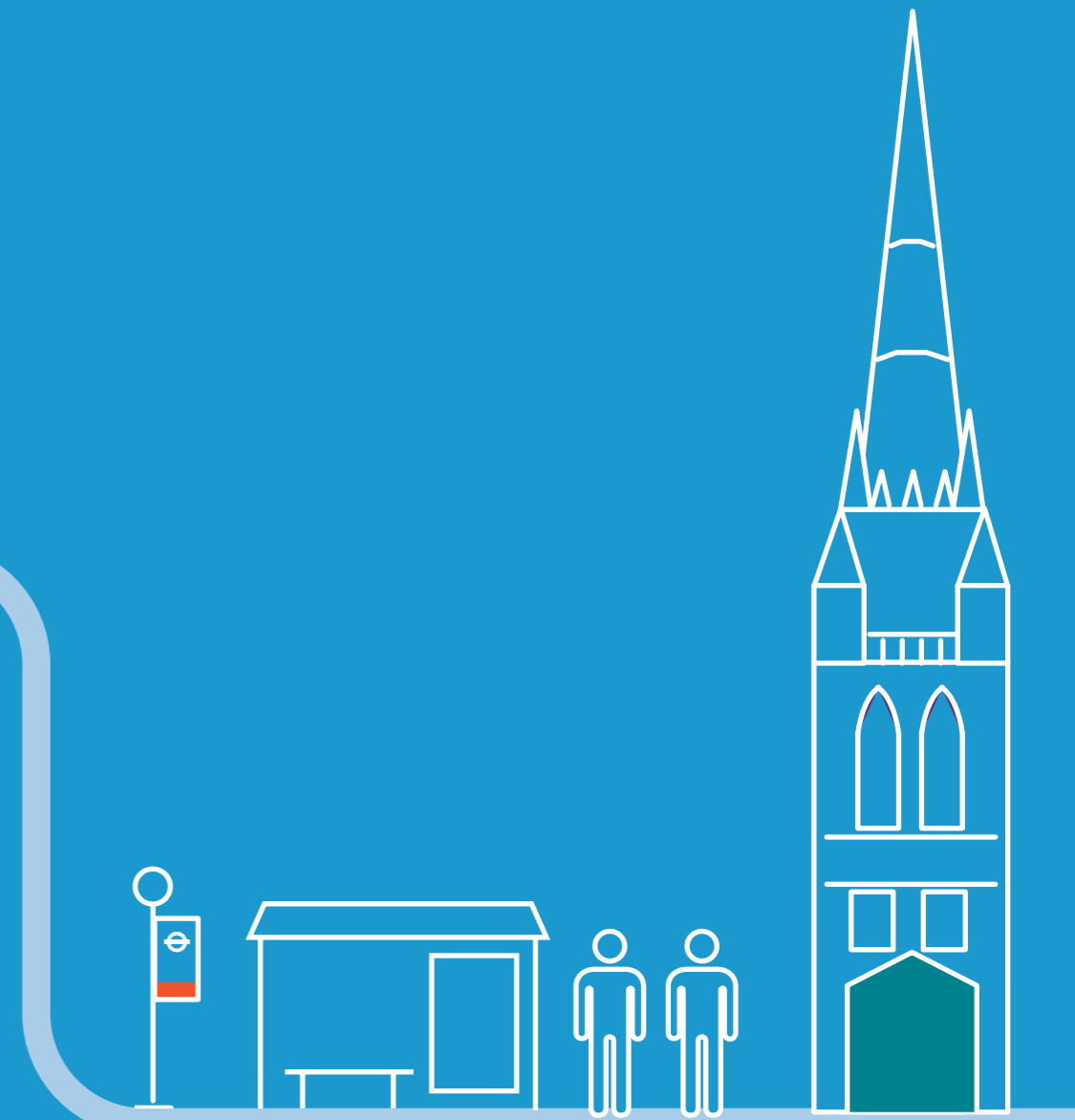
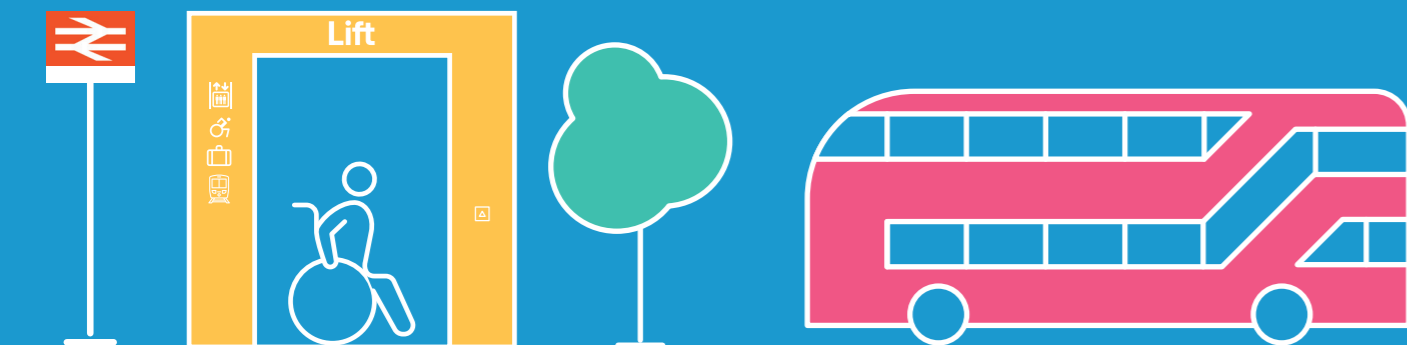
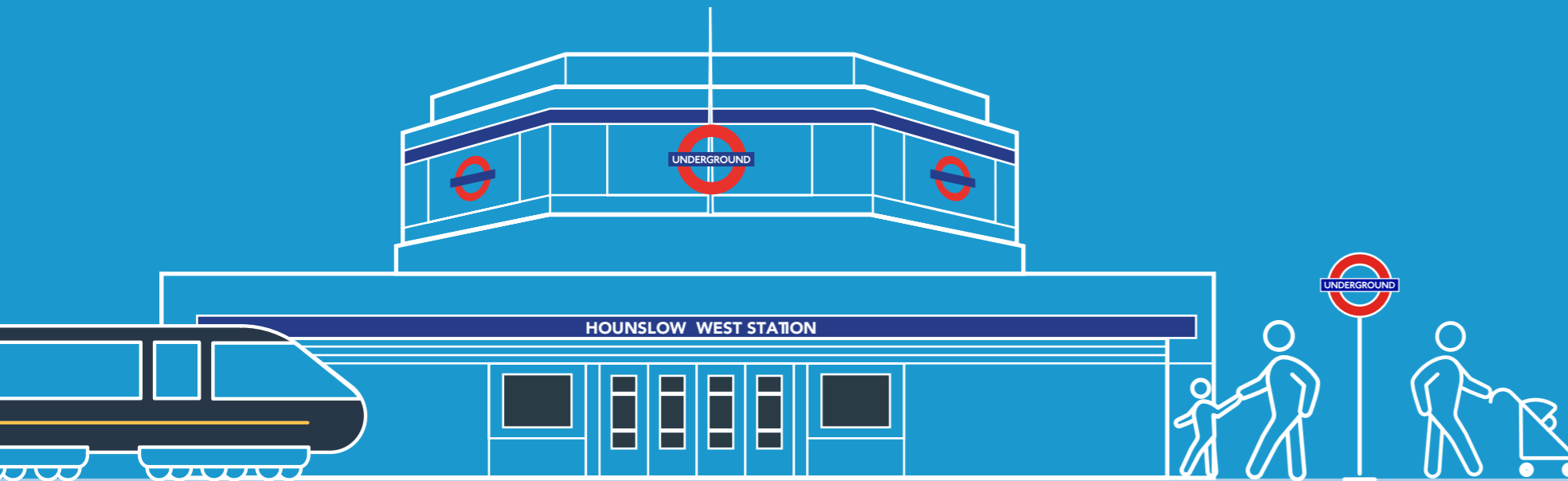


Hounslow Public Transport Plan

Draft for consultation



Introduction

The Public Transport Plan (2026) sets the council's ambitions for a safe, inclusive, efficient, green and clean public transport network. Our extensive bus network, the London Underground, Overground and South Western Railway currently provide vital services to keep the borough moving. The actions in this document detail how we will work with partners to deliver a public transport network that meets our vision, as well as the wider ambitions for London.

Public Transport in Hounslow

Public transport is the lifeblood of modern cities like London. It keeps people connected to jobs, education, essential services and social opportunities, regardless of car access. By choosing buses and trains, we can reduce road congestion, cut emissions and lower our travel costs, when compared to driving¹. In London, public transport accounts for around 33%² of all trips, while in Hounslow this is 21%³. As an outer London borough, it is important for us to close this gap by bringing more high-quality public transport to our communities.

A reliable, safe and affordable network can unlock growth, strengthen community ties, support local businesses and promote social inclusion. Investing in Hounslow's public transport will help us to become more sustainable, resilient and deliver more opportunities for everyone.

Why we need a Public Transport Plan

Delivering effective public transport in London relies on strong partnerships, more so than for any other mode of transport.

The London Borough of Hounslow does not operate buses or trains directly, but we play a vital role in shaping the network within our boundaries and setting the agenda for London's wider integrated transport system.

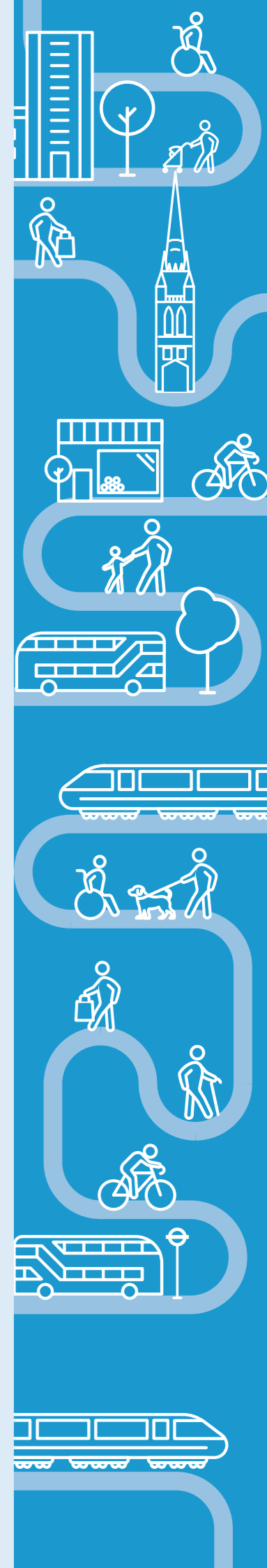
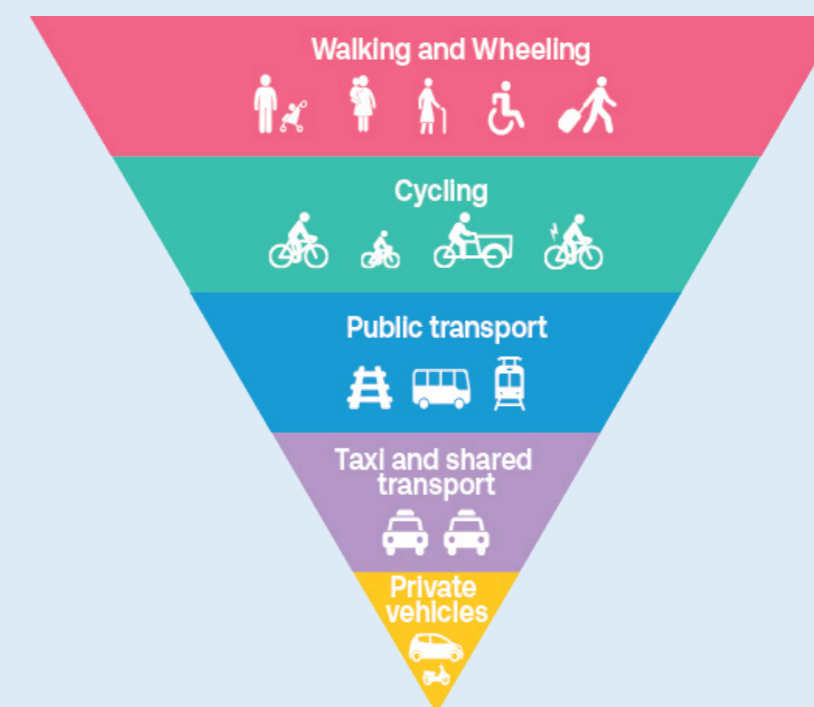
As the first London borough to produce a dedicated Public Transport Plan, we are signalling our commitment to close collaboration with Transport for London (TfL), Network Rail, South Western Railway (SWR) and other key partners. This document sets the borough's position and ambitions for public transport projects, both large and small. Our aim is to provide our key partners and stakeholders with:

- **Clarity** – be bold and unambiguous about the projects we want to see delivered for the benefit of Hounslow residents and for London as whole.
- **Commitment** – demonstrate our long-term support for strategic projects that shape the borough's future.
- **Coordination** – emphasise our readiness to work openly and constructively with key partners and stakeholders to ensure every project succeeds.

Integrating public transport

Public transport sits at the heart of our Sustainable Transport Hierarchy, bridging the sustainability benefits of active modes with the reach and efficiency of motorised travel. As most public transport journeys are not door-to-door, seamless integration with other forms of travel is essential for a well-used bus and rail network. This document will consider how our stops and stations can provide better access to all users by making multi-modal trips more effortless, maximising the reach of our network.

Our Sustainable Transport Hierarchy



What you have told us

As part of the Hounslow Transport Strategy (2025), we have heard from you about key public transport issues in our borough through various consultations, engagement events, and feedback shared with various council services.



Bus

- Bus service **frequency** can be poor, hindering your ability to travel to key destinations. Some routes operate every 20 minutes, which is not often enough to simply turn up and go.
- Bus service **reliability** can be inconsistent, with some services terminating and turning around early, cutting service to parts of the borough.
- **Orbital links** between **north and south**, and to **neighbouring boroughs** can be limited, for example, reliant on a single route. This can limit access to opportunities in neighbouring boroughs.
- Buses can be **overcrowded**, particularly during school times, resulting in longer and less comfortable journeys.
- You have said you want to see faster bus journey times and more **express buses** such as Superloop services.
- You have said you want to see more bus shelters and **safer, higher quality** bus facilities.



Rail and Underground

- **Rail frequency** on South Western Railway services can be low, with as few as one train per hour on Sundays, which is not enough to simply turn up and go.
- You said you want to see **step-free access** facilities provided at more stations in Hounslow.
- You have said you want to see **more trains** running, and for new schemes such as the **West London Orbital** and new **Piccadilly line** trains to be prioritised. All-day services at Turnham Green station have also been raised.
- You said you want to see a passenger service between **Brentford and Southall**, providing a new link to the Elizabeth line.
- You said you want to see improved station **forecourts** which prioritise accessibility and placemaking.
- Our rail and underground **trains and stations** can become **overcrowded**, resulting in less comfortable journeys and feelings of reduced safety. Crowd management is a particular concern at Gunnersbury station.



Our integrated network

- Our buses and trains can sometimes feel unsafe, particularly for certain groups. You have said you want to see more **staff training**, particularly for bus drivers, and more features to improve **safety and overall passenger experience** at stops, stations and on-board buses and trains.
- **Areas near stops and stations** can sometimes be inaccessible, including narrow pavements, trip hazards, uneven surfacing, poor lighting and poor pedestrian crossing arrangements.
- While public transport is often more **affordable** than driving, it cannot compete on **journey times** and comfort in many cases.
- You said you want to see more **wayfinding and real-time information** provided about our bus and train services.
- You said you want to see **better integration** between active modes and our buses and train stations, allowing you to make multi-modal journeys more easily, accessing larger areas of Hounslow and neighbouring boroughs.



Our Vision



Safe

- ✔ Considering **community and personal safety** on public transport as well as on the journeys to, from and between interchanges.
- ✔ Working with partners such as the **Metropolitan Police and British Transport Police** to ensure safety on the network.
- ✔ Providing training and good design to eliminate all **traffic fatalities and serious injuries**, with a focus on those involving buses and incidents around transport stops and stations.



Inclusive

- ✔ Introducing more **step-free access** at stations across the borough.
- ✔ Improving connectivity in **under-served areas** to reduce inequality, including our Equality Opportunity Clusters.
- ✔ **Reducing barriers** to all modes of travel, regardless of age, ability, location and income ensuring everyone can access the places they need to go.

Our vision is for public transport in Hounslow to be...



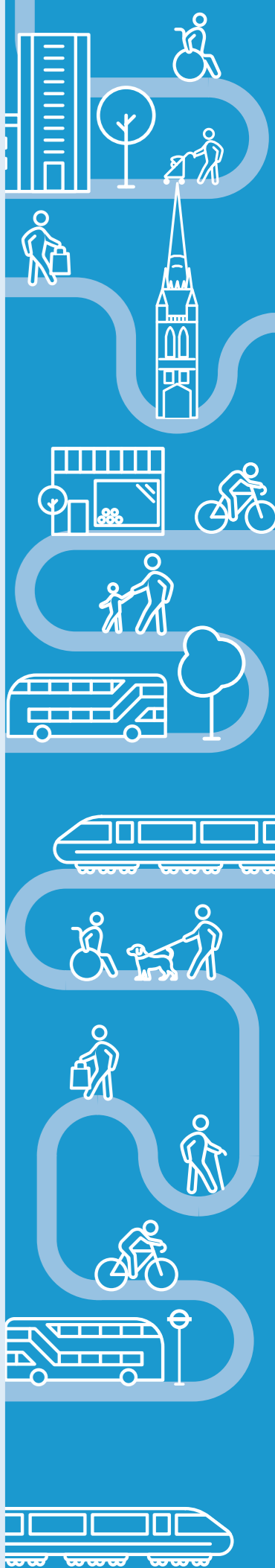
Efficient

- ✔ Improving the **reliability of journeys** for everyone who travels in the borough.
- ✔ Encouraging the use of more **efficient travel options** to reduce pressure on our transport network.
- ✔ Enabling **sustainable growth** in the borough to support existing communities, new homes and jobs.



Healthy, green and clean

- ✔ Supporting **multi-modal journeys** which incorporate walking, wheeling or cycling.
- ✔ Reducing **transport-related emissions** and responding to the climate emergency by electrifying our bus fleet.
- ✔ Enhancing the **quality and accessibility** of public spaces around stops and stations.



Ambitions for the Network

Achieving our vision for public transport requires close collaboration with national and regional partners. By aligning with wider ambitions and targets, we can accelerate progress and bring benefits to travel in the borough.

National context

Public transport use has rebounded in recent years as the impact of Covid-19 on travel habits has eased. Transport for London data shows usage has recovered to around 80% of 2019 levels⁴, with Underground and National Rail seeing stronger growth than buses.

National priorities are shaping the role of public transport. The **Government's Missions for Growth** emphasise the importance of growth, clean energy, and breaking down barriers – areas where public transport is uniquely placed to facilitate outcomes. As we further develop and densify our urban environments, public transport becomes even more essential for ensuring everyone travels safely and efficiently. Likewise, buses and trains are the most practical alternatives for existing medium to long car journeys, making them vital for decarbonising transport and for achieving net zero by 2030 in London and by 2050 nationwide.

Breaking down barriers to opportunity is a key national priority. For transport, this means ensuring people can easily reach education, employment and essential services. Public transport is uniquely positioned to help deliver this mission. We can make it into a powerful tool for connecting communities and creating opportunities in a sustainable way.

The introduction of the **Railways Bill** and establishment of **Great British Railways** marks a shift in the provision of rail services and management of rail infrastructure. Work will be targeted towards delivering a more reliable, affordable, safe, accessible and efficient network. This time of change provides an opportunity to ensure the new model can deliver better rail services for Hounslow.

London context

Hounslow is at the heart of a London-wide public transport network. Many of our bus and rail journeys do not end at our borough boundaries, instead seamlessly transitioning to neighbouring boroughs and beyond. Hounslow sits between central London and Heathrow airport, and as such is an important conduit for many regional and international journeys.

The **Mayor's Transport Strategy (MTS)** is the statutory plan for London's transport. It sets out the headline goal to have 80% of all trips in London walked, cycled, or using public

transport by 2041. Hounslow, as an outer London borough, is aiming to achieve 71% over the same time period.

It is expected that public transport will play the dominant role in this mode share target, particularly when it comes to longer journeys. At the same time, public transport can help to increase walking and cycling journeys for first and last mile connections. For this to happen, we need to ensure integration and accessibility at stations and stops is as seamless as possible.

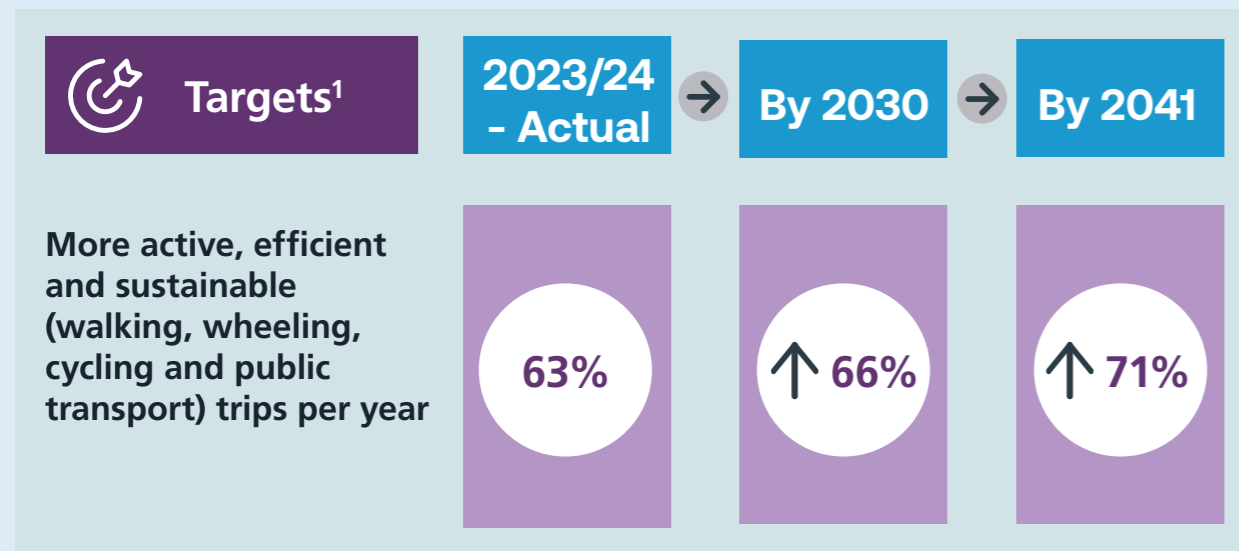
The MTS acknowledges the need to bring more residents and opportunities within areas of good public transport accessibility; a goal that can be achieved both through expansion of network coverage, and improved integration with active modes. A land use planning approach which prioritises new development in proximity to public transport will also ensure that future growth can be sustainable.

Transport for London underscores the need for an accessible, affordable and equitable transport network in its **Equity in Motion plan**. It sets out actionable priorities including reduction to additional journey times for customers requiring step-free access and further rollout of real-time passenger information. This aligns with Hounslow's vision for an inclusive network, as well as our **Equality, Diversity and Inclusion Strategy** to address inequality in the borough.



Targets

The Hounslow Transport Strategy sets an ambitious target for more active, efficient and sustainable trips per year. This brings together trips taken by public transport as well as walking, wheeling, and cycling.



Setting specific targets for public transport will support progress towards the overarching goal set in the Transport Strategy. Mode-specific targets will aid in monitoring and evaluation, indicating where additional investment may be required. Modal targets for public transport are intended to complement those set in Hounslow’s walking, wheeling and cycling modal action plans. We also acknowledge many public transport trips will involve walking or cycling for first mile connections, meaning that the modal split targets will not be entirely distinct. Targets are set for 2030 and 2041 in line with the Transport Strategy.

Targets ¹	2023/24 - Actual	By 2030	By 2041
Bus	14%	↑ 15%	↑ 18%
Rail	3%	↑ 3%	↑ 5%
Underground	5%	↑ 6%	↑ 9%
Combined public transport	22%	↑ 24%	↑ 32%

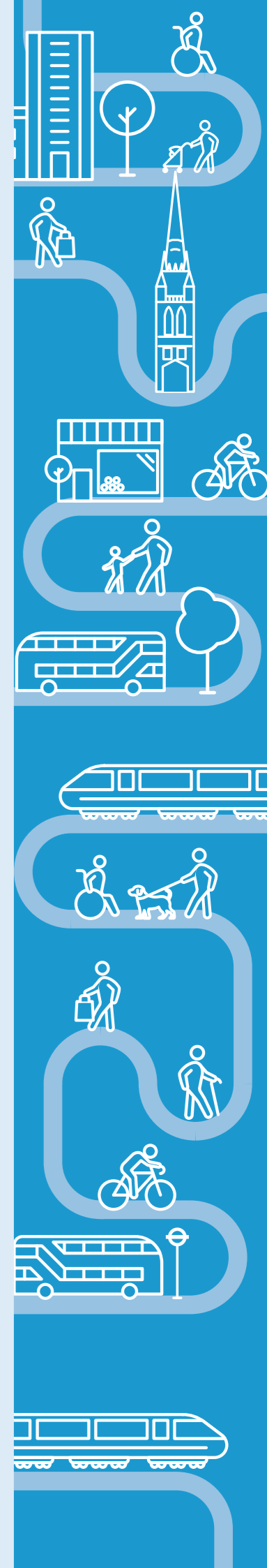
We expect to make more progress between 2030 and 2041 as more strategic rail schemes and substantial bus improvements can be delivered. It is also expected that the overall number of public transport journeys will increase as the borough's population increases in the coming years. As much new development is focused around existing or planned bus and rail nodes, it is hoped that the share of those using public transport will grow at a higher pace than overall population growth.



Brentford Station



Buses along Hounslow High Street



Partnerships for Delivery

Delivering an ambitious, vision-led public transport plan for Hounslow requires close collaboration with our key partners. Strong partnerships enable us to better align priorities, coordinate on promotion, funding and delivery of schemes, and ultimately bring forward projects that deliver better public transport for our residents, businesses and visitors.

Transport for London

We will continue to work closely with Transport for London to manage and enhance TfL operated services and infrastructure, allowing us to:

- Deliver a better bus network, with improved services and better safety.
- Manage bus priority on the Transport for London Road Network (TLRN) to deliver faster and more reliable journeys along key corridors.
- Ensure the successful delivery of the Piccadilly line upgrade as well as further improvements to the Underground service in the borough.
- Align on future strategic projects such as the West London Orbital and future Superloop schemes.

South Western Railway and Network Rail

- Our partnerships with SWR and Network Rail are critical to improving rail connectivity and station accessibility along the Hounslow loop line.
- We will further engage both parties on service planning and frequency, station enhancements, and multi-modal integration to support more seamless journeys across the network.
- As we move towards a nationalised railway, we will review how we approach our railway partnerships to ensure we can continue to work effectively in the new era of Great British Railways.



Fully accessible footbridge at Feltham

Other Strategic Partnerships

We will strengthen relationships with other key partners, including neighboring London boroughs to deliver cross-boundary improvements and ensure our network is well integrated into London's wider transport system. We will work with developers to identify how they can contribute to public transport improvements in growth areas, whether through developer contributions to bus services or delivering improvements for access to local stops and stations.

Engagement with community groups, businesses and young people will also play a key role in shaping solutions that reflect our vision-led priorities, integrate local views and unlock opportunities for improving social and economic inequalities in Hounslow.

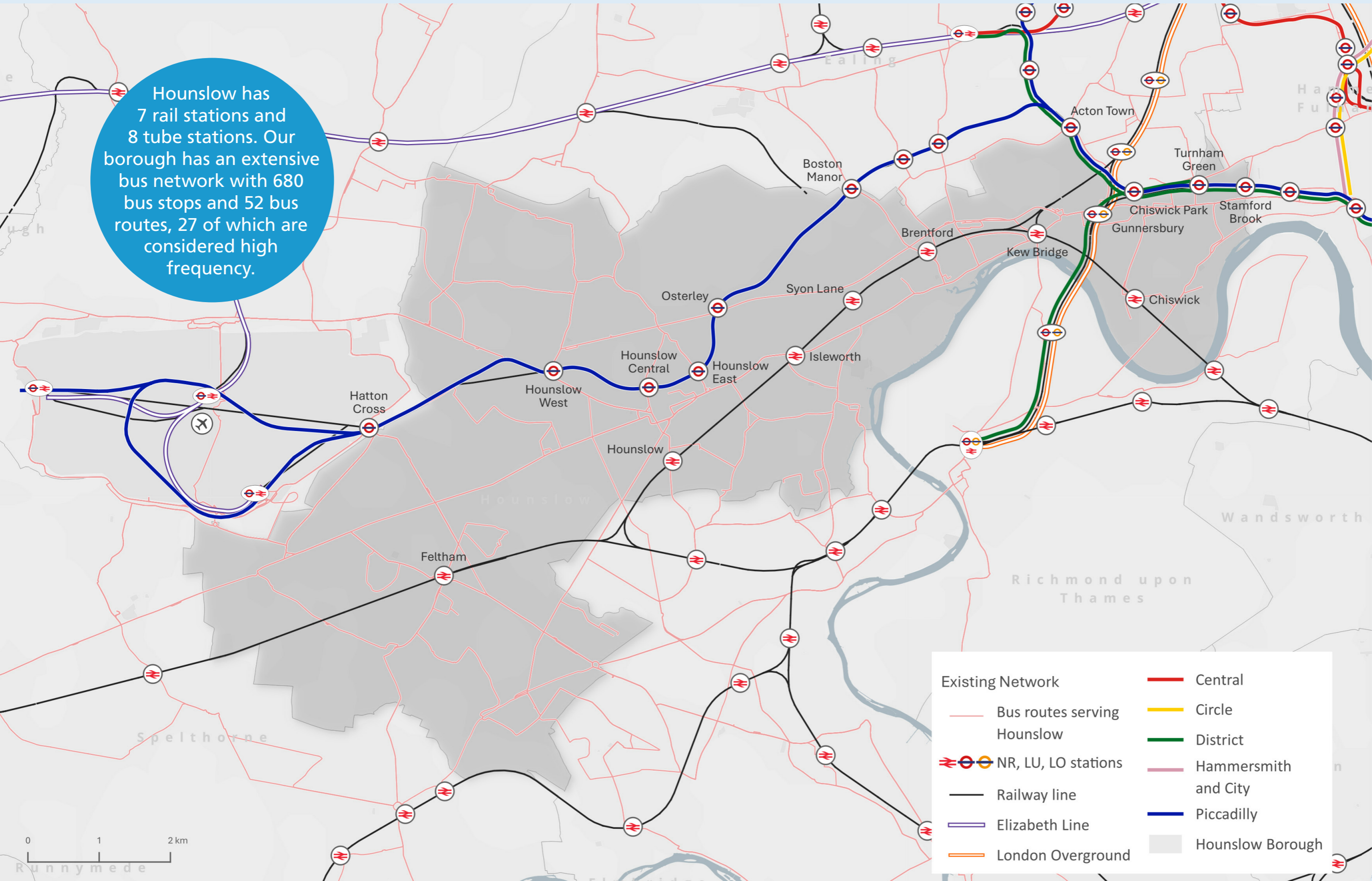
✔ We have received £3 million in Community Infrastructure Levy contributions to deliver accessibility improvements at Syon Lane, Isleworth, Hounslow West and Kew Bridge.

✔ We have secured over £15.7 million in Section 106 contributions for public transport.

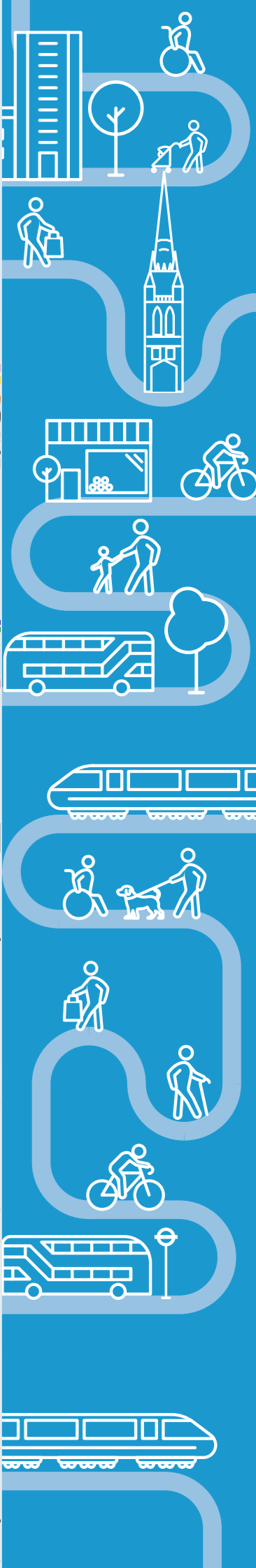


Our Current Network

Hounslow has 7 rail stations and 8 tube stations. Our borough has an extensive bus network with 680 bus stops and 52 bus routes, 27 of which are considered high frequency.



Existing Network	
	Bus routes serving Hounslow
	Railway line
	Elizabeth Line
	London Overground
	Central
	Circle
	District
	Hammersmith and City
	Piccadilly
	Hounslow Borough



Our Current Network

Our bus, rail and underground services reach across the length and breadth of the borough. Our rail and underground network forms the backbone of east-west travel across the borough. The Piccadilly line connects the centre of the borough with Heathrow Airport and central London, while South Western Railway opens connections to other parts of southwest London, with direct access to Waterloo.

West of Borough

The western zone includes communities in **Cranford, Heston, Hanworth, Bedfont and Feltham**. The area is served by the SWR line from both Hounslow and Richmond via Feltham station, located in Travel Zone 6. The Piccadilly line stops at Hatton Cross but doesn't serve much of the western side of the borough. Areas such as Cranford, Heston and Bedfont are left lacking rail or tube access altogether. Most bus routes are focused on providing local connectivity alongside services such as the 235 which is key for radial travel between Sunbury and Brentford. Although the centre of Feltham has good connectivity, this doesn't extend to surrounding residential areas, which often see only one local bus route, focused on local connectivity and only running every 20 minutes. It is also skipped by the Superloop SL7. This means the area misses out on an express bus connection to Heathrow, Kingston and Croydon.

Central Hounslow

Hounslow's central zone consists of **Hounslow town, Isleworth and Osterley**. The area is served by the Hounslow loop line and has 4 Underground stations and 2 SWR stations, located within Travel Zones 4 and 5. It benefits from the local bus routes terminating in Hounslow Town Centre or the Bus Station in Hounslow East, providing connections to all parts of the borough and to destinations in Ealing, Richmond, Hammersmith and beyond.

East of Borough

The eastern zone consists of **Boston Manor, Brentford and Chiswick**. The area is served by Piccadilly and District lines, Overground and

SWR services via 4 Underground stations and 4 rail stations, located within Travel Zones 3 and 4. It benefits from several bus routes running to Hounslow as well as other parts of London outside the borough, including towards Hammersmith. The District line serves Chiswick and Gunnersbury together with the Mildmay line in the east, providing further connections to neighbouring boroughs and more orbital links. Route 65 provides a key orbital link across Kew Bridge to Richmond in the south and to Ealing Broadway northbound. The H91 serves the A4 corridor, however, service resilience can be poor. There are no direct bus links between much of the A4 corridor and the Elizabeth line at present.



Bus Network Review

East-West bus services

The overarching east-west corridor spans the length of the borough, with key destinations shown in the diagram. The corridor is paralleled in places by the Piccadilly Line as well as SWR rail lines. Various bus routes also on this corridor are mainly routed via London Road to maximise the network catchment.

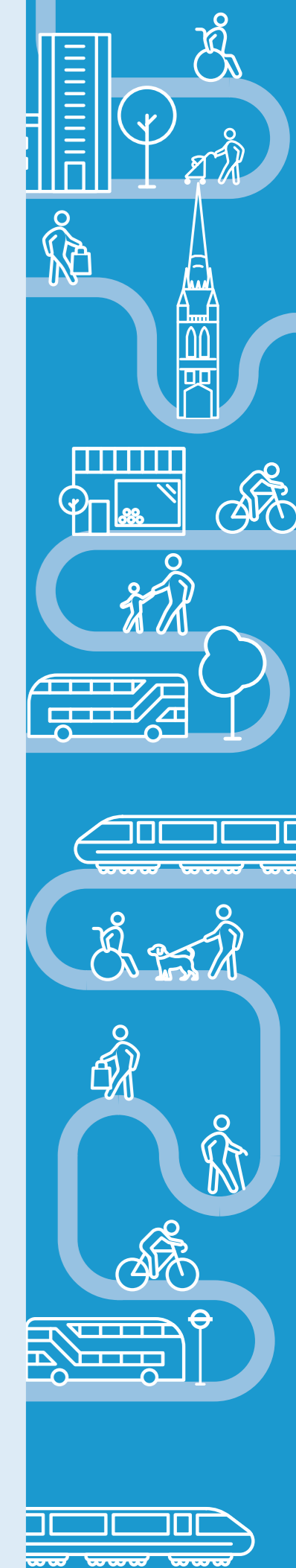
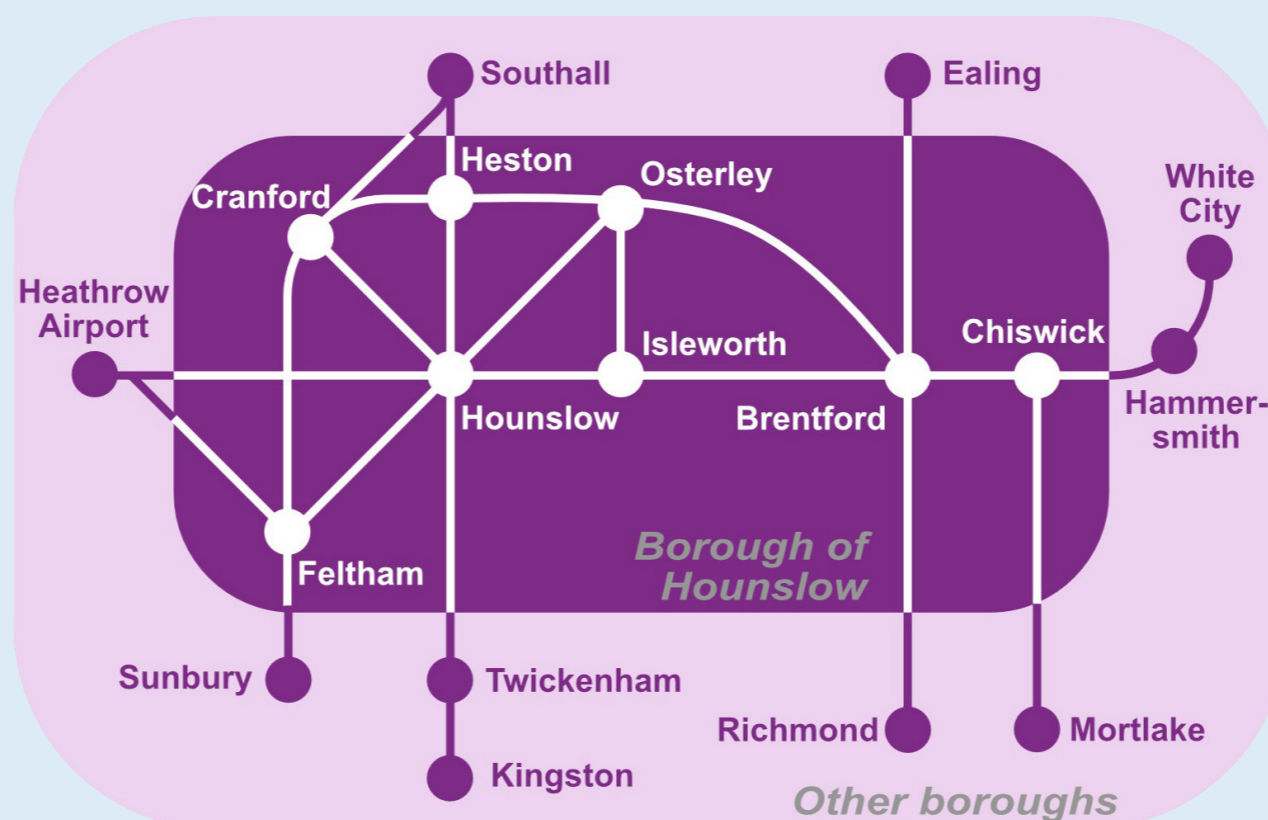
- **Express service:** There is no direct express bus connection along Great West Road between the identified key destinations, limiting travel options for parts of Hounslow that are not close to railway stations and limited to slower bus routes via London Road. The H91 provides the only service option along the A4 corridor.
- **Superloop Route SL7:** Currently, the borough has no connection to the Superloop network, despite one of the routes (Croydon to Heathrow) running through the borough without stopping at Feltham.

North-South bus services

There are various north-south corridors in the borough, including through central Hounslow, Feltham and in the east, focused around Kew Bridge. None of these are served by any of the existing rail connections.

- **Express service:** There is no direct express bus connection along the corridor. As there is no rail connectivity, people rely on the existing bus routes to travel which requires interchange in Hounslow Town Centre. This slows down journey times significantly, especially for those dependant on public transport.
- **Major through roads:** There are no major roads for this corridor when compared to the East-West Corridor. This makes the routing less direct along smaller local roads with lower speeds and more traffic congestion, resulting in slower journey times compared to the east-west corridor.

The schematic diagram on this page presents the network of key destinations for bus passengers in Hounslow. These connections are highlighted as important regardless of the quality of the current bus service in these areas. Connectivity to key destinations beyond the borough boundary is also represented.

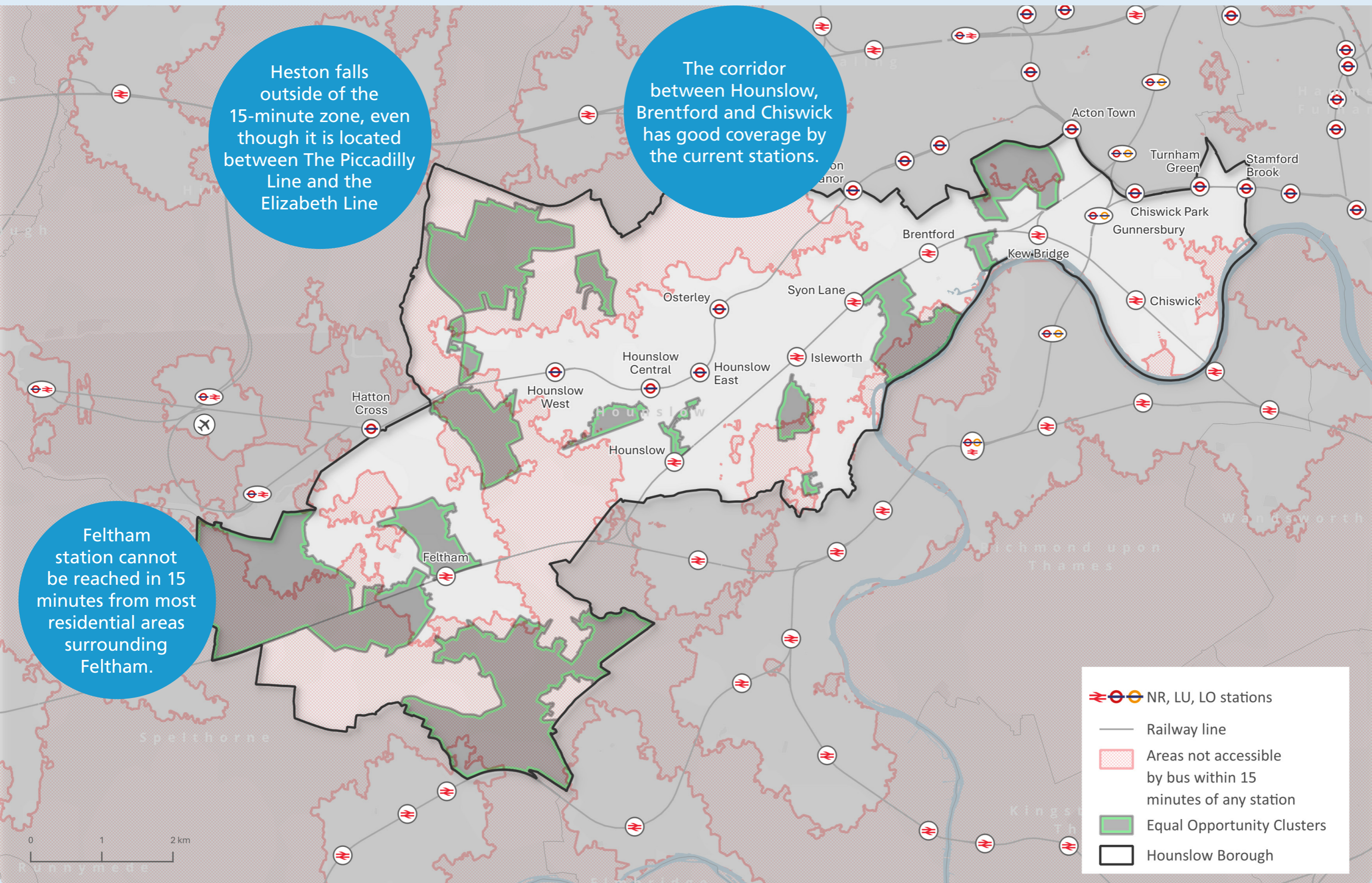


Bus-Rail Integration: areas within a 15-minute bus journey from stations

Heston falls outside of the 15-minute zone, even though it is located between The Piccadilly Line and the Elizabeth Line

The corridor between Hounslow, Brentford and Chiswick has good coverage by the current stations.

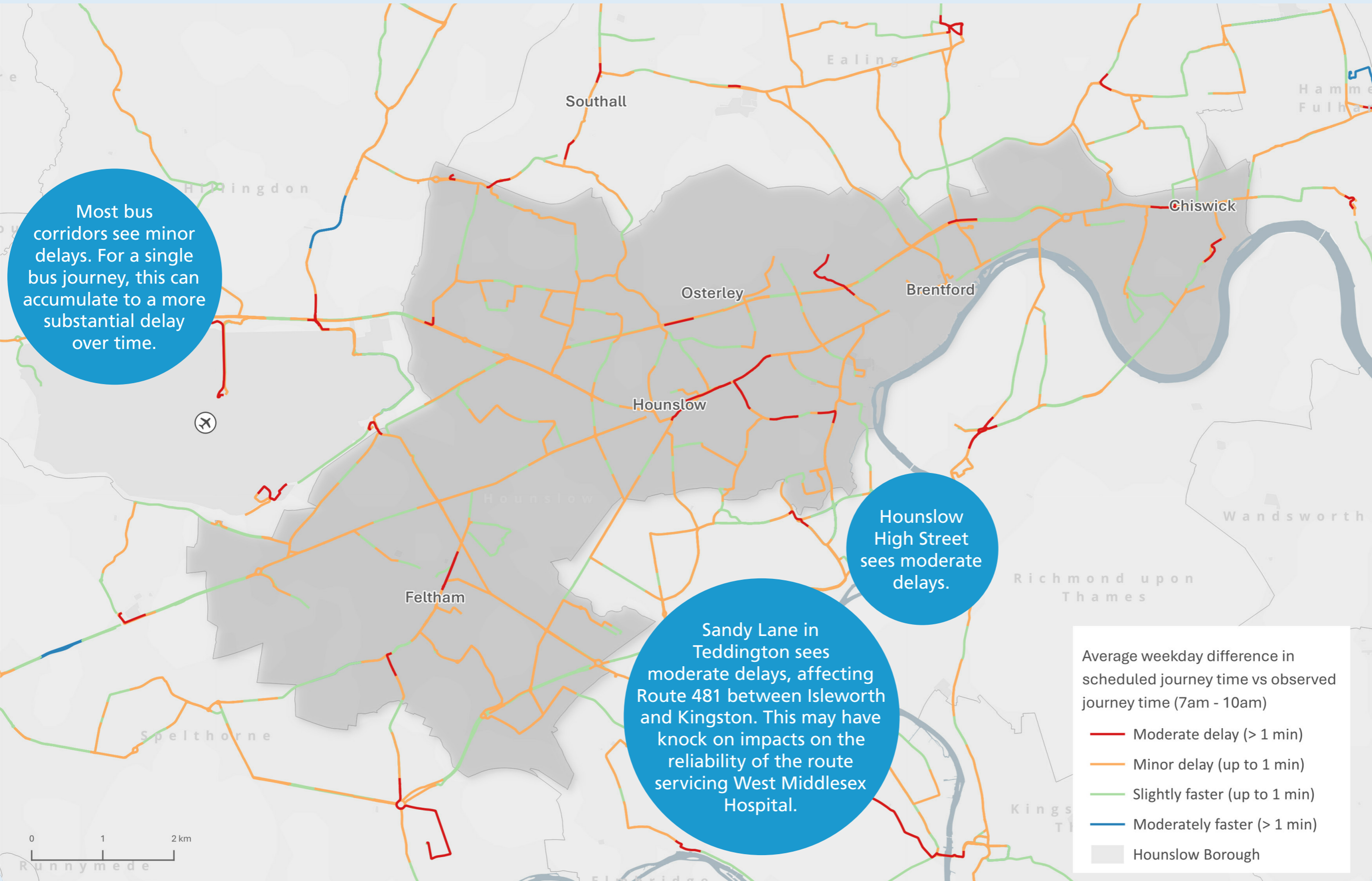
Feltham station cannot be reached in 15 minutes from most residential areas surrounding Feltham.



- NR, LU, LO stations
- Railway line
- Areas not accessible by bus within 15 minutes of any station
- Equal Opportunity Clusters
- Hounslow Borough



Bus Journey Delay: average delay vs. scheduled journey time in the weekday AM peak

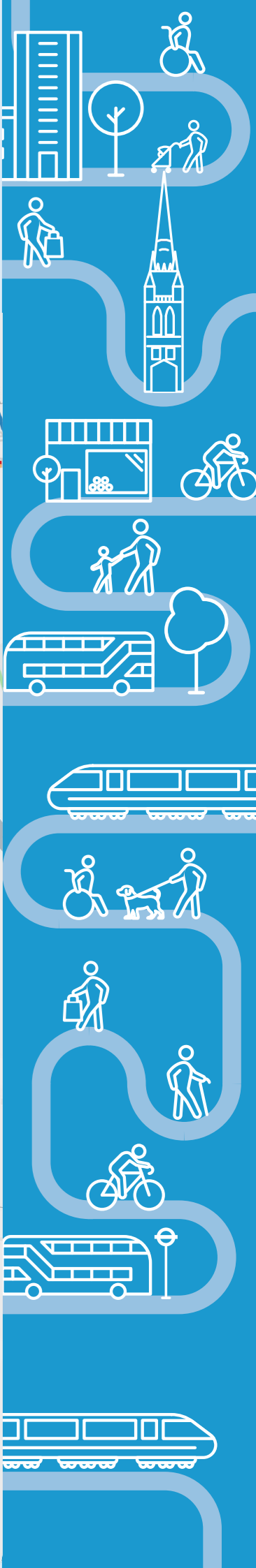


Most bus corridors see minor delays. For a single bus journey, this can accumulate to a more substantial delay over time.

Sandy Lane in Teddington sees moderate delays, affecting Route 481 between Isleworth and Kingston. This may have knock on impacts on the reliability of the route servicing West Middlesex Hospital.

Hounslow High Street sees moderate delays.

- Average weekday difference in scheduled journey time vs observed journey time (7am - 10am)
- Moderate delay (> 1 min)
 - Minor delay (up to 1 min)
 - Slightly faster (up to 1 min)
 - Moderately faster (> 1 min)
 - Hounslow Borough



Bus Network Review – East

The following key issues have been identified for East of Borough through the bus network review:

- Golden Mile Opportunity Area:** The Golden Mile is expecting to see substantial development, with as many as 7,000 new homes possible in the long term. The area is likewise home to notable employers, such as Sky Studios. In contrast to substantial ambitions, bus service along the corridor is limited. Sky Studios is not served directly, with buses currently terminating at Osterley Tesco. The nearest rail station (Syon Lane) is a 12-minute walk away and requires crossing a busy junction with poor pedestrian and cycle facilities. The only bus route here (H28) does serve Syon Lane station but provides no connection to Osterley tube station and an inefficient link towards Hounslow East. TfL plan to extend the E1 service to Osterley from Ealing, which will provide a connection to Elizabeth line services at Ealing Broadway. The E1 extension will also improve connections to the University of West London and between its campuses. Both Sky and the University of West London currently run private shuttle services, showing there is existing demand in the area unmet by TfL buses.
- North - south resilience:** Due to the River Thames, north - south connectivity in the east of the borough is limited, and this leads to poor service resilience. For example, the 65 bus connects Brentford with Ealing, Richmond, and Kingston but is the only key route in this part of the borough. There are no direct connections to Mortlake and North Sheen. Kew Bridge offers the only opportunity to cross the river in this area, limiting opportunities for different service types.
- Chiswick:** The Strand on the Green and Grove Park areas are served by SWR and some local bus services. However, its geography limits road access to just Great Chertsey Road and Sutton Court Road. Consequently, South Chiswick is particularly isolated with respect to rail and bus connectivity. Most bus services focus on local links to the nearest station, while those traveling further generally use Great Chertsey Road, which is at least a five-minute walk from South Chiswick. Pedestrian connectivity from this area to Gunnersbury station is limited by the bottleneck at Brooks Lane footbridge, which is not accessible. Buses along Chiswick High Road experience notable delays and would benefit from priority measures.
- Brentford Town Centre:** Bus connections from Brentford Town Centre to areas north of the A4 are limited, and stronger links would help boost growth and connectivity of the Golden Mile, and improve service through the Brentford Central, Ivybridge and Syon Green EOC. While routes E2 and E8 provide links through Ealing and towards the Elizabeth line, major employers along the Great West Road are not covered, and connections further west to Osterley and Heston are limited.



Electric 65 bus



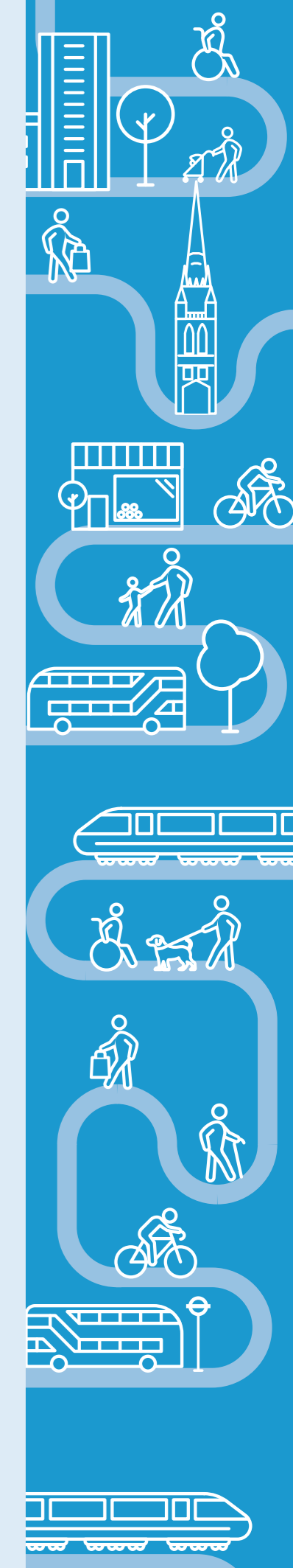
Rail and Underground Network Review

Rail/Underground Lines

The following key issues have been identified through the rail and Underground network review:

- **Interchanges between lines:** Although Hounslow is served by several rail lines, they mostly operate as individual lines, with limited options to change to other services inside the borough. Below are some of the interchange gaps identified in the review;
 - The SWR line via Chiswick and Hounslow has no interchange to the Overground and Underground lines running nearby
 - Within the borough and its boundaries, the Piccadilly Line has only one full-time interchange with the District Line at Acton Town. Stopping at Turnham Green is limited to early mornings and late evenings. This restricts the possibility of changing to Richmond-bound District line trains at most times of day.
 - There is no interchange between the SWR lines and the Underground and Overground networks within the borough.
 - The SWR rail lines have no connection to Heathrow Airport.
 - There is no rail connection to the Elizabeth Line running north of the borough.
- **Areas with no rail connection:** Although the rail and Underground lines cover most of the borough, there are areas which are not connected to the current rail network. Most of these areas are situated around Cranford, Feltham, and Hanworth with Heston located between Hounslow and Southall. These areas include many of our EOCs.
- **Interchange between rail and bus:** When assessing existing rail stations, Chiswick, Kew Bridge and Hounslow were identified as lacking interchange between rail and bus. The bus stops are located a walk away from the stations and one of the two directions requires crossing a busy road.
 - **Hounslow:** The bus stop serving the station is a few minutes walk (depending on southbound or northbound stop). There is also no step free access from Platform 2 to the bus stops, requiring an even longer walk via the road network if step free access is required.
 - **Feltham:** Wayfinding from Feltham station to the bus stops on the bridge is currently poor. Here there is an underpass and multiple stairs and ramps; however signage is lacking about the services that can be accessed, which directions buses depart and what can be accessed via each ramp.

- **Chiswick:** The SWR station is served only by the E3 bus in the immediate vicinity, with the 272 bus stopping a short walk away. Neither route provides a service towards Strand on the Green.



Rail and Underground - Staffing and Accessibility

A number of stations in the borough have limited to no step-free accessibility, as well as limited to no staffing. A map showing station accessibility follows overleaf, while staffing levels are presented on the table below.

Station staffing

Station staffing heavily depends on the provision of ticket barriers. Stations without ticket barriers have part-time, limited or no staffing. The stations operated by TfL are staffed at all times, while staffing levels on the SWR network vary considerably. Notably, Isleworth, Syon Lane and Kew Bridge stations have no staff presence.

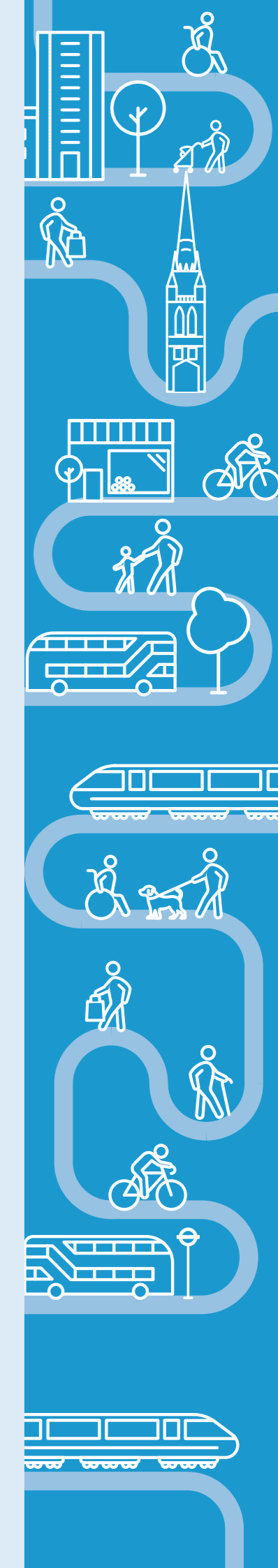
Station accessibility

Accessible stations are vital as they significantly reduce barriers to public transport use. In this assessment, accessibility is considered to be the ability to go from platform to street without steps or other obstacles that could act as barriers for those with reduced mobility.

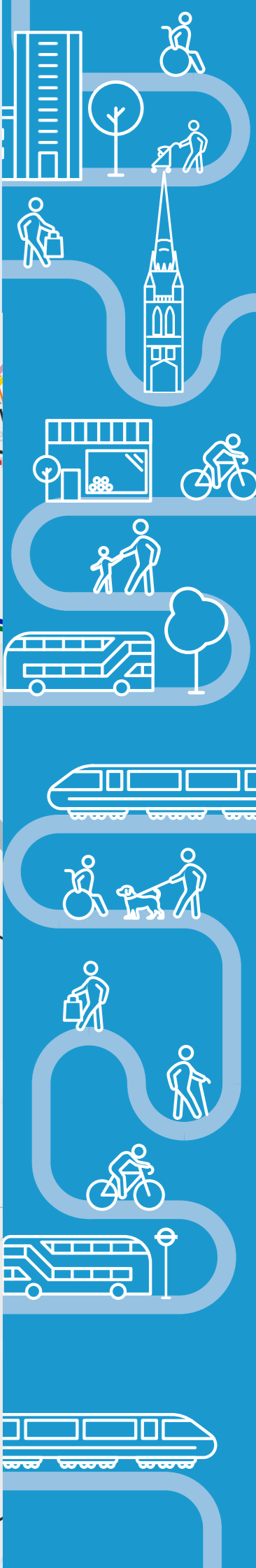
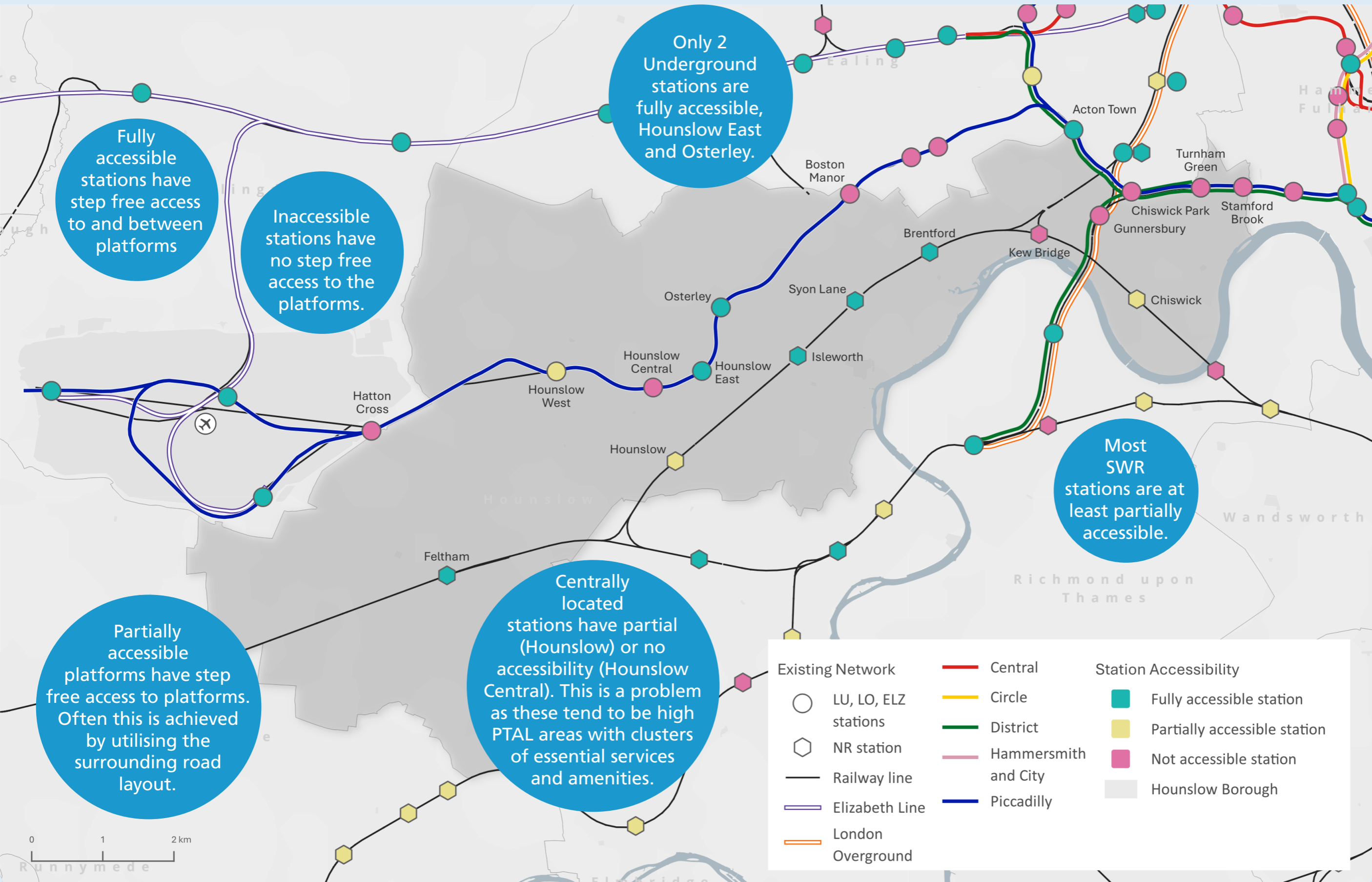
Some stations have partial step free access. This means there is step free access to all the platforms, but there is no step free interchange between platforms and access to the platforms tends to utilise the existing surrounding road layout instead of ramps or lifts.

Currently, Osterley and Hounslow East stations are accessible on the Piccadilly line, with partial accessibility at Hounslow West. On the SWR network, Syon Lane, Brentford, Isleworth and Feltham are accessible.

Station	Service	Full	Part-time	Limited	None
Hounslow West	Piccadilly	●			
Hounslow Central	Piccadilly	●			
Hounslow East	Piccadilly	●			
Osterley	Piccadilly	●			
Boston Manor	Piccadilly	●			
Hatton Cross	Piccadilly	●			
Acton Town	District/Piccadilly	●			
Gunnersbury	District/Mildmay	●			
Turnham Green	District/Piccadilly	●			
Stamford Brook	District	●			
Chiswick Park	District	●			
Feltham	SWR	●			
Hounslow	SWR		●		
Isleworth	SWR				●
Syon Lane	SWR				●
Brentford	SWR			●	
Kew Bridge	SWR				●
Chiswick	SWR			●	



Rail and Underground station accessibility



Bus Actions for Improvement

Proposed interventions

Bus proposals broadly focus either on key corridors or local connectivity. This acknowledges the dual role that buses play in providing local connections to essential amenities, as well as longer distance transport along key routes, particularly where there are no rail options. Key corridors are arterial public transport routes that can take people to key destinations beyond Hounslow. Both types of interventions have been considered across the borough (central, east and west).

Key Corridors

East-West Corridor

- We support a new east-west Superloop Route between Hounslow and Hammersmith via Great West Road. This will add more resilience to the Piccadilly line and H91 bus route, connecting existing communities and serving new developments. We are interested in exploring options for extending this route further to the west of the borough and towards Heathrow Airport.
- There is a need to provide additional bus priority between Feltham and Hounslow, as well as strengthening night buses along this corridor.

North-South Corridor

- To address poor north-south connectivity, we would like to work with TfL to explore options for new orbital Superloop services from Southall to Hounslow and Feltham, with potential extensions north and south to neighbouring boroughs.
- There is a need to provide additional bus priority between Cranford and Hounslow, bringing this part of the borough closer to the underground network.

Local Connectivity

We propose a range of improvements to local bus services, including higher frequency, connections to key destinations and better service hours. These interventions are focused on our Equality Opportunity Clusters and Opportunity Areas where possible.

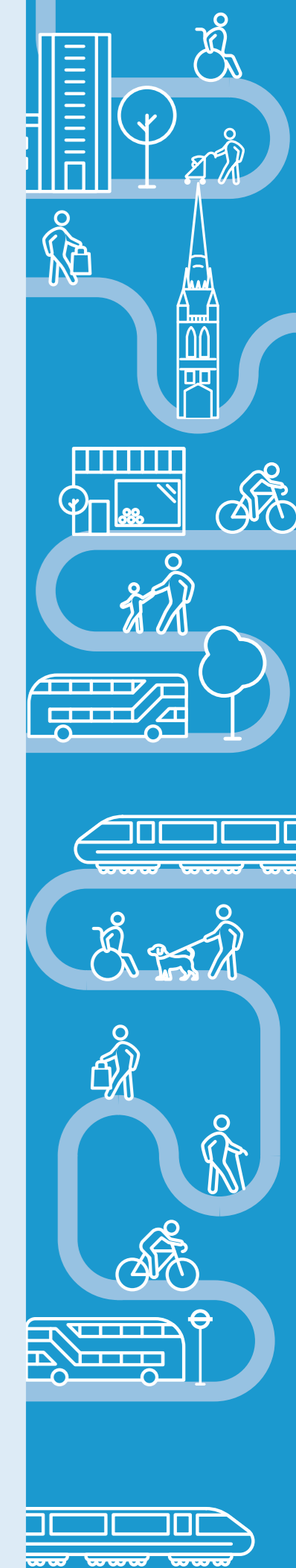
Our proposed interventions are set out in detail in the Bus Action Plan overleaf.





Bus - Action Plan

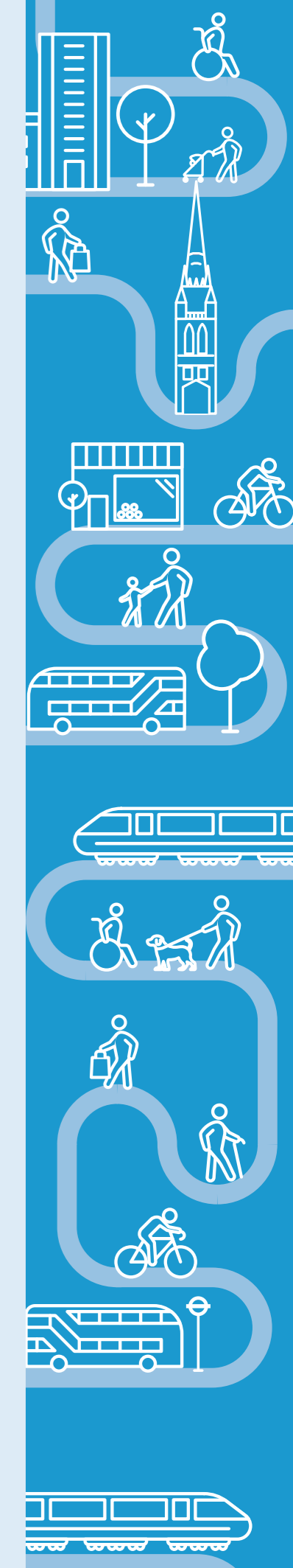
No	Area	Improvement	Description	Timescale	Cost	Status
B1	Borough wide	Expanding the core bus network	Work with TfL to increase the number of people living in proximity to routes and corridors with frequent services.	Medium term	Medium	Study
B2	Borough wide	Improving bus network resilience	Work with TfL to improve the resilience plans for bus services across the borough.	Medium term	Medium	Study
B3	Borough wide	Bus driver training	Work with TfL to ensure bus drivers receive a satisfactory level of training including with respect to passenger safety and experience, and safety of other road users.	Short term	Low	Development
B4	Borough wide	Bus electrification	Work with TfL to accelerate adoption of zero emission vehicles for bus services in Hounslow.	Medium term	Medium	Development
B5	Borough wide	Bus Stop Accessibility programme	Ensure all existing and new bus stops are accessible and allow for boarding/alighting from a wheeling perspective.	Short term	Low	Delivery
B6	Borough wide	East-west Superloop route (Hounslow to Hammersmith)	Support existing TfL proposals for a Superloop route from Hounslow to Hammersmith via Great West Road.	Short term	Medium	Study
B7	Borough wide	East-west Superloop route (Western extension to Heathrow T4 or T2&3)	Extend proposed east west Superloop from Hounslow to Heathrow T4 via Hatton Cross station and Feltham or to Heathrow T2&3 via Hounslow West station and Bath Road.	Short term	Medium	Study
B8	Borough wide	Route 235 - 24-hour operation and increased capacity	Upgrade route 235 to be a 24-hour service, providing a direct night-time connection from Hounslow to Feltham. The route capacity would be upgraded with the introduction of double decker buses.	Short term	Low	Development
B9	Borough wide	Route H91 - extended operating hours	We would like to see the route operating hours extended, or for the route to run 24-hours. An extension to hours could see the route start at 04:30 and finish at 01:30 to provide more flexible nighttime connections along the Great West Road corridor.	Short term	Low	Concept only
B10	Central	North-south Superloop route (Southall to Kingston either via Hounslow or West Middlesex Hospital)	New express bus service from Southall to Kingston supporting existing 120 and 281 routes. This could run either via Hounslow Town Centre or West Middlesex Hospital.	Short term	Medium	Concept only
B11	Central	North-south Superloop route (Northern extension to Greenford)	Extend new express bus service from Southall to Greenford for the Central line, to provide additional connectivity in the borough of Ealing.	Medium term	Medium	Concept only





Bus - Action Plan

No	Area	Improvement	Description	Timescale	Cost	Status
B12	Central	North-south Superloop route (Southern extension to Surbiton or Wimbledon)	Extend new express bus service from Kingston to Surbiton for SWR services or to Wimbledon for SWR, Thameslink, District line and Tramlink services.	Medium term	Medium	Concept only
B13	Central	Direct north to south bus movements through Hounslow town centre	Improving north to south journey times by routing northbound buses along Bell Road and Lampton Road to make this a two-way bus corridor.	Medium term	Medium	Study
B14	Central	Electric bus facilities at Hounslow bus depot	Implementing facilities for electric bus maintenance at Hounslow depot, to allow zero emission buses to operate from Hounslow town centre.	Medium term	Medium	Development
B15	Central	Improve pedestrian and bus stop facilities at Hounslow bus station as part of wider redevelopment of the bus station	There are ambitions to redevelop the bus station in the long-term. Improving pedestrian access and wayfinding could be a solution in the interim. Improving stops around the bus station is in the remit of LBH.	Long term	Medium	Study
B16	Central	Relocate Osterley Tesco bus terminus	Support existing development proposals to move Osterley Tesco bus terminus to better serve areas of employment.	Short term	Low	Development
B17	Central	Hounslow rail station bus stops	Relocate southbound bus stop to be closer to the station entrance.	Short term	Low	Study
B18	Central	Extension of route H28 to Southall or Hayes and Harlington.	H28 extended from existing terminus at Bulls Bridge Tesco to Southall station for Elizabeth line via Western Road or to Hayes and Harlington station via North Hyde Road.	Medium term	Medium	Concept only
B19	Central	Extension of route 481	481 extended from West Middlesex Hospital to Southall station via Isleworth station and Heston.	Medium term	Medium	Concept only
B20	East	Orbital bus improvements for the east of borough	Improvements to bus services to provide better connectivity into Ealing, Acton, Wembley, Richmond, Mortlake, better links to Strand on the Green and Grove Park.	Medium term	Medium	Concept only
B21	East	E1 extension to Golden Mile	Support existing proposals to extend E1 route to Brentford and Osterley connecting to Elizabeth line services at Ealing Broadway.	Short term	Low	Delivery
B22	East	New bus stop at Great West Road / Boston Manor Road	Bus stop along Great West Road in both directions and segregated pedestrian crossing so Superloop service can serve UWL Campus.	Short term	Low	Concept only
B23	East	Improve pedestrian access between Syon Lane station, Gillette Corner, Sky campus and local schools	Improve segregated pedestrian crossing between Sky Campus and Gillette Corner to have better access to bus stops on the Great West Road for when the Superloop service between Hounslow and Hammersmith is introduced.	Short term	Low	Study





Rail - Action Plan

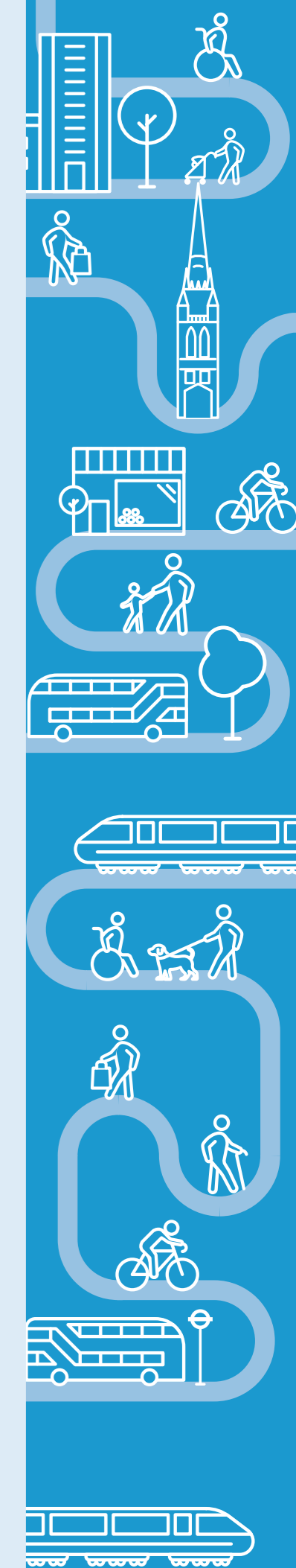
No	Area	Improvement	Description	Timescale	Cost	Status
R1	Borough wide	West London Orbital scheme	Support existing TfL proposals for Overground line from Hounslow to Hendon / Cricklewood via Old Oak Common including new station at Lionel Road.	Medium term	High	Development
R2	Borough wide	Heathrow Southern Access - Rail	Support existing proposals for Heathrow southern access connection which would allow direct trains from Hounslow to Heathrow T5 via Staines.	Long term	High	Study
R3	Borough wide	Elizabeth line to Staines	Support existing proposals for Elizabeth line extension to Staines via Heathrow Southern Rail Access.	Long term	High	Study
R4	Borough wide	Hounslow loop SWR everyday timetable improvements	Increase service frequency to operate 4 trains per hour at all times of service. We see there being intermediate steps to achieving this goal, including focusing on Sunday improvements to 2 trains per hour, Saturday improvements to 3 trains per hour and weekday improvements to 4 trains per hour.	Short term	Medium	Concept only
R5	Borough wide	Improvements to station forecourts	We will work with partners to improve station forecourts and public realm. This will support accessibility and improve the overall feel of stations.	Medium term	Medium	Development
R6	Borough wide	Wider station accessibility	Improvements on the approaches to rail stations on borough land.	Short term	Medium	Development
R7	Central	Full step free access at Hounslow station	Provide additional step free access facilities at Hounslow station for SWR services.	Long term	Medium	Development
R8	East	Brentford to Southall passenger service	Upgrade existing freight line for passenger shuttle service between Brentford and Southall for the Elizabeth line, with new station at Transport Avenue serving Golden Mile.	Long term	High	Study
R9	East	Step free access to Kew Bridge station	Step free access at Kew Bridge station for SWR services and for Brentford FC / new developments.	Short term	Medium	Delivery
R10	East	Step free access at Chiswick Station	Provide step free access facilities at Chiswick station for SWR services.	Long term	Medium	Development
R11	East	Service improvements on event days	Work with partners to plan additional public transport capacity and ensure planned works don't clash with event days where possible.	Short term	Low	Development





Underground - Action Plan

No	Area	Improvement	Description	Timescale	Cost	Status
U1	Borough wide	Piccadilly line upgrade – new fleet of trains	Introduction of new underground trains with greater walk through capacity for passengers, air-conditioning, and new information screens, and an increase in service frequency from 24 to 27 trains per hour.	Short term	High	Delivery
U2	Borough wide	Piccadilly line upgrade – signalling improvements	Improvements to enable automated train operation and additional capacity to further increase frequency on the line to up to 36 trains per hour.	Medium term	High	Delivery
U3	Borough wide	Wider station accessibility	Improvements on the approaches to tube stations on borough land.	Short term	Medium	Delivery
U4	Central	Step free access at Boston Manor Station	Provide step free access facilities at Boston Manor station for Piccadilly line services.	Long term	Medium	Development
U5	Central	Step free access at Hounslow West Station	Upgrade step free access facilities at Hounslow West station for Piccadilly line services.	Medium term	Medium	Development
U6	Central	Step free access to Hounslow Central station	Step free access facilities at Hounslow Central station for the Piccadilly line.	Long term	Medium	Development
U7	West	Step free access at Hatton Cross Station	Provide step free access facilities at Hatton Cross station for Piccadilly line services.	Medium term	Medium	Study
U8	East	Piccadilly line stop at Turnham Green - all day	For Piccadilly line trains to additionally call at Turnham Green all day Monday to Sunday.	Long term	Low	Study
U9	East	Step free access/capacity improvements at Gunnersbury Station	Provide step free access facilities at Gunnersbury station for the District line and Mildmay line.	Medium term	Medium	Development



Multimodal

While the modal action plans for bus, rail and underground set out our specific priorities for these services, it is equally important to consider holistic improvements that will help to tie together and improve the public transport network as a whole. In doing so, we must also consider how public transport integrates with other modes.



Personal safety

Previous engagement highlighted concerns about both actual safety and perceptions of safety when travelling via public transport. In addition to improving physical safety, through measures such as enhanced station and stop facilities and staff training, we should also address perceptions through proactive public engagement and campaigns. We will work with our key operating partners, as well as the British Transport Police and Metropolitan Police, to explore options for public safety campaigns that can be run borough-wide. Where possible, these efforts will be aligned with London-wide initiatives to maximise impact.



Mobility hubs

We want to improve accessibility to our rail and underground stations. By introducing more facilities and travel options to our stations, we can make current journeys easier and enable new ones too. Together with TfL, SWR and other key partners, we will explore options for mobility hubs at existing stations, bringing facilities such as cycle parking, micromobility bays, wayfinding and more to better connect our communities.



Behaviour change initiatives

Often it is not simply enough to build new infrastructure or to launch new services. Success depends on encouraging ridership and this can mean changing attitudes and habits. Rolling out behaviour change initiatives alongside our key partners can help our residents, businesses and visitors overcome perceived barriers to sustainable travel and make more informed choices about their journeys. Where possible, we will also look for opportunities to incentivise more sustainable journeys.



Real-time passenger information

Better information means more trust in our network and services. Giving passengers on-the-go details about bus and train arrivals at every stop and station, as well as online, means they can make more informed decisions about their options, reduce time waiting at stops and experience less stress when travelling. We would like to see our partners improve real-time communication around disruptions and changes to services to improve trust and passenger confidence.



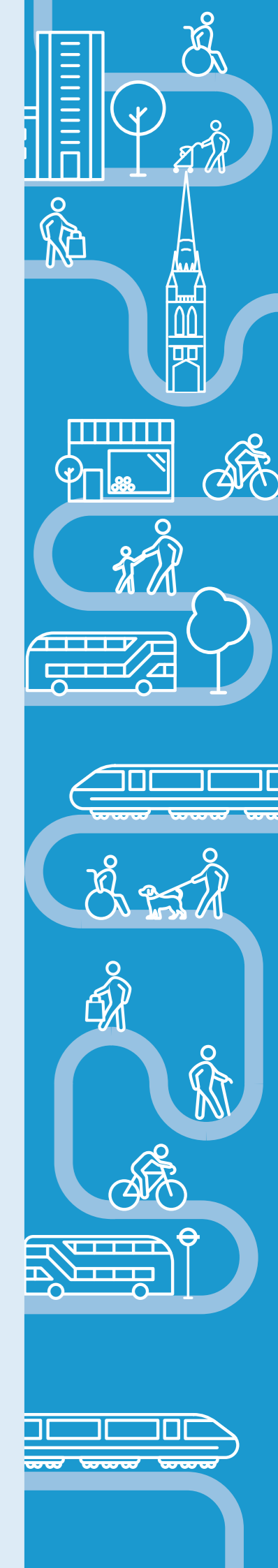
Wayfinding for public transport






Improvements to signage and wayfinding at our stops and stations, as well as in the borough overall, will provide better awareness of public transport availability and better clarity over the services available. We will work with TfL and SWR to improve stop and station wayfinding where possible, while also improving signage on the borough's street network at key locations.

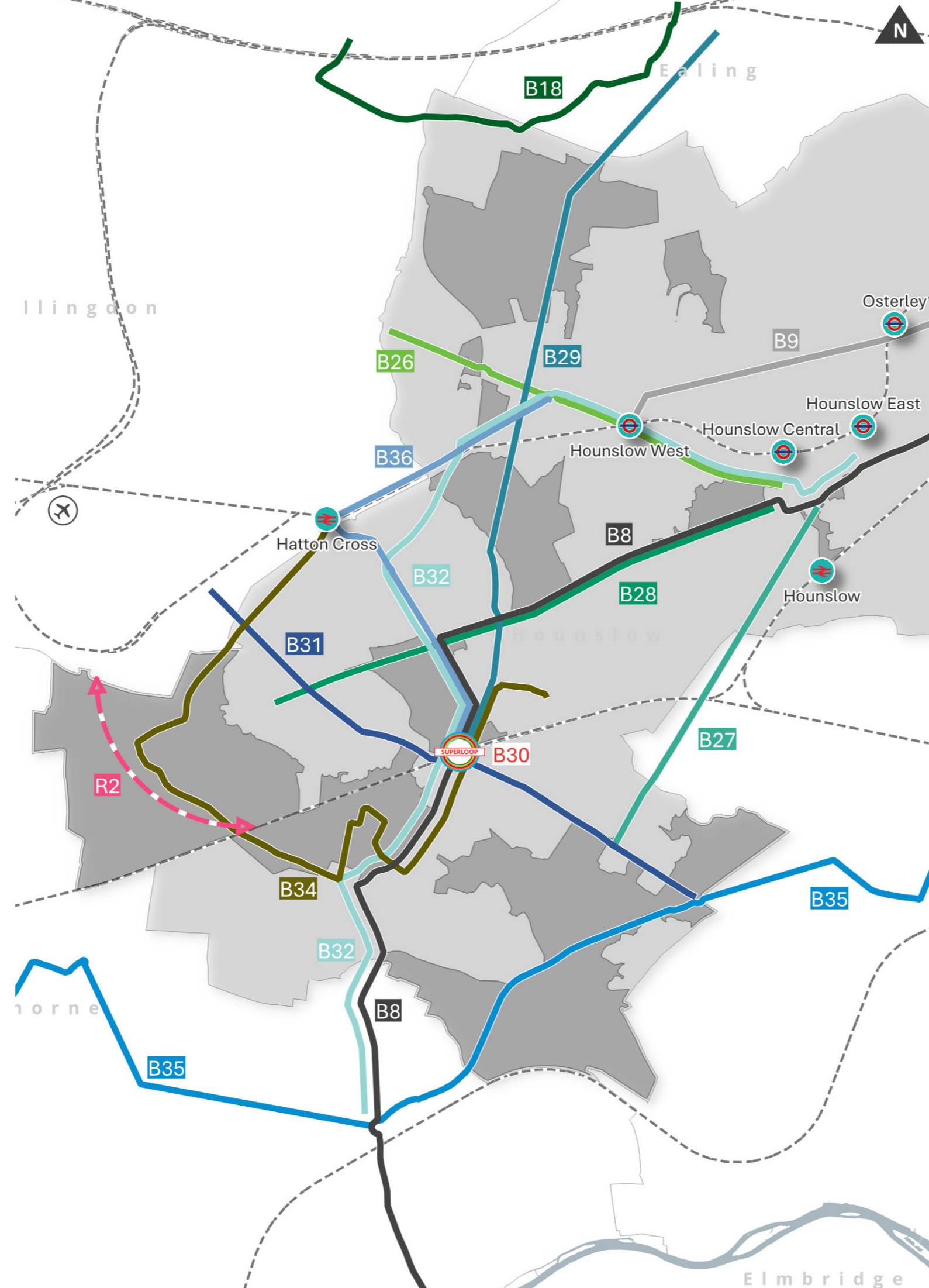


Multimodal - Action Plan

No	Area	Improvement	Description	Timescale	Cost
M1	Borough wide	Public transport safety campaign	Tackle barriers around perceptions of safety on public transport via communications and engagement.	Short term	Low
M2	Borough wide	Mobility hubs	Implement a programme of mobility hubs around rail and underground stations and key bus interchanges.	Medium term	Medium
M3	Borough wide	Behaviour change initiatives	Behaviour change schemes encouraging people to use bus, tube and rail.	Short term	Medium
M4	Borough wide	Enhance real time information for passengers	Improved passenger comms, particularly in the case of early terminations, route changes, delays, etc.	Medium term	Medium
M5	Borough wide	Wayfinding for public transport	Improve wayfinding to bus, rail and tube services across the borough.	Short term	Low
M6	Borough wide	Review of drop-off facilities at stations	Review of facilities such as disabled bays and taxi drop off areas at rail and Underground stations to ensure integration between modes is easy and accessible.	Short term	Low



-  Railway line (all services)
-  R2: Proposed Heathrow southern rail link route
-  B30: Superloop SL7 stop
-  B8: Route 235 - 24 hour operation
-  B9: Route H91 - extended operating hours and night service
-  B36: N9 alternative route to Hatton Cross and Feltham
-  B34: Route H26 - Improved frequency
-  B35: Route 290 - Improved Frequency
-  B18: Extension of route H28 to Southall or Hayes and Harlington
-  B32: New route between Sunbury and Hounslow West
-  B29: Feltham to Southall bus improvements
-  B31: Heathrow southern access bus
-  B26: Bus priority - Hounslow to Cranford
-  B27: Bus Priority - Hounslow to Hanworth
-  B28: Bus priority - Hounslow to Bedfont
-  Step free access improvements
-  Equal Opportunity Clusters
-  Hounslow Borough



Key improvements - West of borough

Key future improvements for the West of the borough are mapped on the left, bringing together highlights from across the modal action plans.

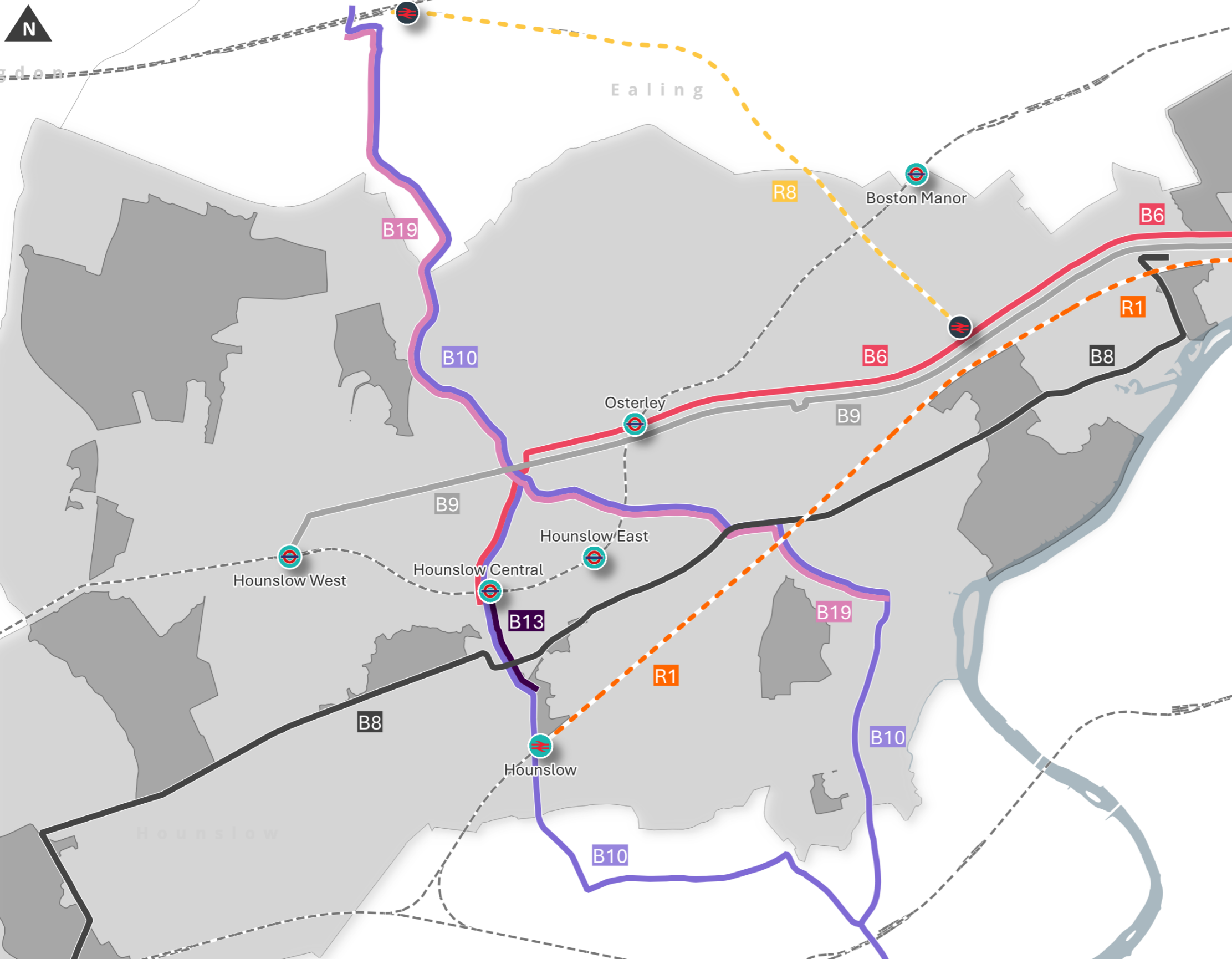
Bus improvements

A key focus for this part of the borough will be bus connectivity improvements to underserved areas. Bus priority improvements are proposed, connecting Hounslow Town Centre to Cranford, Bedfont and Hanworth. The plan has identified the opportunity for three new bus connections: Feltham to Southall via Cranford, Hounslow to Sunbury and better access to Heathrow Airport Terminal 4 from the south. Other improvements include better operating frequencies and operating hours for selected routes, and the introduction of Superloop services.

Rail and Underground improvements

The Council remains committed to pursuing Heathrow Southern Access rail improvements. We will also work with TfL to provide step-free access at Hounslow West and Hatton Cross.





Key improvements - Central Hounslow

Key future improvements for the central parts of the borough are mapped on the left, bringing together highlights from across the modal action plans.

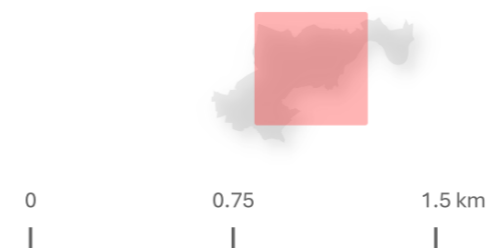
Bus improvements

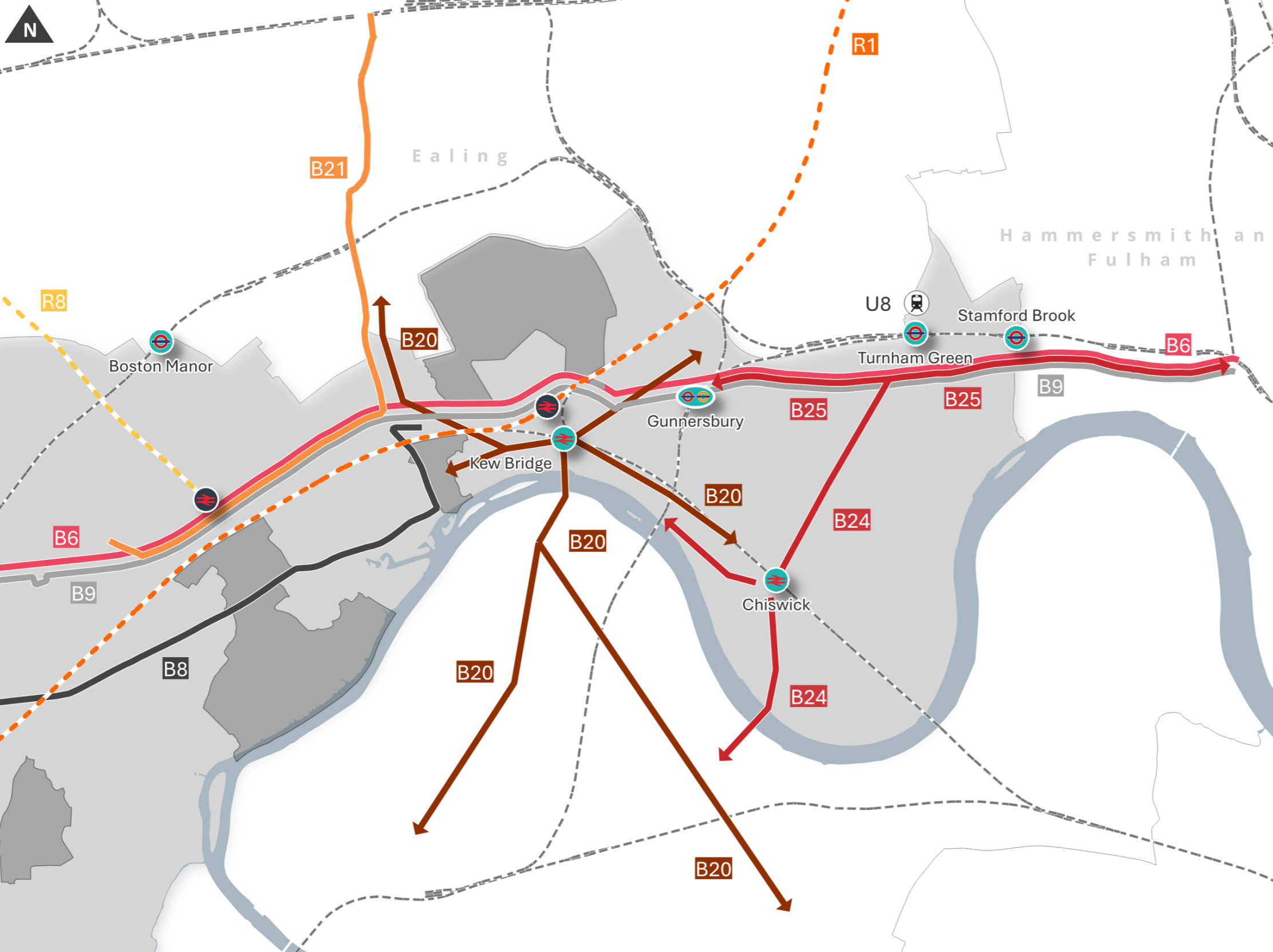
Improving the north – south bus corridor through Hounslow is a key priority. Changes to bus-only circulation through the Town Centre will help to speed up journey times on this axis of travel. We will work with TfL to look at options for improved services between Southall and Twickenham; this could take the form of a new Superloop route.

Rail and Underground improvements

Step-free access improvements at Hounslow rail station and Hounslow Central will bring better accessibility to Hounslow Town Centre. In the longer term, the West London Orbital will bring a better level of service to the Hounslow loop, providing new connections to the Elizabeth line / High Speed 2 at Old Oak Common and to northwest London.

- Railway line (all services)
- - - R1: Proposed West London Orbital rail route
- - - R8: Proposed Brentford to Southall rail route
- B6: East - West Superloop
- B10: B10: North – South Superloop (either via Hounslow or via West Middlesex Hospital)
- B13: Direct north-south bus movement through Hounslow town centre
- B19: Route 481 - extension to Southall
- B9: Route H91 - extended operating hours and night service
- B8: Route 235 - 24 hour operation
- Proposed new stations
- Step free access improvements
- Equal Opportunity Clusters
- Hounslow Borough





Key improvements - East of borough

Key future improvements for the east of the borough are mapped on the left, bringing together highlights from across the modal action plans.

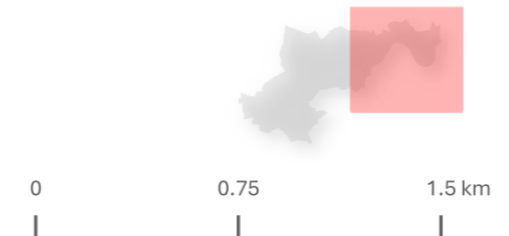
Bus improvements

Improving orbital connections through the pinch-point of Kew Bridge will be a priority to bring more direct links to Mortlake and North Sheen, while strengthening resilience towards Ealing. It will be important to improve bus services in Chiswick as well, including along Chiswick High Road. Connections to the Great West Road corridor will be improved, by extending the E1 route, improving the H91 and introducing a new east-west Superloop.

Rail and Underground improvements

Both the West London Orbital and Brentford to Southall passenger service will provide new connections to this part of the borough. New stations at Lionel Road and Transport Avenue will serve the Kew / Brentford area and the Golden Mile respectively. We will work with TfL and SWR to introduce step-free access to Gunnersbury, Kew Bridge and Chiswick stations.

- Railway line (all services)
- - - - R1: Proposed West London Orbital rail route
- - - - R8: Proposed Brentford to Southall rail route
- U8: Piccadilly Line stopping at Turnham Green
- B6: East - West Superloop
- B20: Orbital bus improvements in east of borough
- B24/B25: Improved bus connectivity in Chiswick and bus priority on Chiswick High Road
- B21: Route E1 extension
- B9: Route H91 - extended operating hours and night service
- B8: Route 235 - 24 hour operation
- Proposed new stations
- Step free access improvements
- Equal Opportunity Clusters
- Hounslow Borough



Our top priorities

Our next steps will centre on collaborating with our partners to deliver high-priority initiatives. While we remain committed to implementing all actions outlined in our modal plans, we believe the following steps represent a strong foundation for achieving our vision and objectives.

Step-free access at stations

We will continue our work to make all Underground and rail stations in Hounslow step-free. Our immediate priorities will focus on Kew Bridge station on the SWR network, as well as Gunnersbury, Hounslow West and Turnham Green on the Underground network.

SL7 Superloop stop in Feltham

Bringing Superloop to Hounslow and improving orbital links in Feltham can be achieved easily with the addition of a stop for the SL7 route in Feltham Town Centre.

Piccadilly line stop at Turnham Green

An all-hours Piccadilly line stop at Turnham Green would create more direct journeys for passengers to destinations and opportunities in this part of the borough. This will also enable interchange for the District Line to Richmond.

Deliver bus priority on borough road network

We will identify and deliver specific bus priority measures on the borough road network to help speed up journey times for passengers while balancing the needs of other modes of transport.

Hounslow Loop SWR timetable improvements

We will work with SWR to increase service frequency along the Hounslow loop. This will allow our residents and visitors to benefit from a more flexible service that offers turn-up-and-go frequencies at peak times. Passengers will be able to rely on frequent connections to Waterloo and Clapham Junction.

Improvements to station forecourts

Enhancing the public realm on the approach to stations is often within the Council's direct remit. We will work with TfL and SWR to make sure approaches to stations are as accessible as possible and pleasant for passengers.

Route E1 extension to Golden Mile

We will support TfL in realising the E1 route extension to the Golden Mile. This will provide a key link between the Great West Corridor and the Elizabeth line at Ealing Broadway and the Piccadilly line at South Ealing. The route will provide another option for those travelling from Ealing to the University of West London and to the Sky Campus at Osterley.

Bus electrification rollout

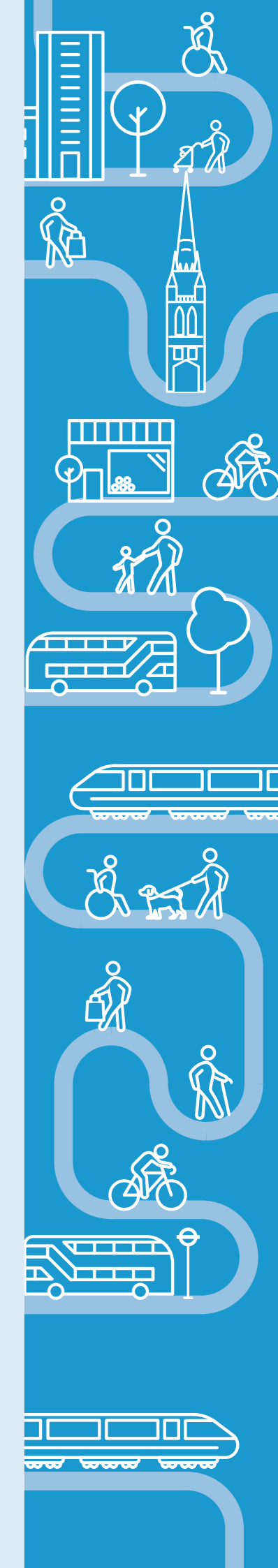
Electrifying our bus fleet will help make Hounslow cleaner and greener. We will continue to work with TfL to introduce electric buses on more of our key routes. Alongside this, we would like to see electric bus charging facilities situated at Hounslow bus depot.

Progressing the West London Orbital

We will continue working with key partners including TfL, Network Rail, neighbouring boroughs and developers to realise a new Overground line from Hounslow to Hendon and Cricklewood. This would transform travel for those on the Hounslow Loop, offering new rail connections across London via a new station at Lionel Road.

Improving bus service information and resilience

We will work with TfL to improve real-time information about arrivals, as well as on diversions and disruptions to improve passenger trust. Bus driver training is also a priority to improve safety and comfort for passengers.



References

This slide provides links to references in the body text.

- 1 - <https://bettertransport.org.uk/>
- 2 - <https://content.tfl.gov.uk/travel-in-london-2024-consolidated-estimates-of-total-travel-and-mode-shares-acc.pdf>
- 3 - London Travel Demand Survey 2023-24
- 4 - [Travel in London 2024 - Trends in public transport demand and operational performance](#)

