

Informal briefing note: agenda item 12

The impact for passengers of rail devolution – London TravelWatch expectations from DfT and TfL in relation to Greater Anglia and Southeastern Metro services

Overview

Some of the things that we should explore with TfL are:

1. A commitment to ongoing consultation with London TravelWatch, users and stakeholders on service provision as the franchise / concession develops. **DfT / Interim / TfL.**
2. The Fares and Ticketing proposition:
 - Migration of all fares and ticketing issues to TfL central control (such as OysterCards) on the same arrangements as London Overground. This reduces duplication of effort and effectively creates a 'one stop shop' for passengers. **Interim / TfL.**
 - Provision of Oyster retailing facilities at stations where the new franchisee is working under an interim or TfL type of franchise. There is a deficit in such facilities in areas covered by the Greater Anglia and Southeastern franchises. **Interim / TfL.**
 - Need phasing or re-evaluation of ticketing proposition if a TfL model franchise is adopted. The reason for this is that TfL has a policy of not providing point to point season tickets, and instead a coarser scale of fares that only issues zonal Travelcard season tickets. Previous expansion of this policy to London Overground has been relatively easy because of the previous low sales of point to point season tickets on routes operated by this concession. The substantial increase in price was therefore borne only by a small number of users. However, in the case of Southeastern and Greater Anglia point to point season tickets sales form a much more significant part of the business. **Interim / TfL.**
 - Ticket Vending Machines to be installed at the small numbers of Greater Anglia and Southeastern Metro stations without these – Brixton, Dunton Green, Angel Road and Emerson Park. **DfT / Interim / TfL.**
 - Investment programme in gatelines to improve personal security for passengers, reduce the incidence of Oyster incomplete journeys and to reduce the potential for fare evasion. **DfT / Interim / TfL.**
 - Separation of fares baskets into London area and long distance routes. **Interim / TfL.**
 - Commitment to better labelling of stand alone Oyster readers at ungated stations. **DfT / Interim / TfL.**

3. Service provision and operational best practice:

- Improvements to service provision with later evening and weekend services in line with TfL standards on both Southeastern and Greater Anglia. This should include a Victoria – Dartford late evening and Sunday service, and a Romford – Upminster late evening / weekend service. **DfT / Interim / TfL.**
- Introduction of a Victoria – Bromley South via Clapham High Street and Catford stopping service so as to increase the number of trains per hour on the Catford loop to the off-peak standard of four trains per hour. At peak times there should be co-ordination with other operators and London Overground to enable this service to be introduced. **DfT / Interim / TfL.**
- A commitment to introducing staffing at stations from first to last train. **Interim / TfL.**
- A commitment to improved disruption management and information to passengers during disruption. **DfT / Interim / TfL.**
- A commitment to an operational agreement between the ‘Metro’ train operator and the ‘country’ train operator to work together in the best interests of all passengers, sharing resources at times of disruption, and to efficient use of resources where separate provision is not justified. **Interim / TfL.**
- A commitment to work with local authorities outside London and London boroughs to ensure a better and co-ordinated whole journey experience for passengers. **DfT / Interim / TfL.**
- A commitment to small ‘quick wins’ making more small stations accessible by means of ramps rather than lifts e.g. Bellingham, Ravensbourne and Maze Hill. **DfT / Interim / TfL.**
- A commitment to re-evaluate the layout and operational working of Lewisham station so as to provide an access to the Tesco’s site replacing the previous Silk Mills Path entrance recently closed by Southeastern. **DfT / Interim / TfL.**

Explanatory notes

DfT = franchise or single tender action entirely specified by the Department for Transport (DfT) with no further involvement from Transport for London (TfL).

Interim = single tender action agreed with existing operator jointly agreed by DfT and TfL. Business is effectively split by the creation of a ‘shadow’ operation for Greater London area services that would then be tendered by TfL as a concession at a later date.

TfL = concession arrangement entirely specified by the Mayor of London through TfL with minimal involvement of the DfT.

Tim Bellenger, 1 May 2013