



PUBLIC TRANSPORT LIAISON COMMITTEE

Date: TUESDAY, 1 NOVEMBER 2022 at 7.00 pm

**Committee Rooms 1 & 2
Civic Suite
Lewisham Town Hall
London SE6 4RU**

**Enquiries to: Claudette Minott | 0208 314 3417 (Direct Line) | Email:
claudette.minott@lewisham.gov.uk**

MEMBERS

Councillor Edison Huynh
Councillor Louise Krupski
Councillor James Royston

Members are summoned to attend this meeting

**Kim Wright
Chief Executive
Lewisham Town Hall
Catford
London SE6 4RU
Date: 24 October 2022**

ORDER OF BUSINESS – PART 1 AGENDA

| Item No | | Page No. |
|---------|--------------------------|----------|
| 1. | Minutes | 1 - 4 |
| 2. | Declaration of Interests | 5 - 8 |
| 3. | Rail Questions | 9 - 26 |
| 4. | Bus Questions | 27 - 31 |
| 5. | AOB | |



Lewisham

The public are welcome to attend our committee meetings, however occasionally committees may have to consider some business in private. Copies of reports can be made available in additional formats on request.

Agenda Item 1

| PUBLIC TRANSPORT LIAISON COMMITTEE | | |
|------------------------------------|-----------------|-----------------------|
| Report Title | Minutes | |
| Key Decision | | Item No. 1 |
| Ward | | |
| Contributors | Chief Executive | |
| Class | Part 1 | Date: 1 November 2022 |

Recommendation

To approve the minutes of the meeting of the Public Transport Liaison Committee held on the 20 January 2022.

MINUTES OF THE PUBLIC TRANSPORT LIAISON COMMITTEE MEETING

Thursday 20th January 2022 at 6pm

PRESENT- Councillor Krupski and Councillor Walsh

Also present: Councillor Jacq Paschoud, Andrew Chillingworth (GTR), George Paterson (SouthEastern), Zoe Murphy (TfL), Louise McBride (Lead Officer) SGM Highways -Transport Asset Management,

In attendance remotely: Councillor Codd

1. Declarations of Interest

No interests were declared

2. Bus Questions

The questions submitted by Members were discussed. The answer were given as follows:

Question 1: The TFL representative stated that, following any incident, an investigation must be conducted. This can take some time as it is reliant on police information and/or can go through stages. The investigation is now complete but is awaiting sign off. The final update will be available in a few weeks. No other incidents/collisions alike have occurred since
Councillor Hall asked for copy of report once it's available and suggested that transport providers get some comparative data when the new junction is put in.

Question 2: the TFL representative stated that the 284 runs 6 buses per hour compared to 5 for P4. TfL look at frequency of buses and usage to patronage forecasts, however there are no plans to increase frequency in near future as the service meets demand.

Question 3: Bus use is up 18% on pre-pandemic levels. TfL are looking at data to see what is increasing congestion.

Question 4: TfL state that the cycle lane scheme that went live a year ago will be retained, to ensure it balances. More forensic investigation will need to be done before a decision is made. Ward members will be included as a part of the process. The Council and TfL are currently reviewing to decide if it should be retained, amended or removed.

Cllr Krupski commented that the roads are now much safer because of the traffic lanes. If they are kept for experimental purposes, we will see cycling levels increase.

Cllr Walsh asked when the street space schemes will have consultation on them as there has been significant representation from Bradgate Rd. he asked what was the strategic aim of the A21 when developing quiet ways through parks.

The TfL representative, in response to his questions, stated that; if this scheme is retained, an ETO would be within the first six months. The A21 near misses from Bradgate road in Catford, so may not be as relevant. She commented that, the schemes across London going in as quickly as they did may not have been helpful- but was done to provide people with more ways to travel. However, it was launched without consultation.

Question 4: Cllr Moore asked about mask-wearing on buses and how it is imposed. There was concern over what will happen if drivers asks for masks to be worn. TfL and GoAhead representatives stated that drivers are able to play automated message that advises the mandatory use of masks- and people are made aware they can be fined. It is not, however, practical for drivers to take time out to tell people themselves so it is a difficult problem to solve.

3. Rail Questions

In response to the questions submitted for rail transport networks, the following was discussed:

Question 5 and 6: The lead officer stated that the Borough are working closely with transport networks and are conducting a feasibility study to look at proposals to upgrade Lewisham Station. The short and long term feasibility, as well as busyness at Lewisham station are a factor in this. Any future funding will need to be identified, according to Network Rail. Southeastern will be conducting a feasibility study with the Lewisham station user group.

Question 7: The TfL representative stated that funding is difficult. The current deal expires on 4 February 2022 and it is difficult to know what is beyond that. From this, it is also uncertain what will happen in regards to LIP funding. The Bakerloo extension was operational, and there is currently no new money being funded. Pre-pandemic, there was a lot of work done by TfL to be in a secure financial position, but reliant on revenue. The demand was at 60% of pre-pandemic but this is not enough in revenue terms.

In response to the above questions and answers, Councillor Hall stated that it was disappointing that network rail were not at the meeting and that it was difficult to have conversations about it without them, at this level. Lewisham Gateway project is all about better public transport. The Bakerloo Line Extension is about integration and co-ordination. The Council should drive forward that it is safe and better and it is concerning that the only promise is about a feasibility study. He concluded that S.106 money is made for this purpose.

Question 1: Rail plans and timetables not back to normal. There have been significant cuts in Southern and Southeastern services and underground services.

Question 2: Through journeys to Charing Cross are to be reinstated.

Question 3: Trains from Ladywell to Charing Cross were reduced from 4 trains per hour to two trains per hour- there are no plans to reinstate service as the demand does not require it.

It was asked by members if there was access to the times people are going into work now (due to the pandemic) - there needs to be study on how peak periods have been stretched out.

Cllr Moore stated that the nature of the employment of the people that are using the train will determine the use of the trains and different hours. Different industries will use trains at different times. The Southeastern representative noted this point.

Question 4: There are mobile assistance teams based at Beckenham Hill with a van. Catford station will be step free from the end of the year but there is currently no project plan for Bellingham. Beckenham hill is step free from both sides of station. The scheme includes people with buggies.

The meeting finished at 7.15pm



Public Transport Liaison Committee

Declarations of Interest

Date: 1 November 2022

Key decision: No

Class: Part 1

Ward(s) affected: All

Contributors: Chief Executive

Outline and recommendations

Members are asked to declare any personal interest they have in any item on the agenda.

1. Summary

1.1. Members must declare any personal interest they have in any item on the agenda. There are three types of personal interest referred to in the Council's Member Code of Conduct:

- (1) Disclosable pecuniary interests
- (2) Other registerable interests
- (3) Non-registerable interests.

1.2. Further information on these is provided in the body of this report.

2. Recommendation

2.1. Members are asked to declare any personal interest they have in any item on the agenda.

3. Disclosable pecuniary interests

3.1 These are defined by regulation as:

- (a) Employment, trade, profession or vocation of a relevant person* for profit or gain
- (b) Sponsorship –payment or provision of any other financial benefit (other than by the Council) within the 12 months prior to giving notice for inclusion in the register in respect of expenses incurred by you in carrying out duties as a member or towards your election expenses (including payment or financial benefit from a Trade Union).
- (c) Undischarged contracts between a relevant person* (or a firm in which they are a partner or a body corporate in which they are a director, or in the securities of which they have a beneficial interest) and the Council for goods, services or works.
- (d) Beneficial interests in land in the borough.
- (e) Licence to occupy land in the borough for one month or more.
- (f) Corporate tenancies – any tenancy, where to the member’s knowledge, the Council is landlord and the tenant is a firm in which the relevant person* is a partner, a body corporate in which they are a director, or in the securities of which they have a beneficial interest.
- (g) Beneficial interest in securities of a body where:
 - (a) that body to the member’s knowledge has a place of business or land in the borough; and
 - (b) either:
 - (i) the total nominal value of the securities exceeds £25,000 or 1/100 of the total issued share capital of that body; or
 - (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person* has a beneficial interest exceeds 1/100 of the total issued share capital of that class.

*A relevant person is the member, their spouse or civil partner, or a person with whom they live as spouse or civil partner.

4. Other registerable interests

4.1 The Lewisham Member Code of Conduct requires members also to register the following interests:

- (a) Membership or position of control or management in a body to which you were appointed or nominated by the Council
- (b) Any body exercising functions of a public nature or directed to charitable purposes, or whose principal purposes include the influence of public opinion or policy, including any political party
- (c) Any person from whom you have received a gift or hospitality with an estimated value of at least £25.

5. Non registerable interests

- 5.1. Occasions may arise when a matter under consideration would or would be likely to affect the wellbeing of a member, their family, friend or close associate more than it would affect the wellbeing of those in the local area generally, but which is not required to be registered in the Register of Members' Interests (for example a matter concerning the closure of a school at which a Member's child attends).

6. Declaration and impact of interest on members' participation

- 6.1. Where a member has any registerable interest in a matter and they are present at a meeting at which that matter is to be discussed, they must declare the nature of the interest at the earliest opportunity and in any event before the matter is considered. The declaration will be recorded in the minutes of the meeting. If the matter is a disclosable pecuniary interest the member must take not part in consideration of the matter and withdraw from the room before it is considered. They must not seek improperly to influence the decision in any way. **Failure to declare such an interest which has not already been entered in the Register of Members' Interests, or participation where such an interest exists, is liable to prosecution and on conviction carries a fine of up to £5000**
- 6.2. Where a member has a registerable interest which falls short of a disclosable pecuniary interest they must still declare the nature of the interest to the meeting at the earliest opportunity and in any event before the matter is considered, but they may stay in the room, participate in consideration of the matter and vote on it unless paragraph 6.3 below applies.
- 6.3. Where a member has a registerable interest which falls short of a disclosable pecuniary interest, the member must consider whether a reasonable member of the public in possession of the facts would think that their interest is so significant that it would be likely to impair the member's judgement of the public interest. If so, the member must withdraw and take no part in consideration of the matter nor seek to influence the outcome improperly.
- 6.4. If a non-registerable interest arises which affects the wellbeing of a member, their, family, friend or close associate more than it would affect those in the local area generally, then the provisions relating to the declarations of interest and withdrawal apply as if it were a registerable interest.
- 6.5. Decisions relating to declarations of interests are for the member's personal judgement, though in cases of doubt they may wish to seek the advice of the Monitoring Officer.

7. Sensitive information

- 7.1. There are special provisions relating to sensitive interests. These are interests the disclosure of which would be likely to expose the member to risk of violence or intimidation where the Monitoring Officer has agreed that such interest need not be registered. Members with such an interest are referred to the Code and advised to seek advice from the Monitoring Officer in advance.

8. Exempt categories

- 8.1. There are exemptions to these provisions allowing members to participate in decisions notwithstanding interests that would otherwise prevent them doing so. These include:-
- (a) Housing – holding a tenancy or lease with the Council unless the matter relates to your particular tenancy or lease; (subject to arrears exception)
 - (b) School meals, school transport and travelling expenses; if you are a parent or

guardian of a child in full time education, or a school governor unless the matter relates particularly to the school your child attends or of which you are a governor

- (c) Statutory sick pay; if you are in receipt
- (d) Allowances, payment or indemnity for members
- (e) Ceremonial honours for members
- (f) Setting Council Tax or precept (subject to arrears exception).

Report author(s) and contact

For further information about this report please contact:

Jasmine Kassim

Senior Committee Manager,

Law, Corporate Governance & Elections

Jasmine.kassim@lewisham.gov.uk

Agenda Item 3

| PUBLIC TRANSPORT LIAISON COMMITTEE | | |
|------------------------------------|------------------------|-----------------------|
| Report Title | Rail Related Questions | |
| Key Decision | No | |
| Ward | All | |
| Contributors | | |
| Class | Part 1 | Date: 1 November 2022 |

1. TfL - Highways Division:

Please can you share with us your standard monitoring data for red route enforcement for the London Borough of Lewisham.

Please can you let us know the frequency of enforcement visits per month you have undertaken on the Red Routes in Lewisham over the last year, with additionally a month by month breakdown of PCNs issued for those who have without authority:

- parked on red lines
- parked on the pavements of TfL maintained roads
- crossed, unauthorised, pavement to park on curtilage/forecourts

(Councillor James-J Walsh (Labour), Representing Rushey Green Ward)

2. Southeastern –

Effect of services not now going to Cannon Street from Lee; what happens when issue at e.g. Waterloo East/Charing Cross line, as opposed to planned engineering works. Not everyone commutes at “rush hour”.

(Councillor Hilary Moore (Labour), Representing Grove Park)

3. Southern Rail -

In order to travel between East Croydon, Gatwick or Brighton to stations between London Bridge and Anerley, passengers have to change at Norwood Junction - already a busy station serving London Overground, Southern and Thameslink services. Are there plans to improve access between platforms at Norwood Junction by installing wider stairs/lifts?

(Sydenham Society)

4. Southern Rail

1. Can you please let us know when you anticipate restoring a full pre-COVID timetable on the Croydon- London Bridge line?

As one example of many problems, the reduction of the rush hour service (the 8:19 weekday service in particular) is causing severe overcrowding at Brockley and New Cross Gate on the 8:22 TfL service.

Not only are journey times increased by the reduced service, the reduction in service is creating additional problems at Canada Water TfL station as passengers wanting to reach London Bridge, are being forced to use the TfL services and causing overcrowding at the escalators and then on Jubilee line services. More generally, the level of overcrowding on TfL services caused by the reduction in Southern Rail services, is surely creating a situation where transmission of Covid and 'flu will increase once again.

2. Is there any possibility having the Croydon-London Bridge route re-established as it was previously, terminating at East Croydon. The need to change at Norwood Junction is time-consuming and difficult as there is no step free route to change for East Croydon and Gatwick bound passengers. TfL Overground services service Norwood Junction and West Croydon, so the replacement of the East Croydon service would be of considerable help to passengers.

3. (and Lewisham Council)

Prior to the re-development of London Bridge station, the Croydon line ran through to Charing Cross outside rush-hour, giving residents a quick direct service for the West End. When this service was removed the then Transport Minister, Lord Adonis, promised users it could be re-established once the new cross-overs were in place. This has not happened. The need to change at London Bridge can mean that journey times are hugely extended. (For example the journey from Charing Cross to New Cross Gate was 16 minutes is now an average of 30 minutes and potentially 45 minutes). We appreciate this cannot be amended until franchises are changed but will Southern Rail (with the help of Lewisham Council) commit to lobby for and negotiate a return to the services we had prior to "modernisation"? The route through London Bridge is available (as used by Thameslink services which run through our stations non-stop). It would provide additional revenue for Southern Rail (as faster and more convenient than the 30 minute route via TfL and Whitechapel) and would give a boost to the West End.

(NB if one goes to the National Rail enquiries website and search for trains from Charing Cross to New Cross gate, it only provides you with the route

using TfL services changing at Whitechapel, and does not show the National Rail route at all (changing at London Bridge at all.)

Southeastern Rail

1. Given the current poor service from Southern Rail into Charing Cross, residents using New Cross Gate station would sometimes walk to New Cross station (6 to 10 minutes) in order to make their journey or, on the reverse journey take a train from Charing Cross to New Cross and walk. However all New Cross services now run to Cannon Street. All Charing Cross services now seem to run fast to Deptford or Lewisham creating significant inconvenience to those living in the New Cross/New Cross Gate area. Is there a possibility that Southeastern services through to Charing Cross, stopping at New Cross, will be restored?

Network Rail

1. (and Lewisham Council) Can we have an update on the feasibility of re-opening Brockley Lane station? This is long overdue, especially with the increased usage of the East London Overground line through Brockley.

2. Are there any plans to install lifts at Nunhead Station? (Nunhead Station is just in the Borough of Southwark but used by a significant number of residents in Telegraph Hill and Brockley in Lewisham.)

NB: For TfL – Buses question please refer to document attachment: 'Bus Questions – PTLC – 1 November 2022)

TfL Underground

1. Could we have an update on the status of the Bakerloo Line Extension proposals please?

2. The link at Whitechapel between the East London Line and the Underground is increasing well used with the advent of the Elizabeth Line however the train indicator system does not provide adequate passenger information. Passengers will now have, for a number of journeys, to use either the Hammersmith and City Line or the Elizabeth Line. There is no way of telling however at Whitechapel station, which is likely to be the best option.

Conversely, for example at Moorgate, the new entrances show the next Elizabeth line train, but not the next H&C line train; on the H&C line platform, the indicators may tell you that the next train is for Aldgate, the one after a Circle Line, the one after that (there is a maximum of 3 shown) another Aldgate train: what passengers need to know is how long the next train on their line will be, but often for H&C trains, that information is not available at all.

Can the passenger information be upgraded to provide useful information for passengers?

(This issue was raised during the refurbishment of the Moorgate, Liverpool Street and Whitechapel when the Elizabeth line was being constructed, but has not been dealt with).

(Telegraph Hill Society)

5. Thameslink/TfL:

- What are your current plans for reinstating the Thameslink through line beyond Blackfriars to St Pancras, St Albans etc outside peak hours; and for establishing more regular connections to Victoria?
- What are updated plans regarding the extension of the Bakerloo Line to Lewisham and beyond?
- What alternatives have been considered to cutting the connection between Blackheath and Charing Cross stations?
- Please provide an update on TfL finances and expected effects on bus routes
- Please provide an update on plans for A21 improvements

(Councillor James Royston (Labour), Representing Catford South)

6. South Eastern Rail

1. What rationale is there for the cuts to off-peak services to Charing Cross through Blackheath station?

2. In November 2017, 89% of respondents to a questionnaire referenced in the South Eastern Rail Franchise Stakeholder Briefing Document opposed a reduction of “choice of central London destinations served by individual stations with the aim of providing a more regular and reliable service.” It notes also opposition was greatest in Blackheath. Why now have no steps have been taken to consult with Blackheath residents and why was the London Borough of Lewisham not informed prior to the public press release?

3. What impact does Southeastern believe an increased number of passengers changing over in Lewisham and London Bridge will have on service quality in general and accessibility for those with mobility difficulties in particular?

4. With the reduced use of tracks by services to Charing Cross from Blackheath station, are there plans for other lines be run through the station without stopping? If so, which lines are these and why do they take priority over the needs of Blackheath residents?

(Councillor Luke Warner (Labour), Representing: Blackheath)

7. Govia/TfL

1. I want to ask about the loss of direct services from Sydenham to East Croydon and direct services from Penge West/Anerley to London Bridge. Residents are very concerned it is full at Sydenham. For example: On the morning of Wednesday 19 October 2022, the 8.26am service at Forest Hill, was standing room only.
2. Second question is the proposed timetable from South Eastern Trains having seen their published timetable for services from December 2022. This indicates that the Hayes line, which runs via Lower Sydenham, will no longer go as far as Cannon Street. Instead trains will terminate at Charing Cross and will no longer stop at Lewisham. Regular users confirm that this is a popular service (standing room only in the morning rush hour) and removes 50% of connections with the DLR. Residents are concerned about the implications in a range of areas, including the impact on commuters, likely accessibility issues and the potential for people reverting to their cars with the obvious associated environmental impacts.

I hope that we can have a full reply from Southern and Southeastern regarding the changes to the timetable and how this has a detrimental effect for residents living in Sydenham.

(Councillor Chris Best (Labour), Representing: Sydenham)

8. TfL

Would TfL consider improving the links between Downham and Bromley train stations such as Beckenham Junction and Bromley South? The buses that serve those routes, the 336 and the 54, are often delayed and not as often as residents would require them, especially at rush hour. This change would ensure residents can access a number of new destinations, such as Victoria station, and would help towards fewer people needing to drive.

(Councillor Oana Olaru (Labour), Representing: Downham)

From: Andrew Chillingsworth [mailto:andrew.chillingsworth@gtrailway.com]
Sent: 26 October 2022 11:15
To: Minott, Claudette
Subject: FW: PUBLIC TRANSPORT LIAISON COMMITTEE (PTLC) MEETING | DATE: 1 NOVEMBER 2022
| TIME: 7.00PM - YOUR REPSONSES PLEASE.

Hi Claudette

I hope you're keeping well.

Just wondered if it's not too late to re-submit our response to the question below, as I've made some slight changes to our original response.

Many thanks
Andrew

Q: What are your current plans for reinstating the Thameslink through line beyond Blackfriars to St Pancras, St Albans etc outside peak hours; and for establishing more regular connections to Victoria?

The rail network has had to adapt to the financial impact of increased levels of working from home and increasing pressures on government finances. While demand has partially recovered, it has now stabilised with peak time demand across the network at around 70-75 per cent of pre-pandemic levels. Furthermore, travel is concentrated from Tuesdays to Thursdays, with fare income reduced by similar levels. With a number of trains currently providing connections at Blackfriars between north and south destinations, I'm afraid there isn't a strong enough business case to extend off-peak Orpington branch services beyond Blackfriars at the present time.

We are, however, working to encourage more passengers back to rail with the aim of increasing the number of services we run for our passengers.

Answers from Southeastern

Apologies for not being able to attend this session, we have already committed to attend another borough council this evening. We will be happy to meet the chair and other members on another date of their convenience.

Southeastern – Effect of services not now going to Cannon Street from Lee; what happens when issue at e.g. Waterloo East/Charing Cross line, as opposed to planned engineering works. Not everyone commutes at “rush hour”. (Councillor Hilary Moore (Labour), Representing Grove Park

In the event of problems arising in the day, services would either start and terminate at London Bridge, or run to an alternative London terminal.

On strike days we have been running all services to and from London Bridge, which has proven to be a successful mitigation in such circumstances.

- 1. Given the current poor service from Southern Rail into Charing Cross, residents using New Cross Gate station would sometimes walk to New Cross station (6 to 10 minutes) in order to make their journey or, on the reverse journey take a train from Charing Cross to New Cross and walk. However all New Cross services now run to Cannon Street. All Charing Cross services now seem to run fast to Deptford or Lewisham creating significant inconvenience to those living in the New Cross/New Cross Gate area. Is there a possibility that Southeastern services through to Charing Cross, stopping at New Cross, will be restored?**

Since the completion of Thameslink in 2018, no services from New Cross operate to Charing Cross. From 11 December, all services on the Woolwich, Bexleyheath, Sidcup and Hayes Lines will stop at London Bridge, providing interchange into Charing Cross.

In the Morning Peak (0700-1000) there are 59 services from London Bridge to Charing Cross, providing a connection approximately every three minutes and in the Evening Peak (1600-1900) there are 62 services from Charing Cross to London Bridge, with the same connection frequency.

- 2. What rationale is there for the cuts to off-peak services to Charing Cross through Blackheath station?**

We look at demand modelling which we obtain through train loading data, gateline data, and periodic passenger counts. The new timetable allocates capacity to where it's needed most.

The cuts to off-peak service equate to less than 10% of total off-peak services and will be better spread to ensure that everyone will normally be able to get a seat in the off-peak period.

There will also be a significant increase in punctuality and reliability because of our simpler, more resilient timetable. We expect there to be 12% fewer cancellations and 300,000 more on time station stops a year.

- 3. In November 2017, 89% of respondents to a questionnaire referenced in the South Eastern Rail Franchise Stakeholder Briefing Document opposed a reduction of “choice of central London destinations served by individual stations with the aim of providing a more regular and reliable service.” It notes also opposition was greatest in Blackheath. Why now have no steps have been taken to consult with Blackheath residents and why was the London Borough of Lewisham not informed prior to the public press release?**

Throughout the pandemic, we had to rewrite our timetables at pace, and even today we are still experiencing unpredictable demand for our services. It takes many months to design and consult upon a timetable change. Since March 2020, we have changed our timetable 15 times and the December 22 timetable is our next timetable, not our final timetable.

We want to give customers a timetable that is fundamentally simpler and which will perform better. To create a better base for our future, we worked closely with Network Rail to develop and announce our new timetable. Our plans were developed earlier this year and the Department for Transport gave us a derogation to proceed without a formal consultation programme given the need to deliver changes quickly including the withdrawal of first class. It would have been disingenuous to seek consultation without time to change the timetable based on feedback. Equally maintaining the current timetable has several disbenefits which will only get worse as customers return to the railway.

The new timetable means trains on our network will run on time more often, with fewer cancellations and sufficient space to match our current demand.

We welcome feedback on the new timetable. Customers can contact our Customer Services team via our app or website and leave feedback. Future changes will be based on customer feedback, demand and, of course, funding available.

We did have a programme of engagement with stakeholders planned in the run-up to the release of public data which we were compelled to suspend due to the 10-day mourning period for HM Queen Elizabeth II. This situation was exacerbated by a journalist deliberately breaking a press embargo before we'd had a chance to engage with everyone.

4. What impact does Southeastern believe an increased number of passengers changing over in Lewisham and London Bridge will have on service quality in general and accessibility for those with mobility difficulties in particular?

We are conscious of the importance of ensuring that passengers with accessibility needs can use our network with ease following this change.

London Bridge is a modern, £1bn redevelopment which has step free access on every platform, lots of staff, free Wi Fi, connections to Thameslink and the Underground, new facilities, defibrillators, and new equipment. It is well-lit, safe and has CCTV coverage and customer help points.

Additional Mobile Assistance Staff will be based at London Bridge from early December and will meet customers on arrival and transfer for them, if requested.

It has already performed well during periods of higher usage, including for HM Queen Elizabeth II's mourning period when we saw an unprecedented number of passengers use the station to join the lying-in-state queue and on strike days when all Southeastern services terminate at London Bridge.

At Lewisham we will have dedicated staff available to help those with accessibility needs interchange at the station.

5. With the reduced use of tracks by services to Charing Cross from Blackheath station, are there plans for other lines be run through the station without stopping? If so, which lines are these and why do they take priority over the needs of Blackheath residents? (Councillor Luke Warner (Labour), Representing: Blackheath)

Trains on the Woolwich Line and off-peak services on the Bexleyheath Line will now go straight to Cannon Street and Victoria and will not be stopping at Charing Cross. Customers for London Charing Cross will now need to change at London Bridge.

On the Hayes Line, trains will no longer call at Cannon Street as all services will now run straight to Charing Cross. This is to reduce the number of crossing moves by two-thirds and thereby significantly reduce the cause of delay.

Customers have repeatedly told us that their top priorities are punctuality and reliability which is the number one factor driving satisfaction – as highlighted by numerous surveys, including those undertaken by Transport Focus, over recent years.

We have therefore made some structural changes to enable our trains to be more reliable and punctual by reducing congestion at busy junctions, such as the notorious bottleneck at Lewisham Junction, by reducing the number of train crossing moves by two thirds in the December timetable.

From: Jack Wharton [mailto:Jack.Wharton@networkrail.co.uk]

Sent: 31 October 2022 11:16

To: Minott, Claudette

Subject: RE: PUBLIC TRANSPORT LIAISON COMMITTEE (PTLC) MEETING | DATE: 1 NOVEMBER 2022 | TIME: 7.00PM - YOUR REPSONSES PLEASE.

OFFICIAL

Hi Claudette,

Please see a below a response to the following question:

Can we have an update on the feasibility of re-opening Brockley Lane station? This is long overdue, especially with the increased usage of the East London Overground line through Brockley.

“We have recently published our [South London Rail Strategy](#) and our position is explained on Page 79. If the link does not work, it can also be found on the Network Rail website: [Long-term planning - Network Rail](#).

In summary, we recognise the strategic value of the proposal as it would unlock many orbital journeys. In the production of this strategy, we also assessed the overall impact on revenue and our early findings were that the net impact on the rail network could be positive.

The analysis did not include or consider the cost of building the platforms.

The next stage would be to produce a Strategic Outline Business Case underpinned by infrastructure feasibility assessments, timetable analysis to make sure it could fit within Southeastern’s new timetable, and further economic appraisal. NR would need to be commissioned to do this piece of work.

Due to the current funding environment and inflationary pressures, the DfT’s Rail Network Enhancements Pipeline is particularly constrained and so a project such as at Brockley would need alternative funding sources to progress in the short term.

We would like to work with TfL and LB Lewisham to explore options to progress a business case.”

Kind regards

Jack Wharton

Public Affairs Manager

Network Rail Southern
1 Puddle Dock, London, EC4V 3DS
Mobile: 07716 095282

Q3. Southern Rail -

In order to travel between East Croydon, Gatwick or Brighton to stations between London Bridge and Anerley, passengers have to change at Norwood Junction - already a busy station serving London Overground, Southern and Thameslink services. Are there plans to improve access between platforms at Norwood Junction by installing wider stairs/lifts? (Sydenham Society)

A:

Major accessibility improvement works, such as the installation of lifts and footbridges, are funded through the Government's Access for All programme, which is then delivered by Network Rail.

We are awaiting an announcement by the Department for Transport for improvement schemes to be developed and delivered during Network Rail's next funding control period – 2024-2027.

Q4.1 Southern Rail Can you please let us know when you anticipate restoring a full pre-COVID timetable on the Croydon- London Bridge line?

A:

As part of the timetable introduced at the start of September, we made a set of changes to Southern services to London Bridge Station.

The context to these changes is the need to adapt the network to the financial impact of increased levels of working from home. While demand has partially recovered, it has now stabilised, with peak time demand across the network at around 70% of pre-pandemic levels and within that, concentrated Tuesday to Thursday, with fare income reduced by similar levels.

Our approach is to seek to create the best fit of services to demand by making the most efficient use of the resources and the funding available to us. As we make changes, we prioritise our available resources to support as many customers as we possibly can.

One of the changes was the replacement of the all-stations London Bridge to East Croydon service with the return of the all-stations London Bridge to London Victoria via Sydenham and Crystal Palace service seven days per week.

The reason we made this change was that it allowed us to double capacity for customers on the Sydenham to London Bridge section with eight and ten carriage trains, replacing the five carriage service into London Bridge which was operating prior to the September timetable.

This service also caters for journeys towards Clapham Junction, and because it is running between the two terminus stations, provides more peak time capacity into and out of London Victoria for stations to the west of Crystal Palace, as well as capacity into London Bridge from stations such as Forest Hill.

However, this change does mean that stations along this route no longer have a direct service to East Croydon. One option for those travelling to East Croydon or other destinations further south is to need to change from a London Overground service at Norwood Junction.

We have therefore increased the number of Southern and Thameslink services which stop at Norwood Junction to provide better connections for passengers

Current train loadings for London Victoria to London Bridge services indicate that the service at Brockley at 8:33 and New Cross Gate at 8:36 towards London Bridge runs at around 60% of passenger capacity.

In the future, as passengers return to rail, then we want to see more services operating, building a thriving railway and we know the changes introduced in September will have been a disappointment to some customers on this route.

We will continue to review feedback from rail users and will make changes and improvements where we are in a position to be able to do so with the resources available to us.

Q4.2. Is there any possibility having the Croydon-London Bridge route re-established as it was previously, terminating at East Croydon.

A:

Please refer to answer to question 4.1 for more information on the background to this change. We will continue to review feedback from rail users and will make changes and improvements where we are in a position to be able to do so with the resources available to us.

Q4.3(and Lewisham Council) Prior to the re-development of London Bridge station, the Croydon line ran through to Charing Cross outside rush-hour, giving residents a quick direct service for the West End. When this service was removed the then Transport Minister, Lord Adonis, promised users it could be re-established once the new cross-overs were in place. This has not happened. The need to change at London Bridge can mean that journey times are hugely extended. (For example the journey from Charing Cross to New Cross Gate was 16 minutes is now an average of 30 minutes and potentially 45 minutes). We appreciate this cannot be amended until franchises are changed but will Southern Rail (with the help of Lewisham Council) commit to lobby for and negotiate a return to the services we had prior

to “modernisation”? The route through London Bridge is available (as used by Thameslink services which run through our stations non-stop). It would provide additional revenue for Southern Rail (as faster and more convenient than the 30 minute route via TfL and Whitechapel) and would give a boost to the West End.

(NB if one goes to the National Rail enquiries website and search for trains from Charing Cross to New Cross gate, it only provides you with the route using TfL services changing at Whitechapel, and does not show the National Rail route at all changing at London Bridge at all.)

A:

The off-peak only Southern service which operated from Charing Cross through to London Bridge and Croydon was removed over 10 years ago as part of the High Speed 1, East London Line Extension and Thameslink upgrade programmes. We do not have any plans to reintroduce these services.

The easiest routes for passengers from Charing Cross to New Cross Gate will be either via a London Overground service from Whitechapel or via a National Rail service from London Bridge. The National Rail Journey Planner will recommend either route option depending on which is quicker at the time of enquiry. It is possible to travel on a customer’s preferred route by using the “via” option in the journey planner.

The station upgrades at London Bridge have made it easier for passengers making this connection to change between Southern and Southeastern services, with accessible lifts to every platform.

Q5. Thameslink/TfL:

What are your current plans for reinstating the Thameslink through line beyond Blackfriars to St Pancras, St Albans etc outside peak hours; and for establishing more regular connections to Victoria?

(Councillor James Royston (Labour), Representing Catford South)

A:

The rail network has had to adapt to the financial impact of increased levels of working from home and increasing pressures on government finances. While demand has partially recovered, it has now stabilised with peak time demand across the network at around 70-75 per cent of pre-pandemic levels. Furthermore, travel is concentrated from Tuesdays to Thursdays, with fare income reduced by similar levels.

With a number of trains currently providing connections at Blackfriars between north and south destinations, I’m afraid there isn’t a strong enough

business case to extend off-peak Catford loop services beyond Blackfriars at the present time.

We are, however, working to encourage more passengers back to rail with the aim of increasing the number of services we run for our passengers.

Q7.1 Govia/TfL

1. I want to ask about the loss of direct services from Sydenham to East Croydon and direct services from Penge West/Anerley to London Bridge. Residents are very concerned it is full at Sydenham.

For example: On the morning of Wednesday 19 October 2022, the 8.26am service at Forest Hill, was standing room only.

A:

Please refer to the answer to Q.4.1 for more background on the replacement of East Croydon to London Bridge with London Victoria to London Bridge services.

Passenger numbers across the network have recovered to approximately 70-75% of pre-covid levels, with peak traffic now heavily concentrated on Tuesday, Wednesdays and Thursday only.

To encourage customers to travel at less busy times, we provide information on train loadings on the timetable pages of our websites. This shows that while Wednesdays are the most popular day of the week, the services either side of the 08:28, such as the 07:58 and 08:58 are carrying significantly fewer people.

We will continue to review feedback from rail users and will make changes and improvements where we are in a position to be able to do so with the resources available to us.

Lewisham Public Transport Committee

November 2022

TfL Responses to questions raised:

Rail Questions

1. Please can you share with us your standard monitoring data for red route enforcement for the London Borough of Lewisham. Please can you let us know the frequency of enforcement visits per month you have undertaken on the Red Routes in Lewisham over the last year, with additionally a month by month breakdown of PCNs issued for those who have without authority: parked on red lines, parked on the pavements of TfL maintained roads, crossed, unauthorised, pavement to park on forecourts

- TfL's traffic enforcement dataset is split into nearly 25,000 individual enforcement location/zones, not boroughs
- Unfortunately, the information sought is not available on a borough level
- If councillors or Lewisham officers have particular locations which they would like us to provide data on, we can see what can be done with the data held

4. What are updated plans regarding the extension of the Bakerloo Line to Lewisham and beyond?

- The coronavirus pandemic has had a huge impact on our network and finances. We remain committed to delivering the Bakerloo line extension; however this still depends on a viable funding package being put together
- We will continue discussions with the Government, while being realistic about the funding London could contribute to building an extension over the coming years
- The Secretary of State for Transport has issued directions to safeguard land needed to build the proposed Bakerloo line extension. Safeguarding is a formal process done by the Department for Transport to protect land above and below ground from conflicting future development. The safeguarding process does not give powers for the extension to be built

4.1 The link at Whitechapel between the East London Line and the Underground is increasing well used with the advent of the Elizabeth Line however the train indicator system does not provide adequate passenger information. Passengers will now have, for a number of journeys, to use either the Hammersmith and City Line or the Elizabeth Line. There is no way of telling however at Whitechapel station, which is likely to be the best option. Conversely, for example at Moorgate, the new

entrances show the next Elizabeth line train, but not the next H&C line train; on the H&C line platform, the indicators may tell you that the next train is for Aldgate, the one after a Circle Line, the one after that (there is a maximum of 3 shown) another Aldgate train: what passengers need to know is how long the next train on their line will be, but often for H&C trains, that information is not available at all.

Can the passenger information be upgraded to improve decision-useful information for passengers? (this issue was raised during the refurbishment of the Moorgate, Liverpool Street and Whitechapel when the Elizabeth line was being constructed)

- Decisions on where to provide customer information signs within stations are based on the options available to customers and at what point in a journey we expect a decision on those options to be made (before a customer enters the ticket barrier or within the station when interchange is likely based on the line options at each station)
- London Underground are continually assessing customer feedback as the Elizabeth Line shapes journeys across London and if more customer information is required it will be delivered. We are happy to set up a meeting with the London Underground customer information team so these concerns can be discussed

5. Please provide an update on TfL finances and expected effects on bus routes

- TfL announced on 30 August 2022 that a Long-Term Funding Settlement had been agreed between TfL and the Department for Transport (DfT) to support transport services in London until 31 March 2024
- This funding settlement follows on from and replaces the extraordinary funding settlement between TfL and the DfT dated 25 February 2022, known as the Fourth Funding Package
- The Long-Term Funding Settlement contains support agreements for passenger revenue risk as well as capital and operating support
- In relation to revenue risk, the Long-Term Funding Settlement recognises that since the relaxation of Covid-19 restrictions, the current circumstances continue to present ongoing financial challenges and uncertainty to TfL in predicting the future passenger revenue for the organisation, therefore the Government will retain passenger revenue risk and make grant payments if passenger revenue is lower than the pre-determined forecast
- For capital and operational support, the Government will fund the difference between TfL's costs and revenue up to an agreed annual envelope. The overall

funding amount will be £598m for the period 30 August 2022 to 31 March 2023 and £565m for 2023/24

- TfL is continuing to target financial sustainability from April 2023 and is therefore working towards being financially sustainable ahead of the end of the Long-Term Funding Settlement on 31 March 2024
- TfL need to meet the savings target required by the Government following the impact of the pandemic on our finances, while ensuring there remains sufficient capacity to meet expected levels of demand
- Londoners will continue to experience an accessible, regular and reliable bus service. As is usual, TfL need to ensure bus capacity is matching demand and there is currently a need to rationalise our bus services in areas which have excess capacity

5.1 Please provide an update on plans for A21 improvements

- The temporary A21 walking and cycling scheme has been in place since September 2020
- In February 2022, the scheme was moved to an Experimental Traffic Order (ETRO), so that we could retain the scheme for (up to) a further 18 months, allowing us to collect more data on how it is performing and seek local people's views on the scheme through a formal six month consultation
- The consultation began in May 2022 and will close on 30 November 2022
- An A21 consultation interim report is due to be published the week commencing 7 November and will include monitoring data collected since the scheme was constructed
- This report will be sent to all key stakeholders locally, those who have written to us and those who are within 250 meters of the scheme
- A decision on the future of the scheme can be expected by Spring 2023

7. I want to ask about the loss of direct services from Sydenham to East Croydon and direct services from Penge West/Anerley to London Bridge – below is the response from Govia – but residents are very concerned it is full at Sydenham and this morning the 8.26 at Forest Hill was standing room only.

- The reduction in service frequencies on Southern during peak periods has caused an increase in crowding levels on this route on Overground services, specifically East London services running via Forest Hill
- Trains are currently very crowded by the time they reach New Cross Gate at the height of the morning peak period

- We have spoken informally to Southern about this through our operator (Arriva Rail London) to see if they can reinstate some services to alleviate the situation, but there is no guarantee that they will be able to do so
- Our view is that National Rail services should be maintained broadly at pre-Pandemic levels to support the ongoing recovery from the Pandemic and encourage the use of the public transport network; that is what we have done on the Overground network

8. Would TfL consider improving the links between Downham and Bromley train stations such as Beckenham Junction and Bromley South? The buses that serve those routes, the 336 and the 54, are often delayed and not as often as residents would require them, especially at rush hour. This change would ensure residents can access a number of new destinations, such as Victoria station, and would help towards fewer people needing to drive.

- Bus frequencies in London are set to ensure capacity matches demand
- If bus ridership increases on any route, we consider whether a frequency increase is needed to meet increased demand
- There are no plans to increase the frequency on routes 336 or 54 currently
- Two other bus routes provide direct links between Bromley South and Downham Way / Bromley Road Junction; the 320 (5 buses per hour) and 208 (5 buses per hour)
- Combined, these services provide a high frequency offer along the corridor between the two key centres
- We are continually monitoring our bus network to manage changes to passenger travel patterns

9. Does TfL have any update on the schedule to build a station at Surrey Canal Road? What is the funding available for this?

- A new station at Surrey Canal Road is part of the original scope for the East London Line Housing Infrastructure Funding (HIF) Programme, funded by the Department for Levelling Up, Housing and Communities (DLUHC)
- Currently, we have agreed funding for Phase 1 of the programme which includes a new station entrance and step-free access for Surrey Quay, improvements for Canada Water bus station, and improved signalling and power on the East London line which would allow for an uplift in frequency from 16 tph to 18tph)
- Phase one is to be delivered by 2025
- Surrey Canal Road sits within Phase 2, which forms part of a review being undertaken by DLUHC of its national portfolio of HIF projects

| PUBLIC TRANSPORT LIAISON COMMITTEE | | |
|------------------------------------|-----------------------|-----------------------|
| Report Title | Bus Related Questions | |
| Key Decision | No | |
| Ward | All | |
| Contributors | | |
| Class | Part 1 | Date: 1 November 2022 |

1. TfL/Stagecoach

- TfL/Stagecoach re lack of information as to the 261 route which travels through Grove Park and has been severely affected by the Thames Water works. Have had contact with Josh Featherstone our Cllr contact at TfL, but don't seem to be getting to bottom of lack of info., outdated information where does appear, etc., and when will be back running normally – subject to Thames Water works. Is a well used route.
- Inconsistency of service on 273 bus route – i.e. v long gaps between service – worst heard was an hour from Lee station towards G Park.

(Councillor Hilary Moore (Labour), Representing Grove Park)

2. Southern Rail

1 TfL – Buses

1. Is it possible that a bus shelter could be installed at the bottom of Jerningham Road at the start of the 343 bus route? Passengers often have to wait in the cold for some time whilst the bus is prepared for use.
2. More generally, can the policy of keeping the bus doors closed when the bus is stopped at the bus stop but the driver is on board be reconsidered during the cold winter weather? This applies to a number of stops not only just at the end of Jerningham Road but, for example, at London Bridge where passengers have to wait in a queue at the bus stop in the cold, whilst the bus is there, with the driver in it, available to provide shelter for passengers, but not doing so. It would be of considerable help to the more elderly and infirm passengers in particular.

(Telegraph Hill Society)

Response to Stagecoach questions.

TfL/Stagecoach re lack of information as to the 261 route which travels through Grove Park and has been severely affected by the Thames Water works. Have had contact with Josh Featherstone our Cllr contact at TfL, but don't seem to be getting to bottom of lack of info., outdated information where does appear, etc., and when will be back running normally – subject to Thames Water works. Is a well used route.

Answer: I'm sure my colleagues at TfL will be able to respond with an in-depth update to the progress on Thames Water works at Westhorne Avenue. From an operators perspective our routes 261 was returned to normal line of route on Friday 21 October, the works are ongoing until the end of December (end date to be confirmed) which means the route will continue to experience delays.

Inconsistency of service on 273 bus route – i.e. v long gaps between service – worst heard was an hour from Lee station towards G Park.

Answer: The route 273 is a low frequency route which normally operates every 20 mins this is extended to every 30 mins early morning and late evenings. The Thames Water works at Westhorne Avenue are ongoing until the end of December (end date to be confirmed) which means the route will continue to experience delays. (other factors which cause gaps in service are mechanical buses, drivers involved RTC's, staffing issues etc).

Jackie Regan
Area Network Controller (Road) Stagecoach London
Email: jackie.regan@stagecoachbus.com
Mobile: 07920 290234



Lewisham Public Transport Committee

November 2022

TfL Responses to questions raised:

Bus Questions

1. TfL/Stagecoach re lack of information as to the 261 route which travels through Grove Park and has been severely affected by the Thames Water works. Have had contact with Josh Featherstone our Cllr contact at TfL, but don't seem to be getting to bottom of lack of info., outdated information where does appear, etc., and when will be back running normally – subject to Thames Water works. Is a well used route. Inconsistency of service on 273 bus route – i.e. v long gaps between service – worst heard was an hour from Lee station towards G Park.

- The route 261 is currently on diversion (southbound only) due to ongoing water trunk main replacement works on Westthorne Avenue / Baring Road SE12. The works currently taking place were not planned as needing any bus diversions
- However, the extent of the works changed upon excavation causing congestion on the bus network. This was such that on the 28/07/2022 the NMCC (The Network Management Control Centre) introduced the southbound diversion utilising Burnt Ash Hill (from Burnt Ash Hill at St. Mildred's Road, ahead Burnt Ash Hill, right Coopers Lane, left Baring Road and normal line of route)
- This diversion route will have been chosen as it is safe and is the shortest diversion route available
- Alternative diversion routes utilising Verdant Lane or Horncastle Road contain fixed bus stops but would have been significantly longer
- Bunt Ash Hill on the diversion route does not have any fixed bus stops and the provision of temporary stops on this stretch of the diversion is hindered by driveways and “free for all” parking
- Essentially, with parking being unrestricted, a temporary stop can become unsafe and cause congestion if a vehicle parks adjacent to it (if the parking were controlled we would have requested the local authority to suspend sufficient parking to enable the siting of a temporary stop)
- The first available bus stop on the diversion route is Stop Z (Cooper's Lane) on Cooper's Lane and buses on diversion serve this stop
- The bus stops on Baring Road which are not being served due to the southbound diversion are clearly closed, the flags hooded and have passenger publicity present. The works are now anticipated to continue until the 22/12/2022.

- Recent performance data for the 273 do not show anything of note

2. Is it possible that a bus shelter could be installed at the bottom of Jerningham Road at the start of the 343 bus route? Passengers often have to wait in the cold for some time whilst the bus is prepared for use

- In the past TfL have looked at installing a shelter at the bottom of Jerningham Road but concerns have been raised about the potential of someone using the shelter to climb over the wall on to the adjacent school grounds; for this reason, the proposal was not taken forward
- TfL's Asset Operations colleagues would be happy to look at other locations suggested by Lewisham Council; however, all new shelters would have to be paid for by Lewisham

2.1 Can the policy of keeping the bus doors closed when the bus is stopped at the bus stop but the driver is on board be reconsidered during the cold winter weather? This applies to a number of stops not only just at the end of Jerningham Road but, for example, at London Bridge where passengers have to wait in a queue at the bus stop in the cold, whilst the bus is there, with the driver in it, available to provide shelter for passengers, but not doing so. It would be of considerable help to the more elderly and infirm passengers in particular.

- When a bus has reached the end of the road and is on the stand, the driver has the opportunity to take a short break of a few minutes to check the bus, collect their thoughts and prepare for their next journey
- While some drivers may feel comfortable allowing customers to board while the bus is on the stand during colder weather, we do not insist or make it policy that drivers permit it
- Ensuring drivers have the time they need to undertake checks and have a break is