

TRANSPORT QUESTIONS

Wednesday 4 October 2023

Questions for Southern and Thameslink

1. (For Southern) Is there an update on any review to increase the number of trains running from London Bridge to East Croydon, stopping at Forest Hill? 2 trains an hour from London Bridge to Forest Hill is already not enough, particularly in the evening, pushing more users onto the Overground, leading to unnecessary overcrowding on the Overground Service. We would like this service to be extended back to at least 4 trains, including services that connect to East Croydon directly in addition to the existing Victoria trains, as this has many other benefits for Lewisham residents. (*Robert McIntosh, Forest Hill Society*)

Questions for Network Rail

2. The steps on the footbridge over Forest Hill station tracks were recently reported to be in a bad condition, creating a trip hazard. This seems to be a recurring issue. How is this monitored and could there be a more permanent solution to keeping these safe?
3. Future engineering works planned this year severely disrupt my constituents. I have attached the engineering works scheduled from 17 August to December. There are far too many incidents to type. It is particularly annoying that we had no trains after 9:15 pm from New Cross Gate in July and no trains to New Cross Gate after 9:15 pm between 9 October and 12 October.
Why are there so many engineering works starting so early? Why does Network Rail think this is acceptable for Lewisham residents? Because I do not?
How many such engineering works have been scheduled in 2023 that have closed the London Overground routes on the West Croydon/Crystal Palace routes when the service should operate? (*Councillor Bell*)

Questions for Southeastern

4. The Ladywell station building, and so the ticket office, has been shut on numerous occasions over that last three months (not taking into account strike days). As the ticket machine does not dispense some travelcards/passes, this is extremely inconvenient for passengers, as is the inability to ask transport-related questions. What are the reasons for the unannounced closures please? (*Geoffrey Thurley, The Ladywell Society*)

Questions for TfL

5. As we raised in a recent meeting with councillors and TfL, could we examine the potential of adding a right turn filter light at the junction of London Road (A205) and Honor Oak Road (northbound)? There is a need to encourage drivers to use main roads in order to reduce rat-running through residential roads in the Devonshire Road

neighbourhood. It might also improve bus flow traffic through Forest Hill around the station. *(Robert McIntosh, Forest Hill Society)*

6. With the expansion of the ULEZ beyond the South Circular, will TfL be continuing to use the existing ULEZ enforcement cameras that were placed in the local area? If so, what will be their purpose? Will the ANPR technology be used for any other forms of local enforcement? Is it possible to use them to get traffic counts on local streets? *(Robert McIntosh, Forest Hill Society)*
7. Can you please provide an update regarding the proposed changes to the South Circular Road? In particular, will TfL be reconsidering the Western end point of the proposed rerouting, since the stretch between the Council buildings and St Dunstan's College is particularly dangerous, and requires urgent improvement to make it safe for all road users, particularly cyclists? *(Cllr Royston)*
8. Can TfL please provide an update on the reopening of Kidbrooke Road to HGVs now the works which caused the temporary closure have been completed? This is having a negative effect on Lewisham's roads. *(Cllr Royston)*
9. Pedestrians, residents and road users on Sandhurst Road in Catford South suffer an outdated and inadequate street design and traffic system. While some contributing factors variously come under the Council and police's responsibilities - and I am making representations to them - TfL also has its part to play in improving the situation, particularly through ensuring that its bus drivers adhere to the 20mph speed limit and act responsibly. What measures does TfL have in place to ensure that buses on Sandhurst Road specifically (and also across Catford South), adhere to speed limits and what more will be done to ensure compliance? *(Cllr Burgess)*
10. (for TfL / Network Rail) The steps on the footbridge over Forest Hill station tracks were recently reported to be in a bad condition, creating a trip hazard. This seems to be a recurring issue. How is this monitored and could there be a more permanent solution to keeping these safe? *(Robert McIntosh, Forest Hill Society)*
11. When does Transport for London intend to consult on the proposed route of the planned SL4 - Canary Wharf to Grove Park Superloop service and what alterations to the route are they willing to consider? The lack of direct bus routes from south and eastern Lewisham into Greenwich has been an issue of local complaint for many years and the lack of stops in Greenwich Peninsula on the proposed route is a missed opportunity to correct this. *(Cllr Rathbone)*

12. Background

There is severe overcrowding on the London Overground at Brockley Station. TfL says there are no plans to deal with it. This is not acceptable. We have no tube, and Southern Railway has withdrawn half our hourly services, leaving just two an hour – when they can be bothered to run them.

Questions

Will TfL reconsider its intention to do nothing about the capacity issues on the London Overground and take action? If so, when and what?

If not, why should Lewisham put up with this overcrowding and lack of investment by TfL? *(Cllr Bell)*

13. Background

The air conditioning on the London Overground trains on the West Croydon/Crystal Palace/New Cross routes is starting to fail. Some carriages are hot, while others are cooler.

Who is responsible for maintaining the air conditioning, Deutsche Bahn/Arriva or TfL?

If the contractor is responsible, has TfL checked the maintenance schedule to ensure Deutsche Bahn/Arriva is carrying out routine maintenance on the air conditioning units?

What evidence has Deutsche Bahn/Arriva provided that they maintain the air conditioning? If not, why not?

What records exist that the air conditioning units were checked and repaired where they were broken or not working? *(Cllr Bell)*

14. On 14 August, a broken train created even more delays. I am starting to question the maintenance provided by Arriva/Deutsche Bahn. Trains are in service that looks uncared for, and the air conditioning on carriages is hit and miss. Someone had forced open a window – usually secured shut – presumably because the air con was not working well on overcrowded carriages.

Does TfL check the maintenance routines of the London Overground? If not, why not?

Does TfL apply penalties for poor maintenance performance? If not, why not? *(Cllr Bell)*

15. From Monday, 7 August, to Thursday, 10 August, there were no London Overground trains beyond New Cross Gate to the rest of Lewisham from 11 pm. Moreover, on Monday that week, I used the Overground, and when the train terminated at New Cross Gate, there needed to be Overground staff to ask where the replacement bus services were located. There were no directions to the replacement bus services. After checking, it seemed there were no replacement bus services except those provided by Southern Railway – no sign of those buses. I witnessed a person who was confused by what was happening. English was her second language, and she didn't know where to go and why the train was not going beyond New Cross Gate. This was after 11 pm. This is a safety issue. It is not good enough there were no staff to help or replacement buses for the London Overground.

Questions

Why were no London Overground staff visible to help passengers?

Why did TfL provide no replacement buses for the lack of two Overground routes, and Southern would only provide two buses an hour? *(Cllr Bell)*

16. On Sunday, 13 August, there were no London Overground trains to and from Crystal Palace or Southern Trains. Only the West Croydon line was operating with overcrowded carriages. The TFL Go App said there were no trains from Sydenham to Crystal Palace. It didn't say there were no trains at all on that line.

Questions

Is it standard practice to suspend the entire line but only indicate Sydenham to Crystal Palace is affected?

If so, is this misleading?

Why is the entire line suspended when the engineering work is only between Sydenham and Crystal Palace? *(Cllr Bell)*

17. Much of the Sydenham Hill area (including the Sydenham Hill Estate, Lammas Green and Otto Close) suffers from poor transport links and a low PTAL rating. With new significant residential development underway in the area, can TfL review the area's public transport accessibility and identify what options are available (including increased bus frequency or additional routes) in light of current and potential funding? *(Cllr Harding)*
18. What feasibility studies or other preparatory work needs to be done by TfL or others in order to make the Bakerloo Line Extension a possibility? What has already been carried out and what is planned, and what is the expected timeframe for that? *(Councillor Royston)*