Bus interchanges:** Bus interchanges should be planned now so they are ready for Crossrail in 2017, especially at stations such as Acton Mainline and Southall. EPTUG asked Network Rail to commence discussions with the London Borough of Ealing. At Ealing Broadway a bus station over the TfL-leased northern platforms is the preferred option and we commended Network Rail to seek TfL's support.

**9. Station staffing:** Higher manning levels on the platforms (already achieved by London Overground) must be adopted on the main line.

Autumn 2008

Page 3

## **Bus routes reviewed**

TfL asked for our comments on these routes:

**207:** we suggested (again) that the 207 terminates at The Grapes, just beyond the Hayes by-pass roundabout. The bendy buses could turn in the Lombardy Retail Park just south of The Grapes, and the benefit would be that 207 passengers would be able to change to routes 90, 140 and E6 which pass The Grapes but not the Hayes by-pass.

An alternative suggestion was to route the 207 south down the Hayes by-pass to the Pump Lane commercial area, which is not served by any buses at present

**427:** this does not serve central Acton on its way back to Uxbridge, so we suggested (again) that its terminating point should be extended eastward to Acton Town Hall or Bromyard Avenue.

**607:** this service is so good that it should run on Sundays too.

**120:** we receive more complaints about this route than any other. We have concluded that it should be split into two overlapping sections:

- Northolt to Southall (terminating at Bridge Road Trading Estate) and
  - Grand Union Village to Hounslow.
- The southern part needs a more frequent service.

**266:** too many buses turn round before they reach Hammersmith and this means there are too few coming back, this needs to be sorted.

## **Oyster pre-pay main line**

Oyster pre-pay is now accepted at West Drayton, Hayes & Harlington, Southall, Hanwell, West Ealing, Acton Main Line, South Greenford, Castle Bar and Drayton Green stations. It has already been accepted at Greenford, Ealing Broadway and Paddington for main line services since earlier this year, so now **every FGW station in Ealing accepts Oyster pre-pay.**

One commuter to whom we spoke said "it's great, for me it's cut the cost of going to work by half".

### **TfL to re-tender Oyster contract**

TfL has given the required two years' notice of termination of its £100m a year contract with TranSys for the operation and maintenance of the Oyster smartcard ticketing system.

Both TranSys and TfL say that the decision has nothing to do with the recent Oyster system breakdowns on 12 and 25 July, estimated to have cost TfL over £1m in lost revenues. 78,000 cards were disabled and the 40,000 cards had to be re-issued with transferred balances. TfL says that on 12 July a file of valid card numbers was inadvertently included in the download of hot-listed cards; and on 25 July files containing special fares for the Notting Hill Carnival weekend were downloaded in the wrong order, causing a fares table clash. This initiated a system fault which meant gates had to be locked open.

## **"Better" service on the E routes**

May 2009 should see many changes to the E routes which criss-cross the borough. The changes are included in the new contracts and are, we are told, in response to both passenger and stakeholder feedback.

### **E1: Greenford to Ealing**

Slightly larger capacity double-deck vehicles. No changes to schedules

### **E2: Greenford to Brentford**

To be converted to double-deck vehicles but a reduced frequency, from a bus every six minutes to a bus every seven to eight minutes during Monday to Saturday daytimes and peak times. On Sundays and evenings the frequency will reduce to a bus every 12 minutes instead of every 10 minutes. Our request to extend this service to Gillette Corner or West Middlesex Hospital was rejected.

### **E3: Greenford to Chiswick**

London Buses proposes to reduce the Monday to Saturday frequencies from a bus every six minutes to one every seven minutes but, they say, a slightly larger-capacity bus will be used. Two extra early departures on Sundays from the Chiswick end.

### **E5: Perivale to Toplocks**

An additional early morning departure from Toplocks and an extra two early journeys on Sundays, but no extra capacity, and our request to serve the new Jubilee Gardens Health Centre has been refused.

### **E6: Greenford to Bulls Bridge**

No update received and no comments about the chronic overcrowding at the Greenford end, or a better service to the Grand Union Village.

### **E7: Ealing to Ruislip**

Just an additional two buses from Ruislip early on Sundays and one only from Ealing, no other changes.

### **E8: Brentford to Ealing**

Because the extended 195 route follows part of the E8 route, the "extra" double-deck services will be withdrawn, though on a school day afternoon an extra single-deck service will run. The requested extension to West Middlesex Hospital has been turned down.

### **E9: Ealing to Yeading**

Because the E2 will now operate double-deck vehicles, the two extra morning peak services will be withdrawn. But the evening frequency of a bus every 30 minutes will be greatly improved to one every 20 minutes.

### **E10: Islip Manor to Ealing**

This route has been selected to serve the vast Chiswick Office Park, running on from Ealing via The Mall, Gunnersbury Avenue and Bollo Lane. When this starts, slightly larger single-deck vehicles will be used, and the 20 minute frequency will improve to a bus every 15 minutes, and the 30 minute frequency to a bus every 20 minutes.

## From far and wide

**Eurostar** reports record passenger figures since the move to St Pancras (over 900,000 in July 2008). Onward travel to Sheffield rose by 128%, and to Birmingham by 70%.

A new station, **Aylesbury Vale Parkway** (located west of the town) is due to be opened by Chiltern railways in December 2008. It is designed to attract commuters from the area around the Buckinghamshire town, and will be served by several new bus services. But to begin with, trains will only serve the new station at peak times — so people using it to get to work in London will need to make sure they are not going to be late coming home!

Chiltern has also announced plans to provide a **new Oxford to London (Marylebone) passenger service** by re-opening a freight-only line in Bicester. If approved, this rival to FGW's London to Oxford service could be open for business in 2012. But what effect, we wonder, will this have on our campaign to get more trains to stop at the Sudburys?

**Merseytravel**, the Liverpool PTA, plan seven new passenger services on Merseyside, and major upgrades on services across the region.

**Airlines KLM and Air France** say talks to provide alternative high speed trains to replace some short air flights are at an advanced stage. The first trains could be in service by 2010.

**First Capital Connect** plans increased capacity for commuters on its Cambridge services and substantial increases on its inner suburban services, where a 13% increase in passenger numbers has been reported.

**Amsterdam's Bijmer Arena Station**, designed by British architects Grimshaw, has won the prestigious RIBA European Award. Let's ask Network Rail to sign them up for the new Ealing Broadway Station!

**Swiss railways** achieved an operating ratio of 43.2% in 2006 (latest figures available). That is to say, 43.2% of their costs were covered by revenue. Public support (in the form of central and local government money) made up the balance.

**Passenger trains** have been reintroduced between Stirling and Alloa (thanks to the Scottish Parliament) and between Cardiff and Ebbw Vale (thanks to the Welsh Assembly). When the Ebbw Vale project was being planned in 2002, it was estimated that 22,000 trips would be made each month and that this would grow; since February 2008 when it opened, 44,000 trips have been made per month — this is more usage than they expected after three years! So Crossrail, how certain are you of your passenger projections?

EPTUG HOTLINE:  
**020 8998 0999**

## Save our Greenford Line

Ealing Council has given its support to keep the Greenford Branch running beyond West Ealing. Withdrawing the through service would inconvenience too many Ealing residents, and it has told Network Rail so in its submission to the Route Utilisation Study.

Under present plans, Network Rail plans to build a new bay platform at West Ealing (in 2010) and terminate Greenford services there. From there, a more frequent Greenford shuttle would operate. The change would allow two extra trains per hour to run into Paddington from further west and Heathrow Connect, supported by First Great Western, is keen to take those paths to run extra trains to Heathrow's Terminal 4.

But Ealing Council supports EPTUG's view that Greenford's trains should

## London's first community line?

Many branch lines across the UK are enjoying a welcome upsurge in traffic thanks to the work of volunteers, local councils, train operators and tourist boards. The organisation, ACORP, supported by the Association of Train Operators as well as the Department for Transport and Network Rail, recognised some years ago that many minor lines, vital to the communities they serve, were financially unsustainable. So they set about bringing users, local councils, operators and others together, and setting up rail partnerships to promote the line.

run at least to Ealing Broadway, and has suggested that Network Rail's engineers should re-visit their plan to build a fifth line, to the north of existing tracks, to run between West Ealing and Ealing Broadway. There, an extension to Platform 4's western end would be built to accommodate the two coach train. The council, and EPTUG supports the idea, has also asked why trains to Greenford can't be extended to Ruislip using the re-instated BR track and re-opening former BR stations on the extended line. This would strengthen the business case for the line.

Ealing Council and EPTUG have also demanded later trains and a frequent Sunday service.

Could the line become London's first community line?

And they have been very successful. Local groups have adopted stations, operators have branded trains for use on the lines and everyone has pulled together to hold activities, ranging from music trains, period costume days, fêtes at the stations, walks and rambles and all sorts of things to draw users to the line.

Could this be what is needed to raise the profile of the Greenford Branch? Are there people out there who would volunteer to help popularise the line? It has worked in many areas, why not here?

## New West London Line

**Shepherds Bush Station on the West London Line** opened on 28 September, and at the same time London Overground announced that work started on the new Imperial Wharf Station in Chelsea.

Both stations have been the source of bitter negotiations leading to delays. The Shepherds Bush Overground Station was rejected by its new operator when it took over the West London Line, because the platform was too narrow for the busy use they expected, but the problem has now been fixed.

Work on **Imperial Wharf Station**, jointly funded by TfL, Hammersmith & Fulham and Kensington & Chelsea Councils, is being undertaken by St George Central London Ltd, who are using contractor Fitzpatrick. The work, which involves some demolition, will be operational by 2010.

## New Wood Lane Station

Latest information from London Underground states that the new **Wood Lane Station** (Hammersmith & City Line) is due to open in mid-October, prior to the opening of the giant Westfield Shopping Centre at the end of October.

London Underground also hopes to re-open **Shepherds Bush Central Line Station** in time for Westfield's debut. It will have a new ticket hall as well as new escalators.

## New Bush Market Station

Shepherds Bush Station (Hammersmith & City) will be re-named **Shepherds Bush Market** — it was never a good idea to have two stations with the same name, was it?

## New North London Line

Work on the North London Line is causing mayhem and is likely to continue for months. But London Overground confirms that the work is essential if they are to deliver the level and quality of service they promised, and closing parts of the line is the best way forward.

The work is largely to refurbish four tracks instead of two beyond Camden Road, and widening the tunnels and strengthening bridges. Unless this is done, a more frequent passenger service cannot be introduced, because the line is a major part of the freight network linking the East Coast container ports to the Midlands and the North West, as well as providing many other vital lines in the freight network.

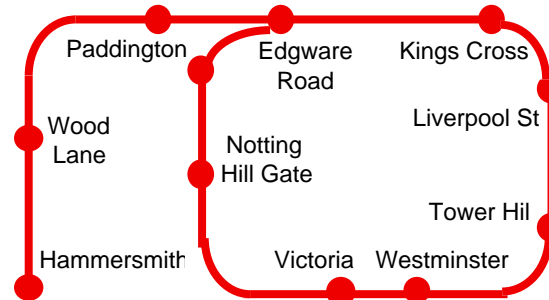
Replacement bus services have been provided and these, although not as efficient as the rail service they replace, have won considerable praise from the users.

And much of the structure is now in place around Dalston Junction to enable passengers to change to the former East London (Underground) Line, which will enable travellers to get beyond New Cross Gate as far as West Croydon.

At the "far end" of the line Platforms 12a and 12b, the line's new terminus at the rebuilt Stratford Regional Station, come into service in January 2009, replacing the existing terminal platforms, which will then be used by the new Docklands Light Railway extension to Stratford International.

## New Circle Line

When plans were announced to "straighten the circle" there was a frantic rubbing of eyes and a checking of the date to see if it was still April. But no, the plan being



discussed by London Underground is a serious one and has much to commend it.

The proposal is for the Circle Line to disappear in December 2009 and for the Hammersmith & City Line to follow a new pattern. H&C trains will leave Hammersmith for Liverpool

Street as they do now, but instead of seven or eight trains an hour, there will be 12 trains each hour.

After Liverpool

Street, six of them will run on to Barking and terminate there. The other six trains will run via Tower Hill and Victoria, following the Circle Line to Edgware Road. There the trains will turn round and follow the reverse route, through Liverpool Street and back to Hammersmith.

At the moment between seven and eight trains per hour are scheduled to operate the Circle, so this will mean a reduction on the crowded southern stretch; but to match this, there are plans to lengthen the trains. New trains are being built by Bombardier

to replace the 1990 carriages currently in service (see panel below) and these longer trains provide considerable extra capacity.

To accommodate the longer trains, some engineering and signalling work will be needed (notably extending Baker Street's platforms) but the end

result should be a more robust, reliable service. It will also mean that local users arriving at Paddington on FGW will no longer need to weigh up the pros and cons of Circle or H&C train to continue on eastward. The H&C, with a train every five minutes from platform 16, must surely win hands down.

*For those who like to know these things: trains on order*

Met: 58 eight-coach trains, delivery 2009-2011

H&C: 53 six/seven-coach\* trains, delivery 2011-2013

District: 80 seven-coach trains, delivery 2013-2015

\* six coaches on delivery, seventh to be added later.

*And all these new trains will be air-conditioned!*

## **Bus planners called**

Ealing Council's Environment and Planning Scrutiny Committee has decided to ask London Buses to attend one of its meetings, to answer questions and explain decisions taken over bus services in the borough.

As usual, a small area is provided for members of the public to observe the meeting but any questions or comments they wish to raise should be passed on via your local councillor in advance of the meeting, which is expected to be in March — or of course they can be sent to EPTUG.

## **The Freedom Pass on the Oxford Tube**

The Freedom Pass may be used on the Oxford Tube express bus service between central London and Hillingdon, and also for journeys totally within the Oxford area, but it cannot be combined with an onward journey.

But can it be used on Railair services, Park'n'Ride services, or the limited-stop services across England? Is there a case for a nationally-recognised sign to be used at bus stops, on timetables and on the buses themselves?

EPTUG will try to find out more about the use of the Freedom Card on routes across England, but perhaps if you are a cardholder you could drop a line to Platform to relate your experiences outside the Capital.

## **Reading station**

Network Rail is to extend and improve **Reading Station**, providing extra platforms and straightening out the existing ones. Also featured in the plan is the construction of a two-level cross-over to the west of the station, to enable trains from the south to cross to the northernmost tracks without impeding the progress of the main line to Bristol and South Wales.

This will necessitate the re-location of the vast FGW train depot, and giving the operator an opportunity to modernise its facilities there.

In recent years the pattern of rail travel from north to south but avoiding the change in central London (a pattern firmly established and encouraged by the four giant London-based rail companies) has given way to more convenient direct services, most of which pass through Reading. As a result east-west services can often be delayed.

## **More trains in Midlands**

Centro, the passenger authority in the West Midlands, has announced plans to re-open several stations on the goods-only line running to the south-east of Birmingham city centre, and to start running services along the line into the under-used Moor Street Station adjacent to the Bullring Centre. The plans, which still need government approval, also call for new services from Moor Street to dormitory towns to the north-east of the City.

## **Road cash streets ahead**

On 5 July 2008, *The Times* reported that spending on the road network has risen by more than 60% since 2002 — while money devoted to rail has increased by less than 10%. The report goes on to state that the Highways Agency has 36 large-scale road schemes under way, but with the demand for rail travel booming, the only significant new rail line planned for England is Crossrail.

## **Petts Hill bridge project on schedule**

The carefully planned Petts Hill bridge replacement scheme is progressing well, say both TfL and the project engineers. Both express the hope that local people and local traffic have not suffered too much inconvenience during the work to date, but warn that some night work at weekends will have to recommence from late September to October.

EPTUG has been watching the progress to see what lessons might be learnt from Petts Hill for when work starts on the Hanger Lane bridges in Ealing shortly.

## **Christmas and New Year on the NLL**

London Overground (and operator LOROL) face a major headache over Christmas and the New Year. They had planned to run services throughout the holiday period but engineers will again shut down the

West Coast Mainline to carry out modernisation plans and this means no power and no access to their Willesden Junction train depot. And if they can't get their trains out ...

## **New trains**

The first of London Overground's new trains is nearing completion at Derby. The first is being tested near the works, and the first deliveries will be made in December. They will then be further tested and used for driver training, with the first of them going into service on the Euston Watford Line. The Richmond, Acton, Stratford Line will get their first trains in the New Year and by May all 24 units should be in service.



London Overground has also announced that new trains have been ordered for the Gospel Oak to Barking Line. They will be diesel-powered\* because the plans to electrify the line have been shelved until after the Olympics, to avoid disruption and possible delays in the build-up to the games. Delivery of these units is set for the last quarter of 2009.

(\*For the techies, the trains ordered are eight class-172 two-car units.)

## 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](mailto: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 Sir

Re article in *The Gazette* paper Friday 8 August.

The E10 (Islip Manor — Ealing Broadway) runs through the Smiths Farm Estate in Northolt. It does a 300m loop from Kensington Rd along Horseshoe Crescent and Hotspur Road back up to Kensington Road.

The digression through the estate is totally unnecessary. There are two stops in Kensington Road within 100m of the two stops on either side at the top of Hotspur Road; and there is a controlled pedestrian crossing in Kensington Road.

Buses start polluting the estate at 5.45am and go on until 12.45am — just five hours of peace, free from noise, fumes and reckless bus drivers. Worse than planes!

A bus driver told me they hate going through here because the road, particularly outside the shop, is very often blocked by vehicles. Recently Ealing Council/Homes painted double yellow lines, but they are ignored because unenforced.

He also said few people get off at the

estate after 8pm (as I can attest).

It would save some money if the buses continued past the estate, and make residents' lives much more pleasant. Walking just a few extra yards won't hurt anyone (I'm 67). At the very least London Buses should stop buses going through here between, say, 8pm and 9am (when some older folk set off on shopping trips).

Allabest

WL, Northolt

### Dear EPTUG

#### PLEASE PLEASE

have the 195 buses going back into Ealing Hospital, why can't the route in and out of the hospital be the same as the 83 route?

Coming from Southall it is very tedious having to cross the wide Uxbridge Rd then climb the slopes and steps into the hospital.

Anticipating the return of the 195 buses into Ealing Hospital

L DT, Southall

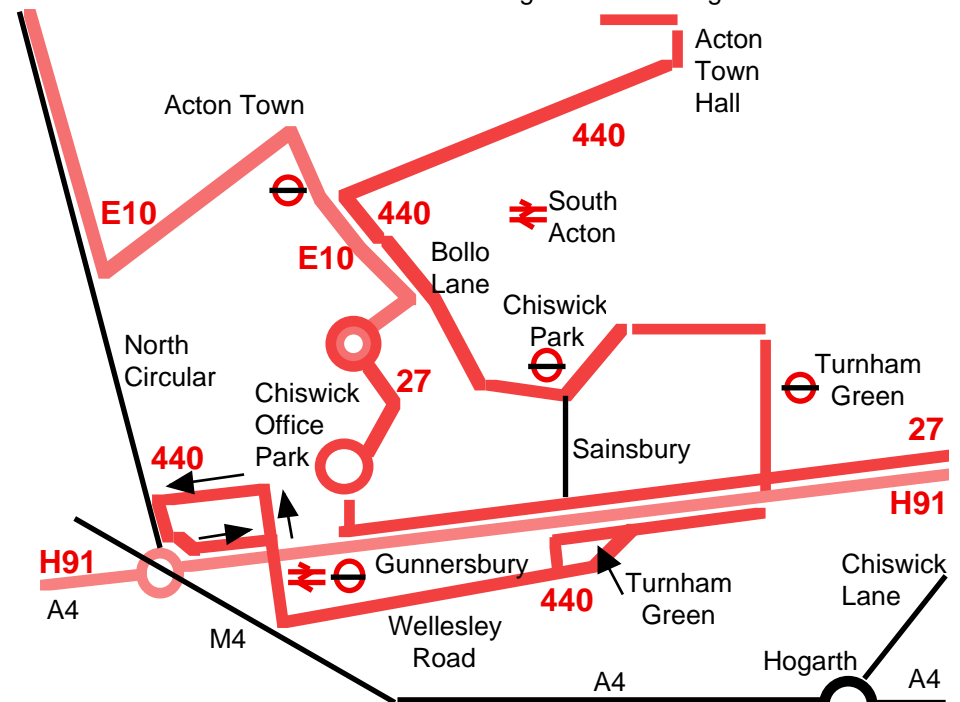
EPTUG WEBSITE:

[www.eptug.org.uk](http://www.eptug.org.uk)

We had a record number of letters this summer — three pages of them printed in this *Platform*. Would the writer of the anonymous letter about bus services please contact us? We'd like to discuss the points you made. We think you may be quite tall ...

### Dear Sir

As a regular bus traveller I would like to comment on the planned changes in the Chiswick area.



Would you for a start overlay buses E3 and 272 over this map and you will see that buses in this area go round in circles, as is still the case with this proposal.

#### 440

I would like to see the 440 enter Chiswick Business Park from Bollo Lane and then go right into Chiswick High Road, then into Wellesley Road before going into Chiswick High Road and ending at Stamford Brook Bus Depot.

#### E10

I would like this to go down Bollo Lane past Chiswick Park Station then Acton Lane and left onto Chiswick High Road until it gets to Chiswick

Lane and then terminate in the lay-by outside the George and Devonshire pub on the Hogarth roundabout. This would give Chiswick residents a fast, direct link to Ealing and Northolt. It would also give Chiswick residents their only link to a Piccadilly Line station in order to get to Heathrow.

At present the journey times to places such as Northolt and the Gurnell Leisure Centre can be over an hour, which this new extension would cut dramatically.

Yours faithfully

CL, Chiswick

**Dear Sir**

I decided to sell my car earlier this year, but I did not realise the drawbacks of London Transport: insufficient buses, particularly on the 120 route. I use this service every week and find returning to Southall from Heston War Memorial, I cannot always get on — some buses pass “Not in Service”, others stop but are so crowded it is impossible to move along inside, let alone secure a seat — despite the driver saying “there are plenty of seats on top”. Most of us are elderly and would not be able to get to the upper deck, which means so often the bus is travelling with plenty of empty seats.

Could we not have special buses in school hours for the use of pupils? This would allow the normal buses to transport ordinary passengers who are mostly elderly or disabled, as well

as mothers with young babies.

This brings me to the ‘Bendy’ Buses. Whilst I realise they are not welcomed by other road users, they are a godsend to passengers. No upper deck and nearly always plenty of room for people to be seated, which after all, is the main reason for buses. If the ‘Bendy’ buses were taken off the road they would be much missed by would-be passengers.

However full marks to London Transport for providing electric indicator boards at some bus stops. Where these have not been vandalised they are of enormous help.

A lot of thought needs to be given and if the Bus Service could be improved I am sure this would make “Taking a Bus” quite a pleasure.

FM, Southall

**Dear EPTUG**

I wanted to check what I had been charged for my Oyster pre-pay journeys using the TfL website. What I got wasn't simple!

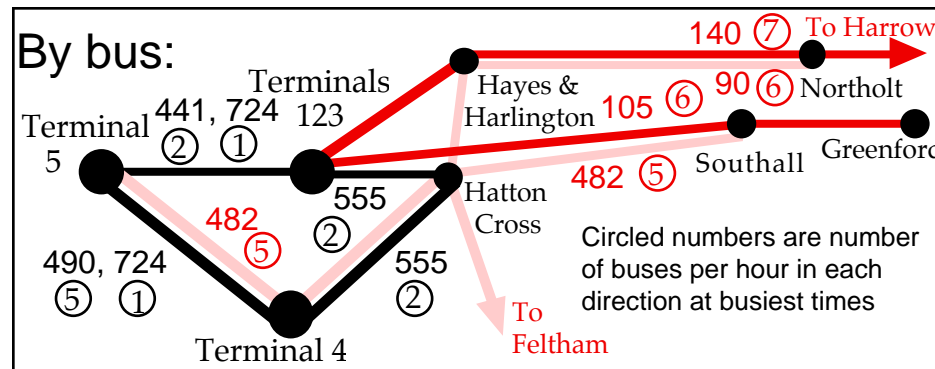
But after I checked what I'd been charged for the day (£16.30 - £10.90 = £5.40) it did seem to be capped correctly.

SR, Ealing

Date: 20/09/08				
Time	Location	Action	Fare	Balance
17:13	Ealing Broadway	Exit	£4.00	£10.90
16:57	Ravenscourt Park	Entry	-£4.00	£6.90
16:08	Ravenscourt Park	Exit	£4.00	£10.90
15:30	Tottenham Ct Rd	Entry	-£4.00	£6.90
15:18	Bus 38	Entry	-£0.00	£10.90
15:12	Bus 243	Entry	-£0.20	£10.90
14:56	Bus 55	Entry	-£0.90	£11.10
14:18	Bus 35	Entry	-£0.90	£12.00
13:57	Bus 11	Entry	-£0.90	£12.90
13:45	Blackfriars	Exit	£2.50	£13.80
13:21	Baron's Court	Entry	-£4.00	£11.30
12:27	Baron's Court	Exit	£3.00	£15.30
11:59	Ealing Broadway	Entry	-£4.00	£12.30
Date: 19/09/08				
16:18	Bus 65	Entry	£0.00	£16.30
etc				

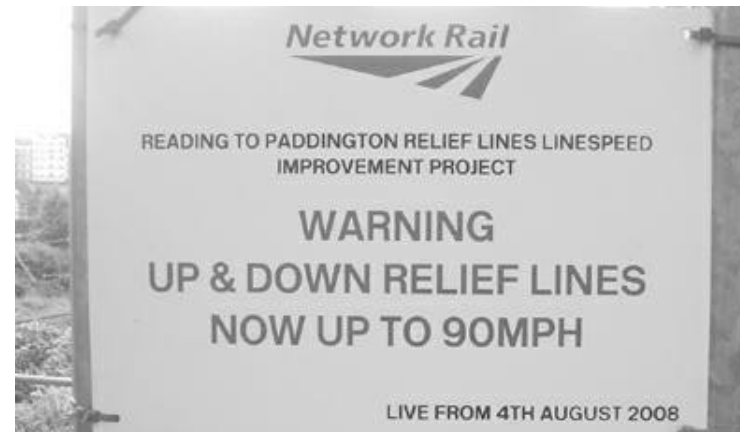
**Use 140 from Northolt to Heathrow 123, not 90**

Correction: in our article showing how to reach Heathrow terminals by public transport in the last edition, the bus map incorrectly showed bus route 90 going to terminals 123. It doesn't! It goes from Northolt to Hayes, then to Hatton Cross and Feltham. See the revised map below. Only one member was alert enough to point this error out to us! Our apologies.



**Getting there faster:**

seen fixed on a bridge between Ealing Broadway and West Ealing



**Thumbs up for 228 and 316 plans, or not?**

London Buses says that responses to its survey about planned changes to these routes were supported, though one residents' association shared some of EPTUG's concerns. It highlighted two recent fatal accidents in Royal Crescent, noise and air pollution, the impact of vibrations

(Royal Crescent has many Grade 2-listed buildings), and the visual impact and invasion of privacy the vehicles might cause.

Residents of several other roads also objected and a 488-signatures petition added weight to their objections. A final decision is awaited from London Buses.