

MINUTES OF THE PUBLIC TRANSPORT LIAISON COMMITTEE

Wednesday 4th October 2023 at 7pm

Present: Councillor Royston, Councillor Huynh and Councillor Krupski

Also Present: Councillor Paschoud, Councillor Burgess, Councillor Muldoon, Councillor Sheikh, Councillor Webley-Brown, Paul Boulton and Sarah Assibey (Committee Support Officer)

In attendance, virtually: Councillor Malik-Smith, Councillor Bell, Councillor Penfold and Councillor Eiles

1. Minutes

The Minutes of the last meeting were agreed as an accurate record.

2. Declarations of Interest

No interests were declared.

3. Transport Questions and Responses

Transport for London representatives at the meeting gave a brief presentation highlighting their delivery of the Mayor's Transport Strategy. Some key points were as follows:

- 3.1. The 2023 consultation priorities included: New public transport in Outer London (Superloop, other new bus routes); Ongoing improvements across the wider bus network to make it efficient and matched to customer demands; and to raise awareness of our consultations using digital and printed marketing, press releases, and social media to complement public and stakeholder face to face engagement.
- 3.2. TfL's borough schemes include Bus Priority, Lewisham School Streets and Cycleway 10.
- 3.3. London Overground has been consistently in the top five of performance and reliability tables since it was established by TfL in 2007. Ridership on the London Overground is now regularly back to pre-pandemic ridership, showing that it has recovered quicker than all other TfL transport modes.
- 3.4. A turn up and go service is available at all TfL managed stations on the London Overground meaning customers do not need to pre-book assistance. All stations are staffed from the first train until the last. TfL are naming the six routes of the London Overground to give customers, especially those unfamiliar with the area, more confidence to travel around London. Removing

this barrier to travel could see more people choosing to travel sustainably, which would benefit the whole city.

Members asked questions to TfL as follows:

- 3.5. It was asked what steps TfL had taken to secure funding for the proposed Surrey Canal station. It was said that the proposed costs are currently over budget and TfL are in the process of trying to bridge the funding gap. They are looking at the scope of the project to see if there is any value management work that can be done.
- 3.6. When asked about the time in which TfL takes to respond to proposed schemes in Lewisham, TfL representatives assured the Committee that the Bakerloo Line extension remains in their top 3 of schemes that they continually talk to government about and that the momentum for the extension had slipped since the pandemic. They added that the Mayor of London made clear that his commitment to improving public transport provision in outer London.
- 3.7. It was asked if it had ever been considered that oyster cards could be used via smart phones, as this would improve child safety but also offer children an alternative way of accessing transport. It was also said that this would minimise the risk of children sharing oyster cards but also children being kicked off of buses. The TfL representative responded that they are innovating and coming up with new ways to improve their service, so they will take the feedback to the relevant staff.

After SE's presentation, the following was discussed, in supplementary to the written responses provided by the TfL (questions 5-18):

- 3.8. Question 5: no supplementary question was asked.
- 3.9. Question 6: no supplementary question was asked.
- 3.10. Question 7: no supplementary question was asked.
- 3.11. Question 8: TfL responded to this question at the meeting stating that the report is now complete, and a decision meeting will take place, after which TfL will work with Lewisham to give a timeframe pertaining to the outcome of the report.
- 3.12. Question 9: it was said that one of the consequences of buses clipping cars on that street is that residents are parking their cars further onto the pavement, making it difficult for pedestrians, particularly those with mobility impairments, to use the pavements. The Councillor went on to say that it would be important for representative of LBL to be at the proposed meeting to discuss enforcement measures, and police to discuss the speed cameras on the street.
- 3.13. Question 10: no supplementary was asked.

- 3.14. Question 11: TfL clarified that the SL4 consultation has taken place as part of the Silvertown bus network consultation. The outcome of the consultation will be shared with the committee.
- 3.15. Question 12: no supplementary question was asked. TfL Representatives added that there is significant overcrowding through the Sydenham corridor which could be a result of the withdrawal of some of the Southern services. To try to alleviate the problem, TfL are running to studies: increase the peak service from Crystal Palace or replacing the services which were previously run by Southern, so two trains per hour peak service into London Bridge as an option. The constraint would be rolling stock. The Southern representative added that since Covid-19, the service has recovered by 80% so far. There are no immediate plans to restore the 4 trains per hour service. There is currently a big gap between revenue and cost to run the service.
- 3.16. Question 13: no supplementary question was asked.
- 3.17. Question 14: it was asked what is being done about the maintenance of trains as there seems to be frequent breakdowns on the Overground. It was responded that there is a steady trend on Overground trains and that there is a strong contract with the train companies which include penalties when a mechanical fault is found on the train.
- 3.18. Question 15-18: no supplementary questions were asked.
- Southeastern also gave a brief presentation, providing an update on Lewisham Station and ticket offices as follows:
- 3.19. The ticket office consultation was run in two phases and focused on 40 stations which sold less than 50 tickets a day. London Travel Watch will provide recommendations of the outcome of the consultation at the end of October. From November onwards, Southeastern will consider if consultation should be run at other ticket offices.
- 3.20. The level of ticket sales is low, while the vast majority of customers use contactless/oyster at Lewisham stations. The Southeastern proposals will allow colleagues to perform.
- 3.21. Any Lewisham station staffed today would remain staffed to help customers who may need support.
- 3.22. Accessible travel is growing quickly on Southeastern railway. There are more mobile assistance staff at Waterloo East, London Bridge and Stratford International. The accessibility service has been independently highly rated.
- 3.23. The purpose of the short term works at Lewisham station include is to reduce platform congestion, which can help increase dwell time. These works include, wayfinding, the installation of a security gate, waiting shelter and relocation of gate lines.

- 3.24. It was asked by Members if when the ticket office closes, will the staff be on the platform of the station, to which it was responded that staff will remain at the station, on the platform during usual hours.
- 3.25. It was commented that in the equality impact assessment that not enough mitigations were covered such as the needs of the community, students and international visitors. It was asked that since toilets and wait rooms at New Cross station had been closed due to anti-social behaviour, what work had been done to mitigate this so that the toilets and waiting room can be back in use. Southeastern responded that they have recently launched their safeguarding strategy. A tripartite agreement has been signed with Network Rail and the British Transport Police to see what can be done about the issue of ant-social behaviour.

After the presentation and questions had been answered by Southeastern, Members asked supplementary questions to the responses submitted by other transport providers.

- 3.26. Question 1: it was emphasised that an increase in the number of trains running from London Bridge to East Croydon, stopping at Forest Hill is necessary, and that Southern need to look at suppressed demand, not just current data. Passengers are avoiding London Bridge to go to the Overground because they know they will miss a train.
- 3.27. Question 2: it was mentioned that there is now a broken lift at Forest Hill station- the whole bridge is only a few years old and does not seem to be maintained properly. It was asked if Network Rail can ensure that proper maintenance of the station is carried out. The Network Rail representative stated that the issue has been raised with facilities colleagues within Arriva London.
- 3.28. Question 3: there was no supplementary question asked.

4. AOB

- 4.1. It was said that the roof work being undertaken at Brockley Station is affecting people with disabilities and elderly passengers as they require access to the step free part of the station. I was asked when the works would finish. Network Rail responded that water has leaked from the roof which has caused the timber support to rot away. It has required the closure of that part of the station for the safety of the public. Roof works are very weather dependent, so there is a delay in progress when there is bad weather. The Network Rail representative said he would follow up on this.
- 4.2. The Chair also reminded transport representatives to follow up with the Committee or residents directly to respond to outstanding questions.