
Report of meeting from external body

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(a)

LTW 341

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London Borough of Croydon Public Transport Liaison panel 14 July 2009**1 Purpose of report**

- 1.1. To record for information the proceedings of an external body at which London TravelWatch was represented.

2 Recommendation

- 2.1. That the report is received for information.

3 Information

- 3.1. The minutes of a meeting of the London Borough of Croydon Public Transport Liaison Panel meeting held on 14 July 2009 are attached in the Annex.
- 3.2. These minutes have been prepared by London Borough of Croydon. No responsibility for their content or format rests with London TravelWatch.

4 Equalities and inclusion implications

- 4.1. Not applicable – report is for information only.

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. This report has no financial implications for London TravelWatch.

C

LONDON BOROUGH OF CROYDON
PUBLIC TRANSPORT LIAISON PANEL
Meeting held on Tuesday, 14 July 2009

Present: **London Borough of Croydon**
Councillor Chris Wright (Chairman);
Councillor Richard Chatterjee (Vice-Chairman);
Councillor Carole Bonner;
Russ Burton (Member Services);
Ian Tonks (Street Scene Services);
Stewart Saunders (Transport Planning);

London Buses/TfL
Mark Smith

East Surrey Transport Committee
Peter Appleford

Older Persons Network (OPEN)
Michael Knight

TfL/London Tramlink
Nick Baker
Danny Stephen (First Tram Operations)

Metrobus
Nigel Thomas.

Mobility Forum
Stephen Aselford.

Croydon Town Centre BID
Tim Guest

Travel London (National Express)
Mykel Williams.

Arriva London
Bob Pennyfather

First Capital Connect
Larry Heyman.

Southern
Yvonne Leslie.

TfL/London Rail (Overground)

Rob Sadler
Chris Patterson

London Travelwatch

Tim Bellenger

Coulsdon Resident

Mr Ian Payne

1/09

(A) APPOINTMENT OF CHAIRMAN AND VICE-CHAIRMAN

Councillor Chris Wright was appointed Chairman and Councillor Richard Chatterjee appointed Vice-Chairman for the current municipal year.

(B) APOLOGIES FOR ABSENCE AND INTRODUCTIONS

Apologies for absence received from Charlie King (ESTC), Daisi Osibona (LB of C - Planning and Transportation) and Paul Kelly (LB of C – Streetscene)

2/09

DECLARATIONS OF INTEREST

None.

3/09

NOTES/ACTION SHEET FROM PUBLIC TRANSPORT LIAISON PANEL MEETING HELD ON 28 APRIL 2009 AND MATTERS ARISING

Signed as an accurate record.

Noted action points/updates and amendments listed below:

Re: Minute 3/09 Page 2 – Bus/Tram /Rail Interchangeability of tickets in emergency / Freedom Pass changes – the Panel noted that all TfL tickets will now be available from West Croydon station including replacement of damaged Oystercards.

Re: Minute 3/09 final para page 3 / top page 4 – opening of toilets / security at West Croydon station – the Panel noted that Melissa Chong had been 'e-mailed' on this particular matter pointing out the issues of re-opening of toilets and security at the station and that the matter was ongoing.

Re: Minute 4/09 page 5 (a) E.Croydon Station – wheelchair/mobility access – the Panel felt the dropped kerb provision was minimal and derisory whilst officers commented the land forms part of the Menta development. The Panel agreed to keep the matter as an ongoing agenda item and for Stewart Saunders (LB of C) to pursue with Yvonne Leslie (Southern). Yvonne Leslie advised that the scheme could be processed in time to include in time for the September deadline for 'small schemes (access proposals)'.

ACTION: To be included in next agenda for progress report.

Re: Minute 5/09 page 11 (9) Bus Stop Accessibility Programme - accessibility for route 157 – S.Norwood High Street / Penge Road – the Panel queried if raised kerbing could be looked at in the Bromley section up to Anerley.

Re: Minute 5/09 page 12 (12) – Performance Graphs (QSI's) – Bob Pennyfather (Arriva) reported five sets of significant road works on one route (356/359/407) making it virtually impossible to get through on time.

Re: Minute 5/09 page 12 (16) Bus stop decision deferred – Purley High Street – Panel members requested LB/TfL/Operators if there was any news on a revised site for this bus stop as it was requested that it be resited. Operators commented however that buses turning right would not be able to if the stop was moved forward and it would be difficult to find a suitable re-site, but undertook to get the infrastructure section to look at it.

ACTION: LB/TfL to raise re-siting issue with infrastructure section.

4/09 TRAM AND UNDERGROUND / DLR

Tram Infrastructure Issues

- (1) (a) Tramlink Officers to update on Tramlink Operations / Developments/ Advance notice of Tramlink works during July and August
- Noted Press Release sent to residents near the works site.
 - Flooding had been an issue near the NLA Tower which had flooded track as well as damage by buses. The track was to be replaced by long single lengths of track. Also the worn out points at East Croydon Station would be replaced.
 - Some work will be 24hr and to minimise disruption to residents 2 public drop-in sessions had been arranged for weekdays and weekends together with a 24hr help line.
 - The 3 phases of disruption were on the intranet and web sites.
 - Phase 1 was to provide a shuttle bus as Elmers End would be shut for Tram storage.
 - The full service would continue until 1st/2nd August with replacement bus services operating in the interim and possibly an additional Dingwall Road temporary stop but wishing to avoid busy pedestrian crossing areas. Bus services would be based on predicted passenger levels.

Bob Pennyfather (Arriva) was concerned that there be some period on Route 60 when no road works are taking place.

Stephen Aselford (Mobility Forum) queried how much buses would be disrupted at E.Croydon and how much notice would be given to the public. He requested that posters be put up on all Trams and at all affected bus stops. Nick Baker (Tramlink) confirmed that posters are already on all bus stops and Tramlink staff will be at all stops where

Trams are terminating. Only two Tramlink stops in Croydon will be closed during the works.

Metrobus/Arriva operators however stated that they were unaware of the works.

Stephen Aselford requested that a poster be produced for Arriva / Metrobus in Croydon to make the public aware of possible diversions in Central Croydon.

Councillor Carole Bonner requested if the road / traffic light works at Cherry Orchard Road will be completed whilst this work takes place.

(b) Response to Council Question CQ0242-09 FROM Councillor Gerry Ryan Re: Tramlink Capacity

- Nick Baker (Tramlink) commented that since TfL Tramlink took over in June 2008 capacity had increased to a fifteen minute frequency, Trams had been refurbished and a programme of stops cleansed and refreshed.

The next steps would focus on capacity improvements from the existing system, including some double tracking sections and possible introduction of 'real time' system similar to 'ibus'.

The matter had to be considered as to if to have longer or more trams and whether to buy or lease and Depot capacity.

Tramlink are working on a business case for these options to put to TfL for a five year investment plan.

The Chairman (Cllr Chris Wright) drew attention to New Addington's particular problems and Stewart Saunders (LB of C) reiterated the problems resulting from installing a 'minimum cost system 15-17 years ago' and lessons to be learned for strategic transport across London.

Peter Appleford (ESTC) asked if that now 'Bombadier' had been declared the preferred builder of the Blackpool Trams could Tramlink order extra trams on the back of this order? Nick Baker commented that it depends on what option (longer or extra Trams) is decided and that tentative enquiries only can be made at this time

- (2) Press extracts (a) Tramlink rails ready to cope with whatever summer brings;
(b) Tramlink is on track
Press extracts noted.

Safety and Security, Litter and Graffiti Issues

- (3) Graffiti and Cleansing issues at Tramstops

Ian Tonks (Streetscene) confirmed that time spent cleansing Tramstops had been worthwhile.

Panel members queried if litter collection at weekends was as good as in the week.

Tramlink officers confirmed that collection is the same but litter is more spread out at weekends.

ACTION: Tramlink to look at ways of dealing with weekend litter problem.

- (4) Security Issues on Trams / Tramstops / Underground
Noted – Police not able to be present.

Tram Matters raised by East Surrey Transport Committee

- (5) (a) Progress with extra Trams
See Minute 4/09 (1) above.

- (6) Matters raised by OPEN
Michael Knight (OPEN) raised concerns for the need for refurbishment of toilets at Wandle Park, similarly at Lloyd Park. Whilst accepting that there would be significant investment required the Panel expressed support for the use of those facilities and the need to show them on location maps.

Mobility Issues

- (7) Matters raised by Stephen Aselford (Mobility Forum)
Stephen Aselford raised the matter of the need for wider availability of Oystercards than at just the Tramshop and Visitor Centre .

Overground Issues

- (8) London Overground Station Improvement Works – request for refurbishment of toilets at West Croydon Station.
Noted report circulated.
Also noted that the first overground train has been delivered and Stephen Selford (Mobility Forum) requested that London overground publicity go out to Neighbourhood Partnerships etc in the spring, and hoped that underground tickets will also be available at Croydon Rail stations.
Stephen Aselford also reiterated concerns that replacement Oystercards are only available at Brixton underground station but should be available at overground stations and should sell well.
- (9) East London Line Services – Proposed Legal Framework.
Information noted.

Croydon Business Link

- (10) Any Croydon Business Link Issues
No new issues raised

5/09

RAIL

Infrastructure Issues:

(1)(a) South Central Franchise Trains – Outcome announced – Press Release and presentation.

The Panel congratulated Yvonne Leslie on the award of the franchise.

Yvonne Leslie (Southern) outlined that GOVIA as the parent company of Southern had won the franchise for the next 5 years 10 months dovetailing in with Thameslink.

Under the franchise £22.8m was earmarked for Rolling Stock Improvements, £28m for Stations, £10.1m for Car parks, £8.1m for Gating, and £8.7m for other improvements totalling £76m.

The Panel considered the details in the circulated Franchise document and noted key roles for stakeholders and also TfL's key role in staffing and funding as well as changes including East London line developments, Thameslink changes, changes to London Bridge as well as Timetable Changes.

There would be continued emphasis on Performance, Customer Focus and Capacity Issues.

Timetable key changes were linked with the East London line, platform Lengths and would see more trains per hour running up to 11pm and increased weekend / night services.

Stations will receive a 'deep cleanse' in the first year of the franchise.

Extra Car Park facilities will be provided at stations over the whole network with an extra smart card for the network and joint ticketing.

Environmental targets would also be pursued including use of KERS energy retention system.

The new franchise starts on 20 September 2009.

Councillor Carole Bonner queried the late night 11.30pm – 1am peak Provision.

Yvonne Leslie responded that late night plans are looked at in regard to extra provision required for any late night 'special events' requiring extra provision at weekends.

Regarding refurbishment of stations it does not necessarily include refurbishment of toilets at every station but this will continue to be looked at. Stephen Aselford (Mobility Forum) referred to the 'access poster' which lists stations Southern control but not stations they don't of other franchise holders and asked if those stations could be included on Southern's posters.

Stephen Aselford also drew attention to Balham High Road having two entrances with no indication of direction to national rail and requested if signs could be put up'

ACTION: Yvonne Leslie (Southern)/ TfL to pursue these issues.

Peter Appleford (ESTC) asked which stations will be staffed and was advised that all stations in the GLA area will be except Belmont, Clapham High Street, Wandsworth Road will be staffed from first to last trains.

With regard to the completion date for Smitham this will hopefully be by the end of 2009.

Councillor Carole Bonner asked if refurbishment plans will include increased mobility access and was informed that the access manager will look at any

improvement scheme put forward.

(b) Network Rail draft electrification strategy : Forward and Executive Summary and comments received.
Noted.

(c) Re:Sussex RUS (Network Rail) – correspondence.
Stewart Saunders (LB of C) commented that the current draft response (7 pages) of the boroughs comments is on train and system capacity.
Bottom page 4 paragraphs 15/16 of draft response addresses suppressed demand and doubts about ability to cope and capacity issues for up to about ten years hence (Gatwick Express capacity issues).
Stephen Aselford (Mobility Forum) was of the view that premium fares for Gatwick Express need changing and need to be available at East Croydon and that there was need for different ticketing / pricing arrangements.

(d) London Borough Croydon's goals for W.London Line – notes from WLL LA meeting (05.02.09)
Noted that negotiations are continuing toward achieving a balance which will be a tremendous help.

(e) Southward extension of W.London Line (Milton Keynes- East Croydon services)
Noted.

(2) Smitham Station: (a) Possible re-naming of Smitham Station – consultation exercise – details.
Yvonne Leslie (Southern) advised that now the new franchise was settled consultation was ongoing and Stewart Saunders (LB of C) tabled copies of the available consultation form. Stewart Saunders would accept votes up until end of July and Michael Knight would collect and submit votes on behalf of OPEN.

(b) Green light for new Station Building at Smitham.
Noted circulated press release.

Safety and Security, Litter and Graffiti Issues

(3) Update on Maintenance / Pigeon Proofing of Network Rail Bridges.
Ian Tonks (Streetscene) reported that the focus of maintenance was changing more to designing out waterleaks from bridge structures and looking at them more from a safety point of view e.g at Croham Road, Portland Road and Marlipit Lane bridges.
In some locations pigeons were noted as having moved off bridges to roost on lamp columns but still fouling pavements.
ACTION: At Brighton Road/Smitham Station bridge it was reported that pigeons are making a mess on the new pavement and officers (Streetscene) are requested to move this up the priority list.

(4) Update on Security Issues on the Rail Network.

Noted press extracts.

Mobility Issues:

(5) Matters raised by Stephen Aselford (Mobility Forum)

(a) East Croydon Rail Station – problems for wheelchair and mobility impaired users - access across taxi rank at East Croydon station and public drop-off/pick up area.
See Minute 3/09 bottom page 2 above.

(b) Southern Ticket Machines – extension of journey.
Stephen Aselford referred to the problem of not being able to extend tickets across London requiring travellers to have to come out of the station and then go back in and suggested that a machine is required on the platform to allow extension of tickets beyond zonal boundaries.

Yvonne Leslie (Southern) commented that such machines are being looked at but there is the problem to be solved of 'fraud protection'.

Stephen Aselford suggested that you should be able to buy a 'permit to travel', however such machines are not always easily accessible or switched on if the ticket office is closed.

Tim Bellenger (London Travelwatch) commented that London Travelwatch have been pursuing this for sometime.

(c) Southern Metro Area Access Improvements Required July 09 – Freedom Pass

Stephen Aselford referred to confusion caused by posters at some stations indicating that Freedom Passes are not valid before 09.30 any day and questioned when was the restriction put on Saturday and Sunday. There was confusion between the London Council's poster concerning the 'freedom pass'/ disabled and Southern's.

Stephen Aselford also requested better 'indicator's' for 2nd and 3rd trains on platforms.

ACTION: Yvonne Leslie to take away these matters.

(d) Availability of Emergency Information.

Stephen Aselford expressed concern that during recent flooding no information was given over the public address that rail tickets would be valid on overground services.

Criticism was also raised of lack of information available to the public and whether TfL have a system to get information onto the underground system and if this could also apply to buses.

ACTION: TfL to be asked to respond on emergency communications.

Passenger Information, Marketing and Publicity Issues:

(6) (a) Southern Stakeholder Brief and Performance figures April / May / June 2009 2009.

Information noted.

(7) Thameslink / FCC Stakeholder Briefing

Noted Stakeholder News.

Larry Heyman (Thameslink) congratulated Southern on being awarded the new franchise. He also thanked Southern for supporting FCC in running the new timetable (introduced in March) when it had only received 2 out of 23 Electrostars (still only received 6) and further delay until November at the earliest.

86 Class 319 sets were in service, however refresh of services had been suspended and this had regrettably led to more cancellations due to failures.

With regard to Thameslink Performance figures at 91.22% they were above target with 89.2% annual figures, whilst the key drive is to improve reliability.

(8) Lack of Train and Platform information at East Croydon for destination Coulsdon South – raised on behalf of Coulsdon Neighbourhood Partnership. Noted points raised by Mr Ian Payne concerning availability of train information.

Yvonne Leslie (Southern) indicated that under the new franchise Southern are aiming to give clearer direction information and would be reviewing information provided.

It was acknowledged that there are plenty of staff visible at East Croydon Station and that they are helpful on the whole, and that the limitations of the system will be looked at.

With regard to the problem of opening of doors using GPS without giving the driver an 'override facility', Yvonne Leslie advised that the driver now has an override facility built in.

Mr Payne requested that these improvements be kept under review and that platform numbers be restored at the end of platforms as used to occur.

Larry Heyman (FCC) endorsed that a summary of departure screen on each platform would help but advised that no station in the UK has this now as train information changes frequently.

Cllr Carole Bonner pointed out that the main concourse screen at East Croydon was not easily visible from the side entrance.

ACTION: (1) Yvonne Leslie to refer timetable display matters to Southern timetabling section;

(2) Matter to be brought back to next meeting.

Passenger Interchange Issues

(9) Railway firms hail their 'best ever' time keeping.

Noted press extract.

Rail Matters raised by East Surrey Transport Committee

- (10) 'ESTC understand that DfT and TfL are considering moving Shoreditch station into Zone 1. This will mean passengers from Croydon going to Highbury and other stations north of Shoreditch will have to buy a Zone 1 ticket and will be forced to buy a ticket that includes Zone 1 although they do not want to exit in Zone 1 this could add between £400 and £600 per year to the cost of somebody who never goes to Zone 1. This is unfair.'

Tim Bellenger (London Travelwatch) confirmed that Shoreditch will be in Zone1.

ACTION:TfL to investigate and report back.

Croydon Business Link

- (11) Croydon Business Link Issues.
Tim Guest (BID) commented that Croydon BID was working to get prepaid tickets available at its premises from 2010. Tim Guest could be contacted at tim.guest@croydonbid.com.

OPEN

- (12) Matters raised by OPEN
Michael Knight (OPEN) raised the matter of platform levels which seem to vary a great deal and asked if operators could advise where people should stand on platforms so that they know where doors are going to be.
Yvonne Leslie (Southern) and Larry Heyman (Thameslink) advised that station staff will assist, but also undertook to look at and advise on the best places for the elderly / disabled / mothers with young children to stand on platforms.

London Overground

- (13) Presentation on London Overground
ACTION:Rob Sadler of London Overground to be invited to give a presentation to the next meeting.

6/09

BUS AND TAXI

Summary of:

- (1) Surface Transport News Update;
- (2) Bus Route Consultation Update;
- (3) Forthcoming Transport News if any;
- (4) Surface Transport News.

Noted.

Bus Route Issues: Consultations

(5) Bus Services –(a) Consultation – Route N213.

Noted proposals re: route N213 24 hour service to Kingston / Sutton. Operators reported a problem of little passenger demand which might be filled by later improvements to route 154, however this will need re-costing by the scheduling team. One solution to which it was suggested might to run routes 154/407 could be asked to run back in service to Sutton.

(b)Consultation – Tranche 290 Route 407
Proposals welcomed.

(c)Consultaion on Route109
Noted.

(d)Consultation on Routes 403 and 407
Noted.

Bus Matters raised by East Surrey Transport Committee

(6) Matters raised.

1. Concern over diversions and lack of temporary stops in Coulsdon Town Centre / Bus stops for Routes 127 and 289 Purley High Street / Route N213 what is being done to replace it?
With regard to the loss of the main bus stop in Coulsdon Town Centre the panel were advised that it is hard to see how this could be avoided although suggestions had been made that it could have been done with temporary stops.
Route 404 had particularly suffered with no stops in the Town Centre (problem in the Town Centre was that you cant stop too close to traffic signals).The stop is going back to outside Boots and it was reported that improvements are ahead of schedule.

Operational Issues

- (7) Safety and Security, Litter and Graffiti Issues
 - (a) Police teams help cut bus crime;

- (b) Policing 50,000 kids;
- (c) Bus Driver's assailant jailed.
Press extracts noted – suggested 'safer policing team' to be invited to next meeting.

(8) Local bus issues and PTLP

- (a) Bus bridge at junction of George Street/Park Street/ Wellesley Road, Croydon.

Noted report on the ongoing problem of pedestrians using the bus bridge as a short cut across this major traffic intersection.

Michael Knight (OPEN) also drew attention to a similar problem in Wellesley Road and suggested more training for bus crews would assist.

Operators confirmed that training of drivers to deal with 'jaywalking' pedestrians is given.

A further matter was raised in that bus/tram signs in the Whitgift Centre apparently do not show which signs indicate East or West side of Whitgift Centre and needs investigating.

- (b) Bus stop outside Mayday Hospital, London Road.

LB/Operators reported that the problem had been part of an interim situation to improve the bus stop and that the situation had now been remedied.

- (c) Traffic affecting commuters in Norbury and Streatham.

Bob Pennyfather (Arriva) confirmed that there were big problems for routes due to the unpredictability of traffic trying to get through Norbury, however this was in the stretch within the borough of Lambeth.

ACTION: Bob Pennyfather (Arriva) to take this up with Lambeth / TfL.

- (d) Roadworks Planning Meetings

Stewart Saunders (LB of C) reiterated that whilst more meetings were taking place there was still a lack of communication with operators. There was still a need for 'procurement' section of TfL to attend these meetings with operators to deal with such problems as how long it will take to update route changes onto iBus.

Mobility Issues

- (9) Bus Stop Accessibility Programme**

Noted.

- (10) Various Matters raised by Steven Aselford (Mobility Forum)**

- (a) Route 407 Awarded to Travel London (Currently Arriva).
Press statement noted.

(11) Matters raised by OPEN.

Michael Knight raised the problem of where temporary stops are put as the elderly do not always know where they are and requested that they be well signposted..

ACTION:LB/TfL/ Operators totake this back as an issue.

Performance Issues

(12) Performance Graphs Statistics Quarter (03.01.09 - 31.03.09)

Noted QSI statistics – particular decline in service to Caterham/Old Coulsdon noted during period, and also major gas works which led to lots of short turning of buses.

TfL News

(13) London Boroughs get greater control of transport funding.
Noted.

(14) TfL report Travel in London.
Noted.

Croydon Business Link

(15) Any Croydon Business Link Issues

Tim Guest reported no bus problems but drew attention to the effect the forthcoming tramlink work will have on the Taxi rank location at East Croydon.

7/09 ANY OTHER BUSINESS

(1) Tim Bellenger (London Travelwatch) in expressing concerns about bus services on behalf of Bus Users UK supported the idea of Bus Surgeries involving the use of a bus in a Town Centre location to allow the public access to bus operators who would be able to answer their queries and suggested if Croydon would be a good location to have one as had already occurred in Horsham and Crawley with good feedback. TfL buses would also be invited.

The Panel supported the idea.

ACTION:Stewart Saunders (LB of C) to liaise with Dave Wickens (LB of C) as to a location and contact Tim Bellenger.

(2) Peter Appleford (ESTC) requested if routes 463/404 could stop at the new Smitham Station/The Arena stop.

(3) It was reported that the well used footbridge at Woodmansterne Road had been demolished – Network Rail had undertaken that a new bridge would be up in ten days bu this had'nt happened.

ACTION:Dave Wickens (LB of C) to be asked to strongly write to Network Rail.

(4) Route 434 rear door closure design raised – suggested they need 'plug door' closure design which takes longer.

ACTION: Operators to note and to be raised via PR team.

8/09 ITEMS FOR FUTURE MEETING

- (A) Presentation on West London Line.
- (B) Presentation on East London Line.
- (C) Update on new franchise holders.

9/09 DATES OF FUTURE MEETINGS

Tuesday 20 October 2009

The meeting ended at 12.25 pm