

Interchange matters

London TravelWatch

21st June 2017



John Barry
Head of Network Development - Buses
Transport for London



Contents

- Importance of interchange
- Strengths and opportunities
- Lewisham



Importance of interchange and bus stations

- 1.2 million bus trips per day involve a change onto another public transport mode, of which half are National Rail or Underground.
- 11% of Underground trips started with a bus journey and 12% finished with one. 64% of rail trips at North Greenwich fed by bus in the AM peak.
- Hopper fare supporting even more interchange
- 49 main bus stations in London. 700,000 people per day get on, or off, at a bus station.
- Bus stations also support service resilience (layover) and driver facilities



Strengths and opportunities

We are addressing issues raised within the **Interchange Matters** report

Strengths

- Proximity of services
- Integrated co-ordination and management of services
- Fares structure
- Integrated ticketing – Oyster, payment cards

Some areas for improvement

- Consistency of information and mapping
- Sharing of common staff resources, skills and local knowledge
- Provision of amenities – gap in expectations
- More attractive facilities could increase revenue

Monitoring through Customer Satisfaction and other surveys.



Areas of work

- **People**

- Staff training and availability to customers
- Improved knowledge of onward travel options for rail staff
- ✓ Extension of 'Hello London' now underway for bus station staff

- **Information**

- Signs, real-time info and wayfinding
- ✓ Signage audits at our busiest stations
- ✓ More real time information screens

- **Environment**

- Good repair, routes to / from stations
- ✓ Access improvements through TfL borough funding programme – e.g.

Crossrail Complementary Measures



Bus station investments

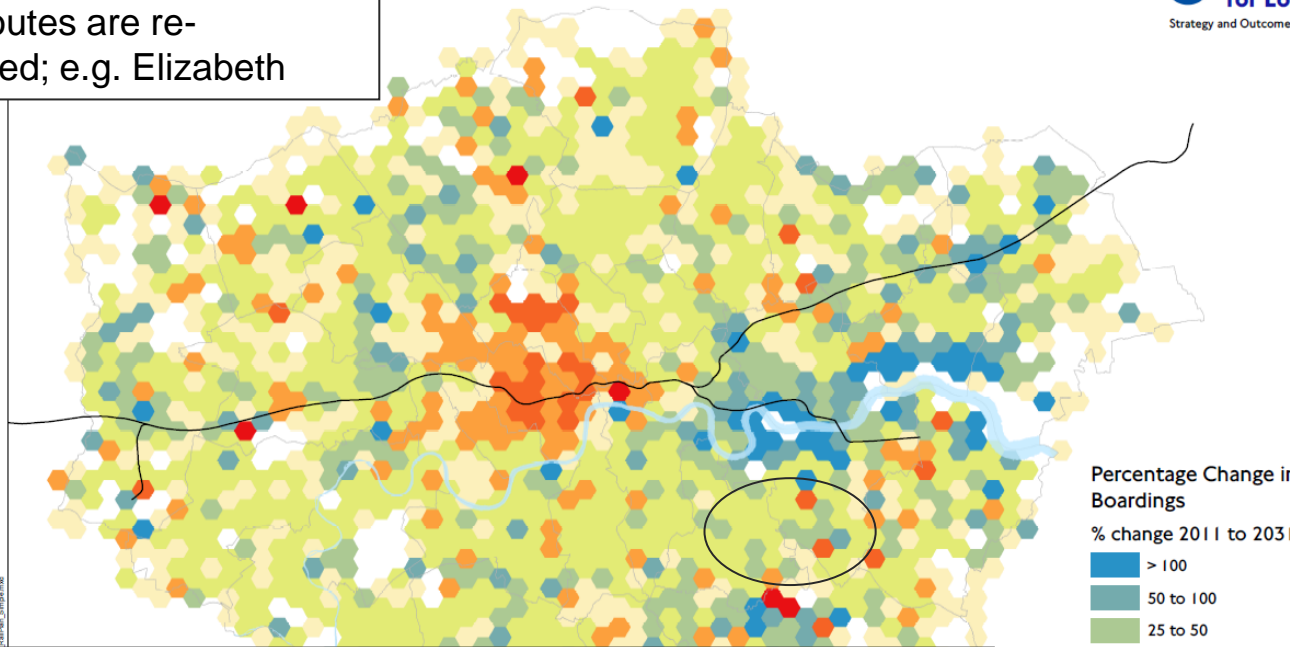
- Recent schemes delivered:
 - London Bridge
 - Tottenham Hale
 - West Croydon - winner of RIBA award

- More under development:
 - Kingston, Cromwell Road
 - Edgware
 - Third-party schemes



Future demand influences interchange choices

Bus standing important when routes are re-structured; e.g. Elizabeth Line



Percentage change between 2011 and 2031
(with Crossrail)

Railplan 7.0 (with Crossrail) Morning Peak Boardings

Key considerations:

- Demand - Establishing requirements
- Timescale - When are investments needed?
- Feasibility - Does space / opportunity exist?

Maximising opportunities

Opportunities e.g. from rail schemes or commercial developments are often needed to unlock potential of new PT interchanges

Past - Jubilee Line Extension

- North Greenwich
- Canning Town
- Stratford

Present - Elizabeth Line

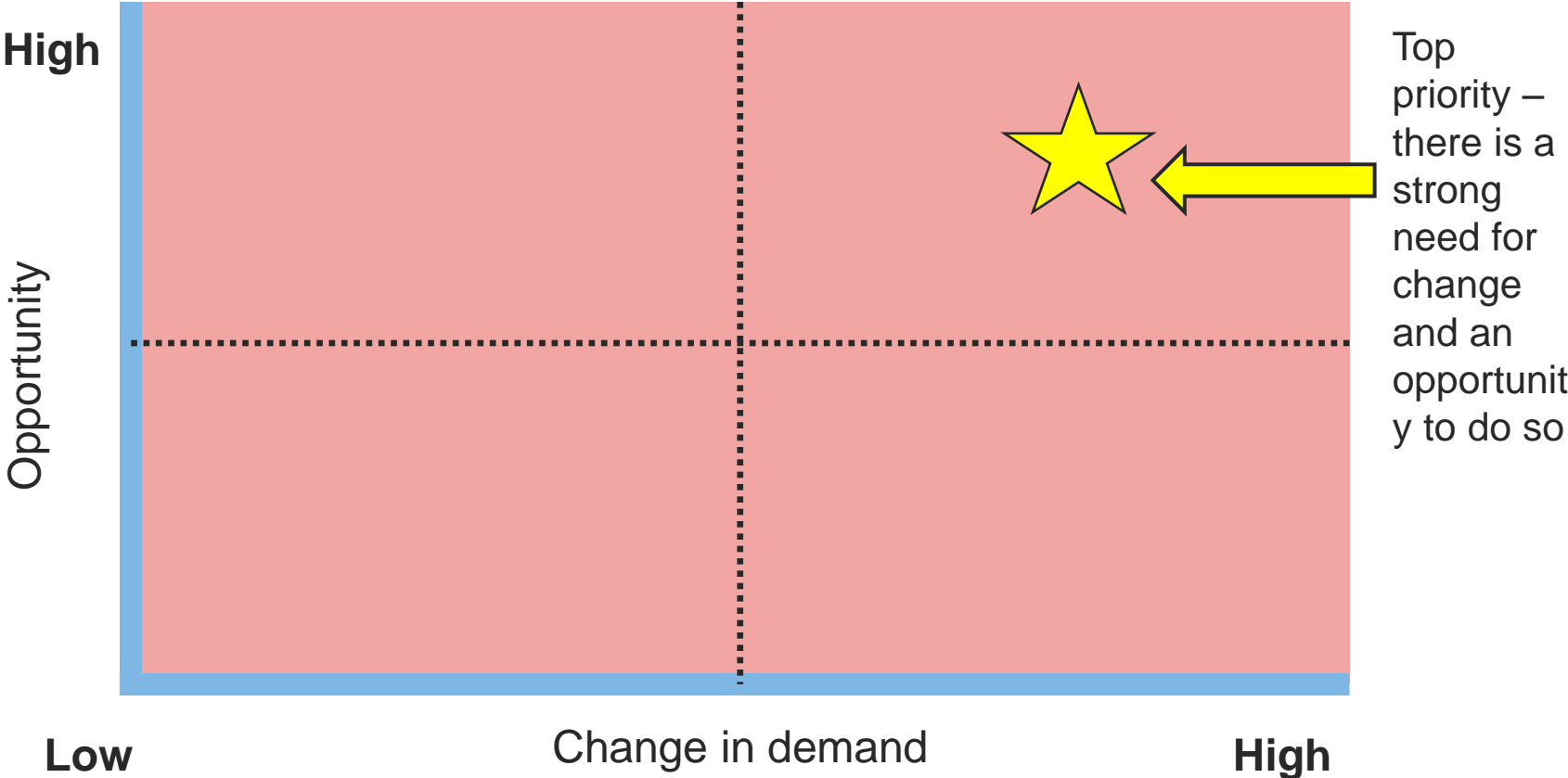
- Custom House, Abbey Wood

Future –

- Crossrail 2 ?
- Bakerloo extension ?

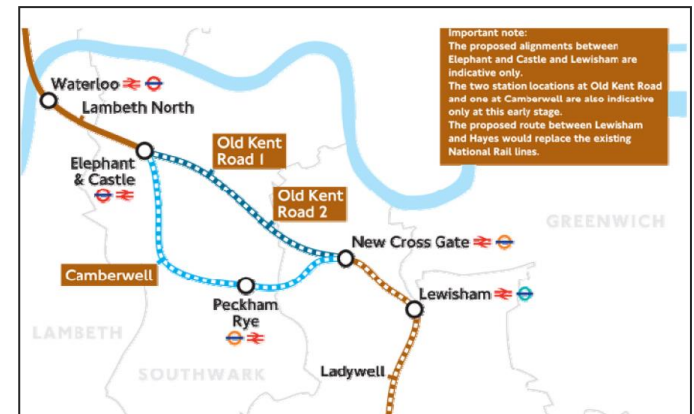


Prioritisation



Lewisham – SE London hub

- Significant increases in public transport demand expected
- Connectivity to central London and throughout SE, East and South London
- Bus stops near the station used by approximately 25,000 people per day
- 24 bus routes serving the station, 132 one-way bus movements at peak periods
- 39th busiest National Rail station in Britain, with very frequent service towards central London
- Services to five central London termini
- Approximately 25 DLR departures per hour



Lewisham – interchange

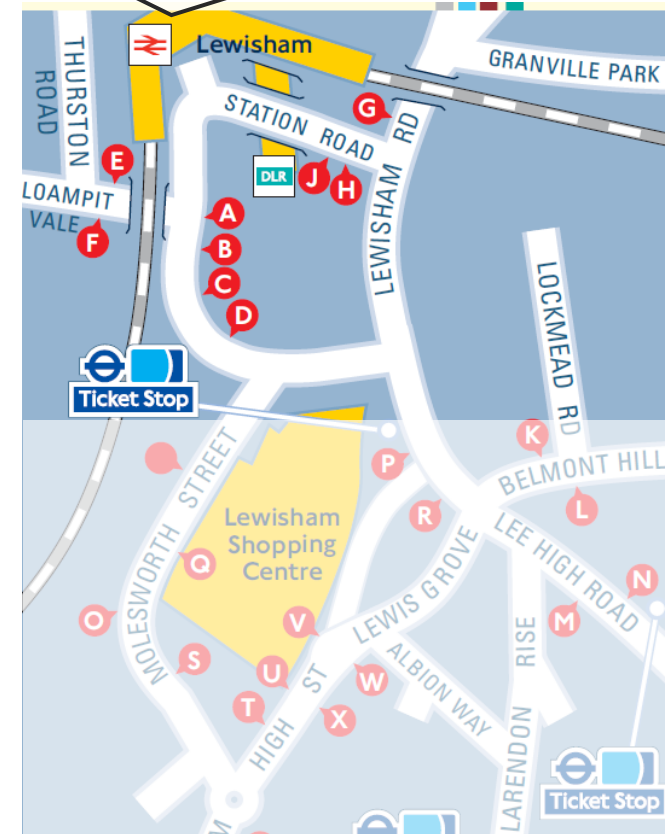
Strengths

- Convergence of SE London bus routes
- High frequency of DLR
- National Rail connectivity and frequency to central London
- Proximity to Lewisham town centre

Challenges and opportunities

- Improve interchange supporting Lewisham Gateway developments
- New entrance to rail station?
- Improved terminal capacity, for resilience – bus stands, and stops
- Bus priority and introduction of Low Emission Bus Zone to improve reliability and bus speeds
- Bakerloo and other rail / bus improvements
- Regional Strategic Interchange status

25,000 passengers boarding or alighting each day at stops A – H and J, near Lewisham station



Improving interchange at Lewisham

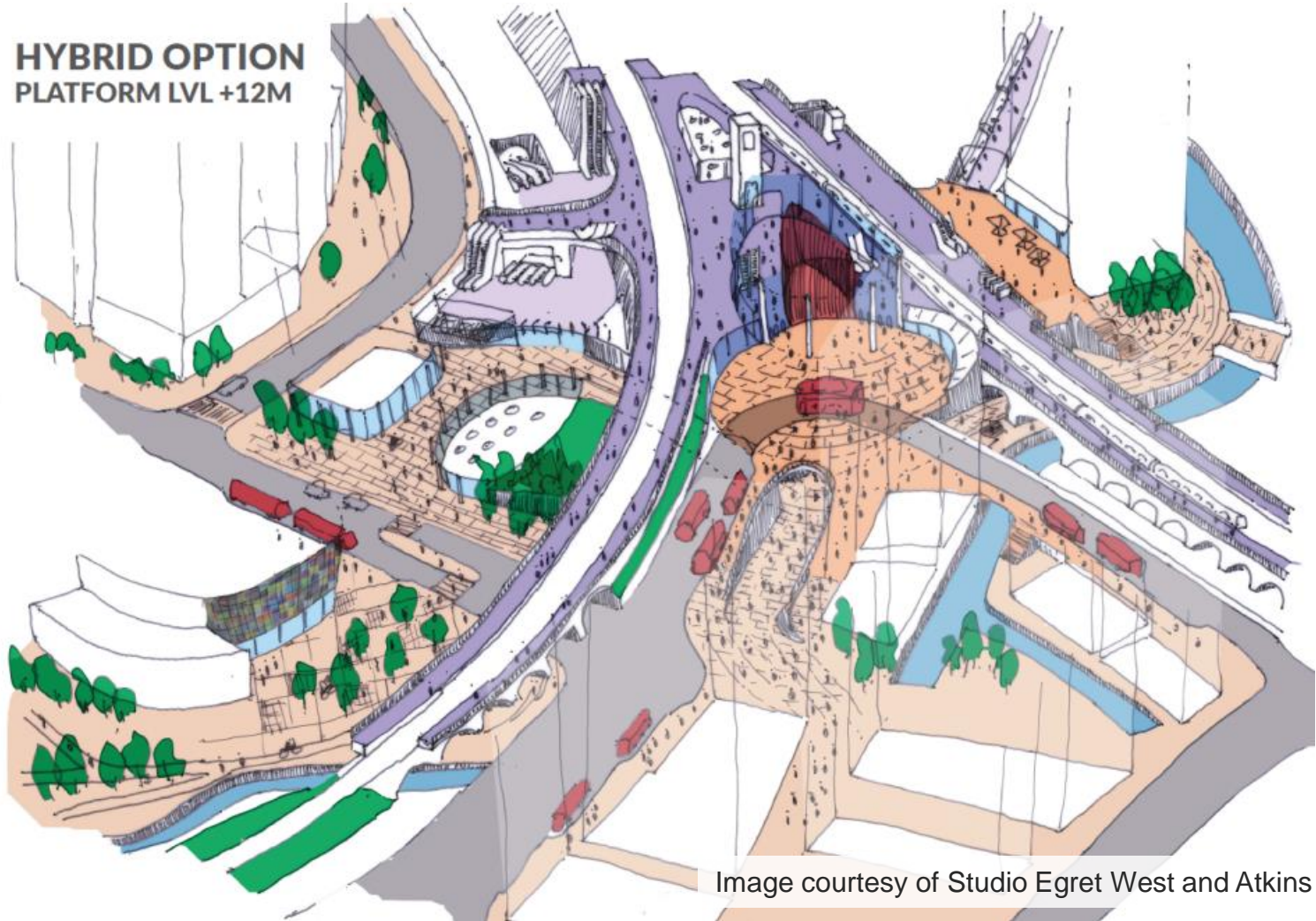


Image courtesy of Studio Egret West and Atkins





Contact

John Barry, Head of Network Development - Buses

Johnbarry@tfl.gov.uk

Floor 10, Palestra, 197 Blackfriars Road

London, SE1 8NJ

