

MINUTES OF THE PUBLIC TRANSPORT LIAISON COMMITTEE MEETING

Thursday 4 May 2017 at 7pm

Present: Cllrs Liam Curran (Chair), Alan Hall, Paul Bell, Stella Jeffrey, James-J Walsh, Simon Moss (Transport Policy and Development Manager), Sarah Assibey (Committee Support Officer)

Also Present: Michael Abrahams (Forest Hill Society), Barry Milton (Sydenham Society), Geoffrey Thurley (Ladywell Society), Michael Woodhead (Cinderella Line Campaign), Richard Holland (Downham Assembly), Conrad Bunyen (Borough Engagement Manager, Stagecoach), Jackie Regan (Area Network Controller/Stagecoach), Des Turner (GoAhead London), Mike Gibson (Southeastern Railway),

Apologies: Cllr Suzannah Clarke

1. Minutes

RESOLVED the minutes of the last meeting were noted and agreed as a correct record

2. Declarations of Interest

No interests were declared

3. Questions Regarding Bus Issues

Some written responses to the questions submitted were produced in advance and presented at the meeting (appended). The following responses are supplementary to the written responses provided.

3.1. Response to question 1

Dave Walsh added that all buses run a certain timetable which can present difficulty when many buses pull up at the same or nearby stops. If bus drivers were to delay their scheduled arrival at bus stops, this can also create issues with timing.

3.2. Response to question 2

The buses 202, 75 and 122 are fully compliant meeting Euro IV standards. Changes are being made by TfL to change the 194 bus to meet Euro IV standard. TfL are doing their best to implement low emission bus zones throughout London

Response to question 2B

The Sydenham Society felt that the response provided by TfL to this question is not sufficient and not a reasonable response to the request that was put forward and wish to pursue this further.

People waiting for the buses are spreading themselves all over the pavement which is causing problems for those walking up and down the street as the space is so limited. The Sydenham Society representative felt that there is plenty of space for the pavement to be widened or to build another bus stop. Although this statement was not contradicted, it was argued by bus representatives from TfL that the fact that there are footings, electrics and other utilities that would need to be constructed in the building of a new bus stop, so this may have also been taken into consideration in responding to the request

3.3. Response to question 3a

Dave Walsh stated that the general policy is to adhere to local speed limits and Lewisham is now a 20mph zone.

Simon Moss added that, it is a disappointing that speeding occurs at this location, as on Sangley Road, there is a traffic calming speed in place and there were speed humps on the road. Lewisham worked with TfL to try to design a scheme where the humps could be removed. There is a visual narrowing of the road which should also reduce speeding.

Cllr Walsh stated that there have been several complaints from constituents about speeding on this road by bus drivers- there have been insurance claims taken out because of damage to side mirrors. He suggested that there should be monitoring of that road if there is not any already particularly at night.

It was agreed that residents would be told to make not of any damage and/or insurance claims and also for the Council to monitor speed.

Response to question 3b

Cllr Walsh asked that should the trial to fit E-Ink Solar Powered Bus Stops signs be successful, that the hospital bus stops in Catford are prioritised, as other main bus stops such as the Catford Town Centre stop, already have live updates. Other important hub bus stops should also be prioritised around Lewisham, such as the train stations.

3.4. Response to question 4

The Committee did not discuss any further the response from TfL

3.5. Response to question 5

Cllr Hall added that a meeting is taking place between himself, Simon Moss and the operators regarding the improvement of bus services and to discuss the concerns. LBL hope that some partners in the south of the borough who have made representations to the borough about this will also be able to attend.

Following up from the last meeting where bus operators made complaint about the speed tables in some areas of the borough causing damage to some of the buses that go through these routes- some of the holes in the road have now been blocked with particular mention to Fordmill Road where work is being done. There has been an improvement with bus services through this area. Bus operators hope to continue to work closely with Lewisham to have similar issues resolved.

3.6. Response to question 6

Michael Abrahams, Chair of the Forest Hill Society included to the response from TfL that local residents often say that the bus 176 service between Forest Hill and Dulwich in particular, is very busy during peak time both during the day and evening. It is a high frequency bus route through south London to Tottenham Court Rd. He stated that the response is not clear in its referral to “additional peak flow” (on the existing frequency or the proposed change frequency) and figures on the current lack of demand on the service have not been provided.

3.7. Response to question 7

Geoffrey Thurley retorted to the response from TfL that although there are some residents who are against the bus stop being installed on Chudleigh Rd, there are many residents of Phoebeth Rd, many of whom are elderly, who are in favour of this permanent bus stop being installed.

Simon Moss added that the fixed stop was one of the proposed and was not progressed because of a number of strong objections, due to potential loss of parking and other issues. A review can take place in regards to the representation and the decision that was taken.

3.8. Response to question 8

Cllr Paul Bell expressed that the 434 route mentioned in the question and response from TfL was a typo and he referred to the 484 bus route. He continued that the 484 is a vital service and frequent cancellations of it are not acceptable: Abellio ought to refurbish their buses as they are very loud, old and uncomfortable for passengers.

The Euro IV hybrids contracts for the 343 and 172 are due to be awarded in March 2018

3.9. Response to question 9

This response was not discussed further as the issue was resolved earlier in the year.

3.10. Response to question 10

The 176 route was awarded the Euro IV hybrid contract- the vehicles are less polluting than the former engines used on 176 buses. They are also quieter and power saving.

4. Questions regarding Rail Issues

4.1. Response to question 1

Cllr Bell expressed that it is disappointing that there are several night operations running in other parts of London but the service is very poor in South London

Cllr Walsh also discussed that proposal for the DLR to run on a 24h schedule- the current contract is due to end in 2021, so lobbying for this change should be taking place as soon as possible. The DLR is an interim service to the Tube so it is vital that it becomes a 24h service. Corporately, the Council should be active in ensuring that this happens.

4.2. Response to question 2

Mike Gibson responded to the questions stating that rebuilding the station was done under the National Stations Improvement Programme in 2006/7. A total rebuild would be extremely costly for the DfT and Network Rail.

Network Rail are working with TfL and LBL to look at Lewisham interchange in respect of the Bakerloo line extension and the opportunity that brings and to review the interchange in its entirety. Lewisham is high on TfL's agenda for it to be a strategic interchange and a hub for South-East London Transport.

4.3. Response to question 3

Cllr Hall added that the improvements to the Cinderella Line are welcome but there are some significant amounts of work to do from 2018 for them to keep on their agenda.

Michael Woodhead further commented on a query regarding the lack of usage of the new fleet of trains on the Line. He stated that most of the evening services are running the new fleet and the morning services are the last to be replaced- this is because if there were some reliability issues initially, the morning peak is a shorter window than the evening peak- if there is an issue with the new train, it is more difficult to resolve than an issue with an old train.

Continuing from that, there is an issue around station facilities and general access to the stations because on the Catford Link, it is particularly poor- this is a longer term issue to look at with Network Rail not just Thameslink (as they are not entirely responsible for the operations of the stations).

In response to a query about housing zone funding, Simon Moss stated that it is not likely that funding from the Housing Zone bid will cover maintenance and refurbishing works at Catford Station- Department for Transport would typically be the route to take for this via their Access for All programme and Catford is on the list of stations pushed forward for funding.

4.4. Response to question 4

In response to a question regarding reopening and seeking a tenant for Catford Bridge Station, Mike Gibson confirmed that it is being refurbished and will be actively marketed. Southeastern will liaise with the Catford Regeneration team about this.

4.5. Response to question 5

Michael Abrahams expressed that a new Bakerloo line going to New Cross Gate will provide better connectivity and interchange, but asked how that interchange will specifically work- e.g. platform to platform access or to exit the station entirely.

The committee also expressed that it is important for the Council to discuss upcoming changes with the nearby Sainsbury's store to this station regarding building space and connectivity.

4.6. Response to question 6

No further comments were made regarding this question/response

4.7. Response to question 7

Cllr Bell put across his concern of the particular rail operator and stated that their services should be monitored. It was argued that although 95% performance rate may be considered as "low", this was above the performances of other rail operators.

4.8. Response to question 8

Mike Gibson stated that although an additional exit at Ladywell Station is possible, it is reliant on extra funding from the government. This operation would be carried out by Network Rail- Southeastern have just over a year left of their franchise so it is unlikely it will be carried out by them. He suggested the Council campaign for this.

4.9. Response to question 9

Network Rail will be notified of this question by Southeastern representatives.

4.10. Response to question 10

This question will be followed up at the next meeting.



Appendix 1

Lewisham Public Transport Liaison Meeting 4 May 2017

TfL responses to questions raised:

Bus issues.

1. When a number of different buses arrive at the same bus stop at the same time which happens often in Lewisham, often the buses further from the stop open their doors for passengers to get on and off and do not pull up at the stop. I have noticed on a number of occasions elderly people being left at the stop because of this practise. Please comment
(Councillor Alan Till)

TfL response:

This is unacceptable driver behaviour and contrary to the guidance and training that drivers are given. We would ask that when incidents like this happen could passengers please forward us details of the route number, the bus registration number (if possible), the time of the incident, and direction of travel. This will enable us to investigate the incident with the bus operating company concerned.

We can confirm that we take our bus driver customer care training very seriously at TfL. We are introducing new, bespoke training to every one of the bus operators 25,000 drivers on our network to provide them with better awareness of all their customers' needs. All bus drivers in the Capital will have received this training by the end of 2018.

2. I'd like to ask bus operators Arriva (bus 194), Metrobus (bus 202) and Selkent buses (75 and 122) what are their plans for introducing low emission buses on routes running through Sydenham?

TfL response:

We have taken significant steps to reduce air pollution from our bus fleet. All buses in Greater London currently meet Euro IV standards or better for Nitrogen Oxide (NOx) emissions. We are proposing the following additional improvements to reduce emissions from the TfL bus fleet:

- **Ensuring all of our buses in central London are compliant with the ULEZ emission standard ahead of its introduction and a commitment that our double-decker buses operating in the area will be hybrid**
- **Implementing up to 12 'Low Emission Bus Zones' across London – tackling the worst pollution hotspots by concentrating cleaner buses on the dirtiest routes. The first zones will be delivered in Putney High Street and Brixton/Streatham from 2017;**
- **Expanding an innovative Euro VI bus retrofit programme to 3,000 buses by 2020 (up from 800) and to over 5,000 by 2021; and**
- **An ambition to purchase only hybrid or zero emission double deck buses from 2018**

Route 194 will be retrofitted to meet Euro VI standard. The bus operator will aim to retrofit their vehicles at the start of the new contract in August 2017.

Routes 202, 75, 122 already operate with Euro VI hybrid vehicles.

2B

Our request for a bus stop outside Boots in Sydenham Road has been refused again, or rather it has been suggested that the local authority might need to widen the pavement even more - what are the prospects for this? Will the bus companies (Arriva and Metrobus) support our request?
(Ilse Towler, Sydenham Society)

TfL response

There is currently a bus stop outside of the Boots shop on Sydenham Road but there is no shelter, which we assume this question refers to. We have considered the request for a shelter at this location in the past but it was not progressed due to the narrowness of the pathway, installing a shelter would hinder the pathway. In addition we do not currently have the funding available to install additional shelters.

3. TfL/Lewisham Council: a number of residents have raised concern about speeding along Sangley Road, particularly buses. Is there any monitoring that has been done around this? Are there any measures that could be undertaken to further calm traffic speed?

TfL response: answer to follow

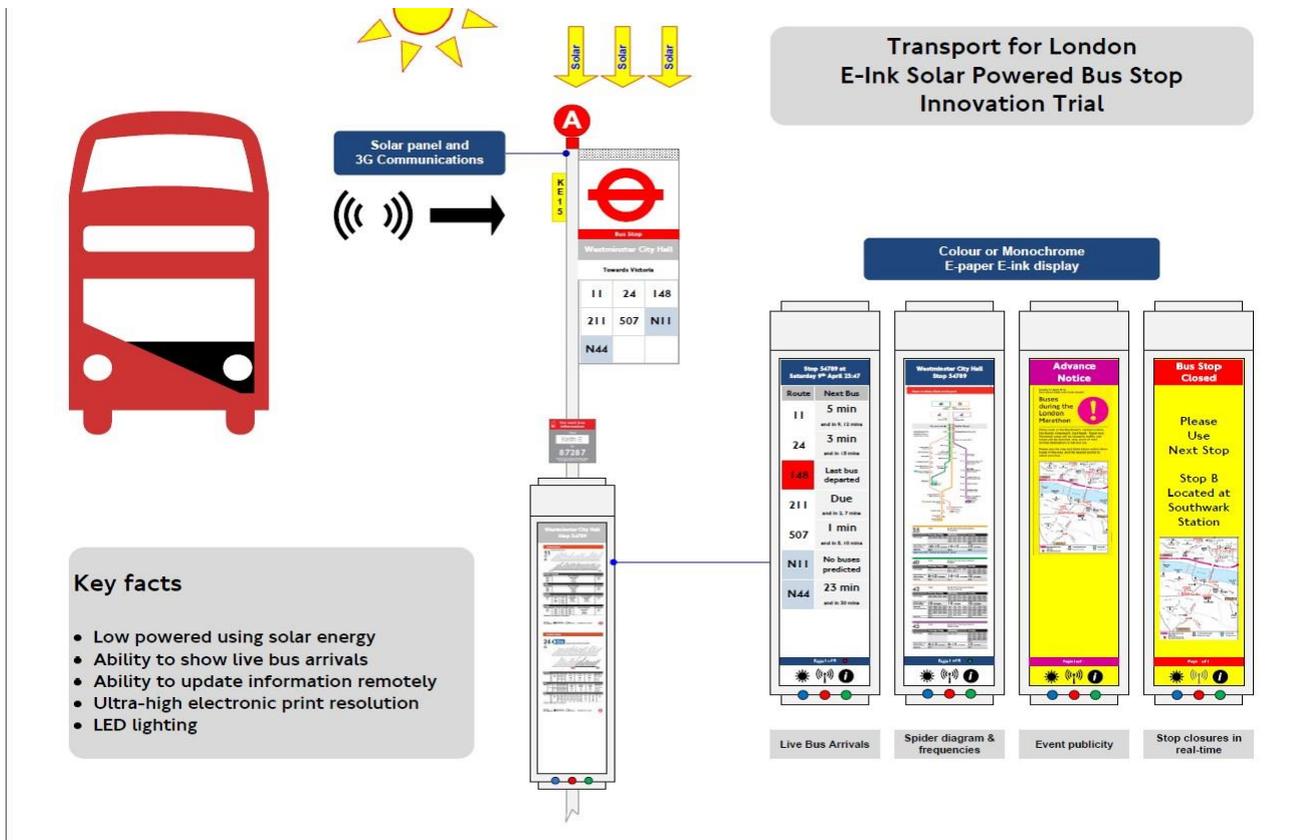
b) Are there plans for any additional 'live update' enabled bus stops to be delivered in Catford particularly those near the hospital?

(Councillor James-J Walsh)

TfL response

We are currently trialling 'E-Ink' technology at bus stops. 'E Ink' signs use solar power which makes installation easier and more environmentally friendly. The displays provide both the timetable and live bus arrival information. Depending on the results of the trial, which requires a period of monitoring, we expect to have made a business decision regarding the future of 'E Ink' by summer 2017. We will keep borough officers and Councillors updated on the outcome.

Images of E-Ink Solar Powered Bus Stop





4. Resident has contacted me regarding the bus stop in Molesworth Street for the routes 261, 273 etc. This seems to have equal number of buses listed but smaller shelter and seating. So much so that I have also experienced the same issues as resident in terms of shelter. I'm not too bothered re seating but the resident is in their late 80s and sitting down is preferable.

(Councillor Hilary Moore)

TfL response:

The bus shelters on Molesworth Street have the requisite number of seats. To add more would mean replacing or enlarging the shelters which unfortunately we do not have the funds available to do.

5. May I have an update about Improving bus services in the south of the borough?

(Councillor Alan Hall)

TfL response:

We are proposing to meet with LB Lewisham officers to discuss concerns raised about the bus network in the south of the borough, including concerns about accessibility, capacity and links.

6. Could you provide details of the change to daytime and peak time capacity on the 176 bus through Lewisham with the change of contract? Are there figures on the current lack of demand on what appears to be a very well used service through Lewisham and Southwark. **(Forest Hill Society)**

TfL response:

Journey times and passenger usage can alter substantially over the course of a 5 year bus contract. For this reason we carry out regular reviews of the bus network, to allow us to determine the needs of a given route and ensure the level of resources are matched to the route needs and demand experienced.

The changes we make to the bus network can include changes to the bus schedule, the size of the vehicle used, or the frequency of the service. When altering the schedule, this will aim to better match the running time to the road conditions along a route. Likewise with a change to the frequency or vehicle size, this will aim to match the amount of capacity offered to the actual level of passenger demand experienced.

When we make changes to the frequency of a service, even in the case of a reduction, we aim to ensure the capacity that is offered is sufficient to accommodate the regular route usage, based on our passenger usage data. For example if a route sees relatively low usage throughout the day but there is a narrow timeframe in the service day where a higher frequency is needed, a low frequency would be sufficient for the majority of the service day. Rather than keep a high frequency route at all times, which would lead to a considerable cost without an accompanying passenger benefit, we may instead chose to have a low frequency route that has additional trips in place only for the period of higher usage. This approach enables us to ensure that our limited financial resources are used in the most effective way, and reduces unnecessary vehicle levels on London's streets. It also has the benefit of helping us reduce unnecessary emissions across the network.

In the case of the 176, we are looking to reduce the Monday-Saturday daytime and weekend nights' frequency to better match the route to the actual usage experienced. This proposal was put in place following a review of the passenger usage on the 176. However I would add that this proposal is also looking to include additional peak flow journeys towards Tottenham Court Road in the morning and towards Penge in the afternoon to accommodate the extra usage at these times. These changes are due to occur in June 2017.

7. Re TfL/London buses re route 284: Please report on the progress to installing a fixed bus stop opposite Phoebeth Road. The onboard announcement/display refers to "Ladywell Road/Chudleigh Road" but there is no bus stop; the next one (Gordonbrock Road) is over 400m away. If a fixed stop cannot be installed, is it possible for the drivers to be told to stop at that point if requested by passengers? There is a stretch of dropped kerbs at this point, so no parked cars to prevent a bus pulling in.
(Geoffrey Thurley, Ladywell Society)

TfL Response:

We assume this is a question about a permanent stop on the 284 route at Chudleigh road. At present we are waiting for Lewisham council's agreement before the permanent stop can be installed. We understand that issues/objections by residents from this location are currently being addressed. Lewisham officers may be able to provide more details on this issue.

8. Replacement of 172 & 343 buses with modern enviro-friendly vehicles – when will this happen? There is also a frequent cancellation of 434 bus service especially in the evenings – action is needed to improve service.

(Telegraph Ward Councillors)

TfL Response:

Routes 172 and 343 currently operate in the central London ULEZ and therefore can expect to be awarded with Euro VI hybrids when their contracts begin in 2018.

434 question – TfL response: answer to follow

9. If the 356 maintains the current diversion it means that a quadrant of my ward does not have a bus service to Bell Green. Can bus services comment on this please.

(Councillor Susan Wise)

TfL Response:

The diversion of the 356 bus service was a result of a gas leak at Bell Green, Lower Sydenham, which required traffic diversion between 9th and 25th January 2017. Bus service 359, along with other bus services in the area, were reinstated on their relevant route from 26 January 2017.

10. The 176 bus route is out for tender, could TfL please reassure us that only the newest, least polluting buses are to be used through one of the dirtiest and most polluted areas in South London

(David Mackenzie, on behalf of Forest Hill Society)

TfL Response:

Route 176 was recently awarded with Euro VI hybrid vehicles and the contract will start towards the end of this year.

Question regarding rail issues.

1. Night service on **Overground** (Highbury to West Croydon) - when will this be introduced?

(Telegraph Ward Councillors)

TfL Response:

Night Overground remains a long-term aspiration for TfL. When any decisions are made we will be able to announce those plans.

5iii) When will Norwood Junction station be improved (GTR and Network rail)?

TfL Response:

Network Rail is undertaking a feasibility study into the potential for providing a step-free solution at Norwood Junction whilst undertaking the

proposed track layout improvement works at this location. Network Rail expects to complete this study in the coming months.

5. v) Can any additional information be provided on the proposed Bakerloo station at New Cross Gate, especially details of interchange between Overground and Bakerloo lines?

(Michael Abrahams, Forest Hill Society)

TfL Response:

5 v) We have recently consulted on proposals for the location of a Bakerloo line station at New Cross Gate. As part of these proposals, the station would be below ground along the western side of existing rail station. This would improve connectivity by providing an interchange to London Overground, National Rail services and local buses.

The consultation has now closed, but the proposed station location and possible construction site, are available online at:

<https://consultations.tfl.gov.uk/tube/bakerloo-extension>.

We are now considering the responses and will carry out further technical work to allow us to develop plans in greater detail. This will be subject to further consultation, prior to an application for a Transport and Works Act Order.

7. The performance of the **London Overground has been poor since Arriva has taken over. According to Len's office it is on 91% reliability which is not good enough. Please comment
(Councillor Paul Bell)**

TfL Response:

The decline in performance on the East London Line was mainly as a result of knock-on delays from Southern, with whom we share a large section of the line. However London Overground has recently agreed a new policy with GTR (the operator of Southern) which is now being used by Network Rail signallers to better regulate services. This has had a marked effect on improving performance since its introduction and we are now seeing a return to levels last seen in 2012/13. Over the last three 4-week reporting periods, there has been a consistent improvement: in period 12 (February) the percentage of trains on time (PPM) was 92.62%, in P13 (March) it was 93.13% and in P1 (April) it was 95.58%. (PPM looks at the percentage of timetabled trains that arrived at their destination within five minutes of their scheduled arrival time, having completed their full journey and having called at all booked station stops).

10. Unlike during previous Southern strikes, **London Overground** did not run any extra services, usually an additional 4 trains per hour. Could TfL please give reason as to why and reassure us that extra services will run during future Strikes

(David Mackenzie, Forest Hill)

TfL Response: Answer to follow

Appendix 2

Response from Southern and Thameslink

We fully accept that our service has not been good enough in the past year and apologise sincerely for that. With the impact of industrial action on Southern gradually reducing we have seen punctuality improve for the last five months in a row. Whilst we fully recognise that there is a long way to go, we are determined to continue to provide passengers with a level of service they deserve.

Performance in April (period 13) on Southern was 84.8% PPM (Public Performance Measure) and 82.7% PPM. This was an improvement on March's performance figures of 81.67% PPM on Southern and 80.79% PPM on Thameslink.

We are continuing to work closely with Siemens on the reliability of the Class 700 trains. Reliability is gradually improving but, with just 4,100 miles between failures, it is still only just half as good as any other UK fleet. Two software upgrades were implemented in February in response to train failures. More software upgrades to come as necessary. The Department for Transport, who specified and ordered the Class 700s, have agreed that Wi-Fi and seat back tables will be installed. Timescales are awaited.

We continue to undertake the UK's largest ever recruitment and training exercise for drivers. On Southern, 161 drivers have passed their training since January 2015. 118 Southern drivers in training. On Thameslink, 87 have passed their training in same period. 161 Thameslink drivers in training.

We continue to do everything we can to bring an end to the industrial disputes.

Aslef

- Talks continue with the union to understand reasons for second narrow rejection of recent referendum and to find a way forward

RMT

- We ran 95% of Southern services during their most recent strike on 8 April (31st strike day).
- 55% of conductors/On Board Supervisors reported for work that day, the highest number since strike action began
- Meeting with RMT for further talks this week

Network Rail Improvement Fund

£300m funding confirmed for Network Rail to boost resilience of infrastructure on GTR routes.

– £200m London - South Coast

– £100m main routes north of London

Work will include:

- replacing tracks and signalling and renewing key junctions;
- improving security by the railway to help prevent trespass;
- improving drainage in old tunnels to prevent water damage to electrical equipment;
- shoring up cuttings and embankments to reduce the risk of landslides.
- Anticipated reduction in delay minutes of up to 15%

Responses to questions

Q 3 May I have an update on any works to improve the accessibility and frequency of the Catford Loop Line otherwise known as the 'Cinderella Line'? (Councillor Alan Hall)

A) The 2018 timetable proposals include 4-trains per hour in both directions in the peak, we have not identified any possible block to these plans from 2018. We regularly meet with the then local MP – Vicky Foxcroft and Michael Woodhead – Chair of A Cinderella Line. We also attended the recent public meeting held on 8 April in Crofton Park.

Station enhancements on Catford Loop between April 2016 – April 2017

Waiting rooms installed or renovated at the following stations:

- Beckenham Hill – platforms 1 (new)
- Bellingham – platforms 1(renovation) and 2 (new)
- Catford – platform 1 (new)
- Crofton Park – platform 1 (new)
- Ravenbourne – platform 1(renovation)

Previously we have replaced the stair treads at Bellingham and Beckenham Hill station.

5. i) Can Southern rail guarantee the continuance of a direct service to Caterham from Sydenham/Forest Hill after 2018?

A) The proposal from 2018 is for a direct service to continue towards East Croydon and diverted to Coulsdon Town after Purley.

ii) When will GTR (parent company of Southern) start their next consultation period, and will the consultation process be less tortuous than the last one, which involved scanning through a huge document covering all their services? We would like a consultation document tailored to our area, at least, ideally to just our line

A) Since the phase one consultation ended in December we have been working through incorporating as many responses to the consultation into the timetable structure as possible. In some cases this may have an impact on some of the other changes we proposed. As I'm sure you will appreciate this is a detailed and lengthy process which takes time to reach a conclusion. We do not wish to issue results without any background detail or indication of what we have been able to do as this would only cause further questions which we would be unable to answer until all outstanding timetable development items are resolved. There's no delay as such, we are just working through the feedback. Phase one results, in which nearly 13,000 people had a say, will be issued in due course and as soon as solutions are found where possible for the issues raised. We intend to launch phase two of the consultation late spring / early summer and are still on target for this, although this will now be launched after the General Election. Your patience on this is appreciated.

iii) When will Norwood Junction station be improved (GTR and Network rail)?

A) Norwood Junction is a LOROL managed station, so we are unable to comment on any plans for the station.

iv) Is there an update on the proposed 2018 timetable changes on Southern Railways including; withdrawal of direct services between Forest Hill and East Croydon and reduction of peak morning services from Forest Hill to London Bridge

A) Following feedback we are looking to retain the direct service between Forest Hill & East Croydon Off-Peak and maintain peak morning services from Forest Hill to London.