

Public consultation summary

Proposals for improving bus journey times on Ruislip Road

As part of their [bus priority programme](#), Transport for London (TfL) aim to provide 25km of new bus lane by 2025, to improve journey times.

Following a review of data, site visits and design work with TfL, Ruislip Road in Greenford was identified as one route that could accommodate and benefit from the introduction of bus lanes.

Ealing Council is also committed to making walking and cycling safer and more convenient and proposes to improve conditions for walking and cycling on Ruislip Road through more crossings.

Both initiatives are in line with the [Mayor of London's Transport Strategy](#) as well as [Ealing Council's Climate and Ecological Emergency Strategy](#).

This report gives an overview of the original proposals and the amended proposals based on the public consultation results.



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1. The original proposals

- introduction of a westbound bus lane on Ruislip Road, between Byron Way and Valiant Close
- extension of eastbound bus lane between Broadmead Road and Adrienne Avenue
- conversion of existing uncontrolled crossings into parallel crossings, that can be used by cyclists and pedestrians
- minor kerb realignment on the northern side of Ruislip Road, between Lidl and Broadmead Road, to accommodate the bus lane
- introduction of waiting restrictions to ensure the bus lane is kept clear during operational hours

2. The consultation process

Ealing Council ran a public consultation between 14 October and 8 November 2024, and people could view the plans and provide their feedback on the proposed changes. A consultation document (see appendix 1) was provided to properties within the consultation area (figure 1) and on a webpage on www.ealing.gov.uk, which included descriptions and plans of the proposals.

Feedback was collected via an online questionnaire, with paper copies available on request.

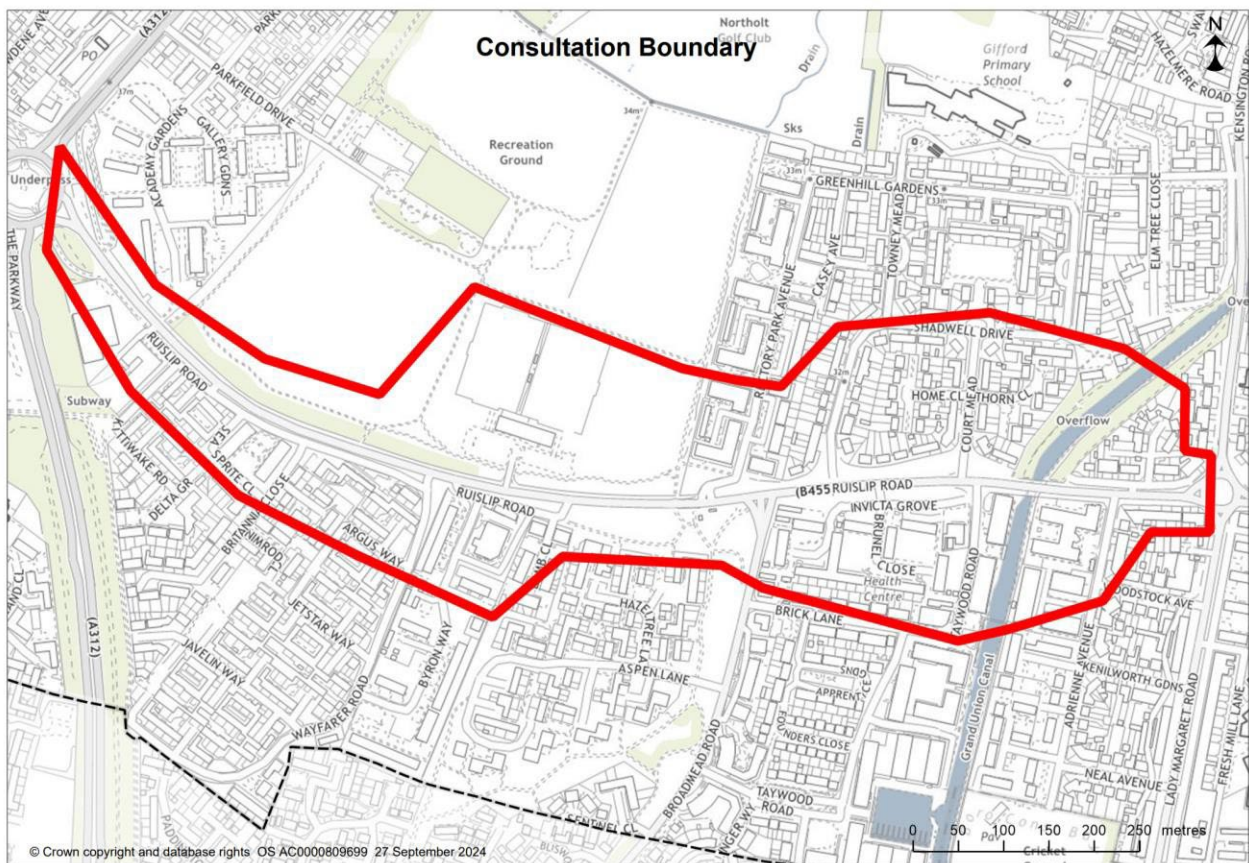
The consultation questionnaire asked respondents for the following information:

- address

- capacity in which the respondent was responding their views on the proposals
- an explanation or justification for their views (open text format)
- any additional improvements suggested for the area (from a list provided, with
- an 'other, please specify' option)

All the addresses to which the consultation was sent were in postcodes UB1 and UB5, as shown in figure 1 below.

Figure 1: Consultation boundary



For simplicity, all responses from UB1 and UB5 postcodes have been taken to be within the consultation area, and other postcodes taken as outside the area.

The consultation document was sent to 1131 households within the consultation area and received a 3% response rate (35 valid responses

within the area, and 2 outside). Multiple responses from the same address have been allowed, if the names are different.

The responses were analysed with support from Jacobs, a transport consultant, which is working with TfL and the council on the Bus Priority Programme.

Three questions in response to the consultation had open-text responses, where respondents were able to give a comment to explain their views. These responses were summarised into key themes. A few respondents did not answer all questions.

3. Consultation results

All 37 respondents stated that they were responding as residents.

All the postcodes provided were valid.

Respondents were asked how they felt about the proposed bus and cycle improvements. Thirty-five people answered this question, and the results indicate that most respondents did not support the proposal as presented in the consultation:

Question	Respondents	% of total respondents
Support the proposals	9	26%
Support but suggest changes	2	6%
Existing arrangements should be retained	24	69%
Neither like nor dislike, no opinion or didn't say	0	0%

The next question asked for comments/elaboration on their response above, and almost everyone made at least one point. The comments have been summarised below.

Table 1: Summary of comments received

Comment	Count	Response from highways
Scheme will cause traffic congestion	22	In the westbound direction, the existing traffic lane arrangements (one in each direction) have been retained. The carriageway space previously occupied by hatching has allowed us to introduce a bus lane without removing a traffic lane.
Scheme is not required	32	<p>The implementation of bus priority measures at Ruislip Road is beneficial due to the significant delays experienced by buses on this route. TfL's iBus system monitors real time bus data, revealing average delays that disrupt the efficiency and reliability of bus services. For example:</p> <p>Average westbound delays per service between Broadmead Road (stop WT) and Yeading White Hart Roundabout (stop V):</p> <p>34 seconds between 07:00 and 10:00 30 seconds between 10:00 and 16:00 63 seconds between 16:00 and 19:00</p> <p>Average eastbound delays per service between Broadmead Road and Adrienne Avenue:</p> <p>90 seconds between 07:00 and 10:00 27 seconds between 10:00 and 16:00 65 seconds between 16:00 and 19:00</p> <p>These delays affect journey times and service reliability for bus passengers. By introducing</p>

Comment	Count	Response from highways
		<p>bus priority measures there will be a more reliable service for passengers.</p> <p>Additionally, Rectory Park, a popular destination for pedestrians and cyclists, currently has limited provision of safe, controlled crossings on Ruislip Road. The scheme will provide new controlled crossings to enhance safety and accessibility for pedestrians and cyclists.</p>
Houses in Multiple Occupation (HMOs) need more attention	3	The scheme is funded by TfL under bus priority funding with the aim of improving bus journey times. Issues regarding housing are outside the scope of this project.
Better cycling infrastructure is needed	1	Ruislip Road does not have space for dedicated cycling infrastructure along with bus lanes. However, cyclists can use the existing service roads parallel to Ruislip Road to avoid mixing with general traffic. Additionally, several parallel crossings have been proposed along Ruislip Road, allowing cyclists to cross safely alongside pedestrians. Further improvements for cyclists will be considered for future projects.
Pavement and Roads need improvements	2	The scheme is funded by TfL under bus priority funding with the aim of improving bus journey times. Maintenance of footways and carriageways are addressed by a different council programme. Improvements are

Comment	Count	Response from highways
		prioritised based on a scoring system which assesses the pavement/road conditions. Any specific defect can be reported at the following via the council's website .
Not enough parking for cars	2	Ruislip Road is a main road with very little on-street parking. Vehicles currently use lay-bys and service roads for parking which can continue under these proposals. It is not feasible to introduce more parking directly on Ruislip Road without removing traffic lanes.
Bus lane operating times need to be changed	2	The choice of proposed bus lane operational hours was informed by delays shown by iBus data. However, the appropriate bus lane operational hours will be in line with the council's policy.
General disapproval	26	The main purpose of the scheme is to improve bus journey times as well improve provisions for pedestrians and cyclists, in line with the council's policy to promote sustainable and active travel including public transport, walking and cycling.

Respondents were asked to suggest one other improvement they would like, from a list of relevant options associated with the project. The main suggestion was for the funding to be invested in housing and priority for private cars and parking.

Would you like to see any of the following improvements to the public realm on (or around) Ruislip Road (Valiant Close-Adrienne Avenue section)?

1. Additional greenery – 5
2. Improved cycling infrastructure – 2
3. Improved cycle parking – 0
4. Better road maintenance – 12
5. Additional traffic calming measures – 3
6. Improved signage – 1
7. Improved pavements – 1
8. More places to cross the road – 2
9. Other, not included above – 9

Fourteen respondents did not respond to this question.

High-level analysis of the comments received counted those who wanted improved bus time reliability and better provision for cyclists, those who wanted less provision for both buses and cyclists, and those who were content with the proposed improvements. The results are shown in the table below:

Opinion	Respondents	% of total
Support the proposals	9	26%
Support but suggest changes	2	6%
Keep existing arrangement	24	69%
No opinion	0	0%

4. Conclusions and recommendations

Most of the responses received were not supportive of the proposal.

However, there was a low response rate of 3% from within the consultation area and. may not be fully representative of residents' views.

Most of the opposition overall was from people who felt the scheme would further disrupt road users in the area, particularly those living in the housing estate.

The main themes of objections to the current proposals were:

- exacerbating an existing congestion issue
- better use of funds on HMOs
- accessibility issues for residents in the area

Respondents primarily expressed concerns that the scheme would worsen existing congestion problems.

Some noted that the current bus infrastructure creates accessibility issues for residents in Crawford Gardens, due to the location of the bus stop at Adrienne Avenue (Stop WF) and the resulting queueing when several buses arrive at the same time. Although changes to this bus stop are not within the scope of works, it will be investigated by the council as part of the Bus Priority Programme subject to funding.

Many respondents did not support the extension of the eastbound bus lane between Broadmead Road and Adrienne Avenue, which would operate from 7am to 7pm, arguing it would force more traffic into narrow lanes.

However, all existing traffic lanes are being retained, so the introduction of a bus lane will not impact on traffic flow. There was a suggestion for the bus lane to operate similarly to other bus lanes, from 7am to 10am and 4pm to 7pm, Monday to Friday. The operational hours of bus lanes are proposed in line with the council's policy to provide effective benefits to public transport.

Others suggested that the HMOs, roads, and pavements in the area needed investment rather than the proposed plans being consulted on.

However, improvements in these areas are out of scope of this project, as the funding for this scheme was provided by TfL to make bus journeys more efficient.

Residents have highlighted the existing parking challenges and expressed that losing more spaces would worsen conditions. Many respondents have requested the creation of additional parking spaces. However, there is no scope for additional parking spaces on Ruislip Road, and the proposals do not affect the current parking provision.

The proposals align with mayoral and borough strategies to encourage more people to choose public transport, walking or cycling. This will increase people's physical activity, leading to improved health and wellbeing, while reducing congestion and air pollution in the borough.

In conclusion, despite most respondents not supporting the proposal (although with a low response rate), it is recommended to implement the scheme as proposed for the following reasons:

- reduced delays and more reliable services for bus users
- improvements to crossing facilities for pedestrians and cyclists

not having significant impact on general traffic, which was one of the main concerns expressed by respondents. You can find more information on similar projects on [Ealing Council's transport and highways web page](#).