

Lewisham Public Transport Committee

9 March 2023

TfL Responses to questions raised

Rail Questions

The London Overground is getting very busy again. What plans if any is TfL thinking about for longer trains and/or greater frequency? South East London is the poor relation to the rest of London.

- We are beginning a step free access and capacity improvement project at Surrey Quays station; this work will enable an increase in frequency from 16 trains per hour (tph) to 18 tph on the core of the of the East London line (an increase from 4 tph to 6 tph on the Clapham Junction branch); this branch serves north Lewisham, albeit with stations in Southwark, so the benefits will be realised by Lewisham residents
- We are also seeking central government and private developer funding for a new station on Surrey Canal Road and a further 2tph on the Crystal Palace branch, bringing the total to 20 tph on the East London line
- Canada Water bus station is also being expanded and local s106 developer contributions will be used to fund new and improved infrastructure to meet growing demand

Will these organisations support the reconfiguration of car passenger drop-off provision to allow for safer segregation between cars and pedestrian infrastructure at Forest Hill Station (as per the Forest Hill Society recent trial) whilst redirecting parking spaces to the underused Perry Vale car park?

- Arriva London Rail are the leaseholders of the car park and are not, therefore, empowered to change the footprint of the car park
- Making permanent changes would require a Station Change Procedure to be undertaken – this is a long and protracted process, involving all stakeholders and users of a station, including operators, freight services and the Department for Transport (DfT)
- However, any station change procedure and change of purpose of the car park would incur legal and reconfiguration costs, which Arriva London Rail is not in a position to fund
- Arriva London Rail has recently transitioned the car park contract, with a new provider beginning preparations from 10 January 2023

London Overground: recently the reliability of the London Overground has dipped. What is the evidence TfL has collected on their performance over the last six months? Is there a performance dip?

- London Overground T3 performance was 89.5%; below the 91.4% per cent achieved in Q2
- Any service that fails to arrive at its final destination within three minutes of its scheduled time or is cancelled, part-cancelled or fails-to-stop is treated as a T-3 failure. Services which depart 30 or more seconds early are treated as a failure to stop and therefore fail T-3.
- The cause of poor performance was due to several exceptional incidents:
 - industrial action by both RMT and ASLEF
 - some technical issues on the 378-train stock, which we are continuing to respond to
 - an increase in asset failures on Network Rail Infrastructure due to the hot weather period
 - a third-party tree falling onto the overhead lines between Canonbury and Dalston Kingsland in August, which impacted North London line services for two days
- While performance has dipped over Q3, London Overground performance remains in a positive 'Year to Date' position and is in first place in the national league table for T-3 against other Train Operating Companies (TOCs), at 92.42 per cent

Jubilee Line: the performance and frequency of late is poor. This was once an excellent line. The frequency between trains is getting much longer particularly at weekends. On 29th October the frequency was seven minutes between trains creating a packed and unpleasant journey from North Greenwich. On the same occasion the train display boards at North Greenwich were not working, so no one knew when to expect a train. More trains arrive at Canada Water going to Stratford and less going back to Central London. Why?

- While Jubilee line weekday demand has slightly reduced since the pandemic, our customer demand at weekends is often busier than the corresponding period in previous years; sometimes resulting in very busy services
- On 29 October, we ran 86.3% of services on time and the average wait time for a train was three minutes and thirteen seconds going westbound and three minutes and twelve seconds going eastbound; however, some customers experienced wait times of around seven minutes
- The depot that houses most of the Jubilee Line trains is at Stratford, and while most trains will run up and down the line all day, trains are more likely to be taken out of service at Stratford if there are staff availability issues or faults on the line

- We continue to advertise and provide a good service on most days and have run 87% of our timetabled services so far this year;
- One of the key reasons we are not closer to 100% is because the Jubilee line fleet of trains is ageing and, with high usage, faults can occur
- In response, we have an ongoing programme of work to replace some of the major component parts of the entire fleet, to improve reliability
- While this work is ongoing, customers will experience a reduced service, as trains have to be taken out of service for the work to take place
- This programme of work is scheduled to last 18-24 months, but as more and more trains go through this process, the ad hoc maintenance that is currently required on the trains with older components should significantly reduce as they are updated with new components

Other Questions

The recent alternations to the junction by the Deptford mission building - between Evelyn, Watergate, Creek and Deptford High St are potentially dangerous, esp. for cyclists since the introduction of the cycle lane. Could safety mitigation measures be put in place for this junction please?

(Councillor Hau-Yu Tam (Labour), Representing Ward: Evelyn)

- We opened Cycleway 4 between Evelyn Street and Creek Road in September 2022, installing a new two-way cycle track
- Cyclists do not have to be in conflict with road users at this junction and we have not received any concerns about this location
- The CS4 delivery team were out on site with Lewisham transport officers on 15 December. Together, the team considered if there were any safety risks and noted none
- If the Lewisham councillor has any further details or comments, we will be happy to discuss them

At the last committee I raised that I would like to know what enforcement you've been doing across red routes especially on "pavement parkers", those who without authority "cross over the pavement", and also those who drive on pavements.

- Please could you provide us with enforcement information for the last four quarters

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

- The attached spreadsheet shows gives a flavour of the enforcement activity undertaken in and around Rushey Green in recent months; it also provides an insight in to how the activity in the area compares to other areas in Lewisham
- We do not have any information on offences involving driving over footways to reach private non-highway land as these are not decriminalised offences that we can capture using our enforcement cameras
- We also have a breakdown of contravention type in the following table; it shows all contraventions up until the 5 November 2022. The earliest contravention recorded was 30 November 2009.

Count of PCN Ticket NO

Offence Type Description	Total
Stopped where prohibited (on a red route or clearway)	28,538
Entering and stopping where prohibited	19,583
Parked with one or more wheels over on or a footpath or any part of the road other than the carriageway	367
Stopped on a pedestrian crossing or crossing area marked by zig zags	251
Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking space	63
Parked wholly or partly in a suspended bay or space.	13
Being in a bus lane	9
Parked in a loading space during restricted hour without loading	1
Grand Total	48,825