
Secretariat memorandum

Author : Vincent Stops

Agenda item : 8(g)

AT026

Date : 10.6.10

Interchange visit report

1 Purpose of report

- 1.1 To report back on inquiries made on the various observations members made on their visit to Walthamstow Central and Lewisham, via Stratford on 3 February 2010.

2 Background

Prior to its last meeting members visited three interchanges: Walthamstow Central and Lewisham via Stratford, to look at interchange issues from a passengers perspective. During the visit a number of observations were made that led to officer inquiries. This report summarises the various responses.

3 Issues raised by members

- 3.1 Both lifts were out of action at Walthamstow Central.
 - 3.1.1 London Underground Limited (LUL) assured us that this was only a temporary situation and that the lifts were generally working at Walthamstow Central. It was pointed out that although the lifts were helpful to passengers Walthamstow Central was not an accessible station – the lift simply goes down to the ticket hall.
- 3.2 Bus timetables were too high at Walthamstow Central station.
 - 3.2.1 TfL accepted that there were some timetables slightly higher than a wheelchair user could use, however all information is comfortably and legibly accessible at some point throughout the station 900-1800mm from Finished Floor Level. [Note this seems somewhat high and officers will revisit Walthamstow station and report verbally to members at their meeting].
- 3.3 Signs to Victoria line from Walthamstow National Rail station.
 - 3.3.1 The present ones are poor (purple). London TravelWatch would like to see LUL signs to Victoria including a sign at the head of the subway. The Senior Policy Officer has met with the train operator who accepts our point and is promoting a solution.

- 3.4 Members noticed much clutter and redundant signage at Walthamstow Central. It was suggested an audit of what was there would be appropriate.
- 3.4.1 The Senior Policy Officer has met with the train operator who accepts our point and is promoting a solution.
- 3.5 On exiting from the Central Line at Stratford it was not obvious where the DLR was from the main concourse.
- 3.5.1 TfL's response: As part of the Stratford Regional Station Upgrade works, a new signage strategy has been signed off and new and enhanced signs are earmarked for this area. However, having said that, the original signs that were removed whilst the lift works took place have not been replaced. He will endeavour to contact the DLR representative and ensure that this is resolved immediately.
- 3.6 Lewisham – litter issue outside of station on British waterways land and the bus station land.
- 3.6.1 We contacted Lewisham council's enforcement team who requested further details from us and implied they would pursue this with the land owners.
- 3.7 Controlled crossing needed at top of slope on blind corner.
- 3.7.1 Disappointingly the Train operator passed the buck to Network Rail and the council. Apparently they are unclear who controls this road. We have been given contacts to pursue this issue further.
- 3.8 No Oyster at Platform 4 gate, Lewisham.
- 3.8.1 A verbal update will be given to members at their meeting.

4 Equalities and inclusion implications

- 4.1 There are some equalities issues in this report. Others are general.

5 Legal powers

- 5.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

6 Financial implications

6.1 There are no financial consequences for London TravelWatch.