

# **South Central franchise: TfL's role**

**London Assembly  
Transport Committee**

12 August 2008



# Purpose of the meeting today is to discuss

- **TfL's involvement in the South Central franchise**
  - Ability to specify increments/decrements over the DfT's base case specification
  - Why we want Overground standards
  - Our work with DfT to date



## **TfL has been given extended powers in the rail franchise process**

- **In July 2007 TfL was given additional powers to propose and pay for improvements on some key commuter services that start or end just outside the GLA boundary through the rail franchise process**
- **TfL can also propose to reduce services (decrements) and retain the savings – but this must be agreed with the local transport authorities**
- **Wider London boundary area shown on next slide**



# South Central inner area

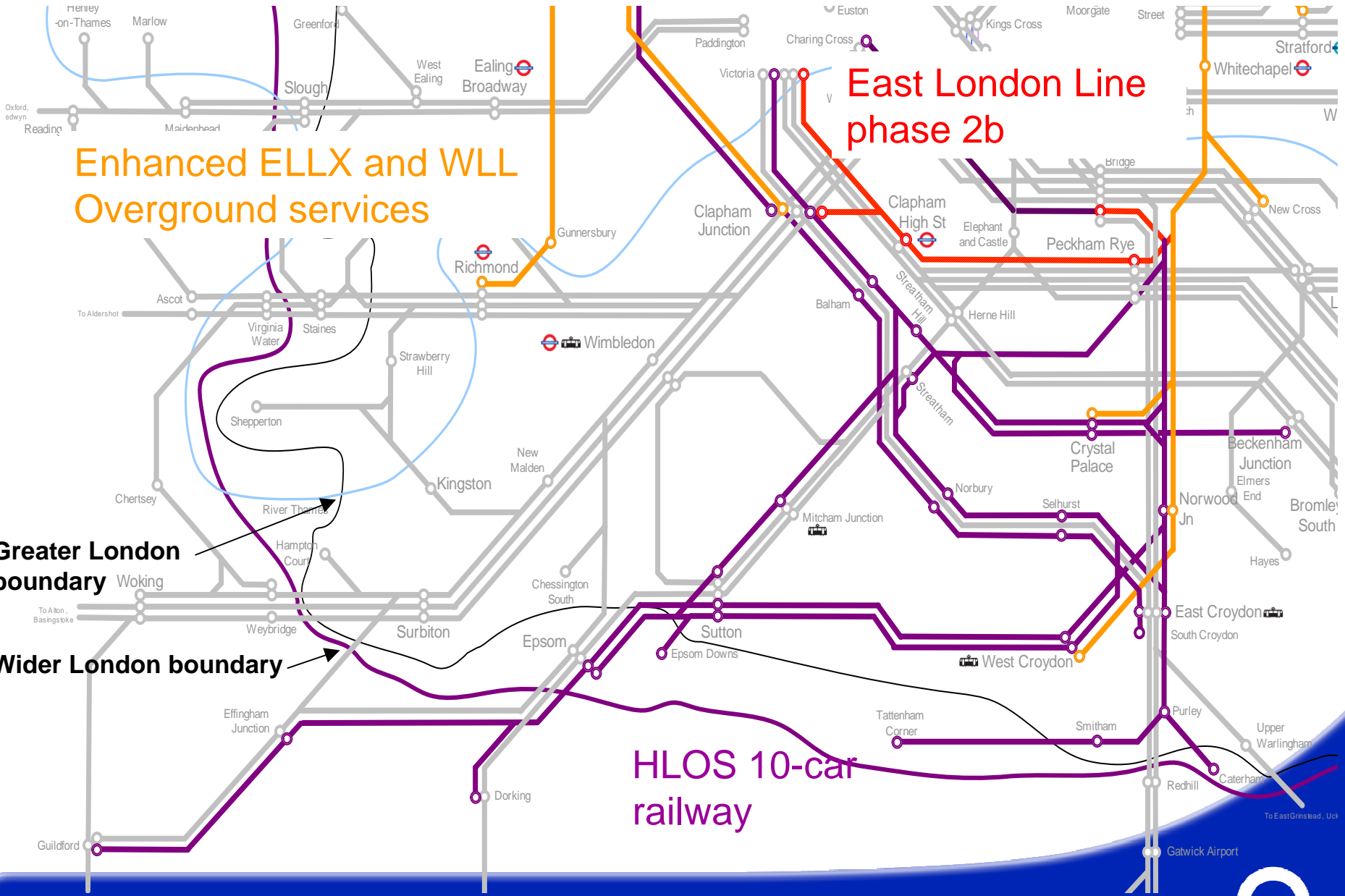
Enhanced ELLX and WLL  
Overground services

East London Line  
phase 2b

HLOS 10-car  
railway

Greater London  
boundary

Wider London boundary



# **We want South Central to move closer to the standard we're establishing on the Overground where ....**

- **Reliability reached 94.7% in period 1 - a record**
- **Reported crime down 40%**
- **Oyster PAYG introduced**
- **Revenue up 17% and ticketless travel down to less than 3%**
- **Stations 'clean and repair' underway**
- **New trains under construction**



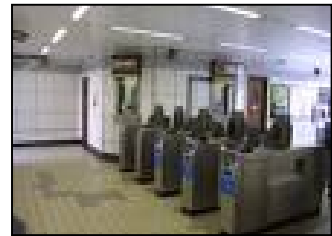
# DfT's outline specification is a big step in this direction

- **Rail in South London is very important given absence of Tube**
- **London Overground and South Central will share many routes**
  - Transfer of Stations NXG – Crystal Palace/West Croydon to TfL
- **Overground service standards are carefully defined to meet London's transport objectives while still offering value for money**
- **TfL has already persuaded DfT to include the following in the base specification:**
  - More capacity, longer trains
  - 4 trains per hour across nearly all the Metro area, week long
  - Earlier and later services during the week
  - Enhanced Sunday services
  - Oyster *pay as you go* acceptance and Oyster retailing
  - Additional ticket vending machines
  - Gating of a significant number of Metro stations, including much enhanced staff provision there
  - Enhanced passenger information
- **The franchise agreement will be drafted to facilitate the delivery of phase 2 of the East London line extension phase 2, if funded**



## While much closer to Overground's specification, TfL would like to close the gap further (1 of 2)

- **Visible station staffing across the GLA at all stations all day from day 1**
  - Oyster may change how staff are deployed, i.e. reduced ticket office opening hours but more staff on platforms
- **Bringing forward installation of station gates so that they are in place before the start of the new franchise**
  - Revenue and security benefits as soon as possible



## While much closer to Overground's specification, TfL would like to close the gap further (2 of 2)

- **A programme of station spring-cleaning and repairs to station structures**
  - Cleaning, painting, repairs, removals and rectification works
  - Clean up in passenger visible areas around station
- **London Buses to accept National Rail tickets during engineering works to minimise disruption to passenger journeys**
- **The Mayor has also committed to 50 extra BTP officers, 7 of which will be allocated to East Croydon**



*West Hampstead before (above) and after (below)*





**A performance regime with London-related measures helps ensure consistent quality given the fare-box is unlikely to be provide sufficient incentive on its own**

<b>Measure</b>	<b>TfL recommendation</b>
<b>National Passenger Survey</b>	Sample size sufficient to report London area separately. Remedial plan with capped expenditure limit if score falls below benchmark
<b>Public Performance measure</b>	Reported for London area separately as well
<b>Ticket-less travel</b>	We support DfT's consideration of this
<b>Service Quality Management System / Mystery Shopping Survey</b>	Measures comparable to Overground and/or other TOCs. Remedial plan with capped expenditure limit if weighted scores fall below benchmark
<b>Specific performance indicators</b>	Where TfL are paying, we would want a measure of station staff absence, and rebate for non-compliance



## What happens next?

- **South Central franchise will contribute to meeting London's transport objectives (more consistent service quality, shift towards sustainable modes, greater accessibility, supporting sustainable growth, etc)**
- **TfL is keen to raise standards similar to those on the Overground as soon as possible**
- **TfL can help enable greater integration - for example cycle parking, station access improvements, policing, Borough plans, Oyster, Ticket Stops, marketing literature, and so on**
- **We can't afford everything to meet fully Overground standards – for example station condition**
- **We'd like to benchmark progress**
- **We are working with the DfT to help make this happen**
- **We are also continuing to discuss funding for Phase 2 of the East London Line Extension to Clapham Junction**

