

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