

A Vision for Rail Document

Feedback from A Cinderella Line

Page 3:

“Other than the London termini, busy interchange stations are Canary Wharf, Canada Water and Blackfriars.”

Blackfriars is a station included in London Terminals, so to be factually accurate this should either list all prominent London Terminal stations or remove Blackfriars from the list.

Page 4:

“Frequent services call at the main interchanges at New Cross Gate, Lewisham, Grove Park, Catford and Hither Green.”

Catford station itself is not an interchange, however you can interchange for Catford Bridge station. In addition to this, this reads as if Catford has the same frequency as Lewisham which (sadly for the Cinderella Line) is not true!

Suggest this is reworded to take these points into account.

“East-west services are limited to infrequent services across the north of the Borough calling at Nunhead, Lewisham and Blackheath.”

Nunhead is not in our borough! Suggest this is changed to say Crofton Park instead.

Page 10:

“Demand on the Network in Future”

We know already that stations on the Catford Loop line are significantly under-counted as there are no ticket barriers along the route so any oyster card data does not give an accurate reflection of passenger volumes, and on top of this, the Office of Rail and Road have changed their methodology for counting passenger numbers so according to our official figures, our passenger volumes have gone down despite us knowing that this is absolutely not true on the Catford Loop.

We are also aware that there is suppressed demand on our routes – many passengers simply don't use our services on the Catford Loop due to the current passenger volumes, so end up walking to Ladywell, Honor Oak or Lewisham to use other services instead.

I would be keen to see the methodology used behind these future predictions, as even with the new timetables for May, the capacity would only allow for a further

two trains an hour (giving a total of six) due to current pathing restrictions for other services.

In addition to this, we would be keen to understand why the map between Bellingham and Crofton Park is shown to have fewer passengers for the route just for that particular stretch of the route?

Could we have an explanation for this please?

Page 12:

“Goals of Lewisham’s Rail Vision”

We feel strongly, that in the goals there should be a point to ensure that housing development/population growth in the borough is directly linked. To say *“sufficient rail capacity”* is probably not strong enough to enforce that any agreed housing development/growth should only be approved if there is sufficient rail capacity either currently available or signed off in a plan.

We have seen a huge increase in rail passengers from Catford as a result of the Catford Green development, and yet there was no extra provision in rail services to account for this.

It is the campaigns view that these two issues should be married together and housing development should only be agreed if there is sufficient rail infrastructure to support it.

“To enhance the quality of stations and provide step-free access at all station in the Borough.”

We would like to see this goal expanded to tackle not just step free access but making journeys accessible overall. Step free access only forms part of an accessible experience for passengers. Improving the gap between the train and platform is key to an accessible service for all, as well as appropriate signage (both visual and physical markers) and station staffing. What happens at the other end of the journey is equally important. This is why, as a campaign, we have been arguing for more trains through the core rather than terminating at Blackfriars where the interchange going north can be very long and involve many stairs / lifts; not great if you have mobility problems.

Page 15:

“New Southeastern Franchise”

We would like to see a mention of services from the Cinderella Line to London Victoria in this section. In the 2018 timetable, we will have three direct Crofton

Park – Victoria services, and 4 direct Bellingham – Victoria services in the morning peak.

It is our request that we would like to see these services replicated for the evening peak services during weekdays, and then enhanced to eventually run direct weekend services to connect us to the Victoria line providing a key tube route through central London.

Our long term goal is that these Victoria services become a 2 trains per hour service and slot into the gaps in the Catford Loop Thameslink timetable so that a service is provided is a train to / from central every 10 minutes throughout the day every day.

It may be worth mentioning on this page that Southeastern services would be some of the services for Metroisation (Page 21)

Page 16:

“Thameslink Service”

We think it’s important to mention that the Thameslink timetable rollout is a phased approach (so we wont realise the full benefits of our new services until May 2019).

It’s also worth mentioning that station standards on our Thameslink route are probably the poorest in the borough and require significant work to bring them up to the same standard as the London Overground stations.

It may be worth mentioning on this page that Thameslink services would be some of the services for Metroisation (Page 21)

Page 21:

“Metroisation”

It’s probably worth mentioning here that passengers generally prefer to have a choice of terminating stations rather than a single terminus (eg: Victoria/Blackfriars or Charring Cross/Cannon St). Its also worth mentioning station standards would become standardised across the borough if this were to happen, which would provide a much better and consistent passenger experience.

Page 33:

“Step-free Stations”

Suggest this section is retitled to “Accessible Travel”. Step free stations are

wonderful, but are pointless if a disabled or elderly user cannot get onto the train!

Accessibility needs to be addressed holistically and not just station access in isolation. The whole passenger journey needs to be considered.

The step / gap between platform and trains at Crofton Park is extremely dangerous. Raising the level of the platform would go a significant way to solving this and help to provide step free access on to trains.