

# ALL ABOARD AT TURNHAM GREEN

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INTEGRATING TURNHAM GREEN  
INTO THE PICCADILLY LINE



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## INTRODUCTION

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Turnham Green is a busy underground station in West London which is served by the District Line and, at very restricted times only, the Piccadilly Line. For more than 10 years there has been a groundswell of opinion that the station is overcrowded and dangerous, particularly at peak times, and that Turnham Green should be fully integrated into the Piccadilly Line. Transport for London (TfL) has always stated that the potential benefit to a number of passengers of being able to access the Piccadilly Line at Turnham Green is heavily outweighed by the disadvantage to other Piccadilly Line users of the additional journey time. This report argues that it is time for London Underground (LU) to look at the issue again in view of recent passenger usage figures and developments.

## HISTORY

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Turnham Green Station has existed in various forms since it was built in 1869, when it was part of the London and South Western Railway. Underground services arrived here in 1877 when the District Line was extended west of Hammersmith.

Two years earlier, the developer Jonathan Carr had bought 24 acres of land just north of Turnham Green Station and the Bedford Park Garden Suburb was created – the world's first Garden Suburb.<sup>1</sup> During the early part of the 20<sup>th</sup> century, the houses built by Carr had come into multi-occupation and the population also expanded in surrounding areas such as Chiswick from 8,508 in 1871, to 21,963 by 1891 and 38,697 by 1911.<sup>2</sup>

By the 1930s congestion had become so serious on this line that the Piccadilly line was extended west to relieve some of the pressure, taking over the whole line in some areas and running alongside in others – in the case of Turnham Green it ran alongside what is now the District Line. However, in 1932 Piccadilly Line trains ceased to call at Turnham Green, albeit that it had never been a regular stop for Piccadilly services. They did not return to the station until 1963. In the 1970s the Hounslow branch of the Piccadilly Line was extended to Heathrow Airport, with a station at Terminal 5 added in 2008.

The current restricted times came into force in January 1997, with Piccadilly Line trains stopping only before 06:50 and after 10:30 Monday to Saturday and from 06:23 to 07:45 and 22:33 to 23:55 on Sundays.<sup>3</sup>

Transport for London's rationale for not having more Piccadilly Line trains stopping at Turnham Green states:

*"TfL continually reviews Tube timetables to ensure we are running the most efficient service. Although we recognise that stopping more Piccadilly line trains at Turnham Green would benefit customers using that station, we do not currently do so because it would mean decreasing the service to other parts of the Piccadilly line, longer journey times for customers passing through Turnham Green station and a potentially less reliable service for all passengers on the line (as trains would have less time at the end of their journey to recover from delays, reducing the chance of starting their next journey on time)."*<sup>4</sup>

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1. Affleck Greeves, T. 1975 "Bedford Park, the First Garden Suburb", Jones Bolsterli, M. 1977 "The Early Community at Bedford Park: "Corporate Happiness" in the First Garden Suburb"

2. Census, 1801-1961

3. <http://www.davros.org/rail/culg/piccadilly.html> and [http://journeyplanner.tfl.gov.uk/user/AHF/TLJPI6P1\\_0000764c.pdf](http://journeyplanner.tfl.gov.uk/user/AHF/TLJPI6P1_0000764c.pdf)

4. <http://www.tfl.gov.uk/corporate/media/newscentre/metro/28435.aspx>

## LOCAL CAMPAIGNS

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This report draws together previous and current arguments put forward by various observers and campaigners but also adds a neoteric perspective in order to persuade TfL to reassess their position on the issue.

There have been numerous local campaigns asking for the Piccadilly Line trains to stop at Turnham Green over the last few years, including one currently being run by local MP Mary Macleod, who delivered a petition to the Mayor in October 2013 signed by nearly 4,000 people from Chiswick and surrounding areas. She has also organised an online petition which has gained over 3000 signatures to date.<sup>5</sup>

ChiswickW4.com, a website covering the area served by Turnham Green station, has received contributions on its forum for more than a decade about the same issue and also has articles giving many reasons why Turnham Green should have a stopping service on the Piccadilly Line including safety issues, better customer service and scepticism surrounding the cost-to-benefit claims put forward by Transport for London.<sup>6</sup>

## COST BENEFIT ANALYSIS

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Transport for London have used the explanation that the benefit for those passengers wishing to use the Piccadilly Line from Turnham Green is outweighed by the inconvenience for other Piccadilly Line users along the line to preclude trains stopping at Turnham Green. TfL appraises the costs and benefits of all its investment programmes and projects including maintenance works. A range of benefits are considered, and adaptation requirements are assessed where relevant, alongside other benefits such as improved journey time, safety or equality considerations and reduced congestion.<sup>7</sup>

In reviewing the business case for Piccadilly Line trains stopping at Turnham Green in 2013, TfL argued that a longer journey time of between 1 and 2 minutes would be experienced by approximately 248,000 passengers per weekday, whilst the reduced wait time or journey time saving of on average 3.7 minutes would be experienced by approximately 19,000 passengers.<sup>8</sup>

The improved journey time would be an obvious benefit for those Turnham Green customers currently forced to travel to Hammersmith in order to change onto the Piccadilly Line to reach central London. Although the saving in average train journey time quoted above is marginal the need to change trains for Piccadilly line users using Turnham Green, plus the extra stops on the District Line, mean an increased journey time of up to 15 minutes each way, according to regular users of the station.<sup>9</sup> However, this factor has apparently not been taken into account in the cost benefit analysis used by TfL.

## STATION SAFETY / RELIABILITY OF THE DISTRICT LINE SERVICE

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There are safety issues at Turnham Green station which contribute to the argument for Piccadilly Line trains stopping at the station. Platforms become severely overcrowded during peak times, causing bottlenecks,

5. <http://www.change.org/en-GB/petitions/the-mayor-of-london-boris-johnson-stop-piccadilly-line-trains-at-turnham-green-station-throughout-the-day>

6. <http://www.chiswickw4.com/> and <http://www.chiswickw4.com/default.asp?section=community&link=http://appasp.ChiswickW4.com/server/app/forum/default.asp?site=1>

7. <http://archive.defra.gov.uk/environment/climate/documents/adapt-reports/06road-rail/transport-london.pdf>

8. <https://consultations.tfl.gov.uk/tube/ee771ef4#tips>

9. <http://www.chiswickw4.com/default.asp?section=community&page=issuetube6.htm>

particularly at the top of the stairs, where the platforms are narrow, from passengers boarding and leaving trains. Non-stopping trains on the Piccadilly Line pass through the station at speed, which contributes to the danger factor. Congestion at the station, serious even under normal conditions in the rush hour, is exacerbated by the following factors:

- District Line rolling stock performance: this falls well below that of the Piccadilly Line, as can be seen from the latest performance figures from Transport for London (June-July 2013), shown below.<sup>10</sup>

#### London Underground Performance Report - Period 4 2013/14 Rolling Stock Mean Distance Between Failures

	Period 3	Period 4	MAA*
District	33,887	26,404	28,251
Piccadilly	50,741	30,408	43,547
<i>Higher numbers represent better performance</i>			

The number of train kilometres operated in customer service divided by the number of rolling stock related service disruptions of 2 minutes or more.

- Signal and point related performance: again, the District Line has more signal and Point related delays than the Piccadilly Line according to TfL's latest performance figures.

#### London Underground Performance Report - Period 4 2013/14 Signal and Point Related Delays >2 minutes

	Period 3	Period 4	MAA*
District	32	42	33
Piccadilly	7	24	18
<i>Lower numbers represent better performance</i>			

The number of train control asset-related service disruptions of 2 minutes or more.

- Delays caused by track related issues: The District Line was affected by a number of track defects with temporary speed restrictions put in place to allow for train services to continue.

#### London Underground Performance Report - Period 4 2013/14 Track Related Delays >2 minutes

	Period 3	Period 4	MAA*
District	1	7	8
Piccadilly	6	7	5
<i>Lower numbers represent better performance</i>			

\*Moving annual average

Overall during June and July 2013, in terms of lost customer hours, the performance figures for the District Line compared to the Piccadilly Line were poor, with District Line customers losing **74,254** travelling hours compared to **26,072** for those using the Piccadilly Line.<sup>11</sup>

<sup>10</sup>. <http://www.tfl.gov.uk/assets/downloads/lu-performance-report-period-4-2013-14.pdf>

<sup>11</sup>. <http://www.tfl.gov.uk/assets/downloads/lu-performance-report-period-4-2013-14.pdf>

## PASSENGER NUMBERS

TfL have stated that:

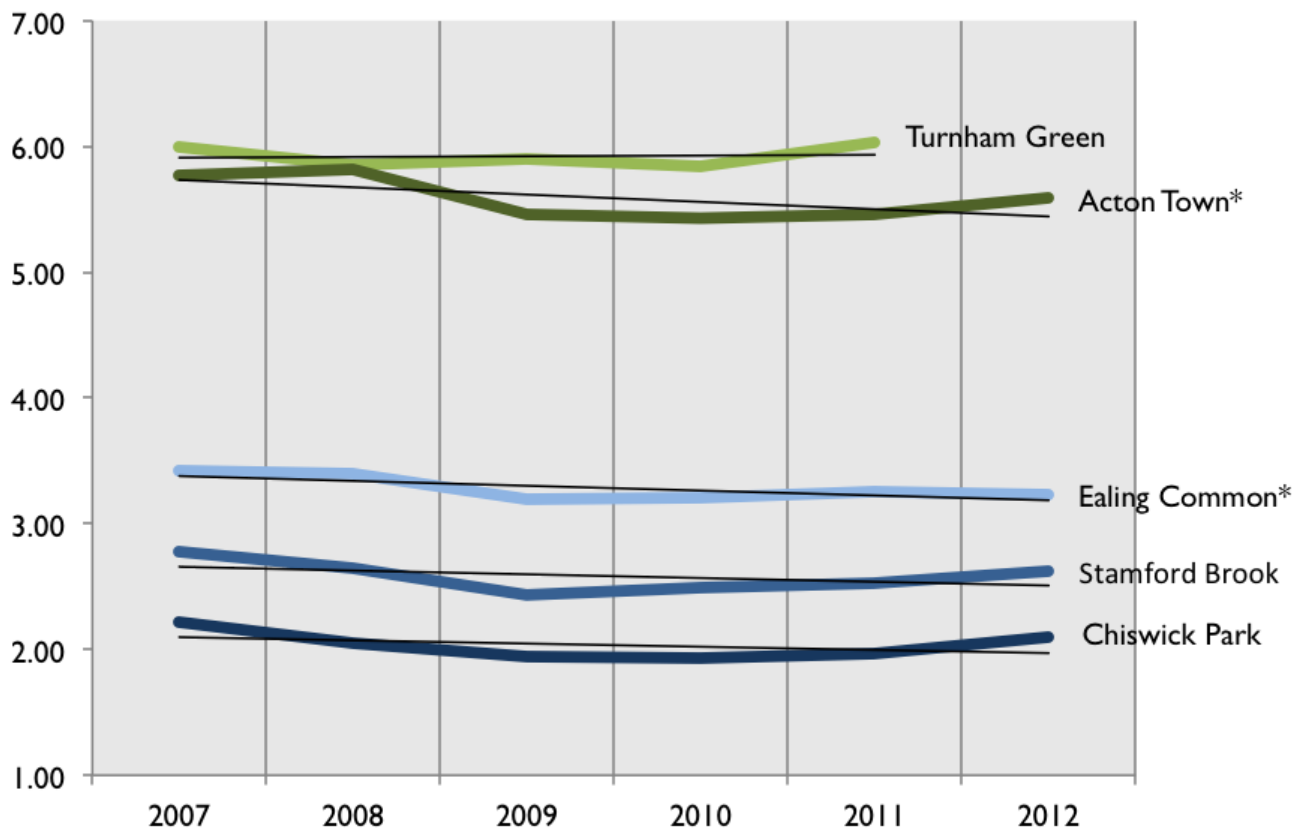
*"..... despite an increase in frequency and reliability of Tube services at Turnham Green station since 2007, there has not been a trend of increasing numbers of people using the station.*

*In 2007, an average of 21,256 people used the station each weekday; the number has since decreased slightly with 20,938 people using it every weekday in 2011."*

However, according to TfL's own figures, in 2012 passenger numbers at Turnham Green placed it in the top 60 in London outside Zone 1 and in the top 35 excluding Zones 1 and 2. It had an annual footfall of over 6 million passengers (i.e. those entering and exiting at the station), more than that of Hyde Park Corner and Mansion House in Zone 1.<sup>12</sup>

If the annual number of passengers entering and exiting at Turnham Green since 2007 is compared with other stations on this part of the District line where the Piccadilly Line runs alongside, Turnham Green exceeds these stations in terms of growth and footfall. This includes Acton Town and Ealing Common where Piccadilly Line trains stop regularly throughout the day and evening. Indeed Turnham Green has a positive growth trendline, compared to the others' negative trendlines, strengthening the case that the original cost benefit analysis has been weakened over the years in terms of the number of passengers using Turnham Green.

## ANNUAL ENTRY / EXIT FIGURES 2007 - 2012<sup>13</sup>



\*Piccadilly Line stops at this station

12. <http://www.tfl.gov.uk/corporate/modesoftransport/londonunderground/1592.aspx>

13. [www.tfl.gov.uk/assets/.../multi-year\\_station-entry-and-exit-figures.xls](http://www.tfl.gov.uk/assets/.../multi-year_station-entry-and-exit-figures.xls)

## THE TUBE IMPROVEMENT PLAN

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London Underground is currently embarking on a huge programme of improvements to their lines, including the Piccadilly Line and consulted the public between 27 August and 7 October 2013.<sup>14</sup> Turnham Green was specifically targeted in the consultation, and over 14,000 people replied, one of the highest ever responses to a TfL consultation. In the Frequently Asked Questions section at the beginning of the consultation, TfL asked:

*“How would all-day stopping at Turnham Green affect services for places such as Heathrow, Covent Garden, Piccadilly Circus, Russell Square, King’s Cross St. Pancras and Arsenal?”*

Their answer was:

*“TfL must do everything possible to protect services through the core of central London and to Heathrow – especially during events – however, adding a stop to the Piccadilly line with the current train fleet and signalling system could jeopardise the line’s performance and reliability and reduce frequencies slightly at some locations.”*

This argument, that stopping at Turnham Green will seriously affect journeys further down the line because of old train stock and signalling, will be significantly diminished when the Piccadilly Line is upgraded, as their statement in the same consultation indicates:

*“As well as new trains, we’ll be working on a new signalling system which will make travelling on the line faster and more reliable.*

*Moving more trains more quickly means extra capacity - or room - on the line.”*

In addition, on 22 November 2013 The Mayor announced that, from 2015, the Piccadilly Line will have a 24 hour weekend service to boost London’s night-time economy and provide jobs. An extra 200 drivers will work nights and there will be a minimum of four trains per hour in the middle of the night. It seems that where there’s a will, there’s a way and the necessary upgrade to signals and tracks is the perfect opportunity to revisit the possibility of a timetable that will see Turnham Green enjoying a full Piccadilly Line service.

## THE CROSSRAIL FACTOR

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Crossrail, a 100km railway line serving London and surrounding areas, is due to become fully functional over a period of several months in 2018/19. It will link Heathrow in the south west with Maidenhead in the west, Shenfield in the north east and Abbey Wood in the south east, via the West End, City and the Canary Wharf complex, including important rail hubs such as Farringdon and Liverpool Street.

Travel times from Heathrow to the City (Liverpool Street) and vice-versa have been estimated at 32 minutes using Crossrail<sup>15</sup>, as opposed to over an hour using the Underground.<sup>16</sup> With nearly 14 million passengers using the three Piccadilly Line stations from Heathrow last year,<sup>17</sup> it is not unreasonable to assume that a large number of non-business travellers (including many of those who work at Heathrow) will opt to use Crossrail when it opens, although there are no projected figures to confirm this, and for this reason the current cost benefit argument against Piccadilly Line trains stopping at Turnham Green will need to be revisited.

14. <https://consultations.tfl.gov.uk/tube/ee771ef4#pic>

15. <http://www.crossrail.co.uk/route/stations/liverpool-street/key-facts>

16. [http://journeyplanner.tfl.gov.uk/user/XSLT\\_TRIP\\_REQUEST2?language=en](http://journeyplanner.tfl.gov.uk/user/XSLT_TRIP_REQUEST2?language=en)

17. <http://www.tfl.gov.uk/corporate/modesoftransport/londonunderground/1592.aspx>

## CONCLUSION / RECOMMENDATIONS

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The issue of Piccadilly Line trains stopping at Turnham Green throughout the day has been one for discussion, campaign and online comment for many years now. With the future upgrade of the Piccadilly Line, the increasing number of passengers using Turnham Green station, with its resultant platform overcrowding, and the impending arrival of Crossrail, the factors involved in the ruling by Transport for London not to modify a timetable that was instituted in the 1990s have changed substantially. There is now a strong case for an immediate investigation into the future of Turnham Green with regard to Piccadilly Line trains.

### **Our recommendations are as follows:**

- That the Mayor instructs Transport for London (TfL) to fully integrate Turnham Green into the Piccadilly Line and ensure that all Piccadilly Line trains stop at Turnham Green from January 2014.
- If the Mayor and TfL are, at this stage, unwilling to agree to our first recommendation then they should give an assurance that, following the upgrade of the Piccadilly Line in 2015 and with the added benefit of the future Crossrail service, all Piccadilly Line trains will stop at Turnham Green station.
- In addition the Mayor and TfL should introduce a 6-month pilot scheme from January 2014 allowing Piccadilly Line trains to stop at Turnham Green station on a regular basis throughout weekdays and weekends in order to assess comprehensively the viability of making this a permanent change.





## FEEDBACK

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