London Assembly Transport Committee

Submissions to
Broken rails: a rail service fit for passengers transport investigation and additional notes
November 2018

Call for evidence: London Assembly investigation on Future Rail

July 2018

The Associated Society of Locomotive Engineers and Firemen (ASLEF) is the UK's largest train driver's union representing approximately 20,000 members in train operating companies and freight companies as well as London Underground and light rail systems. ASLEF is pleased to have this opportunity to input to the London Assembly Transport Committee's investigation into how rail capacity, frequency and reliability can be improved, and what infrastructural developments are needed to ensure that London's rail services are fit for purpose.

1. Currently, what are the main challenges for London's rail network?

Overcrowding on busy services is currently a major challenge for London's rail network. The Mayor's Transport Strategy states that without further action, 67% of travel on National Rail in the morning peak would be in crowded conditions by 2041. As train drivers, we are well aware of the reality of the problem of crowding on most routes into central London both on the Tube and on national rail services: People struggle to get on board trains and experience uncomfortable journeys, and forecasts predict further growth in London's population over the years ahead.

Congestion on the rail network is another problem, affecting both rail passenger and freight services, and the lack of access to paths is constraining demand for services and thereby the possibilities for future growth. Any capacity that can be freed up on existing infrastructure offers the opportunity for additional passenger or freight services to be introduced, but in the long term building new lines and modernising rail and underground lines will be essential to meeting demand for future generations and alleviating congestion.

The fast, reliable and sustainable movement of people and goods is essential for London's growth and success, and it would be damaging to the economy if we are unable to expand transport infrastructure to meet the demand for greater capacity. Other modes of public transport are not a viable or sustainable alternative, so it is important not to jeopardise trends towards growth by turning passengers away from the railways with overcrowding and overpriced fares. Indeed, it is concerning that although trains are currently overcrowded,

season ticket sales are beginning to drop because the fares are becoming unaffordable for many commuters. In January 2018 fares across all operators were 20% higher in real terms than they were in January 1995. Nationally rail fares are rising at a much higher rate than the median increase in wages and the result is the creation of transport poverty: Commuters are being priced off the railway and are being forced to change jobs, move home, or use alternative modes of transport. If this is allowed to continue London's economy with suffer.

As a union another key concern for ASLEF is that the rail network should be accessible, safe, and well integrated with the wider transport system. Improving the accessibility of the rail network and ensuring seamless connections between trains, and between rail and bus services would remove barriers to travellers including elderly and disabled passengers.

2. What are likely to be the future challenges for London's rail network over the next two decades?

We have already mentioned overcrowding and congestion as major challenges for London's rail network and we have called for investment in a reliable public transport system that is able to cope with more passenger and freight services. Another challenge for London's rail network, going forward, will be making London a zero-carbon city. This will make London a more pleasant and safer place to live and work, and Londoners will enjoy a healthier and better quality of life, but this will not be achieved without the successful implementation of the Mayor's Transport Strategy. Reducing car dependency would not only improve London's air quality and reduce the number of road accidents but would also benefit Londoners who suffer from health problems relating to physical inactivity and pollution. Reducing the number of road freight vehicles on our roads by using rail freight instead would also be important: Having fewer lorries in the capital also makes our roads safer (in 2013 there were 14 cyclist deaths in London of which nine involved HGVs) and rail freight produces 76% less carbon dioxide emissions than the equivalent HGV journey. For both passenger and freight services we hope that commitments to electrify all rail lines by 2050 will be honoured.

3. How is demand on the rail network likely to change over the coming decades?

London needs investment in transport to support the creation of jobs and opportunities but also to support the building of new homes, which are in high demand. Rail freight could have an important role in servicing housing projects within the capital as long as suitable sites, with good rail and road connections, are available and so long as passenger services stop being given priority access over freight, which makes running freight services very difficult. It is a mistake to see freight trains as a nuisance on the network to be excluded from London rather than recognising them as a critical part of the transport solution. An average freight train can remove 60 HGVs journeys from our roads, and is a popular solution. Indeed, rail freight is by far the best method of transporting aggregates and construction materials and removing waste without adding to congestion on London's roads.

Currently rail delivers almost 50 per cent of aggregates into London, but more rail freight terminals are needed. We are aware of the pressures caused by the lack of available land for building housing in London, but ASLEF has warned against selling railway land and rail depots because this would damage the network's ability to meet growing demands on the transport infrastructure. Intermodal terminals and rail-linked warehousing, such as the facilities at Barking, Tilbury and London Gateway, are essential. Safeguarding this land and investing in infrastructure is key to meeting the growing demand for rail freight, so ASLEF welcomed the recognition in the draft London Plan of the importance of protecting key road rail transfer sites.

4. What rail and station improvements would bring most benefits to Londoners?

London's rail services need to consistently be customer focused, accessible and affordable, with support provided by highly trained staff. Many of the people passing through London's transport system are foreign tourists, parents accompanying young children, and individuals requiring assistance because of their age or a disability, but there is little mention in this Transport Strategy of provisions made for them. Specifically, ASLEF would like to see a commitment to keeping adequate numbers of highly trained staff on platforms, trains, across stations and in ticket offices, at all hours of the day and night.

The electrification of all rail lines will hugely improve services for passengers by making trains quieter, cleaner, faster and more reliable.

For ASLEF members, we would like to see a commitment that all new London Underground rolling stock will have dedicated and secure driver cabs.

5. To what extent does the Mayor's Transport Strategy address London's future rail needs?

ASLEF responded to the Mayor's Transport Strategy consultation in October 2017 and broadly we were happy with the Mayor's vision and plans, although we raised concerns about overcrowding, the need for additional rail capacity, and the marginalisation of rail freight.

The union was pleased to see the Transport Strategy commitment to get London's entire transport system to be zero emission by 2050. Investment in electrification will improve services for passengers by making trains faster, cleaner and more reliable, will reduce CO2 emissions and will also create long term savings on maintenance. We also welcome the Mayor's commitments to encourage car drivers to switch to using trams which don't produce harmful emissions.

The Transport Strategy recognises that rail is a cleaner mode of transport and that that rail is particularly important for heavy goods and construction, and it makes the point that freight and servicing activity must be managed in an integrated way. The document recognises that the most should be made of London's rail network for both passengers and freight but advocates that passenger services should be given preferential access to the network infrastructure: There is an emphasis on moving rail freight at quiet times, trying to bypass the London Overground network, and the provision that additional rail freight services should not lead to a reduction in passenger services. The Draft Transport Strategy actually described rail freight as 'long, slow-moving trains that limit the full potential of the network for passenger services' and although this statement has been removed in the final version, the focus with freight is still very much on road vehicles and London's street network.

ASLEF would like to see the development of cross modal consolidation and distribution centres capable of being rail served and from where goods can then be delivered by low emissions road vehicles including electric vans and e-bikes for light loads. We were pleased that the identification and protection of new sites for load consolidation that are rail connected or rail serviceable is supported by the London Plan, and we hope that the use of these centres will be encouraged in the planning process. It is disappointing that the Mayor only commits to consider the benefits of establishing regional consolidation and distribution centres in inner and outer London. Nevertheless, the Transport Strategy does state that the Mayor will seek to identify opportunities to get more of London's freight closer to its final destination by rail and to identify and make the most of opportunities for rail freight capacity and capability enhancements.

6. <u>To what extent does Network Rail's plans for Control Period 6 address London's future rail needs?</u>

A £47bn funding pot for infrastructure investment has been given to Network Rail for its next funding period, CP6 (2019-2024) and the vast majority of this will go on track maintenance and renewals. The government is creating a separate rolling programme of investment for enhancements and just £10bn has been set aside for Network Rail to finish enhancement projects carried over from CP5 (2015-2019) and fund new enhancement projects.

ASLEF welcomes the government's decision to move away from Control Periods in five-year cycles because major projects need careful planning and management and can't be rushed or squeezed to fit in with control periods or political deadlines. Unfortunately, this has led to some projects – like the electrification projects – being reneged on and abandoned due to cost, or at least subject to delays and downgrades. When chunks of work are pushed from one control period to the next in order to remain within budget this has a knock-on effect on other projects. Although National Rail has successfully delivered some major projects, others promised in CP5 have been scrapped and there is an increasing backlog of renewals work to be completed. Going forward, we believe that a greater focus on maintenance and renewals in control period 6 is necessary and, following the postponement of works during the current control period, it is important to improve efficiency in the railway industry and to strengthen the periodic review process. ASLEF has for a long time been calling for more and

better collaborative working on the railways and we welcome plans to more closely integrate Network Rail route businesses with train operating companies.

By the start of CP6 each of the nine routes will have its own strategic plan, separate regulatory settlements, and the managing directors will be handed the authority to approve 99% of all work, with the hope that devolution to route level will help with efficiency and delivering projects on time. ASLEF does not oppose devolution of responsibility for rail to regional representative bodies but our policy is that a unified single, vertically integrated, publically owned national railway would offer the best value to passengers and the taxpayer, so we welcome the Transport Secretary's reassurances that route devolution is not intended to lead to privatisation of route businesses. As a union we urge caution when looking at devolution because many networks cross a number of different routes and complications arise when there is competition for access to routes among companies. The creation of a London Suburban Metro by the late 2020s, which will devolve responsibility for suburban rail services from the Department for Transport (DfT), should be positive in terms of giving the Mayor control over Network Rail and train operating companies and a greater influence over the planning and delivery of these services with improved frequencies, journey times and smooth interchanges. Also if revenue is kept by TfL and train operators are paid according to performance targets being met, they will have more incentive to improve their performance.

7. What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme?

Digital railway technology is designed to modernise our railways by focusing on optimising the flow of trains across the network and thereby improving performance, enabling higher service frequencies, better reliability, and more capacity. By improving traffic flows it can assist with the introduction of additional services and help to reduce congestion in a way that is less disruptive and more cost-effective than building new tracks. If this technology is introduced in conjunction with improvements in track layouts at bottlenecks, capacity upgrades at stations and in-cab signalling to reduce headways between trains, it would free up capacity for running more services.

Vast amounts of funding have already been invested in the digital railway programme but unfortunately implementing this technology on our Victorian railway infrastructure is a challenge and there have been delays to the introduction of digital rail technology across much of the country. ASLEF considers that preparing for the digital railway programme should be a priority but implementing this technology will not be possible everywhere it cannot fully replace human workers. As this technology is gradually introduced it is crucial that all railway staff receive adequate training, that they are fully prepared, and that they feel confident about the changes it will entail. How our members drive trains will fundamentally change, but it must be recognised that this does not mean that drivers will be de-skilled, simply re-skilled.

8. What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?

The Rail Network Enhancements Pipeline (RNEP) sets out a new process for new enhancement projects which will not be funded through Network Rail's financial control period cycle. The idea is to use third parties such as local authorities and the private sector to invest in new major rail infrastructure projects, protecting the taxpayer from costly overruns during the construction stage like those we have seen in the current rail financial control period on projects like the Great Western Main Line electrification.

ASLEF believes there is a good case for dealing with enhancements outside of the five-yearly control period because many enhancements span several control periods. Serial governments have failed to provide a clear long-term vision for investment and innovation and this has been problematic for Network Rail and other stakeholders who need certainty about future direction and spending levels if they are to plan efficiently and make decisions about investing in skills and technologies. The unpredictability of renewals spending from one control period to another has caused problems along the supply chain when funds are running low and it is not clear where efforts and funding should be focused next.

One problem with the new process for rail enhancement projects is that the Transport Secretary has asked investors to come forward with ideas for schemes but his call for proposals does not specify a list of projects available for third-party investment or give a sufficiently clear picture of the DfT's strategic priorities for investment in each region. Another problem is that new rail enhancement schemes will be decided in a staged approach. This means that although the new process will no longer be bound to five-year control cycles, the rail sector still won't have the long-term visibility that suppliers need to be able to plan.

Under the new system funding for enhancements is not being maintained to current levels so the DfT will be relying very heavily on market-led proposals. There is no "plan B" without third-party investors. ASLEF is fundamentally opposed to the privatisation of the railway network because we believe that profits should be reinvested into the railway, not paid out as dividends to shareholders. Unfortunately, we know that any third-party investors are most likely to be private sector profiteers because years of austerity measures have slashed local authorities' budgets to such as extent that they are unlikely to be able to support the financing and delivery of railway services. Either way, devolving responsibility for designing, financing and implementing projects to third parties who have limited knowledge of the railways in order to access funding from them could make an overly-complicated system worse, and potentially be dangerous.

The lack of clarity around the DfT's strategic priorities is likely to damage third party confidence in the process and could inhibit investments along the supply chain in workforce, skills and innovation. If the DfT continues to pursue third party investment, it will be necessary to provide a clear set of strategic priorities for rail infrastructure investment in each region and outline which projects are likely to be available for investment. The Transport Secretary should also clarify how proposed rail enhancement projects will be assessed in terms of cost efficiency and value for money. There is a very real risk that the current problem of badly planned schemes will be replaced with a slowdown in new enhancement projects. This would be particularly disadvantageous to regions that have experienced under-investment in recent periods.

9. What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

For years ASLEF has been calling for our railways to be electrified. Electric trains would be more reliable, lighter, faster, quieter and cleaner. Unfortunately, most of the electrification schemes planned in the last decade have been scrapped due to costs and delays. Similarly, Digital Railway technology and new traffic management systems can be useful in improving the flow of traffic with better frequency, capacity and reliability of rail services – as we have seen on the Thameslink programme, for example. But although such technology can be very effective, it is not enough in itself and needs to be introduced alongside upgrades to stations, infrastructure and new fleets of trains as well as investing in staff and training, making the improvements slow to deliver and costly.

Sometimes, however, improvements can be made with slight adjustments to timetables and stopping patterns, made – of course – in consultation with trade unions and stakeholders who can draw on their expertise and experience to make recommendations and highlight possible flaws in plans before they are implemented.

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GLA - Future rail

ACE response

July 2018

Executive summary

There are a number of challenges facing London's rail network over the coming years. For the network to support the city's changing needs, the network will have to adapt in order to be fit for the future. ACE foresees significant changes happening across the network, not only in the short term, but also far into the future as technology advances and new capacity is required.

The key problem for the network in the future will be the constraint on capacity. Currently, at its peak, the network is stretched and prone to disruption. In conjunction with a growing population, these problems will only be exacerbated if no action is taken, and whilst the problem is easy to identify, there is no single solution.

Owing to shifting cultural and working patterns, the way we use the network will change going forward, with demand for a 24/7, 365-day network growing in the long term. This will have a substantial impact upon the timeframe in which engineering works can be carried out.

As a result, the way the network is maintained and upgraded in the future will be significantly different with more condition based and predictive maintenance being conducted, reducing the need for reactive and disruptive engineering works. Additionally, the network will have to be more resilient to the impacts of our changing climate in the future, particularly in relation to disruption derived from high temperatures and increased rainfall.

The quality of passenger's journeys will improve in the future with the increasing availability of Wi-Fi and mobile networks. Access to these networks will be a key feature of London's future railway.

Improving the capacity, frequency and the reliability of services will be a critical factor in the success of London's future rail network. Upgrades in terms of signalling, train communication and automation will have drastic impacts on how the railway operates. However, this will only be able to deliver so much capacity; increasing it will ultimately require new infrastructure to be built.

The way we see stations as terminal hubs for customers journey's will change in the future as over-station development becomes more prominent and practical. The style and layout of stations will change to reflect advancements in design and to accommodate higher numbers of passengers. London's stations will evolve to take on more retail functions in the future as stations become more than travel destinations.

London's future rail network will have a significant role to play in ensuring the mayor's transport strategy becomes a reality. Increasing the share of journeys made by public transport with the rail network accommodating a large portion of this. This will depend on the network becoming a more attractive transport option, especially to those with disabilities.

Furthermore, commitment to massive infrastructure projects, and their delivery, will be vital to ensure the mayor's transport strategy is met; much of the strategy's success relies on the completion of Crossrail 2, and this will require collaboration between stakeholders at all levels up and down the supply chain. Similarly, the delivery of High Speed 2 (HS2) and expansions to the freight network will help unlock extra capacity on the network.

Embracing technology will always be at the core of any forward-looking strategy; relying on new information sharing platforms and challenging the fundamental principles that have guided past strategies will be imperative in building a railway network fit for the 22nd century. This will require an appreciation for what the next iteration of our current technology will be and how it can be implemented.

Key issues facing London's rail network

London's rail network currently faces a plethora of challenges relating to its size, age and capacity constraints. Overcrowding on London's rail network continues to be a problem, and with London's population set to grow, this is an issue that will only become more prominent if no action is taken. By looking at current issues on the network we can identify problems and understand how they may impact what the network looks like in the future.

Engineering work and maintenance

People's lives are increasingly interconnected and conventional patterns of work are changing; working hours are becoming more flexible and being based in a central location less important. This will alter the way people use the public transport network, travelling earlier and later outside of the normal peak times. In the short to medium term this may mean no overall increase of peak time patronage, and potentially even a reduction, depending on how quickly people and businesses embrace more flexible working hours.

Further into the future, demand for a network available for 24 hours a day, 365 days of the year will likely increase. The number of people living in the city, in conjunction with changing lifestyles, will require the network to be operational for more of the day. Whilst over the short and medium terms, flexible working hours may have negligible impacts on the number of people travelling on the network, the growing size of the city will have significant consequences on the demand placed on the network in the longer term.

The implications of this on the way the network is maintained will be critical: the traditional four-hour window engineers have to maintain and upgrade the network overnight, as well as extended closures around holidays, will be increasingly reduced and compacted in the future. Maintaining

the railway in the current fashion will not always be possible meaning longer, planned closures will be increasingly common. An early appreciation of how people will see and use the network in the future will help inform and develop maintenance strategies going forward. Transport for London (TfL) should identify what lessons can be learnt from the maintenance work carried out on the night tube with its increased hours of operation, as well as what factors have enabled this.

As a result, condition-based and predictive maintenance will be increasingly important. Engineering work will have to be done in an increasingly short time frame in the future, so reducing the amount of reactive maintenance will greatly reduce disruption on the network. The rail network of the future will need to be intelligent enough to understand where and when things will go wrong and be able to take action before they do, operating on a just-in-time basis.

Currently, the necessary infrastructure required to monitor and accommodate predictive maintenance across the network is not in place, relying instead mainly on manual checks and reporting. Moving towards a system of automation, and ensuring we have the technological capability to monitor the health of the network, will be the critical first steps to a more efficiently maintained railway in London. It will be vital that TfL are able to identify how to implement a system of predictive maintenance over the long term, whilst maintaining compatibility with the necessary legacy systems. Increased use of drones and sensors to monitor assets and infrastructure can allow for significant advancements in data collection and analysis. Having this information, collected and processed quickly, will greatly improve the way in which work can be carried out on the network.

Climate change will also have a significant impact on rail travel in London. Longer periods of warmer weather with higher peak temperatures in the future will cause more frequent and significant disruption to the network as rails become too hot to allow trains to run at their maximum speed. The construction of our railway tracks will be required to change, whether this is through the use of composite materials more resistant to overheating, placement of sleepers and ballast or through advancements in the ways track is stress tested in extreme temperatures.

Similarly, with periods of heavier precipitation predicted in winter months, considerations must also be given to how our railways will continue to be resilient against all forms of weather; a rise in the use of slab track in the future will require consideration about drainage systems around London’s railways and the impact this could have on journey times as well as the surrounding environment where runoff is concerned.

Quality of the journey

Another key issue facing London's rail network is the quality of the journey passengers make. Currently, access to facilities, such as Wi-Fi, charging sockets and air conditioning, throughout the duration of a journey is still not common place on many parts of the network. These facilities will become. Passengers will expect to be able to reliably access their emails and social media accounts wherever they are on the network as well as make phone calls or send messages. Improvement in this area can significantly increase customer satisfaction levels as well as have a drastic modernising effect on London's rail network.

Frequency and capacity constraints

Currently, the number of trains per hour (tph) running on London's rail network is close to capacity, running between two to three minutes apart at their peak, and even closer in some places. Alterations to timetables and improvements to signalling systems will enable us to make better use of the remaining capacity within the network currently. However, without investment in technological or hard infrastructure, the number of trains that can be run on the network will always be limited.

The rail network of the future must look to examples of how and where extracting the maximum capacity out of the current network has already been achieved and learn the lessons of these to apply them moving forwards. The Victoria line currently runs 36 tph in its morning and evening peak hours and is now regarded as one of the most frequent metro systems in the world1. This same degree of industriousness and investment that brought upgrades to the Victoria Line will be required to achieve a rail network fit for London's future.

In the short to medium term, technological advances will allow trains to run closer together and effectively 'talk' to the train in front and behind. As this technology becomes more established, the platooning of trains becomes much easier, with trains potentially coupling and decoupling in transit to further improve the service passengers receive according to the requirements of the network.

Whilst there are significant benefits to be gained from increasing frequency, these will not ease the long-term limitations of capacity. New tunnels and lines will be required throughout London, and the proposed Crossrail 2 route will do much to improve North-South connectivity across the city and beyond the borders of the capital. Similarly, HS2 will also have significant implications on capacity, in both directions in and out of London. London's freight network will also come under increasing pressure should the number of freight trains coming from Southampton, Felixstowe and

[1] https://www.londonreconnections.com/2017/ninety-second-railway-making-victoria-frequent-metro-world/

other key intermodal hubs increase. In this instance, TfL would have an interest in ensuring the capacity of the freight network beyond London's orbital routes is expanded in the future.

With more frequent trains and new capacity being created in the future, care must also be given to the available land for depots. Some depots will require expanding to accommodate additional and different rolling stock for their respective lines, and some depots will have to be built from scratch. Furthermore, existing depots will likely be altered and upgraded to include facilities capable of repairing and housing modern rolling stock. As London continues to grow, the competition for land between housing and commercial developments will only increase meaning the land available for any new depots will be limited. This is a key issue that TfL will have to factor in over the long term.

Stations of the future

Some of London's current stations are overcrowded and suffer from poor design which is detrimental to the passenger experience and seriously hinders the total passenger throughput the station is capable of. Many of London's stations are housed in old Victorian buildings that were appropriate in accommodating the number of people that used them when they were built but have since become outdated. Furthermore, our understanding of design and how this can be used to accommodate higher volumes of people has advanced significantly. London's oldest and busiest stations will require further investment in future years to ensure that they can accommodate the passengers that will be arriving and departing from their platforms.

These new stations will be open plan and subtly direct passengers through good architectural and engineering design making them easy to navigate. Card tickets will be fully replaced with electronic, contactless ticketing in the short term following the trend towards simplicity. Biometric ticketing, with new technology scanning facial features, finger prints or even the vein structure in your palms, will become increasingly common, charging an associated payment account and removing the bottlenecks created around the physical barriers that exist currently. Intelligent signage will direct passengers to the platforms and platform edge doors will direct passengers where to stand, preventing delays and decreasing alighting and boarding times.

Stations will no longer simply be terminal hubs where people begin and end their journeys. Over station development will transform London's train stations into places where people live and work; they will become commercial and residential centres, making train stations destinations for more than just the passengers passing through. This will be important for London's stations with international connections where rail passengers may take advantage of more generous baggage allowances, compared what is permitted on aeroplanes.

London mayor's transport strategy

The London mayor's transport strategy published back in March 2018 set out the vision for the transport network across the capital. One of the main thrusts of the strategy was to ensure 80% of all journeys made in the capital were by either public transport, on foot or bicycle by 2041. Before this can be achieved there are significant barriers that must be overcome, and London's future rail network will have a significant part to play.

The vision to have Crossrail 2 open by 2033 is critical for the strategy's success. As noted in the strategy, Crossrail 2 is essential for the future of London, particularly by unlocking around 200,000 new homes and supporting up to 200,000 new jobs. With the HS2 connection into Euston Station, London risks grinding to a halt if Crossrail 2 is not funded and delivered by 2033. ACE is concerned about how the strategy will operate should Crossrail 2 not go ahead as there appears to be no plan B.

Furthermore, if London's rail network in the future is to contribute to achieving the 80% target, it will be vital that rail presents itself as the best option for users. ACE notes that any shift to a preferred transport mode naturally occurs when it is the best option for users. Recent increases in the use and convenience of private hire vehicles and rideshare platforms suggest a significant challenge attracting these users back to the public transport system. One key element of this will be ensuring that the rail network of the future caters sufficiently for all users, including those with disabilities and other issues relating to their use of the network.

Improving ease of use and access for those travelling on the rail network will be vital in encouraging more journeys to be made on London's rail network knowing that it will be just as convenient, if not more so, than alternative means available. This will involve transforming some of London's busiest stations, with most of the underground network having poor access arrangements from street to platform level.

Improving frequency, capacity and reliability

It will be vital for London's future rail network that employing the latest building information modelling (BIM), as well as digital information sharing platforms, is seen as standard practice and not an example of where one project is leading the way. Whilst Crossrail is commonly regarded as a global example of how the advantages of digital technology can be leveraged, this should be regarded as the standard for major infrastructure projects in London. The advantages of having a connected data environment where information and data can be stored and managed for multiple assets all in one place are significant, especially for any future owners and operators. In the future,

London’s rail network should be embracing digital solutions and replacing outdated, analogue legacy systems. With the current pace of technology, continuing to operate in the same way prevents progress being made.

Consideration must also be given to how the network will be powered in the future. Increased demand on the national grid supply from more and more people using more electrical devices puts a strain on the electricity network, especially at peak times. For trains running above ground, diesel traction will be gradually phased out to ensure that environmental targets can be met, moving initially to bi-modal trains, before becoming fully electric. In the future we will likely see innovative solutions to aid with energy generation and conservation. Trains could be running with wind turbines or solar panels installed in the future to generate their own electricity or be fuelled from alternative sources such as hydrogen. This would likely be in tandem with significant enhancements to the onboard battery of electric rolling stock, greatly improving the energy efficiency of these trains.

Being able to accurately predict the technology of the future is extremely difficult and the advantages of being ahead of the emerging trend significant. London’s rail network of the future should be focused on improving the outcomes for the passengers, and part of this will involve being receptive and responsive to emerging technological trends. There will almost certainly be improvements to the use of rolling block technology, for example, allowing trains to run closer together. However, the exact iteration of this, or any other technology, will not always be obvious. TfL must ensure the rail network of the future has this principle at its core, allowing it to continue to move with changes in technology.

About ACE

As the leading business association in the sector, ACE represents the interests of professional consultancy and engineering companies, large and small, in the UK. Many of our member companies have gained international recognition and acclaim and employ over 250,000 staff worldwide.

ACE members are at the heart of delivering, maintaining and upgrading our buildings, structures and infrastructure. They provide specialist services to a diverse range of sectors including water, transportation, housing and energy.

The ACE membership acts as the bridge between consultants, engineers and the wider construction sector who make an estimated contribution of £15bn to the nation's economy with the wider construction market contributing a further £90bn.

ACE's powerful representation and lobbying to governments, major clients, the media and other key stakeholders, enables it to promote the critical contribution that engineers and consultants make to the nation's developing infrastructure.

Through our publications, market intelligence, events and networking, business guidance and personal contact, we provide a cohesive approach and direction for our members and the wider industry. In recognising the dynamics of our industry, we support and encourage our members in all aspects of their business, helping them to optimise performance and embrace opportunity.

Our fundamental purposes are to promote the worth of our industry and to give voice to our members. We do so with passion and vision, support and commitment, integrity and professionalism.

Further information

For further details about this consultation response, please contact:

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Clapham Transport Users Group Submission to the London Assembly Investigation 'Future Rail'

This joint submission by the Clapham Transport Users Group reflects the perspective and needs of commuters in the Clapham (Lambeth) area of London.

Our approach is to articulate the Clapham context before relating to the wider pan-London interlocking narratives and themes surrounding the future of rail transport. Our submission is below:

Summary Findings

- Rail has unexploited potential to relieve Tube overcrowding in South London and congested buses if it develops both orbital and radial frequencies

- TfL and Network Rail should create a Joint-Board to oversee planning and frequency in Greater London ahead of final devolution

- Demand for rail will increase as people become priced out of areas in London with a Tube

- Future economic development will be on brown-field sites where suburban rail is the main public transport link

- Accessibility must be improved at suburban rail stations to act as 'beacon' stations for immediate and surrounding areas that currently have no accessible rail or Tube stations. Fully accessible stations (Tube or Rail) should have a visible external sign denoting this with 'accessibility maps' showing fully accessible rail links and stations.

- All suburban rail stations should have a minimum of 4 trains per hour in peak-time with no more than 15 minutes waiting time

- Pink Oyster readers should be scrapped

- Oyster/contact less should extend significantly beyond Central London

- Clapham High Street should be developed into a hub with rail links to Victoria, direct rail services to West London and Brixton/Herne Hill/West Dulwich and Bromley South on ward interchange to Folkestone and the Kent Coast.

The Challenge for London Rail

Until the last ten years, with the creation of London Overground, London suburban rail was very much the poor relation of the public transport network in Greater London, with run-down trains, lack of station staffing and consequently unsafe stations creating a hostile atmosphere which drove potential passengers away. At the same time, London's Underground network was struggling to cope with the huge capacity demands in part caused by the inadequacy of the suburban rail system.

This 'Tale of Two Systems' was seen most starkly in the contrast between Clapham North Underground and the overland Clapham High Street station which was un-staffed and graffiti saturated with a half-hourly train service to Victoria and London

Bridge yet with low patronage.

Suburban rail in London was traditionally neglected both by British Rail and the private companies that took on the franchises specifically because both focused on Home Counties and long distance commuters who provided higher yield because they paid higher fares. The consequence was a cycle of decline - unattractive stations that incubated crime deterred potential passengers in turn leading to falls in revenue and disincentive to improve.

The potential of London suburban rail to act as an alternative to both Tube and crowded bus services in South London has never been fully exploited. Improvements have arrived with London Overground with station staffing and cleaner trains alongside better publicity. In addition, contact-less payment has made a more seamless integration of passenger journeys between Rail, Tube and Bus. Suburban stations run by London Overground have seen huge rises in passengers, to the extent that Clapham High Street now handles over 1 million journeys a year.

The challenge is how to build on this success and create a more pan-London rail network to provide that full-scale alternative to the Tube or Bus in a consistent way, irrespective of whether or not there is formal devolution of rail to TfL.

Currently fragmentation means that even stations situated in busy areas have grossly imbalanced frequencies. Queenstown Road Battersea for example has poor frequencies of at times half hourly services.

Clapham High Street has a 15 minute frequency on the London Overground to Docklands, the City and Clapham Junction. However, it lacks direct Victoria trains that pass through the station, so forcing people to use either the Northern at Clapham North - a grossly overcrowded station with a winding narrow island platform or increasingly packed buses, filled with commuters who take the bus because the Tube cannot cope.

Too many station in London have no staffing which impacts in particular on disabled passengers, unsure of whether there will be assistance.

Therefore London suburban rail suffers from the following:

- Lack of regular train frequency for all stations of a minimum of 4 trains per hour

- Lack of inter-modal thinking of how suburban rail can alleviate severe capacity demands on orbital bus routes across South London

- Conversely lack of thinking by the DfT and Network Rail of how suburban rail in South London can take the pressure off crowded Tube lines such as the Northern Line

- Inconsistent levels of station staffing deterring would be passengers

- Lack of engagement by the DfT and Network Rail of passenger views and the absence of co-ordinated approach in part fuelled by the political schism between the Mayor of London and the Transport Secretary

London’s population is growing and even with digital technology and Brexit causing a fall in net numbers using Rail and Tube, there are many areas and stations anchored in severe overcrowding. Clapham has two Tube stations with narrow island

platforms, where passengers have to also contend with waiting for several Tube trains to pass before cramming on.

Yet the nearby Clapham High Street station has potential to offer direct trains to Victoria and also to major South London hubs including Brixton, Herne Hill and Bromley South stations which would enable fast orbital links, so both taking many off crowded and slow buses and encouraging modal shift to rail away from cars undertaking the 'school run' between Clapham and South London.

The challenges and opportunities can be outlined as follows:

- Suburban rail must provide a minimum of 4 trains an hour peak-time for all Greater London stations to offer the necessary flexibility and incentive for passengers to use rail rather than bus or car (or Tube)

- Suburban rail should aim to develop stations with adjacent Tubes such as Clapham High Street into mini-hubs that takes capacity demands away from crowded Tube stations and buses through providing a combination of radial train services to Central London as well as wider orbital links

- Making journeys on suburban rail fully seamless by removing the need for London Overground passengers using other services to have to tap in/out on Pink Oyster readers

- Network Rail should have a London Joint-Board with Transport for London and representatives from passenger watchdogs, councils and third sector representatives to plan London rail services and future needs.

- There should be a pan-London accessibility plan where no disabled resident should be more than 8 kilometres away from an accessible Tube/DLR/suburban rail station

The Likely Challenges Over the Next Two Decades/Demand for Rail

Whilst digital technology will result in more home-working than hitherto, the extent to which digital tools can save people from travelling to the office have been exaggerated and over-stated. The concept of people working from home all days of the week is highly unlikely and would harm London's economy because of the loss of personal interaction and collective dynamic between workers, clients and the public, rendering the assertion that home working is the future an implausible prospect with the attendant drawbacks of isolationism and silo thinking.

Indeed flexible working is dependent on people also being in the office to co-ordinate and oversee. Start-up companies in the digital economy also benefit from physical clusters - as seen in the Hoxton/Shoreditch area which in turn spurs more leisure business development to cater for workers relaxing after work. A more agile digital economy may mean more business start ups and new spurts of development that in turn will add to transport demands.

High property prices have resulted in professionals who previously bought in London moving further out; this has led to a fall in Tube usage, but that has simply meant more onward demand on suburban rail (which often goes beyond the London border to areas like Windsor or Sevenoaks). As such, Tube overcrowding will not be cured by an assumption of a exodus, rather the Tube will remain anchored to severe bottlenecks.

Suburban rail therefore will increase in demand as people either cannot afford to live near a Tube or cannot use the Tube because of overcrowding. Deteriorating bus reliability and overcrowding also means that suburban rail may face further demands.

The likely capacity challenges are therefore:

- Rising demand because of Tube capacity issues or migration of professionals to areas where there is suburban rail owing to being 'priced out' of homes near the Tube

- Societal and ethical need to improve suburban rail accessibility to cater for lack of accessible Tube stations

- Growing housing developments in Outer London which will create more demands on suburban rail, particularly South, South West, North East and Eastern London

What Station Improvements Are Needed: the Clapham Perspective

Clapham High Street is a major example of both great potential and missed opportunities.

The station is served by four trains per hour London Overground services to Clapham Junction and Dalston Junction in the east, via Canada Water, Whitechapel and Shoreditch High Street. The service provides a much needed alternative to the Northern Line for commuters heading to Docklands/Canary Wharf because of the connections to the DLR and Jubilee Line. The link to Clapham Junction provides interchange with South Western Railway services to Richmond, Windsor, Reading and Feltham alongside Southern Trains services to Redhill, West/East Croydon and Gatwick Airport.

However, there is a major disadvantage in that Clapham High Street lost its previous direct services to Victoria operated by the old South London Line. This service was scrapped in favour of the London Overground as the Government in 2009 would not agree to finance both the continuation of a Victoria link and the London Overground - the Rail Minister at the time being the current Mayor of London Sadiq Khan.

Clapham has the Northern Line but the stations at Clapham North and Clapham Common have narrow island platforms with chronic problems of dangerous congestion and crowded trains entering the stations. The problem percolates into equally packed buses in the area.

The need for Clapham High Street to have direct fast Victoria trains is clear enough; yet despite an array of Southeastern Victoria trains passing though, none are scheduled to stop. Clapham Junction is not a feasible interchange for Clapham High Street passengers to catch Victoria trains because of the long distance between platforms and far longer journey times.

Clapham High Street could easily gain Victoria service as Victoria-Dartford trains pass through the station: they do not stop because the Class 465 Networker fleet does not have Selective Door Opening (SDO) to allow these 8 car trains to stop at Clapham High Street whose platforms can only accommodate 5 car trains. This can be remedied by operating Victoria-Dartford trains with Bombardier Electrostars as it is likely the new Southeastern franchise holder will be looking to replace Networkers.

Other Victoria services - to Orpington via Brixton, Herne Hill and Bromley South, pass on tracks outside of Clapham High Street. Clapham High Street has only 2 platforms but once possessed 4. Building these additional platforms would dramatically improve connectivity for Clapham High Street and make the station a genuine minor hub.

This would allow direct Clapham High Street trains not just to Victoria but across South London to Brixton, Herne Hill, West Dulwich and onto Bromley South/Orpington for interchange with long distance services to the Coast. This would also take passengers off congested and slow bus routes between Clapham and Brixton/Dulwich and switch car-borne 'school run' journeys to switch to trains.

Brixton residents would be able to access the London Overground services via a cross-platform interchange at Clapham High Street.

But neither the DfT nor Transport for London has grasped the opportunities here to call for Network Rail to fund the additional platforms for Clapham High Street in Control Period 6 (CP6) of Network Rail's planning programme.

Yet the additional platforms could be done relatively cheaply: one of the existing platforms can be widened to provide a third platform, leaving the fourth platform to be constructed in the original position it once stood.

Clapham High Street also could be made accessible via lifts and an overhead bridge.

An accessible Clapham High Street station could be a beacon station serving disabled commuters not just in Clapham but those neighbouring areas which are 'accessibility droughts' such as Stockwell, Oval, Kennington, Clapham South and Wandsworth Road.

The lack of vision by Network Rail and the DfT for Clapham High Street is deeply disappointing. One area of concern is the confusion for passengers at Clapham North Tube seeking to find Clapham High Street station. With TfL we and local councillors asked Network Rail to publicise the station with signs and the TfL Overground roundel to be placed on the overhead rail bridge. Network Rail has refused on the ludicrous assertion that such signage would cause drivers to not pay attention to driving.

This absurd argument is instantly disproved by the fact there are numerous rail bridges with station signs across London, but this indicates the aversion by Network Rail, the DfT and to some extent TfL in investing in Clapham High Street station's infrastructure and its huge potential to improve both radial links to Central London and orbital links across South London and benefit for areas like Brixton.

Therefore the station improvements needed for Clapham High Street can be summarised as:

- Re-building the third and fourth platforms at Clapham High Street to allow direct rail services to Victoria, Brixton, Herne Hill, West Dulwich, Bromley South and Orpington

- In turn this would give Brixton and Herne Hill residents access to the London Overground service at Clapham High Street via cross-platform interchange

- This would also provide Victoria services enabling Clapham commuters to avoid

the Northern Line, whilst the links to Brixton and Herne Hill would encourage modal shift from car and bus to rail

- Re-signalling to allow London Overground trains to terminate and reverse at Clapham High Street so that in the event of problems at Clapham Junction or engineering works, rather than suspend the entire Surrey Quays-Clapham Junction branch, services can begin/terminate at Clapham High Street

- Invest in lifts and an overhead footbridge to make Clapham High Street station accessible and act as a 'catchment accessibility beacon' for neighbouring areas

Wider Station Improvements - Clapham Junction

We also would like to submit ideas on wider station improvements across London.

Clapham Junction is a major interchange hub and 'through station'. However, information displays at the entrances to the station are poor in that passengers struggle to identify what platform is needed for their train.

This is because Clapham Junction does not possess the full train information display seen either at major rail termini or other suburban rail stations. Passengers currently have to walk through very crowded passageways where there are notices listing all the stations served by trains and the platforms, but the sheer congestion make this awkward and uncomfortable for passengers to stop.

There is a strong case to improve the platform and train destination information at Clapham Junction by introducing electronic displays in the entrance hallways that list all the stations and their platforms.

Alternatively, Network Rail could adopt the TfL 'spider map' concept and have 'Rail Services from Clapham Junction' maps which list the lines and stations served from Clapham Junction, rather like a Tube map, but with a list of stations underneath and their corresponding platform indicated.

Wider Station Improvements - Scrapping Pink Oyster car readers

Currently interchanges between Tube/rail and London Overground services require passengers touch in/out on Pink Oyster readers so that they are not charged as if they had travelled via Zone 1. These readers are often inconveniently situated and impede passenger flow. We believe these should be scrapped as they cause confusion for people so that passengers who change onto London Overground are charged according to which station they originally entered.

Wider Station Improvements - Creating a 'Full Access' station sign

Whilst TfL have published maps showing what stations are fully accessible, copies of such maps are not widespread.

There is a need for publicity of which stations have **are totally accessible,** which could be displayed outside each station in the same way as a TfL roundel or National Rail sign.

What innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

A) Frequency

The major failure of rail in London is inconsistent frequencies. Whilst an equal level of frequency is impossible for operational reasons, there is too much imbalance even at emerging hubs such as Kingston or Feltham where there are 20 minute gaps between trains, reducing convenience and flexibility for passengers.

We believe that there should be a pan-London minimum frequency at peak-times of **four trains per hour** with no gaps longer than 15 minutes

B) Radial and Orbital - not Radial versus Orbital

In 2012 the South London Line was replaced by the London Overground East London Line, an orbital link between South West. South East London and Docklands.

The controversy caused was that TfL had to ask the DfT to scrap the South London Line Victoria link promised for Clapham High Street to gain funding for the East London Line Extension. Line. This false choice - of orbital over radial - ignored the reality that both orbital and radial routes in South London need improvement particularly as orbital bus routes are congested whilst the radial Northern Line is notoriously overcrowded.

TfL and the DfT need to create a vision for London rail that is inter-modal and prioritises both orbital and radial.

We have outlined the need for direct Victoria services at Clapham High Street. Another area of scope is the possibility of direct services between Clapham High Street/Peckham Rye/Denmark Hill and West London, by-passing Clapham Junction.

Between 2009 to 2012 an off-peak service ran between Clapham High Street and Kensington Olympia via Imperial Wharf and West Brompton. The direct journey times saved at least 20 minutes from the current pattern of changing at Clapham Junction.

With West London growing - particularly the Old Oak Common Development and HS2 coming, the benefits of connectivity of a direct 2 trains per hour service between Kensington Olympia/Willesden Junction and Clapham High Street would be significant. This would allow a genuine South London Line orbital service, as a ‘mirror’ to the North London Line.

For Clapham High Street then the service provision must improve dramatically with the following features to becoming a hub:

- Allowing Victoria-Dartford trains to stop at Clapham High Street through using Bombardier Electrostar trains with selective door opening. This would provide 2 trains an hour to Victoria

- Rebuilding third and fourth platforms at Clapham High Street to provide additional

2 trains per hour to Victoria plus direct services to Brixton, Herne Hill, West Dulwich and Bromley South. This would give Brixton interchange with London Overground at Clapham High Street and allow much faster orbital/radial routes

- Clapham High Street to have 2 trains per hour direct service to West London, by-passing Clapham Junction. East bound such service could continue to follow the London Overground or run instead to Bellingham (Catford) or Lewisham

C) Crossrail 2

The DfT and TfL need to get on with building Crossrail 2 if London is to cope. However we feel that there should be a second South London branch - Crossrail 2b (or not 2b?) running from Victoria via Clapham High Street, Streatham Hill out to West Croydon.

D) Integrating London Rail

In March 2016 the Clapham Transport Users Group responded to the TfL/DfT consultation on devolving Southeastern services to the Mayor of London. The Group designed a pan-London concept of a devolved and integrated rail network, the boundaries, line/network branding and governance structure.

Space does not permit us to re-list the facets or major detail but devolution of rail is a good thing, provided however that TfL also changes culturally.

We therefore call for the following:

- Oyster/contact less to extend out to Shoeburyness, Aylesbury, Reading, Windsor, Guildford and Gillingham

- For rail services operating largely or entirely within Greater London to be overseen by a Joint TfL-Network Rail Board that would specify frequency and service patterns.

- The Joint Board should include both statutory passenger representatives but also third sector advocacy groups in addition to elected representatives such as London Assembly Members appointed for a four year term.

Does the Mayor's Transport Strategy address London's future rail needs?

The Mayor's Transport Strategy is vague and holds little specific vision beyond a broad aim to reduce car usage so that 80% of journeys are on non-car transport by 2041.

What is so disappointing is that the MTS considers the transport modes in total isolation and totally fails to grasp the concept of inter-modality - namely that passengers often change between Rail/Tube/Bus and that rail in particular is critical to alleviating Tube overcrowding and bus congestion.

We were very shocked that in the recent DfT consultation on the Southeastern franchise, TfL failed to lobby for Victoria trains to stop at Clapham High Street despite this need being made clear to TfL across several public meetings over the years.

This was all the more surprising as the then Deputy Mayor for Transport Val Shawcross had been the London Assembly for Lambeth/Southwark and in 2010 had been critical of the then Mayor of London Boris Johnson for scrapping the Clapham High Street-Victoria link.

This betrays a sense that the current Mayor of London is unwilling to promote non-TfL rail services in London to relieve Tube overcrowding in case it loses TfL revenue (given TfL's precarious financial position).

Effectively passenger safety and convenience is being held hostage both to partisan squabbles between the Mayor and the DfT. TfL has lost a sense of why it wishes to take over rail and seems to promote 'control' rather than vision.

Conclusion

The failure of TfL to lobby the DfT to make changes at Clapham High Street to help alleviate the worst Tube overcrowding on the network nearby shows that TfL lacks drive and initiative to develop the potential of suburban rail to make stations into hubs and is fixated with a binary of 'total or no' control over suburban rail.

The blame for this must lie with the Mayor of London, who as Rail Minister forced the axing of the Clapham High Street-Victoria link and sought to blame the then Mayor rather than simply funding both the London Overground and Victoria-Clapham High Street services. We see a parallel again of DfT and TfL blaming each other over deteriorating services in London.

This lack of leadership and drive does not serve passengers and those commuters standing precariously on narrow island platforms at Clapham North, or those passengers in wheelchairs trying to board a packed out bus outside Clapham Common. Passengers across London deserve rather better than the political tennis of Mayor and Transport Secretary seeking to buck-pass responsibility. That is not leadership. Devolution of rail to London in principal is a good thing - but only if TfL represents Londoners' views and uses them as the architecture of future plans. Ultimately whoever runs London rail needs to show vision, clarity, leadership and drive. These traits are lacking both in Whitehall and City Hall and passengers are paying the price for chauffeured-lethargy.

Nick Biskinis Clapham Transport Users Group

LONDON ASSEMBLY TRANSPORT COMMITTEE

CALL FOR EVIDENCE: FUTURE OF RAIL IN LONDON

RESPONSE FROM CROSSRAIL TO EBBSFLEET OFFICER WORKING GROUP

JULY 2018

Introduction

The Crossrail to Ebbsfleet (C2E) officer working group welcomes the opportunity to respond to the London Assembly Transport Committee's Call for Evidence for the policy document "Future of Rail in London".

The C2E officer group, which works in close partnership with the C2E Chief Executives' Group, was formed to develop a Strategic Outline Business Case (SOBC) to support the concept of an extension of Crossrail 1 (Elizabeth Line) eastwards from Abbey Wood towards Ebbsfleet. The group has commissioned consultants to coordinate this project, which is also supported in the wider proposals published by the Thames Estuary Commission (TEC) for submission to HM Government (June 2018).

The Call for Evidence cites the Mayor's Transport Strategy as setting out a range of proposals for rail in London, with priorities including the delivery of Crossrail 2. It is the contention of the C2E working group that the proposal to extend Crossrail 1 (Elizabeth Line) eastwards from Abbey Wood towards Ebbsfleet should also be a priority rail project. The Mayor's transport policy has also highlighted the importance of this transport corridor as prominent in meeting the development needs of the wider South East.

There are two principal reasons for our advocacy of this project: first, the essential need to provide additional rail capacity to support the existing and planned growth of London Borough of Bexley, Dartford Borough, Gravesham Borough and Ebbsfleet Garden City; and second, the need to stimulate economic growth in these parts of south-east London and north-west Kent which will be dependent on transport infrastructure projects such as C2E.

Planning and Development Policy

The planning authorities along the route of the proposed C2E extension are responsible for planning and development policy, and have provided the following responses in respect of planning policy and development status in each authority:

LB Bexley

LB Bexley's Development Plan identifies an annual housing target of 446 units to be delivered largely through sustainable development of the London Plan Opportunity Areas in the north of the borough and in and around town centres. These relatively low numbers reflect development constraints and particularly low connectivity by public transport. However, the borough has adopted a Growth Strategy up to 2050 which has identified the potential for up to 31,500 new homes and 18,000 new jobs, provided the right infrastructure can be secured.

A significant proportion of this growth will be located along the North Kent Line between Abbey Wood and Dartford (taking in Belvedere, Erith and Slade Green). The Council is working with the GLA on Opportunity Area Planning Frameworks for both Thamesmead/Abbey Wood and Bexley Riverside that also support that level of growth. By bringing higher frequency Elizabeth Line services east of Abbey Wood, C2E will play a pivotal role as key supporting infrastructure.

Dartford BC

Dartford Borough Council is on track to achieving the ambition set out in the authority's adopted Core Strategy of household growth of 43%. This is based on a substantial modal shift to public transport and major brownfield redevelopment focused along the North Kent line at Dartford, through Stone to Greenhithe and Swanscombe, and in the vicinity of Ebbsfleet International.

To fully optimise the development potential of brownfield land just outside Greater London, and to continue to successfully tackle pressing needs for increased housing provision, it is essential to secure quality rail services that promote modal shift away from reliance on the private car. C2E is considered a golden opportunity to achieve such a transformation.

Gravesham BC

C2E offers the benefits of housing and employment development along the south side of the Thames, releasing capacity on other rail routes into central London for service enhancement elsewhere. It is a relatively quick win, supported by the Thames Estuary Commission, compared with larger scale projects.

Transport Policy

The following transport policy issues support the case for the C2E project, which would deliver the required additional rail capacity and connectivity to the whole of the south-east London and north-west Kent area by the late 2020s. They also reflect the imminent award (expected in November 2018) of the new South Eastern rail franchise, which will commence in April 2019 and will continue to operate the High Speed services which have been transformative for Kent.

The London Assembly Transport Committee's call for evidence lists a number of questions relating to transport policy in the capital. The responses to the first 4 questions are directly related to the additional capacity which C2E would deliver, and summarise the case for the C2E project.

Question 1

Central London terminus capacity is one of the main challenges for the rail network serving south-east London and north-west Kent, together with crowding, lack of resilience and slow journey times into the centre. The Kent Area Route Study (KARS) (Network Rail, May 2018) sets out choices for funders which could address some of the capacity issues at both termini.

Charing Cross: a major rebuild could allow it to be extended south over the river, like Blackfriars, providing compliant 12-car platforms and greater passenger circulation. At concept level, a new link to Waterloo from a southern entrance to Charing Cross may supersede Waterloo East allowing the station area to be used for additional track capacity. [KARS, 6.11.2]

Cannon Street: a scheme has been developed to convert the Metropolitan Reversible Line into a single 12-car siding, which will support one additional train in both the morning and evening peak. [KARS, 6.11.1]

Victoria: there is limited scope to increase the capacity on the Kent Route lines into the South Eastern side of Victoria, possibly by lengthening those platforms which currently are unable to accommodate 12-car trains.

St Pancras: there is limited platform capacity at St Pancras which constrains the scope to increase HS1 service frequency at its London terminus beyond the existing [9 tph in the high peak hours]. By the 2030s, crowding into other certain London termini will also reach critical levels, affecting safety and the quality of the travelling experience.

Questions 2 and 3

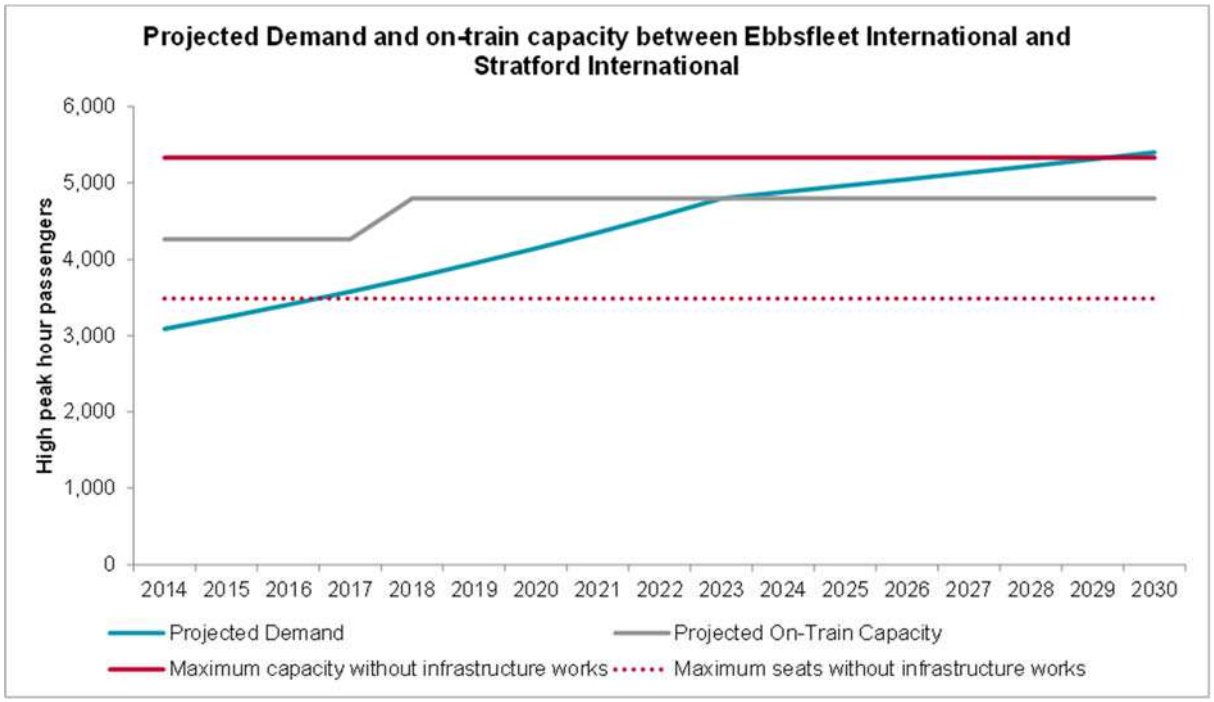
The finite capacity at Charing Cross and Cannon Street, and the need for additional capacity and connectivity to serve north-west Kent and south-east London, calls for additional infrastructure that will deliver that uplift in capacity, improve connectivity and enable connection to more locations across London without adding to – and potentially relieving – pressure on rail termini.

Furthermore, demand is constantly increasing as a consequence of growth throughout this part of the South Eastern franchise network.

Capacity Gap

There already exists a capacity gap in the 'high peak hour' Southeastern High Speed services at Ebbsfleet International. Network Rail has produced the graph below which clearly demonstrates the existing limitations of High Speed capacity at Ebbsfleet, with projected growth and capacity from Ebbsfleet for passengers travelling between Ebbsfleet and Stratford between 2014 and 2030.

The red line is the maximum capacity if all trains were 12-car (except Maidstone West). This includes maximum permitted standing. In practice it means that people will not be able to board trains and will have to wait for a following train. The graph demonstrates that the crossover occurs around 2029, so the point at which projected demand exceeds supply (including maximum permitted standing) could align quite well with a Crossrail extension to Ebbsfleet by the late 2020s.



[Source: James Hodgson, Senior Economic Analyst, Network Rail]

Capacity Appraisals

Network Rail has also undertaken a number of capacity appraisals as part of the development process for the Kent Area Route Study. The table below demonstrates the capacity gap identified at all the stations served by High Speed services, and of particular note are the enduring capacity gaps at both Ebbsfleet and Stratford on services from all routes, via Ashford, via Faversham, and from Maidstone West.

In 2024 this capacity gap is identified as 9 vehicles, and by 2044 as 16 vehicles. As seating capacity alone is on average 66 per vehicle on High Speed trains, this represents projected capacity gaps of 594 seats in 2024 and of 1056 seats by 2044 at Ebbsfleet. All data refers to the AM peak period towards Stratford.

These projections by Network Rail demonstrate the critical gap between supply and demand at Ebbsfleet, even by 2024, and evidence the essential need for major additional peak rail capacity by the late 2020s.

Table Showing Capacity Gap at Ebbsfleet and Stratford

		Raw Vehicle Gap		
Station		2014	2024	2044
Ebbsfleet International		0	9	16
Stratford International		0	0	2

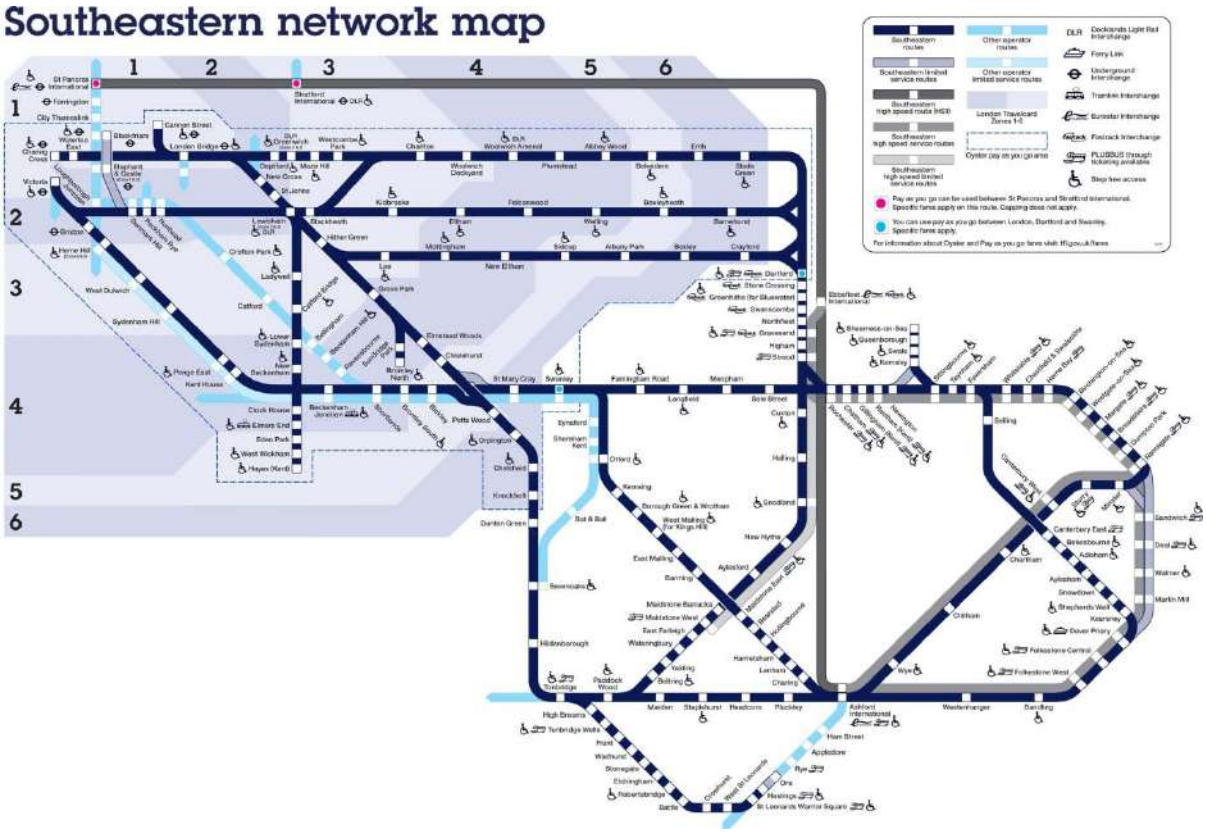
[Source: HS1 Crowding Appraisals, Kent Route Study, Network Rail]

Question 4

The C2E project would ease pressure on the central London termini, provide more capacity and connectivity supporting economic growth in the capital, and deliver a stronger relationship with the growth corridor to Ebbsfleet and North Kent more generally.

Evidence supporting C2E's enhancement of connectivity in NW Kent

The introduction of a new interchange facility at Ebbsfleet International between the South Eastern franchise High Speed services and a new Crossrail (Elizabeth Line) terminus would deliver a wide range of journey opportunities with a single change. The current Southeastern network map indicates the High Speed routes serving Ebbsfleet, either via Ashford or via Faversham.



[Source: London and Southeastern Railway, Network Map, Jan 2018]

The table below gives an approximate indication of future journey times in minutes between stations in Kent served by High Speed services and stations on the Elizabeth Line. These estimated journey times are based on the following criteria:

- the full Elizabeth Line service is presumed to be operational (Dec 2019+)
- provisional journey times on Elizabeth Line taken from TfL Crossrail website
- 5 minutes is allowed for the interchange at Ebbsfleet
- 26 minutes running time is allowed for Ebbsfleet to Abbey Wood based on current average timings from Northfleet to Abbey Wood on direct peak trains

SOUTHEASTERN HIGH SPEED STATION	ELIZABETH LINE STATION			
	CANARY WHARF	FARRINGDON	BOND STREET	HEATHROW
Ramsgate	100	108	113	139
Canterbury W	80	88	93	119
Dover Priory	89	97	102	128
Folkestone C	78	86	91	117
Ashford Int	62	70	75	101
Faversham	90	98	103	129
Sittingbourne	82	90	95	121
Chatham	65	73	78	104
Gravesend	47	55	60	86
Maidstone West	75	83	88	114

While some of these overall journey times might appear lengthy, they do represent journeys which are realistic alternatives to the increasing congestion which would otherwise be experienced by transfer at the traditional London termini. Capacity at the Southeastern franchise termini is full in the peaks, with all paths occupied, and so future growth in demand will need to be accommodated using new routes to the capital.

A single interchange at Ebbsfleet between High Speed services and an extended Elizabeth Line would offer a realistic alternative, with viable overall journey times compared with those available today using existing London termini and transfer to Underground services.

Evidence of rail investment in North Kent

[Source: Alex Hellier, Lead Strategic Planner, System Operator, Network Rail]

The evidence supplied below by Network Rail demonstrates significant levels of investment in the North Kent line during recent years, which has supported increased capacity through the provision of 12-car trains on all three Dartford routes whenever rolling-stock has been available.

- Power Upgrade

By the end of Control Period 5 (CP5: 2014-2019), Network Rail will have invested nearly £100m upgrading the electrical power supply in the North Kent area. This will support the operation of 12-car class 465 trains (the maximum length possible) on the three South Eastern metro routes between London Bridge and Dartford (via Greenwich, Bexleyheath and Sidcup) and on to Gillingham, as well as the routes to Hayes and Sevenoaks.

- Stations

Apart from Woolwich Dockyard, which is situated between two tunnels, all the platforms on the routes between London Bridge and Dartford are now capable of accommodating 12-car trains.

- Signalling & Traffic Management

Thameslink Traffic Management System (TMS) is planned to be commissioned. The implementation process is ongoing with software currently being designed, and when complete the system will be operational from a boundary around 8 miles out of London into London Bridge. This includes part of the metro routes to Dartford.

The system will provide information and advice to signallers and controllers, allowing them to make decisions that minimise delays to services. The DfT required bidders for the next South Eastern franchise to include within their bids the procurement of a TMS for the rest of the network in Kent.

It is important to recognise here that this is a *traffic management* system and not a *digital signalling* system in the sense understood, for example, for the Thameslink core section of route between St Pancras and Blackfriars. This system will therefore not deliver any increase in the overall scheduled capacity on these routes, but will rather improve the restoration of services whenever disruption occurs.

- Renewals

Network Rail has also invested in renewal to the infrastructure to maintain performance and reliability. This includes Signals & Communication (S&C), plain line track, drainage, bridges and depot infrastructure. Specific examples include the renewal of Dartford North Jct and S&C at Plumstead.

Rail Network Enhancements Policy

[Source: Rail Network Enhancements Pipeline: a new approach for rail network enhancement, DfT, March 2018; Rail Market-Led Proposals, DfT, April 2018]

Acknowledgement should also be made of the new arrangements for funding enhancements to the national rail network from the start of Control Period 6 in April 2019. Any proposal for an enhancement to the network will require a robust funding package, ideally comprising a majority of private sector funding from development directly linked to the proposed rail enhancement, but also including some public funding from future (and currently unidentified) sources.

Network Rail has therefore produced, in the Kent Area Route Study, options for funders, which could include any successor funding to the Local Growth Fund (LGF) through the LEPs, or new investment funding for which bids might be submitted to the new Transport for the South-East National Body once this has statutory status from 2020 onwards. It should however be emphasised that at present there has been no confirmation of any such public funding for future transport capital investment.

Conclusion

The C2E working group therefore urges the London Assembly Transport Committee to support this project, as it would deliver many of the key aims of the Mayor's Transport Strategy by providing additional rail capacity, encouraging modal shift from road to rail, and stimulating economic growth in the south-east of the capital where the lack of good rail connectivity is a disincentive to new business location.

Such support would also align the GLA with the recently published Thames Estuary Commission report (June 2018), which includes strong support for the case to extend Crossrail 1 (Elizabeth Line) eastwards from Abbey Wood to Ebbsfleet International.

Crossrail To Ebbsfleet Working Group

July 2018

THE EAST SURREY TRANSPORT COMMITTEE

GLA's Call for Evidence : The Future of rail in London
Grace Pollard,
London Assembly,
City Hall,
The Queen's Walk,
London SE1 2AA
TransportCommittee@london.gov.uk

30th July 2018

Dear Grace Pollard

GLA's Call for Evidence : The Future of rail in London

East Surrey Transport Committee represents users of the bus and rail network in the South of the borough of Croydon, parts of the London borough of Sutton and in North East Surrey. We would like to make the following response to the GLA's Call for Evidence : The Future of rail in London

As users group we have answered the questions as best we can and have added some other issues on Fares in Outer London in particular.

1. **Currently, what are the main challenges for London's rail network?**

We believe that the main challenges to the rail network today are reliability, capacity, connectivity and cost of travel especially in Outer London.

The problem created by the May 2018 timetable change has had a dramatic effect on reliability and the ability to travel by train in London, This is not only due to GTR's ability to run the services which on some Thameslink lines between May and July 2018 were reduced by up to 60% with first and last trains cancelled and gaps of 2 hours or more on lines that have frequencies of 4 trains per hour or more. This not only applied to longer distance services, but also to Southern metro and suburban services, while in general TfL Overground services ran to time.

Although the May 2018 timetable produced many benefits for services in the London area which included doubling of the frequency on The Catford Loop Line, improvements to the Wimbledon Loop, a more standardised metro service pattern, the reinstatement of the off-peak service to Clapham Junction and Victoria from Coulsdon South and Purley, a new all day semi-fast service to Norwood Junction, West Croydon, Wallington and Sutton from London Bridge and a new Sunday service to Epsom Downs providing a service to Royal Marsden hospital at Belmont.

However, it has also created a number of problems of connectivity within London. These included withdrawing the semi-fast service from New Cross Gate to East Croydon and Gatwick Airport, the reduction from 6 trains per hour to 4 train per hour between Norwood Junction to East Croydon. Both of these changes reduced the opportunity to make good connections with the Overground at Norwood Junction and New Cross Gate from East Croydon, Gatwick and the south Coast.

[redacted]
email : [redacted]

On the Selhurst to Clapham Junction route the service was reduced from 6 trains per hour to 4 trains per hour to improve reliability, However, a direct result of this was to reduce the direct service from East Croydon to Balham from 2 trains to 1 train per hour. This could have been resolved by increasing the East Croydon to Watford service via the West London line from 1 train per hour to 2 trains per hour. However, DfT and Network Rail were unwilling to allow this increase.

Another issue on connectivity is the number of train companies wishing to speed up longer distance services by reducing the stops they make in Inner and outer London these include : Southern and South Western Railways reducing stops a Clapham Junction. South Eastern's wish to reduce stops at Orpington, C2C reducing stops at West Ham, Greater Anglia wish to reduce stops at Stratford, Virgin West Coast unwillingness to stop at Watford Junction, Chiltern's unwillingness to stop longer distance trains at West Ruislip. All these reduce the connectivity of train services in London often requiring passengers to make two changes rather than one or to travel via central London adding both additional time and cost to journeys.

Changes to fares in Outer London : We believe that the changes to the fare regime in outer London during the last Mayor's term of Office along with the huge reduction in the price of Petrol and Diesel dropping from £1.40 to below £1.00 at one point *although now back around £1.26, but is still 11% lower than its highest point* have also influenced the mode of transport people use.

During this time average train fares have risen 20% and even higher in outer London which has seen three major changes :

- The withdrawal of the 2-6 Travelcard and Oyster cap.
- The increase in the cost of a one day Travelcard from £8.70 to £12.00 (now £12.60)
- The increase in the accompanied child fare on Travelcard from £1.00 to £6.50 *(the family off-peak Travelcard was also withdrawn sometime before this).* Although children under 11 can travel free this requires a zip card on national rail but not on TfL services,

In Inner London in the peak you do not have to purchase zones 5 & 6 on a one day travelcard, yet in outer London you have to purchase zone 1 even if you go nowhere near zone 1. In addition the peak and off-peak Travelcard like the Oyster are the same price in inner London, but a travelcard £5.00 more in outer London.

This means that for the casual user in outer London without Oyster buying the one day all zone Travelcard. The cost of off-peak travel has been a rise of between 150% and 300% while the cost of using a car has fallen considerably.

We accept that with Oyster the rise can be reduced by the fact that there is an all day cap of £12 50 and if you travel more than twice a week in the off-peak this is reduced to £10.70. However, this is still a 180% increase above the old 2-6 Travelcard and Oyster cap price. *Although the claim when the 2-6 travelcard was withdrawn that only about 0.4million Zone 2-6 Travelcards were sold each year the Oyster 2-6 cap was applied several million times.*

[redacted]

Although Oyster users also benefit from extremely low off-peak fares single fares and the hopper bus fare two buses in one hour rule if they travel entirely in the off-peak. However, there are a number of additional costs if you have to use National Rail in London.

- On Oyster passengers pays extra to go through a London Terminal to a zone 1 tube station.
- For free travel for an accompanied under 11year olds they must have a zip card.
- Nor do Passengers benefit from National Rail promotions or discounts such as Group Save.

An additional Problem that has arisen from the May 2018 and the revised July 2018 timetable is that a number of first trains after 9.30 that would allow passengers to obtain off-peak fares and use their London Freedom Pass now run before 09.30 and passengers must now obtain a peak fare or wait for a later train and can no longer access central London before 10.00am and frequently not until after 10.30am on an off-peak fare.

2. What are likely to be the future challenges for London's rail network over the next two decades?

The immediate issues will be those as above in question 1 above and in addition :

- There will be a need to provide services and capacity that matches the increase in population and to ensure that this is provided in those areas where the demand is.
- It will be essential that TfL obtains sufficient track capacity from Network Rail to ensure that it is able to run sufficient services to meet the demand of an increased London population and work force.
- Extension of the Overground to Dagenham Dock and the preliminary work of \Cross rail 2 are examples of projects that need to be undertaken to improve rail services in London and if necessary brought forward.
- There must be continued and improved connectivity between TfL services in London and National rail services in inner and outer London.
- To maintain fares at a level that encourages the use of public transport by regular and casual users that encourages passengers to make multiple journeys at reasonable cost.
- To maintain a ticketing regime that is viable to all members of the community. We support the range of ticket options using modern technology such as Oyster, Contactless cards, smart phones and print at home tickets with bar codes. However, these cannot satisfy all needs and there will be still be a demand for paper tickets for both those that cannot use modern technology or need to make cross boundary journeys that start or finish outside the TfL area.
- To ensure that TfL services are still seen as part of the national rail network and not as separate services for journeys wholly in London.
- There will be continued demand for improved services to London's airports, in particular there is an urgent need to address access to Heathrow from south London such as a new link from Waterloo and Clapham Junction to provide rail access from south London and the southeast.

[redacted]

- Network Rail must be able to produce a more reliable network capable of providing extra capacity.
- Network rail needs to maintain and increase its skill workforce to cope with increased demand on the network

3. How is demand on the rail network likely to change over the coming decades?

This is difficult to determine as we do not know the how the lives and needs of the population and workforce will change in today's rapidly changing world of technology and changes in social mobility. We do not know how the population will change, how many will work at home and how many will continue to commute into central London. How pupils will travel to schools and what schools they will go and the distance they will need to travel. How many tourists will continue to come to London and of course we do not know what effect Brexit will have on the economy.

This is especially difficult as transport requires long term planning and these changes mentioned above are in the short to medium time span.

4. What rail and station improvements would bring most benefits to Londoners?

Rail Services

We support the view that the Mayor should take over metro and suburban services in and around London. Where this has happened, the services have proved more frequent and reliable and more in line with London's need. The difference being that the Mayor and TfL are interested in services within London whereas the train companies are more interested in services to and from London. However, this has also resulted in an isolationist approach in that TfL does not see its self as part of the national rail network.

We would support the Mayor/TfL taking over the following services in our area :

- Southern metro services including the Caterham and Tattenham Corner lines. Suburban services to Reigate which serve more stations in London than in Surrey. The handing over of the East Croydon to Watford Services on the West London Line to enable the frequency to be increased from 1 train per hour to 2 trains per hour as recommended by Chris Gibbs in his review of the Thameslink project.

In other parts of London

Great Northern services from Moorgate, South Western trains metro services and suburban services to Chessington, Epsom, Hampton Court and Shepperton. South Eastern metro services to Dartford, Hayes and Orpington.

However, we do not believe that it would be possible to separate out services on C2C, Chiltern London North Western and Thameslink services for the Mayor to take over due to their wholly integrated services. In the case of these services TfL should be able to specify the stopping pattern and the service level in London.

In addition, stations on these services and those on Southern, South Eastern and South Western that are in the London zones should but remain with the Train companies should

[redacted]

have the fares pegged at the same level as TfL stations in the zones this would include stations such Coulsdon South, Chelsfield, Feltham, Knockholt, Riddlesdown, Sanderstead and St Mary Cray.

Stations
Stations are an important part of the railway environment. It is where a lot of passengers spend their time. Stations need to be seen as a friendly place, where passengers can wait in a safe, clean and friendly environment with adequate staffing and information

- Booking offices should be open from early morning until at least early evening at all stations and until last trains at the busiest stations.
- Booking offices need to sell the full range of TfL (including one day bus and tram passes) and National Rail tickets.
- Adequate provision of lifts or ramps to provide step free access for wheelchairs.
- Sufficient staffing to allow disabled passengers to travel without the need to prebook.
- Sufficient ticket vending machines.
- The ability to resolve Oystercard problems.
- Ticket barrier lines should be staffed all day and not be left open.
- Full range of poster timetables and maps.
- Real Time arrival and departure CIS on all platforms and in the booking office.
- Where an alternative service is within a 15 minute walk information about these services should also be provided.
- Information on onward bus connections and taxis.
- There should be adequate sheltered waiting areas with adequate seating.
- Toilets should be provided at all major interchange stations, busy stations and where the train service does not provide toilets on the trains.
- Sufficient safe cycle storage should be provided.
- Adequate waste bins emptied on a regular basis.
- Free Wifi

5. To what extent does the Mayor's Transport Strategy address London's future rail needs?

We believe that in general the Mayors strategy addresses a lot of these issues. Although we believe it needs to take into consideration address the needs of passengers in outer London who have been disadvantaged over the last few years in higher fares. These include

- Withdrawal of Off-peak one day outer London zones 2-6 travelcard.
- Withdrawal of easements allowing off-peak travel just before 09.30.
- Withdrawal of the family travelcard.
- Failure of TfL to reduce **group travel from 10 to 3** as the rail companies have. This has the effect of 4 people traveling from Epsom outside the zones can save £16 on a travelcard compared to 4 people travelling from a London Zone 6 station.
- Failure of TfL to be part of national rail network resulting in special travel offers not being available to Londoners. This even applies to the **"2 for the price of 1"**

[redacted]
Chair : Charles King MBE
[redacted]
[redacted]
[redacted]

Admission to London tourist attractions which specifically exclude TfL tickets Oyster, Contactless and Freedom Passes use.

6. **To what extent does Network Rail's plans for Control Period 6 address London's future rail needs?**

   As a user group we are not able to make much comment on this technical content. However, we welcome the commitment by Network Rail to improve reliability which has deteriorated over the last few years

7. **What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme?**

   Again as a user group we are not able to make much comment on this technical content. However, we welcome the commitment by Network Rail that this could increase capacity. The main challenge would be the allocation of new paths between operators,

8. **What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?**

   We welcome the approach which allows additional funding from both regional authorities and outside bodies if it results in improvements to the network earlier and quicker. However, it should not result in higher fares for passengers.

   In addition moneys need to be made available to Regional and local authorities to enable them to do so. An example of this would be if regional funds outside London could be made available to fund the Croxley Link in Watford,

9. **What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London.**

We would recommend that there needs to be increased cooperation between TfL and the train companies to integrate some of their services,

This would include improve connectivity and interchange examples of this would be at Clapham Junction and Stratford. Chiltern stopping longer distance trains at West Ruislip to enable faster journey from west London to the midlands which would be jointly promoted by Chiltern and TFL as an interchange between Chiltern and the central line..

The use of splitting and joining of services that allow longer trains into central London while allowing a higher frequency in Outer London this works well on the Caterham and Tattenham Corner lines.

This concept could be used to provide additional trains to a new Southern route to Heathrow within existing pathing constraints.

Yours Faithfully
Charles King
Charles King MBE. MA
Chair : East Surrey Transport Committee

[redacted]

LONDON ASSEMBLY CALL FOR EVIDENCE

FUTURE OR RAIL IN LONDON

SUBMISSION FROM HERTFORDSHIRE COUNTY COUNCIL

Background

Every day, 60,000 Hertfordshire residents commute into London by train, and hence cross-boundary rail travel forms a significant element of the economic prosperity for both Hertfordshire and London.

Hertfordshire's rail network is based around journeys to London. Cross-boundary local services are provided on the radial routes of the Chilterns Line, West Coast Main Line, Midland Main Line, East Coast Main Line, and the West Anglia Main Line, with the addition of London Underground Metropolitan Line services. These service have traditionally been to the central London termini (Marylebone, Euston, St Pancras, Liverpool Street and Moorgate), but the Thameslink route has also provided cross-London journeys from the Midland Main Line and (as of May 2018) from the East Coast Main Line. There is also a limited service from the West Coast Main Line via the West London Line.

Hertfordshire stations with a London focus include Watford Junction (8.2 million passengers per year), St Albans (7.4 million) and Stevenage (4.8 million).

Responses to Questions

1. Currently, what are the main challenges for London's rail network?

From the Hertfordshire perspective, the key issues are:

- Capacity – As set out in the Network Rail route studies and the Mayor's Transport Strategy, all of the rail routes from Hertfordshire suffer overcrowding during peak periods.
- Equality of fares – The zonal system within London is not replicated (with a few exceptions) in the areas adjacent to the capital, resulting in cliff-edge pricing around the GLA boundary.
- Electronic payment systems – The Oyster system only extends into certain parts of Hertfordshire, causing confusion to passengers. A particularly striking example is Hertford, where services on the Hertford East branch are covered by Oyster, whilst those on the Hertford North branch are not.

- The balance of outer and inner commuting services – Whilst some Hertfordshire residents commute to the outer London boroughs (and vice versa) a large majority of commuters are seeking access to central London, and hence wish to travel as quickly as possible to the termini or key interchanges such as Finsbury Park and Stratford. This creates conflict with the provision of services for London residents which stop at all stations within the GLA boundary.
- Infrastructure investment on TfL services outside of the GLA boundary – the demise of the Metropolitan Line Extension, which would have served the key railway hub at Watford Junction (8.2 million passengers per year) illustrates the inequality between TfL rail investment on its infrastructure within London and outside.

2. What are likely to be the future challenges for London's rail network over the next two decades?

The key challenge will the continuing growth in demand due to major housing developments in the neighbouring shire counties, enhanced by the increasing move to develop new housing around railway stations and the greater acceptance of public transport by the younger generations.

There is also likely to be increased expectation of the level of experience on board trains (air conditioning, high quality w-fi etc) and on electronic ticketing which works between modes.

3. How is demand on the rail network likely to change over the coming decades?

The likely trend is increased growth as noted above.

There is the opportunity to develop counter-flow journeys which make use of spare capacity e.g. tourism trips from London to neighbouring areas.

4. What rail and station improvements would bring most benefits to Londoners?

Capacity on rail lines and stations within central London can be partially relieved by providing opportunities for journeys originating from Hertfordshire to travel on alternative routes. Schemes to achieve this include:

- Crossrail 2 – This will remove passengers from Liverpool Street and its approaches, and is seen by Hertfordshire County Council as a high priority scheme.

- Upgrade to West London Line and Brighton Main Line – This will allow an increase in services from the West Coast Main Line to serve west and south London and Gatwick Airport, relieving pressure at Euston and the Victoria Line.

- Improvement to InterCity services (frequency and range of destinations served) from stations to the immediate north of London – This will provide options for passengers to avoid travelling to the central London termini to access long-distance services. The relevant stations include Watford Junction and Stevenage in Hertfordshire, and Luton Airport Parkway. The delivery of HS2 could provide the opportunity to improve services at Watford, and the forthcoming establishment of the East Coast Partnership can provide the mechanism for considering improvements at Stevenage. However, the recently published Invitation to Tender for the East Midlands Franchise provides a reduced specification for long-distance services in the Luton area.

- East-West passenger transport links to the immediate north of London to reduce travel via central London - The East West Rail scheme currently being developed is too far north of London to provide this capacity relief effect. There is an urgent need to provide links between the four main radial routes traversing Hertfordshire. Such a link is not necessarily by heavy rail, and Hertfordshire's Local Transport Plan identifies the opportunity to deliver a Bus Rapid Transit or similar scheme to provide this role.

- Old Oak Common – Further work should be undertaken to ensure that this location can provide a full interchange hub, linking HS2, Crossrail, London Overground, other West London line services and the Underground.

5. To what extent does the Mayor's Transport Strategy address London's future rail needs?

The MTS puts a major focus on Crossrail2, which Hertfordshire County Council considers to be an essential scheme in order to provide additional capacity on the West Anglia Main Line. Beyond this there are no infrastructure proposals which will provide additional capacity on cross-boundary services from Hertfordshire.

The MTS also contains proposals to devolve suburban rail services to TfL, which for Hertfordshire would be the services to Moorgate. The county council supports these proposals due to the uplift in passenger experience that has occurred on the existing devolved routes in Hertfordshire.

The MTS states that "it is vitally important that Network Rail and the train operating companies (TOCs) better serve London's needs, and that the Mayor has greater input and influence over the planning and delivery of their services". This concept is supported in principle, but it should be extended to include the London hinterland. Some form of Capital Region Transport Body should be established which sets the agenda for rail services in London and its immediate surrounding area, and which provides for a formal input from elected members from surrounding authorities.

6. To what extent does Network Rail's plans for Control Period 6 address London's future rail needs?

No comment.

7. What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme?

No comment.

8. What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?

In principle the RNEP provides the opportunity to bring forward schemes when they are required, without being restricted to five-year cycles. The converse is that the removal of some degree of certain within each five-year period may reduce the opportunities to align the rail programme with other integrating transport schemes. It also increases the need to ensure that there is coordination across the wider London area to create clear support for each scheme, and hence the need for a structure such as the Capital Region Transport Body (see response to Question 5) to be established.

9. What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

No comment.

Any queries on this submission should be sent to:

Trevor Mason
Team Leader – Strategic Transport and Rail
Hertfordshire County Council

E: [redacted]

HS1 Limited Submission to

London Assembly Transport Committee's

'Future of Rail' Inquiry

August 2018

HS1 Limited welcomes the opportunity to contribute to the London Assembly Transport Committee's inquiry into the Future of Rail. We have summarised our contribution into the following five areas:

Meeting Demand for Domestic Highspeed

London's highspeed connection and faster journey times to the South East has transformed communities. It has brought new economic opportunities to deprived areas. It also has relieved pressure on London's housing stock by putting new destinations and affordable housing, particularly for families, in commuting reach. This transformation risks reaching a standstill. Peak domestic highspeed trains are now full between Kent and St Pancras, yet the new franchise for South Eastern has no commitment to new rolling stock. This means no new capacity for eight years.

Additionally, there are opportunities to enhance the highspeed network to bring benefits to London and new communities. The journey from Hastings to London would fall from 1 hr 40 to 1 hr 10 with investment in a HS1 connection and line improvements between Ashford and Hastings.

Suggested action

- ⇨ Investment is needed in new highspeed rolling stock to meet current and future demand.
- ⇨ Investment in a connection to Hastings.

A Highspeed Rail Champion

Highspeed rail is a London and national success story. Yet in a context of an industry beset by difficulties, highspeed strategic priorities get lost and overshadowed. The Government spent £7.3bn building the route and ten years from its opening its capacity remains underutilised. This means that opportunities for growing traffic that will bring affordable housing, jobs and prosperity to Londoners are being missed.

Suggested action

- ⇨ London's highspeed rail needs a champion in government at a regional level underpinned by a dedicated highspeed strategy ensuring London is focused on making the most of its fastest and most reliable connection.

Relieving London's Airport Congestion

London's airports are congested. There are over 200 return flights a week from London to Frankfurt. A significant proportion of these journeys could be made by rail. By way of example, eighty percent

of journeys between London and Paris are now made by rail. International rail is also the greenest and most-economically productive way to travel to the near continent. However, the thresholds to creating such a new international rail services are high. Rolling stock is expensive, the regulatory landscape complex and it crosses several countries. Many of the barriers are non-commercial therefore help and support from government at all levels is key to helping unlock them.

Suggested actions

- ⇨ A London transport strategy that strives to realise the wider benefits of new international rail travel
- ⇨ Soft power diplomacy through London building bridges with destination cities' mayoralties to create equal pressure at the other end, e.g. Frankfurt.
- ⇨ Pressure on the national government to ensure prioritisation of international rail connections in national industrial strategies, diplomatic efforts and regulatory reform - focused on removing barriers and facilitating investment.

New Brexit Rail Barriers

Brexit poses potentially new and serious barriers to growth and competition for new international rail services between London and other European cities. The British government is yet to secure an agreement that guarantees the fair and open access of trains on to European rail networks. The Brexit White Paper says that the government will achieve this by negotiating bilateral rail treaties with France, Belgium and the Netherlands. There is no treaty with Germany envisaged. London will not have a direct connection to Germany without a bilateral rail treaty.

Suggested action

- ⇨ Pressure on the government to conclude a deal that guarantees competition and permits open and fair mutual access for all rail users.
- ⇨ Pressure on the Government to negotiate a bilateral treaty with Germany

Creating Gateways not Borders

Britain rightly has an effective border control regime that ensures only people who have permission to gain entry to the UK can do so. London's rail 'ports of entry' are effectively where passengers get on the train due to the juxtaposed control system. Securing a new 'port of entry' is an essential commercial component to setting up a new service. Yet, creating a new rail border is fraught with uncertainty, risk and unquantifiable cost. From a competition perspective, airlines do not have this hurdle. This is hindering London from getting new international rail connections and the economic benefits these would bring. For example, even for an established operator like Eurostar creating a new border control for its service to Amsterdam has been lengthy and is still incomplete.

Suggested action

- ⇨ London strategy should take interest in government border strategy and ensure it is meeting the needs of the capital.

About us

HS1 Limited has the 30 year concession to own and operate High Speed 1, the UK's first section of high speed rail, as well as the stations along the route: St Pancras International, Stratford International, Ebbsfleet International and Ashford International.

High Speed 1 is the rail line between St Pancras International in London and the Channel Tunnel and connects with the international high-speed routes between London and Paris, and London and Brussels.

In July 2017 HS1 Ltd was acquired by a consortium comprising of funds advised and managed by InfraRed Capital Partners Limited and Equitix Investment Management Limited.

For further information

Please contact:

Ed Butcher, Business Development Manager

[redacted]

Bromley response to Call for evidence: London Assembly investigation on Future Rail

1. Currently, what are the main challenges for London's rail network?

London's rail network faces many challenges although the key ones are reliability and capacity. Reliability is essential for providing a high quality service that allows passengers to plan their lives around and have confidence to use public transport for work and leisure trips. A reliable network is vital if passengers are to have the confidence to make trips by rail that involve several changes. Capacity in peak hours remains a challenge, although new metro-style rolling stock, recommended in the Kent Route study and required by the Southeastern Franchise, will make improvements in the short term. However in the longer term, it is concerning that options for further capacity do not appear to have been given much consideration to date, with the Kent Route study stating that

Strategic options have been identified to meet the projected growth up to 2024 and are set out as choices for funders. Beyond this, there are no simple options to meet projected demand and further development work in the coming years will be required to develop a clear strategy to deliver additional capacity into London that all parts of the industry can support.

2. What are likely to be the future challenges for London's rail network over the next two decades?

As with Question 1 capacity will be a key issue in the coming two decades on both metro and mainline services that serve key town centres such as Bromley. These fast services are mainline services originating in Kent and as a result metro rolling stock is not seen as suitable for capacity enhancement. Also London termini capacity is a key issue that will impact upon higher frequency main line services within the current service pattern. Establishing a clear vision for how Metro and Mainline services can both deliver enhanced capacity is essential. It would be useful to understand how metroisation of the network could contribute to the capacity challenge and exactly what the service pattern could look like.

3. How is demand on the rail network likely to change over the coming decades?

Demand is likely to increase as identified by the Rail industry, although the causes of the recent decline in passenger numbers needs to be identified to ensure that people are not switching to driving. The causes of this decline that are within the industry's control needs to be addressed to prevent further decline.

In the longer term the housing targets set by the Mayor of London, if adopted, will result in significant increases in demand for radial services in peak hours. Whilst we would seek to ensure that development is sustainably located and residents use public transport in line with the Borough's draft Local Plan and Bromley Town Centre

Area Action Plan, the capacity of the network to cope with such growth in demand is a concern. Whilst other areas of London are to benefit from transport investment such as Crossrail 2, Bromley, as just one example, is currently set to receive no major investment in rail capacity. The Borough would therefore be keen to see a greater degree of coordination between the rail industry and London's government bodies to develop the proposals of the MTS for rail in south London in more detail, focusing on capacity and connectivity.

4. What rail and station improvements would bring most benefits to Londoners?

Higher frequencies in South London would be welcomed to provide more turn-up-and-go services from more stations and would help reduce wait times and improve connections where interchange is required, which are all key to improving opportunities for orbital travel on the existing and extensive south London network. The rail network also needs to contribute to mode shift in London which means not only focusing on radial routes but developing services that facilitate orbital travel and better links to destinations outside of central London, to allow people to use the train as a convenient alternative to the car and support the sustainable regeneration of outer London, and rebalance economic growth.

Capacity and facilities improvements at London's termini remain important, with improvements at Victoria long overdue. However stations that act as interchanges also require improvement to improve passenger flow around the station and improve interchange between services. It is also important to consider improvements to 'small' stations to ensure that they are attractive gateways to the rail network and act as multimodal hubs, integrating rail with buses, cycling facilities and good onward signage to local destinations for pedestrians.

5. To what extent does the Mayor's Transport Strategy address London's future rail needs?

The MTS makes a significant contribution to addressing London's rail needs, in both terms of capacity and connectivity. However the details of exactly what the South London Metro would provide in terms of services and capacity are limited at this stage. However without devolution it appears that the South London Metro has not been a priority or indeed a consideration for the DfT during the South Eastern refranchising.

6. To what extent does Network Rail's plans for Control Period 6 address London's future rail needs?

The Kent Route Study addressed the capacity challenge up until 2024 effectively, including proposals for new high capacity rolling stock. The proposals to focus on asset reliability in CP6 is also welcomed, ensuring that the railway offers the reliable service that passengers demand. However this cannot be at the expense of long

term planning for capacity beyond 2024 and it is disappointing to see that there is currently very little detail on how demand will be met and shows a disconnect between the main railway delivery bodies, TfL, Network Rail, the DfT and the Train Operating Companies.

7. What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme?

I don't believe we have enough knowledge to answer this.

8. What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?

We do not have sufficient knowledge of RNEP to accurately answer the question.

9. What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

This question is probably best answered by those with expert knowledge rail industry. However we are interested in the concept of metroisation and would like to further details of exactly what metroisation could deliver for in terms of frequency and connectivity.

The London Borough of Enfield covers 31.7 square miles (82.2 square kilometres) of London's northern suburbs. Traditionally, Enfield has comprises leafy suburbs within easy reach of central London which is only 12 miles away.

Five railway lines pass through the Borough, including the Piccadilly (Underground) Line connecting to Heathrow Airport. The other direct connections are in to London Kings Cross, Moorgate and Liverpool Street, outward to Welwyn Garden City, Hertford North, Hertford East, Letchworth and Stevenage.

Within the London Borough of Enfield the rail network provides key radial arteries which residents rely upon for access to work, education and leisure opportunities. The existing network is relatively extensive but in order to address gaps in provision, meet demand and support an ambitious growth agenda, a number of future interventions involving new infrastructure are required. These are detailed in this response.

1. Currently, what are the main challenges for London's rail network? and;
2. What are likely to be the future challenges for London's rail network over the next two decades?

The most obvious challenges are ageing infrastructure combined with an unprecedented growth in demand for rail travel.

However, there is also a challenge with an ageing population, which will require much greater investment in accessible stations and trains. This investment should be focused on locations with not just high levels of usage but also where they link to other public services, such as Silver Street station for the North Middlesex University Hospital, or support large scale development.

3. How is demand on the rail network likely to change over the coming decades?

Economic events aside, it is likely that, as shown in TfL and Network Rail forecasts, demand for rail travel in London will continue on an upward trend. The speed and quantum of any increase will be influenced by many factors; in Enfield we believe our ambitious growth agenda will significantly increase demand along the West Anglia Mainline. The Mayor's promotion of development at rail stations will also have local impacts in terms of demand and station capacity.

4. What rail and station improvements would bring most benefits to Londoners?

The London Borough of Enfield has identified a number of strategic interventions:

Infrastructure	Justification
Additional tracks on the West Anglia Mainline and new platforms at Stratford	Enfield's population has grown rapidly in the past decade and presently stands at 324,574 people and 129,000 households making it the fourth most populous borough in London. Projections suggest by 2032 the population could rise to over 400,000 and the number of households to 169,000 (ONS 2012). This would mean the need for approximately 1,900 new homes per year, (current borough London Plan target of 798 per annum) along with new schools, commercial uses and improved transport infrastructure. The early delivery of Four-Tracking as a stage of Crossrail 2 will secure faster delivery of much need growth by a decade, up to **20,000 units + 10,000 jobs** in the Upper Lee Corridor and beyond. The work of the West Anglia Taskforce demonstrated that Four-Tracking of the West Anglia Main Line between Tottenham Hale and Broxbourne is necessary for Crossrail 2 and forms part of the scope of that project. Enfield Council strongly supports Crossrail 2 and believes it will provide the catalyst for transformational change in the Upper Lee Valley Corridor, unlocking the potential for thousands of new homes and jobs. The Taskforce and Crossrail 2 Growth Commission (with technical support from Transport for London (TfL) showed that early delivery of four-tracking by 2024 in advance of Crossrail 2 will accelerate delivery of new homes and new jobs along the corridor. The Council has taken a strong lead on coordinating future rail infrastructure requirements in the Upper Lee Valley Corridor. Enfield is a large London borough and has the capacity to grow if the essential supporting transport and other social infrastructure are in place.

	Providing additional tracks along the West Anglia Mainline, new relocated stations optimising Crossrail 2 growth potential and new platform capacity at Stratford, as an early stage of Crossrail 2, would have significant benefits: ▪ Higher frequency services which would address crowding issues and encourage mode shift. This could also act as a catalyst for further largescale housing development similar to the £6bn Meridian Water development, which is being supported by the delivery of the Stratford, Tottenham, Angel Road scheme; ▪ Faster journey times would be made possible, a benefit for locations along the internationally important London Stansted Cambridge corridor; and ▪ Reliability would be vastly improved by solving the issues caused by levels crossings and providing additional route options. These benefits would be regional. ***Key Enfield Asks:*** ***1. Early confirmation of Four -Tracking to unlock growth potential by 2024;*** ***2. Potential of re-configuration/relocation of stations in readiness for Crossrail 2 and to improve passenger access and maximise development opportunities;***
Enfield Fourth Track Section – Meridian Water – Tottenham Hale	The Council has worked with the Mayor to submit a forward funding bid to the Government's Housing Infrastructure Fund (HIF) for the Meridian Water Regeneration Project - Strategic Infrastructure. This is a £120M+ bid to deliver a 6 Trains Per Hour service and road infrastructure to unlock the early delivery of homes at Meridian Water. The rail element includes a Fourth-Track section between Tottenham Hale and Meridian Water Stations. The bid process is ongoing and the Council received notification recently of successful progression to the next gateway in the process. The Governments final funding announcements are expected in by Winter 2018. The commitment of funds and delivery will then need to be completed by March 2023.

	Key Enfield Asks: 1. ***Enfield's HIF bid for rail and road infrastructure at Meridian Water is supported by the London Assembly***
Solutions to Level Crossings	The railway lines and land required for Four -Tracking and Crossrail 2 are a major barrier to east-west movement in Enfield including the existing level crossings at Enfield Lock and Brimsdown, with impacts on the wider transport network in north London, which if not addressed will undermine the opportunities for maximising the potential of the area to deliver cohesive and sustainable communities. The level crossings also have a detrimental impact on the safe and reliable operation of the railway as recognised by Network Rail. It is recognised that level crossings will have to close at Enfield Lock and Brimsdown with alternative solutions being delivered to mitigate impacts on east-west transport connectivity, road safety and rail network reliability. The Council, along with stakeholders from along the West Anglia rail route, strongly supports this happening before 2024. However this is on the proviso that mitigation is put in place which improves overall connectivity; both public transport and people who choose to walk and cycle, while causing the least disruption to residents in the area around them. A particular focus should be maximising the Crossrail 2 investment. Early feasibility testing east-west rapid transit connectivity bus, tram or light rail services. ***Key Enfield Asks:*** 1. ***Delivery of future east – west connectors aligned with delivery of Four-Tracking by 2024 to replace the existing level crossings at Enfield Lock and Brimsdown to overcome severance of existing and future communities;*** 2. ***Accommodating east –west rapid transit in the Upper Lee Valley Corridor - bus, tram or light rail services, maximising Crossrail 2 rail infrastructure investment;*** 3. ***Improving overall transport network connectivity for people who choose to walk and cycle***

Crossrail 2	The improved service frequencies and connectivity that Crossrail 2 will provide will to drive forward the London Stansted Cambridge corridor, with Enfield leading the way in housing provision and high quality employment sites. This step change in rail provision will deliver benefits which are nationally significant. Crossrail 2 in Enfield: ▪ Crossrail 2 in Enfield could support the delivery of a significant number of new homes to meet a strong and increasing housing demand if current Strategic Industrial Land (SIL) can be modified. The Upper Lee Valley Corridor and New Southgate branches have the potential to unlock an additional circa **64,000 units + 40,000 jobs** across the borough, of which circa **50,000 units + 30,000 jobs** is within the Enfield Upper Lee Valley Corridor. Early delivery of four-tracking in the mid-2020s could potentially deliver up to **20,000 units + 10,000 jobs**. ▪ Enable the transformation of predominantly low density employment areas into higher density mixed-use multi-layered communities with new stations. Continued coordination between local authorities, Greater London Authority (GLA) and Transport for London (TfL) is paramount to ensure that planning policy is coordinated to maximise Crossrail 2 growth potential; ▪ Provide a huge uplift in public transport accessibility, improve access to employment by reducing journey times to key destinations into London and in the London Stanstead Cambridge Corridor; ▪ Enable early four-tracking of the West Anglia Mainline to increase capacity; ▪ The Council welcomes the benefits which Crossrail 2 could deliver in the New Southgate area. The New Southgate proposals will provide up to 15 trains per hour via Seven Sisters; vastly improving capacity and journey opportunities; and ▪ The Alexandra Palace route option has the potential to provide interchange with services on the Hertford North line opening up access to Crossrail 2 for 13 million

	passengers Haringey, Enfield and Hertfordshire who use stations to the north. It could also provide the catalyst for growth in new areas along the line, such as Crews Hill. ***Key Enfield Asks:*** 1. ***Early confirmation of all four Crossrail 2 stations in the Enfield Upper Lee Valley Corridor and their redevelopment as part of a comprehensive growth strategy;*** 2. ***Confirmation of a Crossrail 2 New Southgate spur with a preferred route alignment of Alexandra Palace to accommodate an interchange with the Hertford Line services and support the future unlocking of growth potential at Crews Hill;***
London termini capacity and connectivity	Aside from mainline capacity, the other major limitation on the network being used to its full potential is capacity and connectivity to key destinations elsewhere in London. An example of this is Edmonton Green station, which is constrained by capacity at Liverpool Street. Edmonton Green is already a local centre but could support higher housing and employment densities if more trains served it and there was a wider range of direct destinations including growth centres in east London and along the London Stansted Cambridge Corridor. Several solutions should be considered: • Reconfiguring access to Liverpool Street station post Elizabeth Line introduction. This would have benefits including reduced journey times, increased capacity, better resilience and an improved user experience. • Additional platforms at Stratford which as noted previously will provide better connections between and to growth nodes, greater service resilience and long term capacity for future service growth. • A direct link between the two existing West Anglia lines in Enfield to improve connectivity and improve service resilience. • The provision of a turnback in the Seven Sisters area to allow higher frequency services and improved resilience. A shuttle service to Cheshunt and Enfield Town would reduce crowding

	for users from Enfield and Hertfordshire while also encouraging modal shift with resultant highway and environmental benefits. The turnback would also provide more resilience during periods of perturbation. ***Key Enfield Asks:*** ***1. Early feasibility to inform the unlocking of future growth potential***
Central Enfield branch	New track from north of Southbury station for removal of Crossrail 2 spoil. Longer term could support passenger services to support new growth with possible link to stations in north-west Enfield. ***Key Enfield Asks:*** ***1. Early feasibility to inform the unlocking of future growth potential***

In addition, the railway should be more reliable and operate for longer with less disruption due to both reactive and planned engineering works. More specifically there should be earlier and later evening and weekend services to reflect changing usage patterns and provide better links with Underground services at Seven Sisters and Tottenham Hale.

5. To what extent does the Mayor's Transport Strategy address London's future rail needs?

The Mayor's Transport Strategy contains a number of priorities which should support London's future rail needs:

- Extending the London Overground network including devolution of Great Northern services to TfL.
- Four-Tracking as an early precursor to Crossrail 2 in the mid-2020's.
- Delivery of Crossrail 2 including both the New Southgate and West Anglia Mainline lines as part of the core scheme.

6. To what extent do Network Rail's plans for Control Period 6 address London's future rail needs?

Network Rail is focused on a programme of maintenance and renewal for CP6, with limited funding for new enhancements. Therefore, it does little to address the future rail needs of Enfield's residents.

7. What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme?

The Digital Railway Programme should see improved frequency, reliability and safety on London's rail network. Enfield strongly supports the introduction of the European Train Control System on the Moorgate branch because it is a self-contained section of network with mid-term capacity issues, the solution for which needs to be designed and delivered in the next 5 to 10 years.

8. What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?

The main opportunity is for local authorities to bring forward schemes which Network Rail might not pursue as part of its focused enhancements programme.

The main challenges will include the ongoing requirement to meet Network Rail requirements for submitting schemes and what appears to be a cap on expenditure across regions; this is problematic for London which has a range of large scale enhancements at any one time.

9. What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

Whilst innovative approaches are welcome, at the core of improving rail services in London is the better management of existing resources alongside long term and sustained investment in the provision of additional infrastructure.

ISLINGTON

Councillor Claudia Webbe

Executive Member for Environment and Transport
Labour Member for Bunhill Ward

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E: [redacted]

31 August 2018

Dear Ms Pollard,

Re: Call for evidence: Future of rail in London

Thank you for the opportunity to feed into the London Assembly investigation on the future of rail in London and how rail capacity, frequency and reliability can be improved. In my response to the Draft Mayor's Transport Strategy (MTS), I outlined the Council's ambitions for rail in London, including support of devolution of further National Rail services, support of new infrastructure and the electrification of all rail services in London. The Council also seeks a more inclusive rail network, through ticket pricing and improvements to physical accessibility.

Devolution of rail services

Islington Council believes that a significant barrier to a consistently high-quality rail network across London is the huge number of Train Operating Companies managing different train lines. This lack of integration accounts for discrepancies in the quality of services, and prevents a more seamless rail experience for Londoners. There are many rail lines in London that are operated by Train Operating Companies, including Great Northern services stopping at Finsbury Park, Highbury & Islington, Essex Road and Old Street, and Thameslink services stopping at Finsbury Park and Farringdon stations. These trains and stations don't always adhere to the same quality and accessibility standards as the TfL Underground and Overground networks. In particular, Great Northern rail services to Moorgate, which operate in parts of the borough that are poorly served by rail at present, are in severe need of investment. Furthermore, the fact that the two networks are not integrated means people using both services can end up paying more than if they were just using TfL-operated train networks.

It is the less well-off who are most likely to suffer from a lack of fare integration, as they tend to need to travel further to get to their workplace. In this way, not only are the more financially deprived the most disadvantaged by the current fare system, but if their ability to take up certain job opportunities is impacted, the financial punishment to these individuals could deepen existing problems. The Council is very supportive, therefore, of the Mayor of London's call for devolution of suburban rail services in the new MTS and a move towards more affordable, simple and integrated fares.

Air quality

We believe solving London's air quality crisis can only be addressed by tackling all transport emissions, including those from rail. The MTS states an aspiration to electrify 'more' of the network. I would like the London Assembly to call for a timetable for the electrification of all London rail services (including freight). The electrification should respond to those lessons learned in delivering the recent electrification of the Gospel Oak to Barking Line.

Future demand

London is one of the most economically successful and dynamic cities in the world, making it a very desirable place to live, work and do business. As a result, it is experiencing rapid population and employment growth. The MTS states that employment growth will generate an increase in travel by all rail modes of more than 50 per cent by 2041. Islington Council believes the most serious future challenge for the rail network will be population growth. This will lead to huge increases in demand on the rail network over the coming decades and, if this challenge is not met, severe overcrowding.

Islington is generally well served and connected by the London rail network, but it is already under pressure from the borough's current population and level of economic activity, particularly during the morning and evening peaks. The Council welcomes the MTS recognition that crowding is a real problem on most routes into central London as, on a daily basis, people struggle to get on board unacceptably crowded trains and experience uncomfortable journeys. Overcrowding is also a significant barrier to using public transport for certain users such as disabled people and those travelling with young children. The MTS acknowledges that even if the current investment programme was delivered, by 2041 morning peak crowding on the Tube and rail networks would increase well beyond tolerable levels.

The projected growth in population and employment will put further pressure on the transport network, not just because of increased commuting but also because of an increase in demand for shopping, leisure and other services associated with increased population and economic activity. The transport network will therefore also get busier throughout the day and not just during peak commuting hours.

Of course, this growth in round-the-clock employment and economic activity is a positive, and the rail network has a role to play in supporting the expanding 24-hour economy. Indeed, a shift in demand over the coming decades for 24-hour transport has already begun. Islington Council welcomes the Night Tube and Night Overground and eagerly awaits the addition of the Bank branch of the Northern Line to the Night Tube network, to serve the night-time economy around Angel and Old Street. However, night services should be introduced with measures to mitigate any resulting noise and vibration nuisance to residents.

The Council welcomes the attention paid in the MTS to the importance of improving the quality, reliability and frequency of bus services, expanding cycling infrastructure, making active travel routes better quality and safer, and making streets pleasant places for pedestrians to be; factors that will all contribute to mode shift towards sustainable modes and disperse demand. The forecasted increase in the demand on the rail network should not be considered in isolation, and with the key aim of the Mayor's Transport Strategy being an 80% sustainable mode share in London by 2041, demand management must be viewed in the context of other sustainable modes.

Even with buses and active travel modes being used by more people, with London's population forecast to grow to 10.8m by 2041, the 80% sustainable mode share target means an increase not

only in the proportion of trips made by public transport through and around Islington, but an increase in the baseline volume of trips. London is more dependent on rail than any other city in the UK, with 70 per cent of all rail travel in the UK consisting of train or Tube journeys to, from or within London. This means that there is no avoiding a rapid increase in the demand for rail travel as London's population increases.

Station improvements

Therefore, for rail travel to remain an attractive option while the population grows, certain rail and station improvements will be necessary to increase capacity and ensure the rail network is accessible to all.

Firstly, it is vital that there is step-free access at (within, to and from) all stations. The Council fully welcomes the MTS commitment to reduce the delays incurred by those who can only complete their journeys using the limited step-free network.

Even with step-free access, however, overcrowding can be a barrier to people travelling, and certainly a cause of major discomfort and stress for all travellers. Enhancing and upgrading transport interchanges in the borough will help to reduce overcrowding and improve connectivity at transport interchanges such as Highbury & Islington and Finsbury Park. The journeys of those who have to enter, exit, or change at these stations would be vastly improved by an increase in capacity throughout the stations.

Islington Council fully supports the proposed programme of station capacity improvements to ease existing congestion and to accommodate increases in footfall resulting from increases in frequency and capacity of services at these stations. I would like to highlight the particular need for capacity expansion at stations like Highbury & Islington and Old Street. In addition, major investment is urgently needed at Finsbury Park station to transform one of the busiest stations outside of zone 1 into a successful public transport interchange, especially in recognition of the increased importance of the station following the arrival of Thameslink services at the station from 2018. All three of these stations are already very crowded and experience regular closures to reduce the risks associated with station crowding. These pressures are likely to get worse with increasing numbers of people using the Underground and London Overground, resulting from the planned upgrades of Underground and Overground lines.

Re-opening disused stations

Islington Council generally supports new rail stations across London wherever needed, and the integration of new housing and employment as part of the station developments. However, the Council encourages TfL to consider the opportunities offered by reopening disused stations and bringing them back into public use to contribute to necessary improvements in capacity and network enhancements. I would like to specifically request that TfL examine the potential role of disused stations, like Maiden Lane station, on London Overground (just within Camden). Re-opening Maiden Lane station would support the increasing levels of development in the area, including at King's Cross Central in Camden, but also around Brewery Road/Vale Royal in Islington. In addition, this could help to relieve congestion at Kings Cross and St Pancras stations. Maiden Lane could also become the terminus for East London Line Overground services, thus reducing congestion on the Victoria Line between Highbury & Islington and Kings Cross St Pancras Underground stations.

New rail infrastructure

The MTS states a sufficient increase in capacity can only be achieved by building new rail lines, in particular Crossrail 2, and getting the most out of the existing network. Islington Council agrees that the delivery of Crossrail 2 is essential to relieve crowding both for existing lines such as the Victoria and Piccadilly lines, and for the future High Speed 2 service, to avoid its passengers flooding the already crowded Underground network at Euston. I also welcome the proposal to upgrade and extend the Docklands Light Railway (DLR), but recommend that consideration be given to an extension of the DLR to Euston. Such a service could relieve congestion on various Underground lines, and could better connect HS2 to east and south-east London. I have called for the Mayor to investigate the feasibility of increasing the service frequency on the Gospel Oak to Barking line, and allowing services to continue through Gospel Oak to Richmond, providing improved orbital services and further capacity for the wider network.

I hope that lessons learned during the construction of the Elizabeth Line are taken into consideration during the implementation of Crossrail 2. For instance, the Council welcomes the use of local labour employment and community investment, TfL's plans to adopt best practice construction techniques to reduce noise and vibrations from construction, and the transportation of construction waste and rubble out of London via rail instead of via lorry.

Modernisation

Beyond improvements to stations and network expansion, there are opportunities to modernise the existing network, stations and trains that will result in capacity and user benefits. Improved signalling could reduce the unnecessary delays and disruption that result from signalling failures and allow increased service frequencies. The modernisation of rolling stock also provides an opportunity to improve comfort and capacity with carriages.

The MTS details increases to the frequency of key lines that run through Islington and the additional journeys they will deliver during peak times. The Council welcomes the MTS priority to increase frequencies into Moorgate. Beyond this, the Council can only ask that the highest frequencies, seen on the Victoria line at upwards of 36 trains per hour, be delivered on more lines, in particular the Piccadilly and Northern (Bank branch) lines.

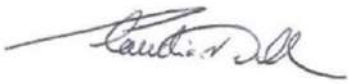
The Council supports the MTS recognition of the need for investment in modern digital signalling and train control systems to enable higher service frequencies and reliability. I welcome the advantages of the digital railway programme if it will bring these improvements and provide increased capacity, safety and efficiency. It is particularly relevant for Islington where space is not available for additional surface level tracks. However, the Council would welcome improvements in track layouts at key bottlenecks and capacity upgrades to stations in Islington that would allow more trains to run.

New walk-through carriages provide increased capacity and an improved experience for passengers on some lines. The Council welcomes the Mayor's proposal to introduce these on the Piccadilly Line, and would like to see similar improvements on the Northern Line and all lines operating through the borough. Improved rolling stock could also be an opportunity to improve provision for the carrying of bicycles on trains, which has not been catered for particularly well on other rail services or to date on existing Overground lines.

Conclusion

Thank you for the opportunity to respond to this London Assembly Transport Committee investigation. I look forward to seeing the results of the investigation and would welcome any further opportunity to contribute towards this process.

Yours sincerely



Councillor Claudia Webbe
Executive Member for Environment and Transport

In accordance with the General Data Protection Regulations 2018, please note that any personal data you have sent to us for the purpose of assisting you with casework or an enquiry will, if necessary, be shared with colleagues in the Council to enable us to provide a reply. If the enquiry relates to casework which involves an external organisation, such as a social housing provider, we will share your data with them for the purpose of progressing your enquiry. If you wish to withdraw consent for us to hold or process your data please reply to me.

London Borough of Redbridge

Highways and Transportation Strategy

Civic Pride

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Please ask for: Donald Chalker
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Email: [redacted]
www.redbridge.gov.uk

Grace Pollard
London Assembly Transport Committee

By email

Our ref:
Your ref:
Date: 31 July 2018

Dear Grace,

RE: London Assembly call for evidence - Future Rail

I have provided below the L.B. Redbridge response to the GLA Transport Committee call for evidence – Future Rail. Please note that this is an "Officer" level response, that has not been reviewed by the Cabinet Member.

1. **Currently, what are the main challenges for London's rail network?**

Network Rail – Capacity to deliver and inflexibility e.g. lack of 24/7 service on the large majority of Network Rail controlled lines.

Overcrowding – A growing population and fewer seats on modern trains does will not entice the growing proportion of an older population to travel by train.

Inflexible ticketing – Current season ticket arrangements do not promote working from home as 5 return journeys per week are paid for.

Information provision – People consume travel information in a variety of ways. Providing it in a wide range of formats is as important in the future as it has been. Not everyone is computer literate and carries a smart-phone.

A long hot wait for air-conditioned trains on the Central line.

2. **What are likely to be the future challenges for London's rail network over the next two decades?**

Delivery of a future 24/7 service on the Elizabeth line / Crossrail 2.

Integration with night bus services.

Use of TfL / Network Rail land e.g. redundant ticket offices for click and collect.

Station staffing levels – what should they be?

Investment in Crossrail 2 and potential eastern branch to East London / South Essex.

Latent demand for a public transport link(s) across the Thames in East / South-east London

3. **How is demand on the rail network likely to change over the coming decades?**

It is a fundamental truth that it will reflect London's economy.

Mobility as a Service (MaaS) – How will this play out for conventional rail services?

The ageing demographic, see comment in section 1.

London's population growth, but maybe more significantly distribution of wealth i.e. long-distance commuting from affordable houses.

Brexit, effects unknown.

4. **What rail and station improvements would bring most benefits to Londoners?**

Accessibility – What level of accessibility can be provided on historical railway infrastructure?

Information provision, see comment in section 1.

Mobility as a Service (MaaS) – an opportunity or a threat for rail?

5. **To what extent does the Mayor's Transport Strategy address London's future rail needs?**

The lack of direct control of the national rail network in London means that it is difficult to develop plans for medium to large scale schemes i.e. those between station enhancements and Crossrail 1 and 2, for example the West London Orbital Railway. Managing Network Rail finances through the Control Period mechanism also mitigates against timely delivery of these mid-range projects as they need to be planned in years in advance to meet Network Rail funding timescales. Whilst the big-ticket items are welcome, they take decades to deliver.

Network Rail claims that it is open for business for third patty investment in the railway. It remains to be seen how this may benefit London.

The Mayor through the GLA / TfL and the Boroughs should be developing a pipeline of orbital rail schemes for delivery within a ten-year timescale e.g. reattaching Romford - Upminster to the network, developing a South Essex / East London – Lea Valley (with offshoots e.g. Chingford) – Stanstead Corridor, alongside Crossrail 2 service development.

6. **To what extent does Network Rail's plans for Control Period 6 address London's future rail needs?**

The real question here is what can they deliver? It will likely be CP7 and CP8 when significant works to address London's future rail needs takes place.

7. **What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme?**

For passengers, free accessible Wi-Fi on trains, including retrofitting to older stock, is something that could be improved substantially to tie in with the flexible working agenda.

8. **What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?**

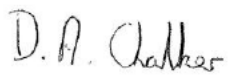
No comment.

9. **What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?**

No comment.

I trust that you find these comments of value to the call for evidence.

Yours sincerely,



Donald Chalker

Principal Engineer - Transport Strategy & Development Control

GLA Call for evidence: future of rail in London May 2018

Response by the London Borough of Sutton, 31 July 2018

Introduction

The London Borough of Sutton has developed an ambitious programme of growth and economic development which aligns with the Mayor's ambition for London. We are playing our part to deliver housing, jobs and economic opportunities that are essential to London while seeking to encourage our residents to travel by sustainable means. In order to achieve this, an efficient and reliable rail system that befits London's status is essential. However, this presents a particular significant challenge to Sutton and other boroughs in the South London sub-region, and our response to the Call for Evidence is primarily concerned with this area.

This response should be read in conjunction with that of London Councils, and also the points raised by Sutton's Chief Executive, Niall Bolger, during the discussion on the Future of Rail at the London Assembly Transport Committee on 13 June 2018.

1. Currently, what are the main challenges for London's rail network?

In outer London, particularly in the South London sub-region, the key challenges can be broken down into three main elements – capacity, reliability and infrastructure constraints.

Capacity

South London has the lowest connectivity of any sub-region in the capital, with many residents highly dependent on cars to get around which results in serious congestion on both our roads and public transport. Five of the 10 busiest and most congested routes in the country are in south London, as are five of the 10 busiest trains in the country. While ridership as a whole in south London has increased in recent years, train frequencies in Sutton are low with as few as 1-2 trains per hour, due to the nature of the infrastructure and the interchanges with other lines.

Sutton has no Underground or Overground service, and the Tramlink between Wimbledon and Croydon passes through (but does not serve) the north east corner of the borough. The borough will not be served by Crossrail, and the proposed Crossrail 2 scheme will only provide one station link (Worcester Park, which sits just outside the borough boundary).

Sutton stations are dependent on links to key interchanges or termini such as Clapham Junction, London Bridge and London Victoria, which have all experienced capacity issues in recent years leading to a knock on impact on local services. In the past year train, signal or track failures as far afield as the Brighton Mainline have caused extensive delays and cancellations to local trains.

According to the 2011 Census approximately 12% of borough residents are dependent on rail infrastructure for accessing jobs and employment in the Central Activities Zone, and the capacity and reliability issues have a significant adverse impact on their quality of life and also the economic prosperity of the sub-region.

This, together with similar low levels of bus provision in the borough, results in crowding on a number of peak services, and as a historic consequence only 23% of journeys in Sutton are undertaken by public transport. 56% of journeys in Sutton take place by car, and 77% of households have at least one car or van. More than 18% of residents travel out of London to work in Surrey and the majority of these trips are by car. About 35% of residents live and work in Sutton, and of this figure more than 50% of journeys are by car, with 25% on foot.

Sutton, alongside other outer London boroughs, also experiences a great deal of demand from passengers from outside London seeking to reduce their travel costs by starting their journeys inside the Zone 6 Travelcard boundary. This results in increased levels of car traffic and parking around stations, causing conflict with local businesses and residents as well as contributing to local congestion, parking and air quality issues.

Reliability

Reliability is a great concern at local level. The impact of industrial action and driver shortages within the GTR franchise in recent years, together with network faults and upgrades to infrastructure by Network Rail, can be seen in a huge reduction in the number of entries and exits to stations in Sutton of over 1.6 million – some 9.5% of all trips - between 2014/15 and 2016/17. The difficulties caused by changes to the GTR Southern Rail timetables in 2018 mean that this trend is likely to be repeated within the current year.

Infrastructure

Local rail infrastructure is hampered by historical routing such as the Wimbledon Loop, which was constructed later than other lines and so takes a circuitous route around housing developments. Past disposals of operational railway land hamper flexibility for new connections or increasing the number of tracks along key routes. Many of the key junctions in the South London area are at-grade with few flyovers, meaning that trains have to wait for others to pass before crossing and are subject to reliability problems. The increased urbanisation in the last 100 years has also resulted in a large number of level crossings, causing congestion, safety issues and community severance, while at the same time restricting the speed of services and leaving few opportunities to provide passing loops for fast services to overtake.

In terms of station infrastructure, older station designs mean that many are not step-free and are difficult to adapt. In Sutton three stations are only accessible by steps, and while five stations are classed as step-free three of these do not provide lifts or

bridges between platforms, resulting in often lengthy routes outside the station to switch platforms. Passenger footfall at many of the smaller stations is low, meaning that they are overlooked for accessibility improvements by Network Rail under the Access for All programme and other schemes in favour of higher priority stations elsewhere on the network.

2. What are likely to be the future challenges for London's rail network over the next two decades?

The projected population increase in London, with associated housing growth, new schools and community facilities, will be the primary challenge for a network which is still struggling to cope with existing passenger demand. There will be conflicting demands for land availability for housing and other development against operational rail needs, and proposals for changes to road vehicle emission standards and promotion of sustainable travel will lead to additional passenger growth accommodating issues.

In Sutton, the newly adopted Local Plan stipulates that 80% of new housing will be provided in and around key centres including Sutton Town Centre, Wallington and Hackbridge. This policy, which is fully in accordance with the draft London Plan and the Mayor's Transport Strategy, will promote low car / no car developments and so the demands on public transport infrastructure will be particularly higher at these key stations. In addition, the development of the new London Cancer Hub alongside the Royal Marsden Hospital and Institute of Cancer Research at Belmont, providing a new school and over 6500 jobs, will fuel demand for further capacity.

Funding is and will remain a key challenge at national, London and local level. In Sutton, the ability of developers to "net off" floorspace means that the levels of developer contributions or CIL are unlikely to be sufficient to make large scale contributions to transport improvements in the borough, and so the council will be reliant on TfL and/or DfT/Network Rail to bring forward schemes. This means that regional and national support, both practical and financial for Tramlink extensions to Sutton and the London Cancer Hub, Crossrail 2 to Worcester Park station and Metroisation (from West Croydon to Belmont, and the Mitcham Junction line via Hackbridge to Cheam) are essential.

3. How is demand on the rail network likely to change over the coming decades?

As outlined in question 2, the promotion of more sustainable development and travel modes, with legislative changes to vehicle emissions, will mean that demand for rail and bus travel will increase. From a Sutton perspective the current levels of high car ownership and poor public transport accessibility mean that it is likely to take many years for any significant modal shift, particularly if infrastructure and capacity cannot keep pace with growth and demand.

4. What rail and station improvements would bring most benefits to Londoners?

As highlighted in the response by London Councils, and by Niall Bolger in his evidence to the London Assembly in June, further metroisation of suburban rail services would see real benefits in the capital, particularly in the South London sub-region. This would make a considerable improvement to the quality of life of residents in south London and enable confidence from the development industry to invest in the area, allowing boroughs to make progress in relation to growth and economic ambitions.

The Tram is a significant, unique sub-regional asset, and the Tramlink extension to Sutton, already supported within the MTS and being taken forward by TfL, should be maximised to diversify the transport offer in south London and further support the vision of metroisation, in order to enable the sub-region to realise its housing and economic targets. This would also greatly increase the level of accessible public transport by offering step-free access and interchange, currently not possible at a significant number of local stations. The introduction of Tramlink to Croydon resulted in a 20% modal switch from car to tram (source: TfL, NAO). Given that Croydon town centre is better served in train and bus terms than Sutton town centre the modal switch could be just as, or even more, dramatic in Sutton.

The borough supports the development of Crossrail 2, in order for the sub-region to consider the growth targets in the draft London Plan. Although Sutton would only have direct links via Worcester Park and Wimbledon (via Tramlink when built) this would provide significant value and capacity for both residents, businesses and investors to the borough.

Sutton borough has an ageing population, and according to ONS has the 5th highest rate in London of physical disability per 1,000 people. Improving access to the rail network is therefore a significant need for residents, as well as those using local hospitals and (in future) the London Cancer Hub. Step free access to and between platforms at all larger stations, and improvements at smaller stations, are therefore vital. If constructed, Crossrail 2 will provide this for all stations on its route. However, should Crossrail 2 not proceed, the Mayoral CIL collected for the purpose should be used to tackle projects such as Sutton Tramlink Extension or station capacity issues in those boroughs most in need.

The rollout of the Digital Railway plan will boost capacity and reduce scope for delays by allowing closer running of trains, in turn meaning more trains can be used and knock on effects such as level crossing downtimes in neighbouring boroughs can be reduced. On the latter, TfL and the Assembly should look to work with Network Rail on innovative schemes to reduce the number of level crossings in outer London suburbs and provide other access over and under the railway to reduce community severance and safety issues, in line with the Vision Zero approach within the MTS.

5. To what extent does the Mayor's Transport Strategy (MTS) address London's future rail needs?

The proposals in outcomes 5 and 6 of the MTS provide clear linkages between the Healthy Streets agenda and good interchange with the rail network, while addressing safety and security. In managing the local network and undertaking local schemes, Sutton borough will play its part in meeting outcome 7 in order to make public transport journeys pleasant, fast and reliable.

Proposal 55 suggests contributions from local developments to provide step-free access, which while sensible in principle is unlikely to be of significant impact in boroughs such as Sutton for the reasons given in the response to question 2 above.

As heavy rail is primarily a DfT responsibility, the MTS influence will of course be dependent upon the Mayor working more closely with the DfT and Network Rail to bring forward metroisation proposals, in order to achieve proposal 66 of the MTS.

Proposal 89 of the MTS is of key interest to Sutton, referring to the extension of Tramlink to Sutton and potentially beyond. As part of this the borough is exploring opportunities for funding to deliver the scheme.

6. To what extent does Network Rail's plans for Control Period 6 address London's future rail needs?

The Network Rail South Eastern Business Plan for Control Period 6 identifies a number of key infrastructure improvements which will be extremely beneficial to Sutton in terms of managing current and short-medium term future needs. The proposed concourse remodelling at London Victoria will be of significant benefit to the borough residents travelling into work in the central activities zone as well as allowing better interchange with the Underground.

The Brighton Main Line improvement programme includes the Croydon Area Remodelling Scheme, which will include remodelling of the track layout at Norwood Junction to reduce timetabling constraints and the grade separation of multiple operationally restrictive flat junctions in the Selhurst triangle. These are a significant contributor to current delays, as highlighted in the response to question 1 above. Other local benefits include minor changes required to increase the capacity or speed of the route, such as track layout changes at Wallington. In the case of the latter, the potential for metroisation and Overground services means that the existing turnback facility must be retained.

It is disappointing that the congestion relief scheme at Clapham Junction, providing an additional overbridge in order to alleviate crowding and providing more space for passengers to wait and change trains, is currently funded for early design only through the Hendy review. Clapham Junction is a significant interchange for Sutton

rail users and the council urges the Assembly, Mayor and TfL to explore every opportunity to fund this scheme at an earlier stage than proposed.

Other measures outlined in the business plan, including safety works around level crossings and electrical installations to allow faster track isolation for maintenance and emergencies, are welcome as they will mitigate the impact on train running and permit additional capacity on the network.

7. What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme?

As noted in the response to question 4 above, the Digital Railway Programme is good news for outer London boroughs by maximising use of track capacity. The number of delays caused by signal failures, power surges, cable theft and lightning strikes could potentially be significantly reduced, along with reduced risk of trains passing red signals. Key challenges, aside from the initial cost, will be station and stabling capacity for additional trains, particularly in the London area.

8. What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?

The RNEP sets out a comprehensive methodolody for assessing and progressing significant rail schemes. Para 2.2 of the document sets out a clear expectation that a greater number of enhancements will be promoted, funded and/or financed by a range of parties, including Local Enterprise Partnerships, Sub-national transport bodies such as Transport for the South East, Local Authorities, Metropolitan Mayors and the private sector. There is a potential risk that this course of action may dilute central government support for London schemes of significant wider regional interest or benefit, that by themselves would not be prioritised over national schemes.

As an outer London borough, Sutton looks to Surrey which also provides significant levels of employment for borough residents, as well as traffic into London. As such the borough would urge a greater recognition of this in proposals for significant rail infrastructure work and for the Mayor and TfL to work closely with neighbours to maximise funding opportunities and DfT support.

9. What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

The borough echoes the request of London Councils for long-term, forward-looking funding plans developed by Government and Transport for London (TfL) that engage a range of key stakeholders including south London boroughs, the Greater London Authority (GLA), railway providers and borough sub-regions to identify and address local needs and those in the wider South East. The importance of Tramlink and its extension to Sutton, and in future to the London Cancer Hub, will have a marked impact in terms of modal shift as well as providing links to other key lines, thus

reducing the load on Victoria and London Bridge from travellers with journeys originating in or passing through the borough. Similarly the metroisation proposals are a fundamental means of securing a better rail offer for the borough.

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London Assembly Transport Committee Call for evidence: future of rail in London

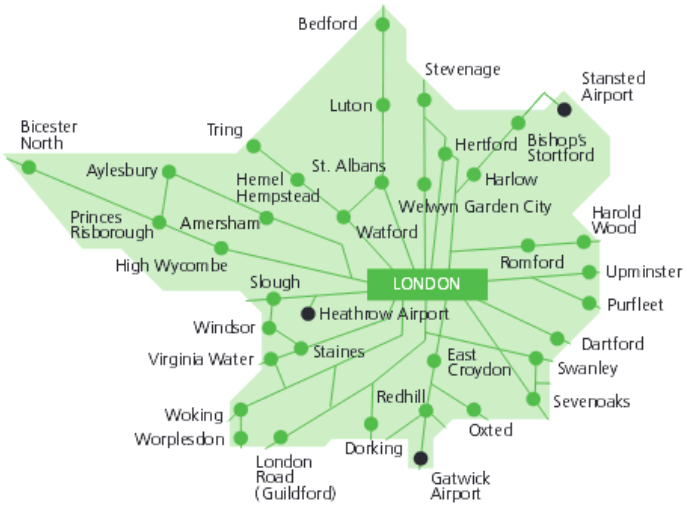
London TravelWatch is the independent, multi-modal body set up by Parliament to provide a voice for London's travelling public. This includes users of rail services in and around London, all Transport for London (TfL) services (bus, Tube, DLR, trams, taxis) and motorists, cyclists and pedestrians using London's strategic road network. We are funded by and accountable to the London Assembly.

Our approach

- We commission and carry out research, and evaluate and interpret the research carried out by others, to ensure that our work is based on the best possible evidence
- We investigate complaints that people have been unable to resolve with service providers. In 2016-17 we had almost 11,000 enquiries from transport users and we took up almost 2,400 cases with the operator because the original response the complainant had received was unsatisfactory
- We monitor trends in service quality as part of our intelligence-led approach
- We regularly meet with and seek to influence the relevant parts of the transport industry on all issues which affect the travelling public
- We work with a wide range of public interest organisations, user groups and research bodies to ensure we keep up to date with passenger experiences and concerns
- We speak for the travelling public in discussions with opinion formers and decision makers at all levels, including the Mayor of London, the London Assembly, the Government, Parliament, and local councils.

Our experience of using London's extensive public transport network, paying for our own travel, and seeing for ourselves what transport users go through, helps ensure we remain connected and up to date.

Our aim is to press in all that we do for a better travel experience for all those living, working or visiting London, and its surrounding region.



(Crossrail Elizabeth Line only – Reading to Shenfield)

London TravelWatch welcomes the opportunity to contribute to the London Assembly's investigation into the future of rail in London.

London TravelWatch has carried out a range of research relating to passengers' priorities when using transport in London:

- Interchange matters: passenger priorities
- Review of ticket office closures on the London Underground
- London travelling environment: what consumers think
- Walking and interchange in London
- Value for money on London's transport services: what consumers think
- Small stations – too big to forget: The passenger's view
- Surface access to airports

The above reports are all available on our website: www.londontravelwatch.org.uk. The exception to this is the ticket office closures review which is available at: http://bit.ly/2w9o5K9.

1. Currently, what are the main challenges for London's rail network?

With significant levels of crowding, low perception of value for money and poor levels of reliability, London's rail network is already struggling to deliver the level of performance that passengers could reasonably expect.

As well as the current problems with the introduction of the new Thameslink timetable in May, reliability across the network is 87% nationally, but lower in the London area. This level of performance has negative consequences on the quality of life for Londoners, through increased stress, less time at home and delays getting to work.

Even without extra capacity being provided to meet future growth, London's rail network currently suffers significant over-crowding at peak times, and in some areas this occurs at off peak times as well. With suppressed demand across many flows of passengers, catering for the high levels of demand is the biggest challenge facing London's rail network at this time.

Development of interchanges, both new and existing, can both improve the travelling experience for passengers and ease congested parts of the network. Our research into interchange[1], evaluates current interchanges and provides a description of high quality interchanges that should be the target for operators.

There are many areas that passenger perception of value for money can be improved[2]. Our research on value for money on London Overground routes shows

[1] http://www.londontravelwatch.org.uk/documents/get_lob?id=4040&field=file

[2] http://www.londontravelwatch.org.uk/documents/get_lob?id=3734&field=file and http://www.londontravelwatch.org.uk/documents/get_lob?id=3896&field=file

many small scale interventions can have a proportionately larger benefit for passengers.

It is important that London does not lose out on funding due to national political objectives. Money spent on London's transport system delivers proportionally more money back to UK government than spending on any other region, and funding in London is usually part or fully funded by private sector contributions, such as the Crossrail Levy or developer funding for the Northern Line Extension. It should not be seen as London versus the North (or any other region), but what is best for the UK as a whole. Development in London's transport system will often provide enough revenue to then fund schemes elsewhere that can not be considered affordable without subsidy.

2. **What are likely to be the future challenges for London's rail network over the next two decades?**

It is likely that without significant expenditure, over and above the currently planned levels, all of the challenges from today will continue and grow worse over the next two decades. With the growth in population to be expected over the next decades, on top of a network that does not appear to be able to cope with current demand, there could be a significant shortfall in available capacity, even if all the currently funded enhancements are delivered on time.

If all the required enhancements, such as Crossrail 2, the Brighton Main Line enhancements and others like the Bakerloo Line extension are delivered, the experience of Londoners during the construction phase of the Thameslink Programme left a huge amount to be desired, with walking routes through worksites, lacking signage and wayfinding, and major infrastructure failures blighting the delivery of the essential works for half a decade. Keeping London moving while delivering critically needed increases in capacity will be the major challenge for London's rail network over the next two decades.

3. **How is demand on the rail network likely to change over the coming decades?**

In general, demand will rise significantly over the coming decades, with the MTS suggesting a minimum 50% rise in demand by 2041. Much of the network cannot accommodate this growth at peak times with the current infrastructure, and so significant investment will be needed to enhance capacity. Strategic interchanges, such as at Brixton, Lewisham and Stratford in keeping passengers who do not need to come to central London away from the busiest points in the network will be important in easing the pressure on central London terminals. Changes in travel behaviour and employment practices will mean increased demand at off peak times. This will require analysis and changes to service provision throughout the day. The night time economy will continue to grow, and allowing this demand to be met while still maintaining the railway will be a challenge.

4. **What rail and station improvements would bring most benefits to Londoners?**

Improving accessibility would bring the most benefits to Londoners. Accessibility improvements benefit all users of the network in different ways and at different times, but obviously provide a huge benefit to those with accessibility needs who otherwise could not use the network at all. Our 2013 research on what passengers felt about value for money on the network showed that accessibility improvements were considered to bring about a positive impact on value for money – and this was from all users including those who felt they did not directly use such improvements.

Application of the recommendations of our research reports on value for money, interchanges and what passengers want from smaller stations, should be the starting point for preparing improvements to bring benefits to Londoners. In advance of major schemes such as Crossrail 2 these should be applied to allow passengers to be given alternative means of travel during the disruptive period of construction. There would also be benefit in advancing other smaller capital schemes e.g. platform extensions at Clapham High Street to allow Southeastern services to call, and thereby creating a South East to South West London interchange outside of zone 1 with the Northern Line.

Major schemes such as Crossrail 2 and High Speed 2 should be treated as requirements just to keep pace with increasing demand. However, cumulative smaller schemes can also have a positive impact, as we have detailed in our paper at http://www.londontravelwatch.org.uk/documents/get_lob?id=4254&field=file

5. **To what extent does the Mayor's Transport Strategy (MTS) address London's future rail needs?**

The MTS does include considerable detail on proposed rail schemes in London covering the plan period. However, much of this concentrates on larger schemes, and also on providing peak capacity for radial journeys. During the period of the plan it is likely that commuting and employment patterns will significantly change (and structural change is already seen to have happened), such that more emphasis will need to be placed on orbital journeys (that will require better interchanges) and on providing connectivity during the current off-peak periods. This suggests that additional interchanges particularly in inner London should be developed. These would include platform extensions and new platforms at Clapham High Street to improve connectivity between south east and south west London through providing the ability of Southeastern trains on the Victoria – Gravesend / Orpington routes to call at this station and allow interchange with the Northern Line. Similarly a nearby Brixton provision of new platforms would allow interchange between the high density bus network, the Victoria line and London Overground and Southeastern services. This latter scheme would also give large journey time reductions between south London's major town centres (Clapham Junction, Peckham Rye, Lewisham, Surrey

Quays, Eltham and Bexleyheath) and Brixton. Neither of these schemes are expressly talked about in the MTS but would be of significant value if implemented.

In a similar vein the MTS ignores the major connectivity benefits of new stations in Camberwell (on the Thameslink route), or development of Chiltern line services with new platforms at West Hampstead and diverting some long distance services to a new interchange hub at Old Oak Common. These would give large journey time reductions to and from areas served by Chiltern services such as Wembley and Northolt – and connect more areas directly into the Thameslink and Elizabeth Line services, provide better connectivity to London's airports by public transport, thereby reducing reliance on taxi and private hire vehicles, and private cars and provide alternatives to the Piccadilly and Central Lines.

6. **To what extent does Network Rail's plans for Control Period 6 address London's future rail needs?**

The plans for Control Period 6, which are largely unfunded, are limited and probably only partially meets the need to cater for predicted demand even if implemented fully. It is essential that all these projects are delivered, and if any are cancelled then the potential investment funding should be used on alternative projects.

7. **What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme.**

Digital Railway is a potential means of enhancing capacity of the rail network. However, in isolation it cannot be relied upon solely as a solution to London's rail network capacity challenge. The main challenge in achieving extra capacity on London's congested tracks is in minimising station dwell times and the time trains take to negotiate junction . Achieving a slightly smaller interval between trains will not on its own release extra train paths into London. We are concerned that Network Rail appears to be putting all their faith in the digital railway aspirations, and in their recent route studies hoping that digital railway might solve problems and so having no other plans. Even if digital railway were able to deliver capacity improvements, the challenge of actually implementing something like this would be severe. Re-signalling such a complex network has never been tried anywhere in the world, and recent experience of Network Rail major projects has not been good. This seems to be a huge challenge for little benefit in practice, and should certainly not be used to avoid doing other projects or developing alternative plans.

8. **What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?**

It is too early to conclude anything definitive regarding RNEP, it seems to be a good concept, but with no funding for delivery it does not seem to have a significant impact on London's rail network planning horizons. If schemes that are confirmed as

beneficial, such as Brixton High Level platforms or a Brockley interchange, could be advanced so they are ready for implementation quicker once funding is confirmed, then it will be a positive.

9. What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

As mentioned above, London's rail network relies on smooth and consistent dwell times at stations as one of the primary drivers of reliability. Wherever possible, having all platforms long enough to accommodate the trains that serve them will help greatly in this, as well as giving passengers a better experience generally. The platforms should have as little gap as practicable between the train and platform, for safety and accessibility reasons as well as dwell times. There are lots of innovations that can significantly improve platform quality at relatively little cost, without having to re-engineer the entire platform. Along with these platform works, anti-trespass/suicide measures can be put in place very simply, such as "witches hats", blue lights on the platform edge and better lighting. All of these features can significantly reduce both the harm suffered by vulnerable people, and the reliability impacts that can ensue.

Over the coming decades, many of London's routes will be at maximum capacity in terms of train frequency and length. Smoothing the service with a focus on dwell times, interchange quality and sufficient staff on platforms will be some of the only remaining interventions that can realistically be achieved other than entirely new lines or modes of travel being used. A greater number of strategic interchanges being developed, and the quality of them being such that passengers are happy to use them, will relieve some of the pressure on the London terminals.

10. Other considerations

In recent years much emphasis has been placed on train lengthening to provide sufficient capacity at peak times on London's rail network. However, there are numerous examples of where this policy is being undermined by the failure to extend platforms to serve these longer trains. Instead operators and Network Rail have relied on the Selective Door Opening (SDO) method of operation, that relies on passenger understanding of which coaches they need to ride in, so that they can easily get off the train at affected stations. However, the increasing crowding of trains at peak times makes this difficult for passengers to comply with, and will often result in extended dwell times of trains at these stations, as infrequent travellers who make up a good proportion of passengers on a metro style network often do not anticipate this type of operation which is more appropriate for small rural stations. Examples of where platform extensions are needed include Tulse Hill, West Norwood, Sydenham, Penge West, Anerley, Norwood Junction, New Cross Gate, Elephant & Castle, Battersea Park, Streatham Hill, Carshalton, Hackbridge, Hendon, Hanwell and a number of stations on the Waterloo routes that were not included in the recent

programme of platform lengthening but now have longer trains. We recommend that a programme of platform lengthening should be instituted at the earliest opportunity to rectify this issue.

London TravelWatch July 2018

This response is from Love Wimbledon Business Improvement District

Wimbledon station is currently operating at over capacity. With 11 platforms servicing tube, train and tram, we are in a unique position. This facilitates us being the 21st busiest train station in the country. However our station is not able to cope with current demand let alone a future of growth and dependency upon public transport.
Wimbledon is scheduled to be an integral part of Crossrail2. We have a very vibrant, diverse and growing business economy alongside a strong loyal residential community, with of course an international reputation where the eyes of the world are upon us for 2 weeks every year. Yet the welcome received and facilities at the station are poor to say the least. Many businesses are based in Wimbledon solely for the transport links and connections. We cannot let this facility be stifled or malfunction due to lack of capacity.
Demand will increase over the next 20 years, particularly with the increasing focus on air quality and the environment in addition to the increasing levels of congestion, trains have already demonstrated they are popular in being the preferred form of transport, but we currently have no additional capacity.
Increasing capacity, improving the quality of the experience at our stations and providing reliable service are the three main areas that must be delivered for the future functionality of London.

The Tramlink extension must also be planned for in upcoming future revenue streams and plans. The current Tramlink has delivered connectivity orbitally in South West London, this needs to be extended to Sutton to encourage fluidity between it's major town centre hubs.

Crossrail 2 must be delivered as a priority and Wimbledon is ready to play it's role in providing a key interchange and service hub, providing the construction is sensitive to the environment. But come what may, if CR2 is delayed or postponed Wimbledon must have a new station in order to allow for business growth in the town in addition to accommodating a large number of commuters into and out of London.

Kind regards

Helen Clark Bell
Chief Executive

National Union of Rail, Maritime & Transport Workers

Future of Rail in London

Call for Evidence Response

The RMT is the largest of the rail unions and the only union that represents all grades of rail workers. We organise 80,000 workers who are employed across all sectors of the transport industry, rail, maritime, bus and road transport, with the exception of aviation.

We welcome the Committee's investigation into the future of rail in London. The huge growth in population and economic activity, and associated increases in congestion, pollution and overcrowding makes it essential that all modal forms of transport are integrated and working as effectively and efficiently as possible in the capital.

Question 1: What are the main challenges for London's rail network?

Privatisation and franchising has left London's National rail network fractured, hugely overcrowded and unable to deliver a quality, value for money service to long suffering passengers. Victorian in shape and size with stations, as well as trains at full capacity, it also has an over-complicated fares-setting policy which gets ever more confusing with competing franchises. The use of oyster cards on franchise trains also means no delay repay mechanism is available for late services. Whilst RMT welcomes some of the ambitions contained within the Mayor's Transport strategy the railway should never be seen in terms of London alone. We recognise the need for integration with the Tube, bus, tram, Overground and Docklands Light Railway networks but are unsure what is meant by the Mayor having greater input and influence over the planning and delivery of Network Rail and Train operating Companies services. Devolution of rail is no panacea for the failures of a discredited franchising system and the RMT believes the challenge is not to create more interfaces and fragmentation but less.

Question 2: What are likely to be the future challenges for London's rail network over the next two decades?

London Overground Ltd was launched on 12 November 2007. With its London Transport branding it is often portrayed as a public railway and its success is in large part due to the significant public investment.

This masks the reality though that London Overgound is in fact a type of rail

franchise known as a concession and was until 2.00am on November 13th 2016 jointly operated by Arriva (owned by German State Railways) and MTR (who are owned by Hong Kong Railways).

Between them these companies are paid 10% of all London Overground's Passenger Income.

According to London Overground Rail Operations Ltd **(**LOROL), the name of the company that operated the service "10% of passenger income is paid to the Company through the operation of a revenue share with Transport for London. Passenger income represents agreed amounts attributed to the London Overground services by the income allocation systems of the Railway Settlement Plan Limited, principally in respect of passenger receipts, based on detailed surveys of passenger flows. The income is recognised in the period in which the passenger travel occurs."

This income was used to support dividend payments which instead could have been used to fund an average 5.12% year on year fare cut over the 5 years shown according to the most recent Full Accounts submitted to Companies House by LOROL. See table below.

All figure in £m	**Passenger Income (PI) (LOROL SHARE)** [1]	**Dividend (31 March)**[2]	**Dividend as % of P.I. (LOROL share)**[3]	**Dividend as % of PI.**[4]
2015-16	**16.772**	**£6.1**	**36.37**	**3.64**
2014-15	**16.235**	**£3.1**	**19.09**	**1.91**
2013-14	**13.826**	**£4.60**	**33.27**	**3.33**
2012-13	**12.881**	**£8.80**	**68.32**	**6.83**
2011-12	**8.590**	**£8.50**	**98.95**	**9.9**
				5.12% average

[1] Companies House.
[2] Companies House
[3] RMT calculation based on Companies House figures
[4] RMT calculation based on Companies House figures to determine extent to which fares could be reduced if dividends were not paid.

Furthermore, concession payments to the company increased by 24.8% increase over the 5 years from 2011 to 2016.

All figure in £m	Concession Payments[5]	Percentage increase
2015-16	**107.950**	**4.16**
2014-15	**103.643**	**2.15**
2013-14	**101.460**	**3**
2012-13	**98.507**	**13.92**
2011-12	**86.473**	**n/a**
		Average 5.8%

Instead of meekly accepting this situation Transport for London should have been standing up for London Passengers and exploring all options for running these services in public ownership including any legislative powers it needs. Instead the previous concession model has been reproduced and a new franchise agreed with Arriva Rail London Ltd (ultimately owned by German State railway) until 28th April 2024.

The real success story in London is still London Underground. The disastrous experiment with privatisation has thankfully ended and we currently have a world class public sector company that runs the Tube completely on behalf of passengers. A public sector company that has consistently improved as a result of being in public ownership as the last five years figures show.

London Underground	**2016/17**	**2015/16**	**2014/15**	**2013/14**	**2012/13**
Passenger journeys (millions)	**1,377**	1,349	1,305	1,264	1,229
Kilometres operated (millions)	**86.2**	84.9	82.3	78.1	77.4
Percentage of schedule operated	**96.9%**	97.1%	97.6%	97.5%	97.6%
Excess journey time (Mins weighted)	**4.7**	4.5	4.6	5.2	5.2
Customer satisfaction (score)	**85.0**	85.0	84.0	83.0	83.0

[5] Companies House

Question 3: How is demand on the rail network likely to change over the coming decades?

If it is easy and convenient to use, fast, safe, clean and affordable and can join up seamlessly multiple technologies, such as metro rail, light rail, Tube, Tram, waterways, Bus Rapid Transit, basic bus services and cycling then demand is likely to continue to grow. Ticket or smart card technology that serves all the systems, making it easy for passengers to transfer from one mode to the other is vital as part of that process, but must be in addition to staff providing tickets and support and not instead of them. Staff are also vital alongside real time passenger information systems in enabling users to know when the next service is due, connections they need to make and to be able to understand the routes easily thus reducing the hassle of a long wait for the next bus or train. This is why it is important to halt the closure of Ticket offices and stop any reduction in the number of staff available at stations. London still has some way to go before having such an integrated smart system and the danger is that passenger numbers will decline slightly due to problems associated with difficulty in getting information, delays, overcrowding and value for money.

Question 4: What rail and station improvements would bring most benefits to Londoners?

An interconnected network as opposed to disparate lines that neither work together nor other modal forms of transport, a common fare structure that is transparent, simple to use and aims to provide the cheapest possible price would undoubtedly be of benefit to all passengers. One integrated system aligned with other services would also deliver better planning opportunities.

RMT believes rail managers deliver best when they have stability, a close and positive relationship with an accountable public body which ensures all profits from rail fund the service and a manageable sized business operation.

There are countless examples from continental Europe that reinforce that lesson, not least in Germany and France.

Franchising, however you structure it, is a fundamentally unsuitable way to deliver rail services and it is tainted by the profits going to private or foreign state-owned shareholders, not into improved rail services or benefits to passengers.

Salami slicing bits from franchises to give to TfL is not bringing them into public ownership as the public want, but is simply handing them to another private company to make profit out of. One of the favoured mechanisms for this has been to get rid of guards from trains which must be resisted in the future regardless of whether TfL takes control of some of the franchised suburban lines or not. It is not acceptable to take control of bits from a franchise with guarded trains only to then propose to get rid of safety critical staff. In an age of heightened tensions the need for a guard to act in cases of security, danger, accessibility or an emergency has never been more important. Likewise reductions in staff at stations especially from ticket offices should also be opposed. More investment is needed at stations both in terms of physical accessibility, security and comfort as well as more staff, not less, as passengers regularly inform Transport Focus and London Travel Watch. Many stations are not accessible and this has to be urgently addressed. All stations should be accessible from the street to the train. Safety, security and a warm waiting room are essential requirements for many passengers to travel and the availability of staff a critical factor as part of this.

Concern has also been expressed that TfL will improve services for London at the expense of long distance services. This is a potential risk but long distance trains are still vital to the London economy and cannot be ignored. Non London residents who work in the capital, tourists and business meetings are all essential elements of London's success and must be considered in any future planning. The protocol previously accepted by TfL to ensure all essential passenger interests are taken into account, regardless of where they are travelling from or to, would seem to be an appropriate starting point.

Question 5: To what extent does the Mayor's Transport strategy address London's future rail needs?

The transport strategy is largely modelled on a forward projection to 2050, derived from existing, planned and proposed system upgrades, and future capacity and investment trajectories. All of these are variables which could change and will need constant monitoring. London's nominally stable travel rates (between 1.6 and 1.8 trips per person per day, all modes), time per journey (typically within one hour), and distance per journey per trip (currently an average of 10 kilometres) may well

significantly change in the future as population, home base and job volumes fluctuate making accurate planning for decades ahead extremely difficult.

Question 6: To what extent does Network Rails plans for Control Period 6 address London's future rail needs?

RMT is concerned that the DfT, ORR and Network Rail's plans have failed to take into account the option to bring Network Rail within the remit of a single, integrated, publically owned and accountable body which would be responsible for managing Britain's rail industry and services as a whole. By choosing to ignore this potential, a skewed approach has been adopted towards the rail industry in which public services will continue to be delivered in order to satisfy the short term interests of private capital, with an increased number of interfaces and consequently increased inefficiencies and safety concerns.

RMT believes that Network Rail should not be fragmented and/or privatised. It is essential to ensure that TfL does further advance the fragmentation of Network Rail. Network Rail's successful expansion of railway capacity and the ability to direct national income to cross invest on a national basis should be recognised and protected.

RMT believes that economies of scale are best achieved through a unified structure and that such a structure should include strategic control and management, economic cohesion, industrial integration, social unity and cohesion of the railway as a whole. Additionally the setting of strategic, economic, social and technical policy directions can only be achieved efficiently when undertaken centrally. The coordination of activity between train and track is another function where a national centre can gain improvements, in addition to raising revenue from real estate and managing (with a view to reducing) the rate at which debt is accrued.

RMT supports the view of Dr Stittle, that:

"Devolution of functions in Network Rail also poses problems. It will increase interface complexities, lead to higher fragmentation costs and may have serious national planning and project implications. Moreover it is inappropriate having eight separate divisions perhaps with varying forms of investment, different methods and

levels of funding or even legal and structural forms of ownership. Such an array of factors will hamper, restrict and lead to considerable practical problems with obtaining, servicing, controlling and monitoring the debt levels. Shaw therefore needs to provide clear and supportable evidence that further devolution of strategic, operational and financing issues to the current NR route sectors would yield any advantages, cost savings or improve decision making. In particular, Shaw needs to explain in substantially more detail how the devolution will impact on interface costs, safety standards, cost control and organisational and financial management."[6]

The DfT, ORR and Network Rail's plans seems to have ignored this advice.
Where there is the potential for genuine rail devolution, on elements of the network which are almost entirely self-contained and where there is already established a significant level of political devolution with the capacity, both in funding and expertise (as is the case in London), to manage a section of the network this should be limited to passenger train operations (not infrastructure) and RMT wish to reiterate that Network Rail's functions should include acting as a "guiding mind" for such endeavours in rail operations.

In summary, RMT is completely opposed to the fragmentation or devolution of rail infrastructure. It is essential that enhancements, maintenance and renewals continue to be guided by a single body, and that the workforce for each type of infrastructure work be returned in house.

Devolution & Industrial Relations

Network Rail currently directly employs 34,000 people covering a track of 16000 kilometres in length with the majority of the rail infrastructure workforce employed by private contractors on a myriad of contracts, employment statuses, multiple employers etc… An essential role for Network Rail to maintain an economy of scale is therefore to define and coordinate the human resources policy for the rail industry. In this respect, at a minimum, a common human resources policy and a single set of procedures should be determined at system operator level.

[6] Stittle, J (2015) Network Rail: Staying on the right track. Action for Rail: London Available at: http://www.rmt.org.uk/news/publications/network-rail-staying-on-the-right-track/network-rail-staying-on-the-right-track-dec-2015-2-.pdf

RMT will continue to organise amongst transport workers regardless of structural changes. In our experience, whilst structural changes may present challenges, our union has consistently and successfully adapted to structural changes within the industry.

We repeat, however, that devolution and fragmentation will lead to a complex array of terms and conditions, “leapfrogging” and industrial relations problems.
It is worth revisiting that one significant contributory factor to British Rail’s high labour productivity was that the industry enjoyed a system of unified national bargaining which bought significant economies of scale, and a stable framework for industrial relations.

Privatisation shattered the national rail network’s integrated collective bargaining and dispute resolution procedure. Where once the RMT negotiated with the British Rail Board, now RMT must engage with 24 train-operating companies, (TOCs), 7 freight companies, 3 rolling stock companies, 7 major renewal companies. Once the smaller, associated companies are accounted for, over 70 companies apply their rules in over 70 different ways according to the interpretations of over 70 different personnel directors.

A direct consequence of this fragmentation has been a worsening of industrial relations. According to a study by Aberdeen and Glasgow University railway industrial relations prior to privatisation were relatively harmonious with only eight strikes taking place between 1979 and 1996. By contrast there are now a number of serious pay disputes every year.[7] Over a longer timeline we know that in the fifty years of national bargaining before privatisation there were only six national railway disputes.
A direct consequence of poor industrial relations is inefficiency and lower productivity caused by industrial action. Additionally, increased adversarial relationships will on a day to day basis make employees less productive if they feel they are being treated unfairly and suffering from poor morale.

[7] RMT All Party Rail Group Briefing

Any proposed increase in the fragmentation of Network Rail in London will compound existing industrial relations difficulties in London.

Great Productivity through a unified workforce

There is strong evidence to suggest that prior to privatisation, that British Rail recorded the highest labour productivity of any railway in Europe, with also a lower public subsidy than any other European Country.[8]

Dr John Stittle notes that "by way of comparison, the state owned British Rail was described as 'perhaps the most financially successful railway in Europe'. Government subsidy was 15% of revenue in 1994, making BR 'the least subsidised railway system in Europe[9].' Overall state subsidy was 0.16% of Gross Domestic Product (GDP) compared to the European average of 0.52% (Harris and Godward, 1997, p. 52).British Rail in the early 1990s, despite a chronic shortage of investment funding, was remarkably cost-efficient by international standards. Labour productivity (defined as train-kilometres per employee) 'rose by 17% between 1987 and 1994…and was the highest in Europe.'"

RMT has consistently outlined that the fragmentation of the industry has resulted in increased costs as a result of the creation of unnecessary interfaces and duplication. We would also contend that the fragmentation of the industry has also resulted in a far less effective use of its most important asset – the workforce.

Professor Jean Shaoul has identified a number of consequences of moving virtually overnight from an integrated single workforce working in the public interest as one company to a fragmented workforce employed by scores of private companies primarily defined by their contractual commercial relationships with each other:

- The loss of strategic direction, wasteful duplication of knowledge, skills, activities and services,
- Large sections of the workforce are employed administering an excessive bureaucracy and contractual arrangements instead of "running the railway",

[8] Jean Shaoul 2004, Renaissance delayed, New Labour and the Railways

[9]Shaoul, J (2004), 'Railpolitik: The Financial Realities of Operating Britain's National Railways', Public Money & Management, 24:1, pp27-36. p. 29.

- The replacement of primarily collaborative relationships with adversarial relationships with an increased tendency to pass responsibility or blame to other agencies rather than learning lessons and providing solutions.
- The loss of a shared commitment to the overall service that a proper public service ethos can bring

Perhaps the most significant loss of productivity from fragmenting the workforce has also been well defined by Shaoul,

> "…one of the most devastating consequences of the privatisation process was the fragmentation and loss of industry knowledge. Running a railway – making decisions about investment, timetabling, safety, workforce deployment – requires an intimate acquaintance with changing infrastructure conditions, technological possibilities and service requirements throughout the network, that in the case of British Rail was held collectively by its workforce and managers and brought to bear upon decision-making through systems of cooperation and communication at all levels of the industry.
> This organisational knowledge base, never wholly centralised and much of it effectively tacit, was dissipated with the breakup of the industry. Many highly skilled engineers who knew things about the railway network that no one else did lost their jobs; some hired that knowledge back to the industry as private consultants. Habits of information sharing and freely given advice were interrupted by the requirements of commercial confidentiality. Hard-won accumulations of local and specialised knowledge were lost in the shift to an increasingly casualised and individualized workforce."

RMT believes that the TfL must recognise the productivity benefits of work being undertaken in-house (as it eventually did with Tubelines) and also acknowledge the benefits of a long term funding cycle accompanied by workforce planning.

As stated earlier, prior to privatisation, British Rail recorded the highest labour productivity of any railway in Europe, with also a lower public subsidy than any other European country[10] and following the disastrous experiment of RailTrack

[10] Jean Shaoul 2004, Renaissance delayed, New Labour and the Railways

infrastructure maintenance had to be returned in-house. Dr John Stittle has highlighted the importance of maintenance work being undertaken in-house and an end to the outsourcing of maintenance:

“Once NR acquired the infrastructure, its deputy chairman at the time, Ian Coucher was clear about the failings of out-sourcing maintenance: the railway does not ‘lend itself to output-based specifications, which give people the freedom to decide how to do it and when they're going to do it. It makes it very difficult to change something if you are not quite sure what people are doing out in the field.' In a warning that the ORR should heed, Coucher[11] also cautioned that when ‘every contract was renegotiated locally by the regions… you ended up with a large amount of variations. Some were cost-plus, some had special performance regimes - it was a real mess.’” The McNulty report added that Network Rail has saved £400m a year through unifying and bringing rail maintenance in house.

It is therefore of concern that despite the clear benefits of workforce integration and bringing work in-house in Network Rail are still overly reliant on outsourcing. For example in respect of the renewals workforce where some 88,000 PTS (Personal Track Safety) cardholders, 67,000 are not directly employed by Network Rail. Of these 67,000 RMT believes that less than 10% are full-time employed and that the remainder may well be working under bogus self-employment on zero-hours contracts. In some cases an individual worker may be sponsored by up to 8 contractors at any one time, and in an extreme case by up to 20 contractors. This means it is extremely difficult to regulate working hours and quality.

TfL should positively consider both the safety and economic benefits of Network Rail bringing work in–house, such as renewals, or work remaining in-house within Network Rail on a unified basis as recognised by Ian Coucher, the McNulty report and numerous academics.

This Call for Evidence provides the opportunity to prevent the further casualisation and fragmentation in the Network Rail workforce and to increase safety levels as a result.

[11] http://www.railwaygazette.com/news/single-view/view/uk-brings-infrastructure-maintenance-back-in-house.html

Question 7: What impact will the Digital railway programme have on London's rail network? What are the challenges of implementing this programme?

RMT believes that for London to enjoy the full benefits of the Digital Railway programme, it must be introduced in line with that of the rest of the network, overseen by Network Rail. This is the only way in which economies of scale will be achieved, leakages to the private sector reduced and unnecessary and expensive interfaces avoided.

Question 8: What opportunities and challenges will the Governments new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?

RMT does not support any alternative funding models for enhancements, including private funding, and firmly believes that such approaches not only lead to lower achievement of desired outcomes but are also less cost effective.

Private sector capital introduction is not suitable for the railway industry as past experience of private sector interests in the rail infrastructure have shown through the long term damage done under RailTrack in addition to a succession of fatal rail crashes.

The Rebuilding Rail report by Transport for Quality of Life[12] highlights the myth of private investment by arguing genuine at-risk private investment in the railway in 2010-11 lay somewhere in the range £100 million – £380 million, with the figure most probably lying at the lower end of this range, that is, around £100 million. In the same year, *other* sources of income for the railway, public money and the fare box, contributed £10.6 billion. It concludes private investment represents just 1% of all the money that is going into the railway and quotes the former Secretary of State for Transport Andrew Adonis to make the point: *"In so far as there has been private sector investment by TOCs, that investment has been funded, let's be clear, by the state and by passengers, either through revenue support or through fares."*

It is also hard to find one example of private sector innovation that could not have been carried out by the public sector. Indeed the Governments own 2011 McNulty report into the cost of UK railways and Rebuilding Rail agreed that fragmentation of

[12] Rebuilding Rail report available on request from RMT

the railway mitigates against industry innovation as companies seek to operate in their own short term interests.[13]

A good example of this short termism and self-interest has been the privately owned Train Operating Companies opposing for some time the publicly owned Transport for London's proposals to extend the oyster card (a card that allows through ticketing on rail, tube and bus journeys) from London Underground services to mainline rail services. [14]

RMT believes that Network Rail should directly manage the enhancements projects and funding must be made available to do so. Such an approach will allow for direct planning regarding the achievable levels of renewals work and delivering the enhancements.

RMT argues that enhancement projects should be undertaken by Network Rail and funded through PR18, with all major projects having projected cost ring-fenced including those projects covered by the Hendy Review. RMT does not believe that any projects should be funded outside of PR18 as this can only reduce accountability regarding their delivery and reduce transparency as to cost. RMT believes that the enhancements planning process should be undertaken by Network Rail centrally, alongside the system operator function, to achieve economies of scale in terms of funding, expertise and skills base.

Network Rail's functions should be expanded in order to ensure full oversight of both the infrastructure and operations of Britain's railway. Independent reports like Rebuilding Rail estimates that this could save at least £1bn a year. As a bare minimum Network Rail should retain control of its current functions and take renewals in-house and also assume responsibility for High Speed Rail.

Question 9: What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

London is very much unique in many of its challenges, population and size. It is also saddled with a railway system that John Stittle, Professor of Accounting at Essex University described succinctly in the Financial Times on the 30th January 2018 as "The train you catch is owned by a bank, leased to a private company, which has a

[13] https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/4203/realising-the-potential-of-gb-rail-summary.pdf

[14] http://evening-standard.vlex.co.uk/vid/angry-at-rail-firms-oyster-snub-62104464

franchise from the Department for Transport to run it on this track owned by Network Rail, all regulated by another office, and all paid for by taxpayers or passengers". The failed franchising model has seen the bill to the taxpayer and passenger rise from £2.4 billion in 1996 to £4.2 billion in real terms in 2016/17. According to the 2011 government report by Roy McNulty the cost of running the railway is 30 per cent higher than it is in Europe.

Yet the alternative has been demonstrated during the five year tenure on the East Coast of Directly Operated Railways Limited (DOR). DOR achieved the objectives set for the Company by the Department for Transport ("DfT") and completed work on its turnaround of the previous private, failed East Coast business. Performance was good with regard to both revenue and volume, with 18.9 million passenger journeys made in the period to 28 February 2015 whilst operated under DOR control (2013/14 full year, 19.9 million, comparable basis, 18.3m). Operational performance improved strongly in the year leading to record punctuality in the last four week period and the lowest ever recorded annual figure for cancelled or seriously late trains. Safety performance also showed year-on-year improvement. During the year the business continued to work closely with its industry partners especially Network Rail as it prepared for a number of major projects, including the introduction of the new fleet of trains and the European Rail Traffic Management System. DOR's financial performance remained good in its final year, with £215.7 million provided to the DfT in premium payments in addition to making a profit before tax of £11.5 million. In the five years that East Coast was part of the DOR group a total of £1,047.3 million was paid to the Department for Transport.

RMT believes only a renationalised UK railway operating in the sole interest of passengers is the answer to a problem created with the privatisation of the industry. London's transport would be much more efficient if it was re-nationalised, re-integrated and publicly accountable.

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Overview

Network Rail welcomes the opportunity to contribute to the Transport Committee's investigation into the future of rail in London. Transport, and the railway in particular, is key to the development of London over the next 20-25 years and is crucial to London's economic prosperity, enabling economic growth, jobs and housing. Our railway is in many ways a success story, the safest railway in Europe and the fastest growing - passenger numbers have doubled in London and the South East in the past 12 years. This unprecedented growth has created a number of challenges, which are outlined in this submission.

In summary, our key points are:

- More intensive use of rail services, at peak and increasingly off-peak, is the greatest challenge for London's rail network.
- Millions of passenger journeys will be transformed as more and more new services come on-stream, following the completion of mega projects like Crossrail, Thameslink and Waterloo.
- Funding to reduce delays and improve infrastructure reliability is being increased significantly (a 25% increase for renewals and maintenance) for the 2019-2024 control period. We plan to reduce train delays by 15 % (*based on PPM*).
- Digital Railway, supported by targeted infrastructure interventions, is key to providing passengers with more trains, running faster, safer and more reliably.
- Making it easier for third parties to build and invest on the railway presents major opportunities for new housing, higher quality developments around railways and enhanced projects as well as easing the burden on the taxpayer.

1. Currently, what are the main challenges for London's rail network?

The greatest challenge for London's rail network is the increasingly intense usage of services in both the peak and, increasingly, the off-peak periods. This is the culmination of rapid growth, with passenger numbers in London and the south east doubling in the last 12 years. The rail system is having to adapt to this intensity by planning to supply both metro-style services of high capacity and frequency within the capital, and enhancing long-distance rail links between the Capital and the rest of the country.

Delivering this intense service safely is our number one priority, but it also needs to be delivered more reliably and more efficiently.

Although our infrastructure is more reliable than ever, the railway is so full and complex that each incident causes more delays. Knock on delays now account for the majority of delay on the network.

That's why spending on renewing existing infrastructure and maintenance will increase by 25% in CP6. Our target is to achieve a 15% reduction in the number of trains that are delayed.

Major programmes like Thameslink, Waterloo and Crossrail are part of the immediate solution, and will deliver significant benefits to London and the surrounding regions' rail services. By 2022, we will be enabling another 90,000 passengers to get in and out of London in the peak hour. The delivery of large projects such as these, however, involve complex and large-scale construction work in and around the operational railway. It is becoming increasingly difficult to deliver these types of projects without disrupting the journeys of large numbers of people.

Acknowledging the complexity of ownership and operating models on the railway network, Network Rail has set up the System Operator function to provide planning leadership within this complex system and provide plans for capacity in the future.

2. What are likely to be the future challenges for London's rail network over the next two decades?

Capacity

During the next two decades providing greater capacity will continue to be the main challenge. The rail system in London and the South-East will be challenged to effectively accommodate and enable new development and housing growth.

Digital technology is a key part of the answer for increasing capacity, reducing delays and improving safety. It enables us to get the most possible out of the physical infrastructure, reducing the need for building hugely disruptive, difficult and expensive conventional infrastructure.

However conventional rail infrastructure upgrades, such as Crossrail 2 and the Brighton Mainline Upgrade, will continue to be important. They will provide opportunities for high capacity connectivity between new development, markets, and communities to support the policy objectives of the Mayor, Local Authorities, and the Government.

Funding

In planning and delivering any changes to the railway, a challenge will be to obtain funding for a wide range of necessary projects across the country in an increasingly competitive environment. It is our job to plan the railway and make a compelling case for investment in projects, but we cannot rely on central Government funding alone. That is why Network Rail is making it easier for third parties to invest in and build on the railway. This creates the opportunity to deliver more projects and reduce burden on the taxpayer, but also the competition for decrease costs, increase innovation and increase efficiency.

Freight

Accommodating London's future growth will not just challenge passenger capacity, but also freight. Freight plays an essential role in building London's homes, with an estimated 40% of construction materials used in London each year carried by freight trains. Freight trains also play a vital role in London's many supply chains, taking lorries off roads and reducing emissions. Balancing providing the freight capacity to support the increasing demand for construction with managing the growth with the demand for passenger services is an increasing challenge. In response we are developing a London freight strategy with TfL to manage and support freight growth in, and across, the capital in a sustainable way.

3. How is demand on the rail network likely to change over the coming decades?

Our plans for CP6 anticipate 15-26% growth in the kilometres travelled by passengers in London and the South East for the period until 2023/24.

Although the London rail market has recently recorded a slight slowdown in the growth in passenger numbers, this is expected to be temporary and related to factors like security, changes to the economy, industrial action and disruption related to major upgrades.

In the longer term, modelling is based on factors like employment, housing and population growth. We see all of those things increasing in London. For example the GLA's labour market predictions are for a 20% increase in employment in London's Central Activity Zone (CAZ) and Greater London's population to reach 10.8 million by 2041. This means our forecast for rail passengers numbers to increase 40% during the next 20 years is still valid.

The pattern of rail demand in London has remained relatively stable despite an increasingly flexible labour market and significant advances in information and communication technology. As a result, most rail commuting into central London remains concentrated within a well defined peak (despite the additional financial and congestion costs incurred), leisure trips still dominate the off-peak periods, with business travel straddling both peak and off-peak periods. We expect this broad pattern to continue. Changes in travel behaviour are also taking place, with a continued increase in flexible working meaning the number of trips per person per day is reducing.

Finally, potential "disruptive" technologies in transport markets has generated recent debate. We do not foresee electric or autonomous vehicles having a significant impact upon the demand for rail services within urban areas during peak hours. This is because road based modes of travel cannot replicate rail's ability to move high volumes of people and goods into and between city centres efficiently at speed. Rather than

competing against rail services during peak hours, it seems likely that autonomous vehicles would complement rail travel by providing a feeder service offering passengers a seamless door to door travel experience.

4. What rail and station improvements would bring most benefits to Londoners?

- **Capacity on key corridors, such as the Brighton and South-West Mainlines**, to relieve major capacity and performance constraints on vital corridors into London from the surrounding regions. This would provide long-term potential for growth between London's markets, airports, and regional housing ambitions.
- **Major London station capacity enhancements and pedestrian congestion relief, for example Clapham Junction, London Victoria, Stratford, and London Liverpool Street.** This would enhance access to London's markets, provide efficient interchanges with its wider transport system, and enable development and regeneration partnerships.
- **Station pedestrian capacity and congestion relief at identified priority suburban stations,** for example Lewisham, Peckham Rye and Denmark Hill. This would provide safe, well-performing and accessible gateways to their local areas, enabling housing growth, and ease of interchange.
- **Digital Railway**, a cost-effective way of releasing significant additional capacity, reducing delays and improving safety
- **Crossrail 2**, delivering connectivity to areas of opportunity and housing growth, interchange with High Speed 2, and providing capacity for demand on the already congested suburban South-West rail networks and West Anglia Mainline.
- **Enhanced access to international gateways such as airports, and key freight routes involving ports,** to accommodate both a sustainable and relatively low-emission supply chain for a growing London as well as supporting the City's position as an International centre of leisure and business. For example, the western and southern Heathrow rail links.
- **Investment in renewals and maintenance opportunities,** providing for a more resilient and higher performing rail system under increasingly intense urban rail and metro rail demand.

A full range of proposed improvements are available in our long term strategy documents, available online or upon request.

5. To what extent does the Mayor's Transport Strategy address London's future rail needs?

Network Rail works in partnership with Transport for London in developing long-term rail strategy. We have welcomed input from TfL to our long-term planning process and have, in turn, provided comment and worked closely with TfL on the Mayor's Transport Strategy (MTS). The Mayor's Transport Strategy reflects Network Rail's long term rail strategy for London. A copy of our response to the MTS consultation exercise is provided alongside this response.

Network Rail is responsible for the management and improvement of rail services nationwide. Our remit, therefore, extends beyond the limits of the area covered by the MTS to include enhancements to long-distance passenger and freight services. We believe that the improved connectivity these deliver lead to significant benefits to London and its economy.

6. To what extent does Network Rail's plans for Control Period 6 address London's future rail needs?

Network Rail has developed robust plans for CP6 concerning the future rail needs of London and the South-East. Developed through Network Rail's devolved structure, each route (our geographically bound operational businesses, such as 'Anglia') has developed plans from the 'ground up' in consultation with customers, stakeholders, asset owners, and funders. These route strategic business plans are all available online, or on request.

A common challenge to all plans is the growing intensity of rail usage in and around the capital. For example, the South East Route (covering train services in South London, Kent & Sussex) has the vision to be "proud to be running the UK's most successful metro-style railway" reflecting the need to appropriately adapt infrastructure and service type to provide high capacity and frequency to passengers.

Although there is no longer a list of committed enhancement projects to be undertaken during the five year control period, we have a number of priority projects to improve capacity which business cases are being developed for funders to consider.

Highlights include:

- The Brighton Main Line work to unlock the bottleneck at East Croydon and make more of the capacity available on the rest of the line
- West Anglia Main Line capacity improvements to increase train frequency and relieve overcrowding
- Digital railway schemes to increase capacity and improve reliability, for example from Moorgate to Finsbury Park, on the Great Eastern Main Line between Liverpool Street and Norwich and the East Coast Main Line from Kings Cross to Peterborough
- Passenger congestion improvements at Clapham Junction and a number of major London stations and identified suburban stations.

We will now only commit to a project when it is fully developed and costed. In CP6, enhancements will be considered on a case by case basis rather than in a single five year budget.

Although our infrastructure is more reliable than ever, the increasing intensity and complexity of the rail system places greater pressure on our assets and resilience. We will increase maintenance and renewal expenditure by a 25% in CP6, apply greater use of remote monitoring and digital technology, deploy local response teams, and leading community campaigns on key issues (such as trespass and suicide). This is to meet our target of a 15% reduction in the number of trains that are delayed (measured by PPM).

For the future challenges of funding, our plans additionally highlight business objectives to make the case for investment in enhancement opportunities from our long-term strategy, third parties and, through central Government, the Rail Network Enhancements Pipeline (see question 8). Our plans outline key long-term priorities for their respective geographies, and will continue to promote and secure investment in the network through designated Business Development Directors for each Route.

7. What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme?

Digital technology is a key part of the answer for increasing capacity, reducing delays, and improving safety on the rail network. It allows us to get the most possible out of the physical infrastructure, reducing the need for building disruptive, difficult, and expensive conventional infrastructure. As outlined in the Digital Railway strategy published in May 2018, the pan-industry Programme is using targeted projects to move to a position where digital train control is the norm.

For the London rail network, there are isolated programmes deploying digital train control technologies to which are to be commissioned in 2018 and 2019:

- **Capacity and safety** – The Thameslink Core will receive ETCS (In cab signalling) alongside Automatic Train Operation to facilitate safe operations of high capacity and frequency By December 2019, trains will run every 2-3 minutes through central London). Similarly, Crossrail from Paddington to Heathrow will also receive ETCS.
- **Performance –** Traffic Management is in operation on the Great Western Main Line between Paddington and Bristol Temple Meads, for the central London section of Thameslink network and on the Essex Thameside line out of Fenchurch Street. It forecasts the outcomes of operational decisions and disruption, aiding signallers to make informed decisions on how to recover the timetable following disruption.

Over the next five to ten years, Digital Railway is investigating the business cases for further potential deployments on the London rail network. Between Moorgate and Finsbury Park to reduce delays to passengers, digital signalling between London King's Cross and Peterborough to allow two more peak trains an hour and improve performance, as well as the South West Main Line between Waterloo and Woking to allow up to four extra trains an hour.

The challenges include:

- Aligning infrastructure signaling renewals and fitting trains with in-cab technology
- Funding – initial funding is currently only allocated for business case development, pending full authorization
- Aligning digital upgrades with enabling conventional enhancements, for example grade separated junctions and platform lengthening and re-modelling to maximise benefits of digital technology.

8. What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?

The Rail Network Enhancements Pipeline (RNEP) creates a clear framework for a rolling programme of investment in the rail system, providing for rigorous and transparent development of proposals from both Network Rail and the wider market.

The lifecycle of projects is structured around clear decision points and the submission of business cases aligned to Treasury guidance. At each decision point, a proposal is clearly assessed with a focus on risks, value for money, outcomes, and the benefits for rail users and the economy. A project may, for example, be paused, reprioritised, progressed, or even rescoped to reflect the changing requirements of the strategic landscape. This builds on lessons learnt from past control periods, avoiding commitments before an appropriate understanding of the full scope and deliverability of a proposal. A final investment decision is only made when a reliable cost estimate, scope, and programme is provided.

The pipeline is also a useful opportunity to introduce third party funding and market-led proposals into enhancements planning. Network Rail is making reforms so it is easier for third parties to build and invest in the railway. As rail projects are increasingly funded and delivered by a complex range of organisations and mechanisms, it is important that the development process provides clarity and transparency of approach.

9. What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

As previously outlined above, digital railway is an important innovative approach to getting more capacity out of the existing infrastructure and improving reliability. Network Rail is also increasingly introducing Intelligent Infrastructure, which uses a number of technological initiatives to move to a predict and prevent approach to maintenance. The aim is to identify issues and deal with them before they have an impact on performance and reliability.

Through Network Rail's Safety, Technical, and Engineering (STE) directorate, we lead partnerships with industry and international infrastructure managers in rail innovation, research, and development. This is framed by a wider industry rail technical strategy and the RSSB's capability plan which outlines 12 key capabilities as priorities for investment to deliver most productively against – such as "running trains closer together", "more value from data", and "efficient passenger flow through stations and trains" to deliver benefits such as frequency, capacity and reliability.

Grace Pollard
London Assembly
City Hall
SE1 2AA

31 July 2018

SENT BY EMAIL ONLY

Dear Grace,

London Assembly Call for Evidence: The Future of Rail in London

Introduction

The OPDC welcomes the Assembly's investigations into the Future of Rail in London. Rail investment is critical to the redevelopment of Old Oak as well as to London's continued growth and ambitions to become a healthier and more productive city. Rail travel is a key feature of people's lives inside and outside the Capital.

1. Currently, what are the main challenges for London's rail network?

OPDC considers the following to be current challenges for London's rail network:

- The cost and timeframes involved in making improvements to the network. Costs are extremely expensive for rail schemes. To help more schemes get off the ground, a better understanding amongst transport planners of how the DLR delivered infrastructure at relatively much lower costs, for example, would be beneficial.
- The lack of funding opportunities for rail enhancements outside of development receipts and contributions.
- Improving existing passengers' journey experience. The benefits of rail enhancements to existing passengers tend to be limited by the additional demand generated by the new development that forms the basis for the scheme.
- Addressing the demand for orbital rail travel in Outer London: London Overground has shown the latent demand for orbital rail travel in Inner London. There is also evidence of a significant latent demand for new and improved orbital rail services in Outer London. The West London Orbital Railway scheme is one example of a new link that would provide Londoners with much better access to centres of cultural and economic activity without having to go into or via central London.
- The impact of development outside of London on stations and services within London is something that transport planners and rail operators need a better understanding of so

that accompanying improvements can be made where necessary in response to the impacts of this growth.

- The well publicised challenges of overcrowding, timetable changes, train service delays and cancellations and rolling stock quality continue to be current challenges in London.

2. What are likely to be the future challenges for London's rail network over the next two decades?

The likely challenges to London's rail network over the next two decades are considered to be the following:

- Securing funding for new schemes/rail enhancements in the face of increased uncertainty around demand for rail travel. After three decades in which the UK's population has seen a high rate of growth alongside a political consensus to limit new road building, the railways are now entering a new phase in which travel patterns are changing and disruptive new technology (eg drones), which may compete for rail passenger travel, is emerging.
- Responding to the effects of climate change is likely to be more costly. With more regular and sustained extreme weather events being predicted, a larger share of central government funding is likely to be spent on adapting to these effects and ensuring the network is able to operate during periods of extremely hot or cold weather.
- The challenge of upgrading the existing rail network whilst keeping London moving. With almost two-thirds of London's rail network signalling system needing to be replace in the next fifteen years, it is critical that this work is planned to ensure minimal disruption on the travelling public.
- The cost of travelling by rail has risen recently well above wage increases. The high costs of rail travel continue to limit people's travel horizons and opportunities. There is a need to balance affordability, especially for key workers and others on low incomes, with the need to generate revenue to maintain and improve the network.
- Be able to respond to fast moving technological and behavioural changes. The rail industry is now recognising that people are changing their ways of commuting and working but it needs to find ways of adapting and responding to these changes.
- The conflict between passenger and freight services and the need for increased capacity on both. A coordinated, London-wide freight strategy could help to address this.

3. How is demand on the rail network likely to change over the coming decades?

London's population is expected to grow towards 10.8 million by 2041, and overall demand on stations and trains is likely to increase as a result. Crossrail, HS2 and expansion at Heathrow will also bring in large numbers of additional passengers to London's rail network.

Some relief in traditional peak periods may result due to changes in passenger travel behaviour, particularly as a result of more flexible working patterns.

The growth of autonomous vehicles may also affect demand on the rail network, but it is difficult to predict how this will manifest itself.

4. What rail and station improvements would bring most benefits to Londoners?

The OPDC considers that the following improvements would bring most benefits to Londoners:

- Ensuring new lines and stations are properly integrated with the existing public transport network to facilitate easy passenger interchange between different lines and modes. The new HS2/Elizabeth Line/GWML station at Old Oak Common is a live example of where good interchange is critical to passengers and the redevelopment of the local area.
- Orbital rail in outer London (eg the West London Orbital) would bring benefits to Londoners living in Outer London, providing completely new travel choices and helping to reduce car dependency and help London meet the modal shift targets set out in the Mayors Transport Strategy.
- Signalling upgrades are needed to improve the reliability and frequency of rail services in London.
- Rolling stock upgrades to make travelling more comfortable.

5. To what extent does the Mayor's Transport Strategy address London's future rail needs?

The Mayor's Transport Strategy highlights key measures to address London's future rail needs.

- Crossrail 2 allows the city to grow whilst also providing the much needed mitigation to other schemes such as HS2.
- Better use of existing infrastructure is critical to the short to medium need of London. The MTS sets out a range of options to do this, including:
    - Devolution of suburban rail services would allow TfL to improve the quality and reliability of services across London and the wider south-east, providing better consistency from between different places.
    - Upgrading trains, stations and signals and track to allow higher capacity services
- A much needed focus on the London's streets, rightly emphasising the need for transport and urban planners to properly consider the environment outside and on the approaches to stations in new and enhanced infrastructure.

However as highlighted above, the impact of the Mayor's Transport Strategy could be limited by not having the financial resources to deliver many of its much needed policies and proposals. Too much reliance on other funding sources, puts much of the new strategy at risk of not being delivered.

6. To what extent does Network Rail's plans for Control Period 6 address London's future rail needs?

In comparison to CP5, CP6 is much more focused on getting the railway network fit for today with a 25% increase in funding on operations and maintenance and with most of the £10bn enhancements budget allocated to the completion of CP5 schemes.

There is a risk that London's future rail needs will not be adequately addressed by CP6.

7. What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme?

The Digital Railway Programme should enable a substantial increase in the number of train services in London over the next 10-15 years by allowing more trains to pass through the network in peak periods

The Digital Railway Programme should also improve internet connectivity for passengers on trains and within stations.

The challenges of implementing this programme include the following;

- Funding and coordinated implementation that maximises the benefits whilst minimising disruption to the network
- Enhancing stations, platforms, corridors and the streets around stations to accommodate increased passenger demand.
- Making sure that the digital connectivity enhancements are future-proofed to exploit the emerging 5G technology and to allow systems to easily work with future upgrades beyond this.

8. What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?

In terms of opportunities, RNEP will allow rail enhancements to be developed outside of the traditional 5 yearly planning periods, meaning that they can be progressed more flexibly and be more capable of responding to change more quickly.

In terms of challenges, the decision to deliver schemes remains very far down the planning programme and is unclear about what happens to a scheme that hits problems at the decision stage.

The RNEP also talks about value and benefits for the tax payer but details very little about how the RNEP process will assess the wider economic benefits and environmental disbenefits of schemes to non-passengers.

9. What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

Examples of innovative approaches include the following**:**

- Making fares much smarter so that the network capacity is used more efficiently. For example, charging passengers less in the early peak. Spreading demand better will help improve reliability as the over crowding extends dwell times.
- Allowing passengers to see how busy upcoming trains are before setting out upon their journeys
- Use of new technologies for lifts to increase the vertical capacity in stations

I trust these comments are of use. Should you require any further information please do not hesitate to contact me.

Yours sincerely,

Claire O'Brien

Interim Assistant Director of Planning
Old Oak and Park Royal Development Corporation

Rail Delivery Group

National Rail

BRITAIN RUNS ON RAIL

Rail Delivery Group

Response to London Assembly Transport Committee
Call for Evidence: Future of Rail in London

Date: 6 August 2018

Rail Delivery Group response to consultation:

Call for evidence: future of rail in London

Organisation: Rail Delivery Group

Address: 200 Aldersgate Street, London EC1A 4HD

Business representative organisation

Introduction: The Rail Delivery Group (RDG) brings together passenger train operators, freight train operators, as well as Network Rail; and together with the rail supply industry, the rail industry – a partnership of the public and private sectors - is working with a plan *In Partnership for Britain's Prosperity*[1] to change, improve and secure prosperity in Britain now and in the future. The RDG provides services to enable its members to succeed in transforming and delivering a successful railway to the benefit of customers, the taxpayer and the UK's economy. In addition, the RDG provides support and gives a voice to passenger and freight operators, as well as delivering important national ticketing, information and reservation services for passengers and staff. taxpayers and the economy. We aim to meet the needs of:

- Our Members, by enabling them to deliver better outcomes for customers and the country;
- Government and regulators, by developing strategy, informing policy and confronting difficult decisions on choices, and
- Rail and non-rail users, by improving customer experience and building public trust.

For enquiries regarding this consultation response, please contact:

Emilia Platoni, Policy Adviser, Rail Delivery Group

[redacted]

Rail Delivery Group

2nd Floor, 200 Aldersgate Street

London EC1A 4HD

[1] *In Partnership for Britain's Prosperity,* RDG (October 2017): http://www.britainrunsonrail.co.uk/files/docs/one-plan.pdf

Overview

RDG welcomes the opportunity to contribute to the London Assembly's Transport Committee investigation into the future of rail in London. The key points of the RDG's response are as follows:

- London's success is bound up with the future of its rail services, and the challenges around capacity and crowding, accessibility and air quality must be addressed to ensure continued growth for the capital.

- Planning for infrastructure and services at a local level will allow localised accountability and decision-making and ultimately better reflect the communities and economies that the railway serves.

- Rail freight makes a significant contribution to both the London economy and the UK generally, and has achieved a great deal since liberalisation. It contributes an estimated economic benefit to London of £130 million a year[2]. Rail freight has the potential to unlock many of the challenges facing London and the South East by offering direct, efficient and reliable routes to connect businesses to the rest of the UK and through ports to the rest of the world.

1. Currently, what are the main challenges for London's rail network?

London is more dependent on rail than any other city in the UK: 70 per cent of all rail travel (including Tube journeys) in the UK is to, from or within London. London's success is bound up with the future of its rail services. Rail-based modes of travel make up 80 per cent of the 1.3 million trips to central London in an average weekday morning peak period[3].

Capacity and crowding:
There are a number of challenges facing the rail network in London. Crowding during peak times is a challenge on some national rail lines into London, for example on the route into Waterloo. Employment growth will exacerbate this, generating an increase in travel by all rail modes of more than 50% by 2041[4]. Transport will need continual investment to meet the future needs of the city. A lack of investment in capacity hinders the ability of industry to address the current challenges. If just the current investment programme (which excludes Crossrail 2) were followed, crowding on the Tube and rail networks would increase to well in excess of tolerable levels on some services in the morning peak by 2041.

Accessibility:
There is the need to address accessibility for commuters. We remain aware of the challenge of accessibility for various aspects of the railway and are committed to continuously improving this – whether that is access to stations or the print size on tickets to maintaining a range of ticket types for customers with specific accessible needs.

Train operators are continually improving the information provided to customers on the level of accessibility of a journey, which includes how accessible station and on-train facilities are. Investment should be channelled towards enhancing the ways through which assistance is booked and provided on the day, creating a seamless customer journey, not just at stations. Investment will also increase the number of stations with 'Turn Up & Go' provisions, which will improve the ease with which customers can more simply turn up and board our trains and navigate stations.

[2] Rail freight in GB: Productivity and other economic benefits, *KPMG,* 2018
[3] Travel in London: Report 6, *Transport for London, 2013 http://content.tfl.gov.uk/travel-in-london-report-6.pdf*
[4] Mayor's Transport Strategy, *Transport for London, 2018 https://consultations.tfl.gov.uk/policy/mayors-transport-strategy/user_uploads/mts-consultation-report-4.pdf*

Air quality:
The industry recognises the need to reduce carbon emissions and improve air quality in London. For example, the electrification of the Gospel Oak to Barking line will contribute to meeting air pollution targets as well as bringing benefits for rail freight and passenger rail services. This is a key strategic route for rail freight and capacity improvement schemes should recognise the mixed traffic nature of this line.

Operators have invested in new technologies such as stop-start (engine) to reduce emissions from idling engines. We would encourage London authorities to work closely with the industry as it develops further environmentally friendly plans.

2. What are likely to be the future challenges for London's rail network over the next two decades?

Providing greater capacity from London's rail network will be the greatest challenge, meeting growing demand while changing working patterns may mean fewer people are travelling into work every day. Meeting this capacity challenge can be achieved through investment in digital signalling and modern train control systems to enable higher service frequencies and reliability.

There will be a future challenge to respond to changing mobility needs of customers using services within London, as well as those who travel through the city. Therefore, future transport proposals will need to give consideration to the end-to-end journey for the customer and how the rail network can enable future travel requirements such as 'Mobility as a Service'.

Rail freight has an important role to play in the delivery of nationally significant infrastructure, including housing or HS2; and Crossrail and has strong environmental and social credentials for doing so: one freight train carries enough material to build 30 houses[5] and 40% of construction materials in London are delivered by rail[6].

Rail freight shares lines with passenger services, notably the North London Line, the Gospel Oak to Barking line and the West London Line. These are key corridors that connect the major deep-sea container ports and the Channel Tunnel to the UK logistics hubs in the Midlands and North. These are key nationally strategic corridors for rail freight that support the environmental and economic benefits of rail freight and as such it will be important to plan for the continued operation and growth of passenger and freight services on these corridors.

For rail freight to continue to deliver these positive outcomes, the industry would like to see the following policy levers deployed to support the sector:

- Stable and affordable access charges and incentives;
- A level playing field between road and rail freight policy;
- Stable long-term industry planning framework to encourage further enhancements through the new pipeline process;
- Continued investment through the Strategic Freight Network; and
- Streamlined UK planning processes to enable the establishment of essential freight terminal locations and railheads in urban areas.

[5] Mineral Products Association.
[6] Network Rail.

3. How is demand on the rail network likely to change over the coming decades?

Passenger numbers have more than doubled since liberalisation and are expected to double again in the next 30 years. Therefore, it is right that the transport network continues to develop to meet this demand. Crossrail 2 has been designed to reduce crowding on the current Tube network, which is predicted to become severe by the early 2030s. Indeed, Crossrail 2 is planned to alleviate pressure at the key Underground stations across the network, including major interchanges at Waterloo, Euston and Victoria – playing a critical role in keeping London moving. Moves toward a more flexible ticketing system will better serve customers in different markets and could create a future increase in demand.

Rail freight is also a key part of Britain's partnership railway. A recent project looking at freight paths that were unused as the market moved away from coal, saw freight operators able to relinquish 50% of freight paths. This has freed capacity for future strategic freight growth, as well as for new passenger services. The freight sector also provides essential infrastructure services which enable Network Rail to efficiently operate, maintain and renew the rail network.

Network Rail's Freight Market Study (2013)[7] shows demand forecasts over a 10, 20 and 30-year planning horizon, with preferred routeing of services and the implied requirements in terms of network capacity and capability. The forecasts indicate 2.9% overall rail freight growth per annum to 2043. The forecasts underline the fact that rail has the potential to continue contributing significantly to freight distribution in the future, provided the right conditions are in place.

4. What rail and station improvements would bring most benefits to Londoners?

The rail industry, in partnership with disability rights groups, is working to make the railway more accessible to more people. Between 2014 and 2019, there will be an increase in the number of step-free railway stations across the country by 110, from the 450 today. RDG also recently launched a single phone number to make it easier for people to book assistance, and a single text phone number for people who have hearing impairments, which covers London.

The RDG Vision for Stations states that stations should be, 'inclusive so that everyone can use them (including disabled people), thereby going beyond the minimum standards set out in the Equality Act's public-sector equality duty (2010)'. In addition, the industry's 'Access for All' programme drives infrastructure improvements to make stations more accessible, and it has already delivered numerous improvements in London. In all projects across London there must be recognition that not all disabilities are visible, with a much-improved focus on hidden disabilities.

There are almost 600 rail and Tube stations in London, and opportunities for development around these stations should be explored, such as converting land use from low-density uses (retail parks, storage, parking, etc.) to high density, mixed-use development. Land around stations is often owned by TfL, Network Rail and other public sector landowners, and presents a good opportunity to bring forward surplus or underused land for increased housing delivery.

Digital Railway, the rail industry's plan to modernise the UK's railway through targeted use of digital technologies, is expected to deliver improvements in performance and capacity. In some instances, especially in busy urban areas, this is less disruptive and more cost-effective than alternative options, such as building new tracks. In addition to Digital Railway, improvements in track layouts at key bottlenecks and capacity upgrades at stations would both allow more trains to run.

[7] *Freight Market Study*, Network Rail (2013): https://www.networkrail.co.uk/wp-content/uploads/2016/11/Freight-Market- Study.pdf.

Moreover, as part of RDG's commitment to boost local communities we advocate localised decision-making and investment to create vibrant, attractive railway stations that are community hubs.

5. To what extent does the Mayor's Transport Strategy address London's future rail needs?

The main theme of the Mayor's Transport Strategy is to reduce the reliance on cars in favour of more sustainable modes of transport, operating in an expanded network, which RDG welcomes. Modal shift is forecast to bring the benefits of healthier people and a better environment, as well as new homes and jobs. Some of the schemes to increase capacity and reduce crowding, now and in the future, while admirable, are ambitious and this is particularly true of the rail schemes outlined within the Mayor's strategy. RDG note two areas within the MTS that need further clarification: funding and delivery.

The MTS provides some detail as to how TfL intends to fund the schemes it will be directly responsible for; however, the industry requires further information on how realistic some new funding sources are, i.e. new financial powers for London, devolved by central government.

RDG supports the suggested capacity enhancements included in the strategy to reduce the amount of crowding and offer better connections across the city. RDG supports a 'whole system approach' and keeping the customer at the centre of all decisions.

As highlighted in the RDG publication 'Rail Freight - Working for Britain' rail freight generates more than £1.7bn a year in economic benefits for the UK through improved productivity and externality benefits, including *inter alia* reduced congestion. Freight flows both within and through London and the South East are important to the economy, and RDG supports identifying opportunities for moving freight on to the rail network with the associated benefits for London and the wider economy.

6. To what extent does Network Rail's plans for Control Period 6 address London's future rail needs?

RDG supports Network Rail's plans for Control Period 6 (CP6). We are already seeing the results of investments by the partnership railway over recent years. Working together in London, in the last year alone, the rail industry has:

- Re-opened the totally transformed London Bridge station;
- Delivered the first phase of Crossrail;
- Delivered the Thameslink programme, improvements to stations, track and signalling;
- In December 2016, we completed the first new rail link between a major British city and London in more than 100 years, with the opening of the Oxford-Marylebone route.
- Completed key elements of the Reading – Didcot upgrade work;
- Introduced new, faster, cleaner and quieter trains on the Great Western Main Line as a result of our route modernisation programme, delivering 6,550 extra seats per day in each direction between Paddington and Maidenhead.

Network Rail's plans for CP6 include expenditure of £47 billion in England and Wales. The majority of this (£34 billion) will be spent on the core job of operating, maintaining and renewing the network with the remainder (£13 billion) spent on enhancement projects already started or committed to in CP5. Other enhancements will be considered and funded separately on a case-by-case basis.

RDG supports moving enhancements out of the five-year Control Period cycle as it will allow for greater alignment between enhancements, passenger service contracts and outcomes. Estimated costs and schedules of enhancement projects can also be worked up to a greater level of confidence before they are committed to. There should be no ambiguity over the role of the Office of Rail and Road, the Department for Transport and other client bodies; and Network Rail in the development, delivery and monitoring of enhancements. Where possible, we would advocate a light touch approach, with Government focusing on the specification of outcomes it is seeking, allowing the rail industry to work together with a clear line of sight to the end-user to determine how best to deliver these outcomes.

In CP6, Network Rail will continue to embed the transformational change that has taken place within the business in recent years. Separate business plans have been developed by each of Network Rail's route businesses, within a national framework. This will help to promote ownership of the plans and decision-making at the local level, responsive to the needs of customers and stakeholders.

7. What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme?

Investment is needed in modern, digital signalling and train control systems to enable higher service frequencies and reliability. Digital Railway, the rail industry's plan to modernise the UK's railway through targeted use of digital technologies, will deliver improvements in performance and capacity. In some instances, especially in busy urban areas, this is less disruptive and more cost-effective than alternative options such as building new tracks. The plan focuses primarily on traffic management, which optimises the flow of trains across the network and thereby improves performance. The plan also includes the introduction of in-cab signalling, which has the potential to improve capacity of the network by enhancing utilisation. In addition to Digital Railway, interventions to track layouts at key bottlenecks and capacity upgrades at stations will also allow more trains to run.

As part of the rail industry's plan to change and improve, one of our commitments is to increase customer satisfaction. Digital technology is a key part of our delivery:

- Digital technology in rail already means more timely information and less time spent waiting, with smartphone know-how that puts customers in charge. These services include the Trainmapper app, which has been released as a pilot, with a view to being rolled out nationwide. It helps customers identify an alternative route for their journey should there be disruption. It will re-map a journey, advise customers if an alternative route is available, update total journey times and advise how the delay might affect other elements of their journey.
- All train companies are also launching a new app for railcard holders to store their railcard on their smartphone, meaning that they will not incur costs if they forget to put their railcard in their pocket before they travel.
- On choice, we are making changes to allow more Advance tickets, where they are still available, to be sold to customers right up to the point of departure. Online and offline, we are giving our customers more control – and our plan will mean that we can do more to create the digital railway for the future, with more control for customers.

The Thameslink programme is an example of effective use of the new signalling system, the core technology has enabled the successful introduction of automatic train operation for the first time on any main line railway anywhere in Europe.

We strongly advocate the digitalisation of the railway and are keen to encourage continued collaboration on this important programme.

8. What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?

The flexibility about how new projects are progressed is a welcome feature of the RNEP. RDG supports building in the additional stage gates into the development process of a project to reduce financial risk for government and investors. Industry is certainly keen to explore new opportunities for third party funding and financing, and RDG has been engaged in work to investigate operator-led investment and the opportunities this will bring.

The potential success of a third-party funding and investment pipeline could bring an opportunity for transport companies to invest in communities and local areas. For instance, internationally operating RDG Members show how transport companies can invest beyond the railway boundary to the benefit of the local community and economy that the railway serves, demonstrated by their investment in residential and retail space above railway land.

RDG is supportive of seeking a wider range of investors to the railway, but several challenges of the RNEP have been identified. For instance, the ability to reassess projects throughout their delivery could mean less certainty for which projects will actually be delivered during the five-year investment window, and the constant reassessment of individual projects may also lead to a protracted, more time-consuming and resource-intensive planning process for all stakeholders. A key challenge to third party funding – as identified by RDG - is to keep potential investment off the government's balance sheet, as this might make third-party schemes less attractive to government.

9. What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

As proven by the introduction of new rolling stock on London Overground, high density lines could also benefit from the introduction of metro-style, high performing rolling stock with better acceleration and braking to speed up journeys. As can be seen in other metro systems with high capacity around the world, this could go some way to reducing dwell times and increasing capacity in London with wider doors and more internal space allowing for faster boarding and alighting.

Any changes to the accountability of rail services in London must be carefully considered, along with the interfaces that arise with new responsibilities on an intensive mixed-use railway. Further devolution of rail passenger services, particularly commuter services travelling into and terminating in London, will allow for localised accountability and decision-making, and ultimately better reflect the communities and economies that the railway serves.

"The Future of Rail in London" – an investigation by the Transport Committee of the Greater London Assembly, 2018

1. Currently, what are the main challenges for London's rail network?

Forever improving all levels of customer service, so that for example all 39 indicators in the twice-yearly National Rail Passenger Surveys from Transport Focus show year-on-year increases in passenger satisfaction for all the London and South East Train Operating Companies. The current 15 L&SE TOCs have far too wide a variation between them, with the best up in the same league as Long-distance and Regional operators. If the strategic policy challenge is to go above and beyond just retaining existing to attracting new rail travellers, then meeting the quality challenge in the face of ever-more discerning and demanding service consumers is no less a priority than meeting the capacity challenge in the face of just more customers. For the Mayor and Transport for London a principal tool at their disposal is their own mainline operator London Overground, with a relentless drive needed to continue improving its satisfaction ratings as the pace-making, trend-setting standard-bearer for other mainline operations in London. This must include a strong collaborative relationship with Network Rail in for example the management of train paths including freight, the maintenance of the infrastructure to ensure the highest possible standards of reliability, and robust arrangements to enable rapid recovery from unplanned operational disruption.

2. What are likely to be the future challenges for London's rail network over the next two decades?

In the face of expected growth in London's population and economy it is not only inevitable but also desirable that more travel in London by all forms of rail – Underground, Overground, Tram, DLR, as well as the national mainline train operators – should increase both in absolute terms and in mode share of all journeys by powered transport. There is not only a long-term capacity challenge for the existing network but also the challenge of expanding the network to access areas of new housing, of which Barking Riverside is perhaps the best current example. Longer-term than that, the planning for Crossrail 2 has always been about more than just meeting the forecast demand for when and soon after it opens, but also enabling the accommodation of further demand released by its penetration of new areas which are capable of delivering the unprecedented scale of housing which a growing London will need if it is to remain a successful city. That is why Railfuture continues to back the East London Riverside Route https://www.railfuture.org.uk/display1545 with its potential to unlock housing growth on a scale unmatchable by the rest of Crossrail 2 put together, as indicated in our response to questions 16 and 19 in the consultation on the draft Transport Strategy https://www.railfuture.org.uk/display1606 While it will probably have to follow 'core Crossrail 2' as a later phase that should in no way be allowed to diminish the scale of its potential contribution to London's success, or downplay the need to make adequate provision for it in the core scheme.

3. How is demand on the rail network likely to change over the coming decades?

Besides continuing to increase in absolute terms as London continues to grow, changing work patterns and life-style choices are already pointing towards more counter-peak and shoulder-peak travel, and also at weekends and bank holidays. A 24/7 city is likely to need more services running later into the early hours and starting earlier in the morning, and Sunday and bank holiday services at Saturday levels (with the general absence of Boxing Day trains being a particularly sore point), posing challenges for network maintenance. An ageing population will at the same time place additional demands for accessibility on the networks, while an 'always on' generation will demand uninterrupted access to the means to pursue e-life-styles. As well as network capacity and service quality, new rail journey opportunities through enhanced network connectivity are likely to assume greater significance as a greater diversity of travel patterns reflects a more diverse range of locations of, for example, education, employment and entertainment choices. In that context the welcome proposal for a West London Orbital – Hounslow-West Hampstead/Hendon – is a potentially good illustration. More rail stations are likely to need to become destinations in their own right rather than mere points of departure and return, posing opportunities for re-purposing hitherto redundant infrastructure.

4. What rail and station improvements would bring most benefits to Londoners?

Station staffing, including ticket gates where installed, throughout all service hours;
Improved Customer Information Screens at stations and Passenger Information Systems in trains, with comprehensive station public address facilities;
Step-free station [ramps/lifts] and train [platform humps] access.

5. To what extent does the Mayor's Transport Strategy address London's future rail needs?

The Mayor's Transport Strategy makes a bold attempt in the absence of most control and limited influence over many of the levers of change. Probably the biggest single difference the Mayor/TfL could make is through persuasion of central government and some sceptical stakeholders beyond London of the overall benefits of devolution to London government of more mainline operations. The next opportunity currently appears to be Great Northern's Moorgate services.

6. To what extent do Network Rail's plans for Control Period 6 address London's future rail needs?

As Network Rail's activities in CP6 are to be concentrated mainly on Operations, Maintenance and Renewals the reasonable expectation is that London's rail needs for a more consistently reliable, robust and resilient network should be met to 2024. That is but one part of addressing London's future rail needs, which also require expansion of the capacity and coverage of that network. As well as the Rail Network Enhancement Pipeline referred to below, new Market-Led Proposals with innovative funding and financing models will place added demands on TfL to be the strong, informed and intelligent client necessary to secure maximum benefits for London.

7. What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme?

While the potential impact could be highly beneficial for capacity and performance, perhaps one of the biggest challenges is living up to the expectations it generates.

8. What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?

The devolution of Network Rail's routes should present opportunity, qualified by the knowledge that there is no London route; of the nine in Britain, seven cover London. That presents potential challenges of collaboration and co-ordination to align the competing and sometimes conflicting priorities between the different parts of the various routes in London themselves and between any one or more of them and London's own priorities as expressed by its elected Mayor through Transport for London. Within that mosaic various questions follow: who is the ultimate custodian of the vision for rail in London? Where is the single controlling mind? Where sits the informed, intelligent client, preferably with a bank of institutional memory, or is there a multiplicity of clients? What are the governance and accountability structures? What opportunities are there for meaningful stakeholder engagement to influence the size and shape of the pipeline? Throughout is the ever-present challenge of funding and resourcing more generally, coupled with the need for London not just to make its own compelling case to central government but also to justify that case in the eyes and minds of key stakeholders in other regions of the country.

9. What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

Full delivery of the Thameslink Programme's planned service frequency of 24 trains an hour each way between St. Pancras and Blackfriars will be the test-bed for the application of one innovative approach on the national rail network, while another will be full delivery of the same service frequency through the Crossrail core with its mix of different signalling and control systems between east and west. Crossrail 2 will present the next major opportunity to drive those innovations further forward in mainline rail operations, with the prospect of even higher service frequencies. Meanwhile on London Underground the frequency, capacity and reliability of the Victoria line has already established itself as the beacon to inspire others, mainline as well as Underground, to follow.

Roger Blake
Railfuture
Director for Infrastructure & Networks
Vice-Chair, London & South East regional branch

Over the last 20 years on the Railways, there's been a great deal of improvement; but over the last three or four years, we are seeing things going backwards.

What are the main challenges for London's rail network?

Some staff are often doing their best and can be helpful. We've heard positives stories from members who've developed a very good relationship at their local station with. But the pressure on staff is huge as we are seeing cuts in staffing and removal of trained staff.
The initiative from South Eastern Railway to launch customer services assistance called Customer Ambassadors at Waterloo, Canon Street and London Bridge is welcome. But it is a shame that at the same time the same company leave stations like Charlton, Westcombe or Blackheft (just to name a few) without staff in the mornings, evenings and on Sundays.

Assistance is a big issue. Some railway companies are asking Disabled and older people to book assistance a long time in advance. But even when booked, the assistance is not guaranteed. It is shocking to hear stories from Disabled people who booked assistance finding no staff to help them when arriving at their departure station. It is even more infuriating to hear from Disabled people stuck on the train, because assistance failed to meet them at their arrival station. They then have two solutions: either being lifted off the train to the platform by passengers, which is dangerous, or having to stay on the train to an unwanted destination. Most of those complaints about assistance concerns Southern Rail who last year promised us that staff cuts as well as withdraw of their Turn-Up-and-Go assistance at 33 stations across their network, will have no impact on Disabled and older people.

Recently, as part of our Rail Access Now campaign, we joined local activists to protest against South Western Railway who are taking the same direction as Southern Rail, by withdrawing their "no guard on board, no train" policy which will impact Disabled people having to travel via unmanned stations.

The information available for Disabled people to find their own way is still poor. One big issue is the inconsistency in the way stations and trains are designed. The fact that assistance buttons, and buttons for opening and closing the door have different layouts and are at different places according to railway companies, makes the life of Visually Impaired people very difficult. On top of this each station comes with its own challenges: there is no consistency on where to navigate (e.g. signage), where to find help points or where to request assistance. Not speaking about automated ticket machines themselves which can be a real challenge. We've heard of some ramps not matching some trains and are therefore unstable and dangerous.

When stations are accessible, there is nothing more frustrating than finding a broken lift. We've heard about a ridiculous story from a Disabled person who missed their train because the lift was broken at the platform when they arrived at Clapham Junction. No staff informed them before leaving. But the worst is that staff at Clapham Junction gave them the wrong information, and sent them to another station and back to get on to another platform, only to find out that the lift on the other platform was broken as well.

We are also very concerned by the general policy of some railway companies, allowing passengers to board only a few minutes before departures, or worse: displaying the platform at the last moment. There's no need to explain that such situations are very difficult to deal with for people with mobility impairments as well as other Disabled and older people.

What are likely to be the future challenges over the next two decades?

With an ageing population, it's essential that services are accessible not just for the growing population of people who acquire impairments with age, but for those of any age with any impairment at all.

London continues to be a growing city and as such it should be prepared to become home to more and more Disabled people. The demand for accessible rail services will only grow over time and it is essential that the rail network adapts alongside it.

Let's not forget that an accessible capital would benefit not only Disabled and older people but everyone: parents with buggies, people with luggage, tourists, and people who have to face difficult health situations.

What rail and station improvements would bring most benefits to Londoners?

Finding staff and having them waiting for you at the right time and the right carriage at arrival (despite delays and changes), is not only important for wheelchair users, but for visually impaired people and people with hidden impairments such as autistic people. This level of staff service on trains and at stations is essential to ensuring that Disabled and older Londoners are able to travel as independently as everyone else.

We want guaranteed Turn-Up-And-Go assistance for every train and at every station for Disabled and older people. Disabled and older people are like everyone else, they cannot always plan their life in advance. We need to stop staff cuts on board trains and at stations. And we need railway staff to receive proper Disability Equality Training delivered by a specialist trainer; to give them the confidence and the skills they need to offer adequate support to their Disabled and older customers (for example not grabbing the arm of a Visually Impaired person without asking them first). When Turn-Up-And-Go assistance isn't provided, a taxi should be automatically provided promptly and this policy should be clearly advertised.

Recent stories of wheelchair users who had to wet themselves because staff failed to let them know that the accessible toilets in their carriage were out of order reminds us of the importance of working accessible facilities on as many services as possible, including audio visual announcements.

Having audio visual announcements is essential for Deaf and hard of hearing people, as well as Visually Impaired people; when it is there it needs to be turned on and be loud enough for everyone to hear. There is nothing more frustrating than having the audio/visual equipment turned off or broken.

We need an ambitious plan and investments into increasing the accessibility of our railway network. This includes both stations and trains. We need to know how London, in particular Transport for London, will meet the Government's recently unveiled Inclusive Transport Strategy which sets a deadline of 2030 for all transport services (including rail) to be accessible to all.

It is important that all stations upgrades are fully consulted on with Disabled and older people from the outset.

Finally we would like to see the Freedom Pass available on the whole railway network in London, without any restrictions of times.

Caroline Pidgeon AM
City Hall
The Queen's Walk
More London
London SE1 2AA

Date: 17 AUG 2018

Dear Caroline,

Thank you for the opportunity to contribute to the Committee's investigation into the future of rail in London. Transport for London's (TfL's) response to your call for evidence is enclosed.

I welcome the Committee's timely investigation into this important issue. London's rail network is one of our capital's greatest assets. Nearly half of the 1.6bn rail journeys nationally will take place within London once the Elizabeth Line is fully operational. Demand for rail travel to central London is forecast to rise by at least 50 per cent by 2041.

Yet rail passengers have suffered years of poor service, particularly people living south of the river. Delays, strikes and cancellations have continued to plague National Rail services, impacting terribly on passengers both in and outside London. Despite investment in the rail network, services across London are still infrequent and often crowded and unreliable.

London deserves a modern, affordable and reliable rail network. However, the lack of a coherent vision has been a barrier to greater investment, innovation and integration with the wider transport network. As set out in my Transport Strategy, the transfer of commuter rail services from the Department for Transport (DfT) to TfL would help deliver the kind of improvements that the London Overground has achieved: ridership is up, delays are down and passengers have gone from being among the least satisfied in the UK to among the most.

TfL has proven what can be delivered using a range of innovative measures which have contributed to running better services. These include the use of metro-style trains, staffing stations from first to last train, integrated travel advice and the increased availability of step-free access and 'turn-up-and-go' service for those who require assistance such as some people with visual impairments and wheelchair users. TfL and the Greater London Authority are also well placed to deliver long term investment by working with local authorities and creating economic partnerships. An example of this has been working with the local borough on transforming the interchange between Hackney Central and Hackney Downs, making it easier, quicker and safer for people to travel between the two stations.

With the right investment to bring the simplicity and dependability of the Underground to the commuter rail network, a new London Suburban Metro could deliver the standards Londoners deserve from their transport network. Investment in modern, digital signalling and train control systems is needed to enable higher service frequencies and reliability. TfL is leading the way forward on this front. The Victoria line uses digital signalling, making it one of the most frequent metro services in the world running a train every 100 seconds during the busiest times of the day. Several other lines are currently moving towards implementation.

London's success is bound to the future of our rail services. As you know, I welcomed the offer made last year by the Secretary of State for Transport in his strategic vision for rail that suggests that TfL should run services on the Moorgate branch and additional services on the West London Line. Alongside Network Rail, TfL would also like to improve services from Victoria and London Bridge to relieve congestion and improve frequencies, journey times and interchange opportunities. Partnership working between TfL, Network Rail and the DfT is crucial to delivering these improvements and ensuring London's rail network is fit for the future.

Thank you again for the opportunity to be part of this important investigation.

Yours sincerely,

Sadiq Khan
Mayor of London

Enc.

Call for evidence: future of rail in London

Response from Transport for London (TfL)
July 2018

1. Currently, what are the main challenges for London's rail network?

Rail is essential to the success of London and the south east. Around 1.3m trips are made to central London every weekday, of which 80 per cent are on rail services (London Underground, London Overground, National Rail & DLR). However, there are a number of challenges for London's rail network including capacity, reliability, service quality, accessibility, increased fares and interchange.

Nearly a third of morning peak journeys on National Rail, including London Overground and TfL Rail are in severely crowded conditions[1]. Insufficient capacity on the rail network is resulting in train crowding and station congestion which can make the experience of using rail unpleasant and stressful. It can also be a barrier for some users such as disabled people and those travelling with young children.

Reliability on National Rail services is an ongoing concern, particularly in south London, which has more limited alternatives. This is not a new issue - more than 1 in 5 trains on Govia Thameslink Railway were late[2], prior to the new timetable starting. Journeys on South Western Railway also dropped by seven per cent in the last year, partly correlated with a fall in performance from around 90 per cent in 2015/16 to 84 per cent[3] in 2017/18.

We believe that poor performance in combination with relatively lower service levels on many parts of the National Rail network in London, mean that many customers opt instead to use local bus and Tube services which are often less efficient. This also increases pressure on parts of the TfL network when a National Rail route would be more suitable if it were of sufficient quality. Some customers even switch to car, increasing road congestion and pollution.

While the Mayor's fares freeze is helping to make travel on TfL services more affordable, annual increases of National Rail fares mean that travel costs are becoming increasingly out of step with wages. Since 2000, in real terms, National Rail fares have risen by 20 per cent compared to 8 per cent for London Underground and 15 per cent for London Buses[4].

Only about half of London's National Rail stations are step-free which presents a significant barrier to travel for many older and disabled people. Londoners requiring step-free access find journeys difficult to make on National Rail. Those requiring assistance often find that they cannot travel spontaneously and independently like everybody else as they are required to book assistance in advance at the majority of National Rail stations.

Interchange to other modes of transport and onward journeys by walking and cycling can be challenging in some locations. In 2010, 36 per cent of all onward journeys at Central London termini stations were on foot, constituting over 380,000 trips at peak periods. This research also identified that 123,000 more of these journeys could be walked and 284,000 could be cycled[5]. Improvements

[1] With 4 or more customers standing per square metre of standing space
[2] The Public Performance Measure (PPM) – measuring whether trains arrived within 5 minutes of schedule – was 81.3 per cent in 2017/18 - ORR Data Portal
[3] ORR Review of Network Rail performance delivery to South Western Railway services, July 2018
[4] Travel in London report 10, Figure 8.6,
[5] TfL (2010), Central London Rail Termini, Analysing passenger's onward trip patterns

to wayfinding and cycle parking facilities at National Rail stations are therefore also required to support this.

2. What are likely to be the future challenges for London's rail network over the next two decades?

Rail and Tube capacity during the peak periods needs to increase by at least 80 per cent by 2041 to support London's growth and to enable more people to travel actively, efficiently and sustainably[6]. There are limits to what can be achieved on the Tube network; the Tube upgrades have successfully delivered upwards of 30 trains per hour on the central parts of almost all lines, but this is close to the practical limit of rail frequency given the need to get passengers on and off the trains at stations. This means that significantly more capacity will be required on the rail network.

Given the scale of London's growth over the next two decades and the need to support higher density mixed-use development to meet London's housing needs, new infrastructure is required to provide additional capacity and connectivity on the rail network. London also requires adequate funding to invest in the existing rail network to make best use of what the city already has. This includes finding the right balance between freight and passenger services within London. This will require the DfT and Network Rail to upgrade rail freight routes outside London so that non-London rail freight can be taken around London, thereby freeing up rail paths through the capital for additional passenger services and freight trains that serve London.

As these changes take time, we need to invest in the current network now to provide the capacity needed for the 2020s, and we need to plan to build new infrastructure now to provide the capacity needed for the 2030s. Funding will be a significant challenge, particularly in those areas where only major schemes like the Brighton Main Line Upgrade and Crossrail 2 can provide the answer.

Station capacity pressures will continue to increase, particularly in gateway locations such as Clapham Junction, Stratford and Lewisham where increasing numbers of people will be accessing stations by walking, cycling and buses. The Healthy Streets Approach aims to help Londoners use cars less and walk, cycle and use public transport more. Therefore, designing and managing our stations and local environs better will encourage more people to use rail services, as well as walk and cycle for onward journeys.

Too many people are excluded from economic and social opportunities because the rail network is not accessible. As London's population ages, it is vital that the rail network becomes more inclusive so that it can open up new opportunities for disabled people, older people and parents with young children.

[6] TfL (2018), Mayors Transport Strategy

3. How is demand on the rail network likely to change over the coming decades?

By 2041, almost 40 per cent of morning peak National Rail journeys in London will be in severely crowded conditions.

Continued growth is expected in central London but the majority of housing growth is planned in outer London in places like Barking Riverside, Meridian Water and beyond. This will result in a disproportionate increase in rail trips, with more than 50 per cent across all rail modes by 2041.

Denser housing developments mean that people will have options to walk and cycle to local services rather than drive. Significant rail capacity will also be required to connect people to employment across London.

The substantial growth in employment in inner London in areas such as the Isle of Dogs, the Royal Docks and Old Oak Common will result in significantly more orbital trips through interchanges like Stratford, Clapham Junction & Lewisham.

Travel patterns are already becoming more flexible, with fewer people travelling five days a week and more people travelling off-peak and at weekends. To support the downward trend in car ownership, residents of outer London will need better options for some of their local journeys. Therefore, people will expect a higher quality, more reliable, easier to use rail network and seamless interchange with other modes.

Over the coming decades an increasing proportion of rail users will require step-free access and other types of assistance. More step-free stations will be needed - and potentially more staff required to assist customers - and step-free capacity may need to increase at the hubs of the step-free network, for example at stations like Clapham Junction.

4. What rail and station improvements would bring most benefits to Londoners?

A major upgrade of the commuter rail network is needed to unlock the economic and housing potential of the areas of London reliant on National Rail. The Mayor's Transport Strategy (MTS) sets out the case for the transfer of rail services in south London and between north London and Moorgate, to TfL, to allow us to narrow the quality gap from National Rail to Tube, DLR, Overground and Elizabeth line services.

Some of the improvements we can offer are relatively straightforward. We believe in the importance of well-kept stations with staff on hand to help customers and give them confidence in using the railway. Relatively small-scale improvements to stations will improve customer satisfaction and perceptions of security, with spin-off benefits to the economies of the local areas around them.

We also incentivise operator performance very heavily. Even within the existing network, strong contractual incentives for reliability make a big difference in terms of performance. For example, the transfer of West Anglia services to TfL resulted in a three-point improvement in reliability within the first year of operation.

Investment also needs to be made in the network to deliver the level of service that Londoners expect. One such investment is Digital Railway, which promises higher levels of performance and reliability. Given our experience of digital signalling on the Underground and DLR, we believe that it could also enable more services across the south London network, as well as an improved service to Moorgate from north London. In addition, growth in east London means that London Overground's East London line is becoming increasingly crowded. We are working with Network Rail on proposals to bring Digital Railway to south east London, helping us to deliver 20 trains per hour on the East London line – a 25 per cent increase in capacity.

In addition to making the best use of technology, traditional infrastructure investment will also be needed. The next major infrastructure requirement on the National Rail network in London is the Brighton Main Line Upgrade, which unlocks large amounts of capacity across south London, Surrey and Sussex. This will bring benefits both to commuters from outside London as well as enabling better local services within south London through grade separation of local services from fast services north of Croydon, and the introduction of extra platforms at East Croydon station allowing more of both types of service to run.

Major capacity upgrades will also be needed at strategic interchanges like Clapham Junction, Lewisham and Stratford. This will allow people to reach new jobs and homes in Docklands and Old Oak more easily. Old Oak Common has the potential to transform travel in west London, making it much easier to use rail for journeys between west London town centres, particularly if combined with higher frequencies on the Overground and potential new services such as the West London Orbital. This scheme could also serve the proposed new Thameslink station at Brent Cross, which supports many new homes and jobs.

In north east London, the upgrade of the West Anglia Main Line will enable many new homes, including up to 10,000 at the Meridian Water development. In the long-term, Crossrail 2 would transform services on this corridor and in south west London, allowing thousands more new homes to be built. Further enhancements to the south west to optimise capacity into the Waterloo corridor will be required. In the shorter term, grade separation at Woking will be needed for both Londoners and residents of Surrey and beyond.

When planning all of these enhancements, the need to make sure that customers have easy access to onward connections via other rail modes, buses and to onward walking and cycling routes, should be taken into account from the outset.

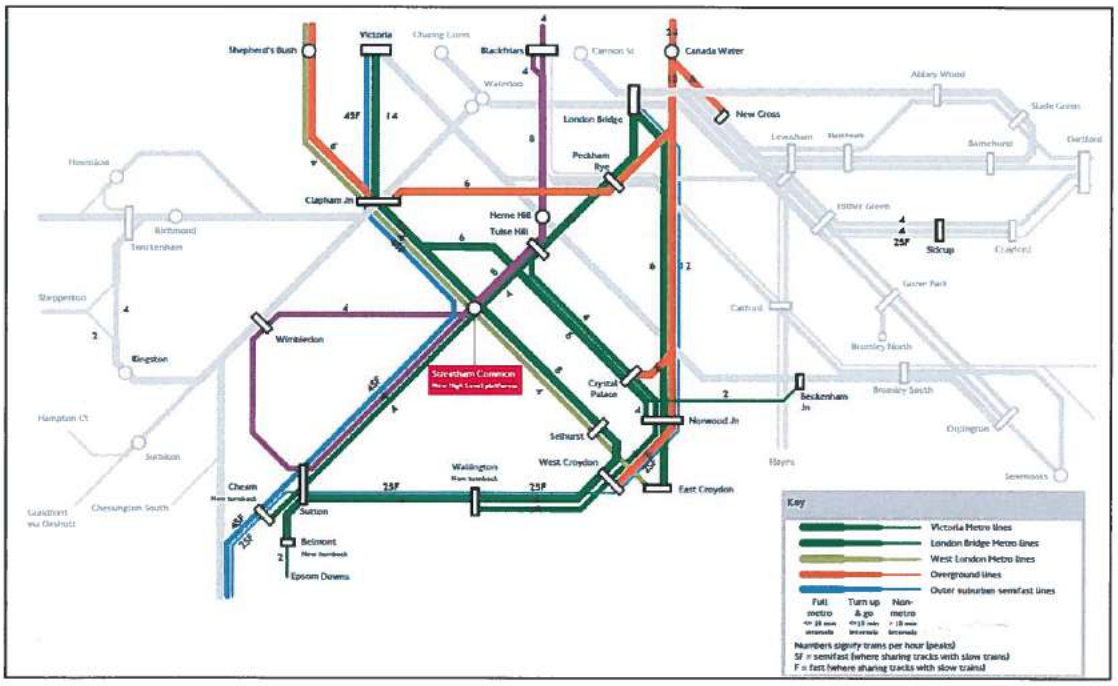
5. To what extent does the Mayor's Transport Strategy address London's future rail needs?

The MTS recognises the bigger role that National Rail must play, particularly in south London. The policies and proposals of the MTS also support rail industry priorities like Brighton Main Line Upgrade, improvements to the West Anglia Mainline and new rolling stock. It also recognises that we should do more to improve the travelling experience on National Rail, particularly in delivering more consistency in quality. This can be done through measures such as all-day station staffing, "turn up and go" step free access, wait times of no more than 15 minutes and consistent information and signage.

However, there is a limit to what TfL and the Mayor can achieve unless we have more control. The transfer of commuter rail services from DfT to TfL would help us deliver the kind of improvements that London Overground has already achieved through incremental upgrades since 2007. We have achieved an increase in usage of roughly 250 per cent, far higher than the increases on other London train companies in this period. Our proposals provide strong incentives for closer working between our operators and Network Rail.There is a strong business case for devolution of these services as it would make the creation of a London Suburban Metro simpler and faster, providing greater benefits for Londoners and visitors.

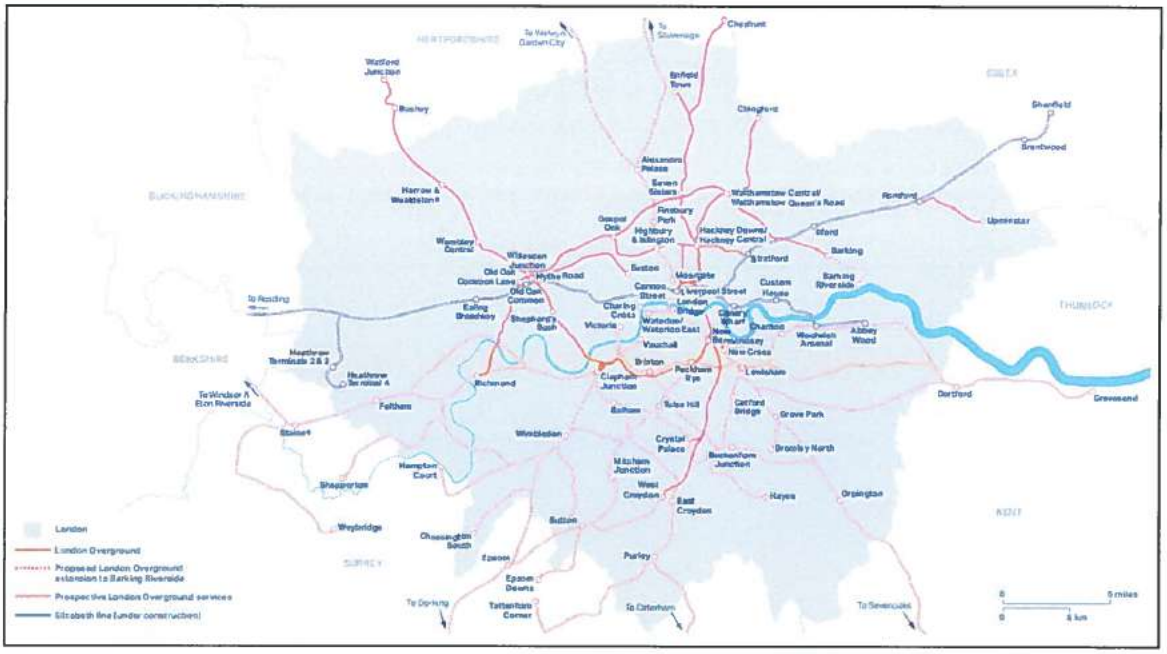
The MTS sets out a clear goal for a London Suburban Metro, delivering consistent, dependable, frequent services on the National Rail network, helping to address the gap in economic performance between north and south London and enable more homes to be delivered. Figure 1 shows how local train services in south London could be modified to create a London Suburban Metro, offering improved frequencies, journey times and interchange opportunities. This would require targeted investment in track and signalling and improved interchanges together with metro-style rolling stock, tighter timetabling and faster train despatch to deliver higher frequency, more reliable services.

Figure 1 – South London Suburban Metro Proposal



Passengers using longer-distance services, which would remain the responsibility of the DfT, are also likely to see reliability improvements as a result of devolving local stopping services to TfL. Figure 2 shows the assumed geographic scope of the local stopping services that would transfer to TfL under devolution. Almost 50 per cent of passenger journeys on these local stopping services are made on the existing London Overground network and the services that will form part of the Elizabeth line.

Figure 2 – Assumed geographic scope of the local stopping services that would transfer to TfL under devolution[7]



The MTS also highlights how transfer of commuter services to TfL can also transform travel in much of inner and outer London by creating new rail hubs and improving rail links to town centres. Improved orbital rail services, integrated with bus services and improvements for cycling and walking would enable significant benefits to be achieved across most of inner London and much of outer London from what is largely existing rail infrastructure. An improved orbital network would also reduce the need to travel to/through central London to reach the final destination, reducing pressure on rail terminals and public transport routes to central London.

These goals will require extensive partnership working between TfL, Network Rail and the DfT. The Mayor is in discussions with the Secretary of State for Transport to make clear that TfL stands ready to take over these services as soon as feasibly possible.

[7] TfL (2018), Mayor's Transport Strategy. Figure 29

6. To what extent does Network Rail's plans for Control Period 6 address London's future rail needs?

The Control Period 6 (CP6) plans include a significant increase in spend on operations, maintenance and reliability measures which will help address some of the issues related to infrastructure.

There are several major projects commencing in CP6, which make a substantial contribution to London's rail needs. These include the start of the Brighton Main Line Upgrade, which releases some major constraints in south London; and the first phase of the West Anglia Main Line Upgrade, which will deliver a more frequent service between Stratford and the Upper Lea Valley growth area. Work will also begin on High Speed Two (HS2). These plans move us firmly in the right direction, but continued major investment will be needed beyond that to keep pace with London's growth.

However, aside from the enabling works at Croydon for the Brighton Main Line Upgrade, CP6 does not deliver towards the large 'local' upgrades needed to deliver the London Suburban Metro, East London Line frequency increases, additional London Overground capacity to Old Oak Common (or indeed the Overground stations to serve it) or Crossrail 2. Collectively, these schemes would deliver increased capacity equivalent to the Tube upgrades and without them it will not be possible to provide the capacity London needs. It is therefore vital that there is a step-change in the level of investment in London over the coming years.

The CP6 plans are also ambiguous on what investment will be made in station capacity in London, despite the need for major investment in certain stations coming under particular strain from growth, such as Lewisham station.

The DfT committed to funding step-free access at a number of stations in London under CP5, of which several stations were deferred. The previous Deputy Mayor for Transport wrote to the Transport Minister in November 2017 to ask that further funding be made available under the Access to All fund in CP6 to allow more stations to be made step-free. The DfT recently announced that up to £300m will be put into the Access for All programme to make railway stations more accessible, including through step free access. This includes £50 million for the delivery of schemes deferred from CP5 (2014-19). We would like to see a fair share of this funding allocated to stations in London and TfL will be putting forward nominations later this year.

On the TfL network, our step-free network continues to expand to remove the barriers that many disabled and older people face when using Tube and rail services. Forty per cent of the Tube network will be step-free by 2022, up from 26 per cent today.

7. What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme?

The Digital Railway programme is likely to result in major performance improvement, brought about by the ability to further control the movement of trains through complex junctions. TfL has implemented digital signalling on the Underground. To illustrate the impacts, on the Victoria line a train now runs every 100 seconds and end to end journey times are 15 per cent faster. There are also improvements in the reliability of the Victoria line compared to the manually driven lines.

We also believe it creates the potential for new capacity, particularly in south London. We are currently working on the East London Line 20tph project where digital technology will help to deliver higher frequency. Network Rail has already introduced digital signalling between London Bridge and St Pancras to allow 24tph to be delivered on Thameslink, notwithstanding current issues with performance. When the Elizabeth line opens, it will also have full-size trains using digital signalling through central London.

A key challenge will be to deliver these upgrades without disrupting existing services. However, London Underground's ongoing delivery of digital signalling on the Metropolitan, Circle, District and Hammersmith & City lines is making this change in an environment not that dissimilar to some parts of the National Rail network in London, showing that careful planning can ensure minimum passenger disruption.

Timescales will also be major challenge. The introduction of Digital Railway could take many years, but many capacity improvements are needed as soon as possible.

The final challenge is one of operating philosophy. While Digital Railway provides the tools for a better service, operational principles will also need to change to take advantage of it and delivery higher-capacity and more reliable services - this includes more precise timetabling, quicker train despatch, and ultimately the design of rolling stock.

8. What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?

As further details on the RNEP are known the full impact on future rail enhancements in London will emerge.

There should be more flexibility in how new projects are progressed, and therefore more time to identify and deal with issues related to schemes earlier in the development process. This means that it will be easier to avoid committing too early to a scheme with uncertain costs. However, there is some concern that a longer term strategic look will be lost through this approach.

There will be considerably less certainty about what will have actually been delivered in five years' time. The need for constant reassessment of individual projects also means that the planning process will be more time-consuming and resource-intensive, not just for Network Rail but for its partners too.

The uncertainty could also have an impact on the skills pipeline as it is harder to maintain a well-trained pool of highly-skilled workers if the parallel project pipeline becomes too variable.

9. What examples of innovative approaches to improving the frequency, capacity and reliability of rail services could be applied to London?

The delivery of the London Suburban Metro brings together several innovations from other parts of the transport network – particularly the Underground – and applies them to the National Rail network.

One major element of this is the management of dwell times at stations. To get the best frequency, capacity and reliability out of existing infrastructure, we must actively manage dwell times. Seconds saved in the process of people boarding and alighting trains can mean fewer delays and ultimately the ability to run extra trains. This can be delivered through a number of measures, the simplest of which is the staffed despatch process, used on the Underground to great effect. In addition, the design of rolling stock makes a big difference; the Elizabeth line trains have three doors per side and a seating configuration to help make boarding and alighting much faster.

A different approach can also be applied to the timetable planning process. Digital signalling provides detailed data that can be used to make regular, incremental improvements which ultimately add up to better performance and greater capacity. This approach has been very successful on the Underground, most notably on the Victoria line where an initial upgrade in 2012 to 30tph has been optimised to deliver 36tph today – partly through small savings discovered during detailed data analysis. Most Underground services are now planned to the nearest five seconds to make the most of this. Network Rail plans to the nearest 30 seconds, making it harder to drive long-term improvement through small changes.

The London Overground concession model is another such measure. Compared to the DfT's traditional franchising approach, in this model risks that are largely outside the operator's control, such as fares revenue, are transferred to TfL. Those which are more within its control, such as customer service and reliability, are strongly incentivised through bonuses and penalties. The result is that the operator devotes more of their resource to day-to-day operations, and TfL can then focus on growing demand across the public transport network as a whole.

Innovative to both National Rail and TfL is live train loading information, currently delivered on board Thameslink trains; this could be delivered at platforms too, allowing customers to move to a part of the platform where more space is available on board. We have trialled this with customers at Shoreditch High Street on London Overground and are looking at how it could be introduced further on the network.

Finally, travel demand management will become ever more important across both TfL and National Rail services, with the ability to push more detailed and personalised information directly to customers. This provides an opportunity to help individuals find more comfortable times and routes to travel, while helping to reduce pressure on the network and make the most of what is available.

Dear Sir/Madam,

I would like to suggest two things:

1. How to improve the service on the Greenford branch line
2. A bold plan for a new London Link rail service which would link Uxbridge in the west to Barking in the east.

The above two suggestions are connected as I'll explain as I go along.

The Greenford Branch Line (currently operated by GWR)

Up until January 2017 the Greenford branch line operated a 2 trains per hour through service Mon-Sat to Paddington. This was very convenient and was quite well used especially at peak times. However, since January 2017 it has been curtailed at West Ealing and has became a much less convenient service with a consequential big fall off in passenger usage (I'll provide the figures at the end). This has been because of the somewhat hit and miss connections at West Ealing (which is something of an outpost if compared to the nearby transport hub of Ealing Broadway). The service is now worse than in the days of steam when it, at least, did run as far as Ealing Broadway.

I've had extensive email correspondence with GWR about the Greenford branch (I'll provide some of this correspondence at the end). The line used to connect (not very well) with GWR/ Heathrow Connect at West Ealing and the Central Line at Greenford. Now that the Greenford branch connects with TfL at both ends (TfL rail having taken over from Heathrow Connect and Crossrail taken over the GWR service from Hayes - Paddington) I think the sooner TfL takes over the Greenford branch line the better.

The Greenford branch line got sort of shunted to one side at West Ealing (prematurely in my opinion) to make way for Crossrail. Although there are Crossrail posters up saying faster journeys and better connections the opposite has been and continues to be true for passengers on the Greenford branch line.

A new London Link Line.

I think most people would agree that a train service is the most effective way to move large numbers of people quickly between two points. But the train service is not so appealing if it doesn't go where a lot of people want to go (currently the situation with a Greenford - West Ealing service). Ideally a train service should go between transport hubs where there's also a lot of retail and commercial outlets. With this in mind I have come up with the idea for a new London Link line linking the busy transport hubs (with their extensive retail and commercial outlets) of Uxbridge and Ealing Broadway (the western section). As this would run mainly over existing tube lines it would be a new tube service which would utilise the existing Greenford - West Ealing rail corridor.

The eastern section would run from Barking to Ealing Broadway over the existing Barking-Gospel Oak line and then onto to Willesden Junction and then via Acton Main Line to Ealing Broadway.

In respect of how the suggested new London Link line would be integrated into the existing rail infrastructure I did go into detail about this when I sent a submission to the Draft Mayor's Transport Strategy (see below). I've edited it slightly so as not to repeat anything I've said above.

###

I would like to put forward the idea of a London Link rail system linking Uxbridge in the west and Barking in the east. I'll go into detail below. The benefits would be a more integrated, user friendly transport experience which I believe would encourage a great many more people to use public transport and which would help to develop the economy of London. It would tick a lot of the boxes.

I would suggest that the new London Link line runs in two sections: Uxbridge to Ealing Broadway and Ealing Broadway to Barking. This is because the former would run on the tube railway system and the latter on the overhead line system. To give a good passenger experience the trains could be timed to arrive at Ealing Broadway at the same time (every 15 minutes) but the eastern section would probably need more carriages than the western section because it would be travelling through more densely populated areas.

The idea of the eastern section of the London Link line would basically be an extension of the Barking to Gospel Oak service to Willesden Junction and then branch off to Acton Main Line and then on to Ealing Broadway. The issue here I expect would be manoeuvring past the Acton goods yard - I suggest single track from Acton Main Line to Ealing Broadway would help. If possible have the goods trains only operating at night (or at least outside peak times). If this is not possible then a flyover of the goods yard could perhaps be done. This Barking to Ealing Broadway section would be like a North Circular for the railway. As you know there is only one real interchange station on the Barking to Gospel Oak section - Blackhorse Road. On the map, some other stations nearby to each other are linked - Forest Gate/Wanstead Park and Walthamstow Queen's Road/Walthamstow Central. Perhaps there could be case for linking Harringay Green Lane and Manor House - maybe make the bus journey free (if possible) for those passengers interchanging between the two stations - ideally as the Piccadilly Line passes directly underneath create a new interchange station eventually. Also, how about linking Archway with Upper Holloway? Also, a station on Hornsey Road serving that densely populated area.

My idea for the truncated, underutilised Greenford branch line would be to make it part of a new London link rail system. It would involve reallocating the tube platforms at Ealing Broadway. When Crossrail arrives, I think it fair to assume that a lot of passengers who currently use the Central Line to travel to central London would instead switch to Crossrail for a quicker journey. Therefore, a slightly less frequent service would be required on the Central Line serving Ealing Broadway. Also at Ealing Broadway the District Line has three platforms. If the District Line could give up one of its platforms and the Central Line could

make do with this one former District Line platform then the current two Central Line platforms could be utilised for the new London Link service. The question arises how would the new London Link service travel from West Ealing to Ealing Broadway? Although there is some space between West Ealing and Ealing Broadway to lay another single track there would need to be some (or all) tunnelling between the two points. To save some cost this could be single track.

At Greenford link up with the Central Line to Ruislip Gardens (at South Ruislip it would link up with the Chiltern Line). Then from Ruislip Gardens go via the track beside the Central Line depot to link onto the Metropolitan Line track to Ickenham and then onto the transport hub of Uxbridge (with its commercial and retail outlets). I've been told that there isn't enough platform capacity at Uxbridge - I've been there to have a look and I think extra platform capacity could be created (or perhaps terminate Piccadilly line trains at Rayners Lane rather than have them continue to Uxbridge). I've also been told that there would be signalling incompatibility as well which I'm sure could be overcome. The above would presuppose that TfL would take over the running of this whole section with tube like trains.

There could potentially be pinch points between South Greenford and Greenford and between Ruislip Gardens and Ickenham. At present, there is single track at these points for a short distance but with the correct timetabling that would not be an issue. Bear in mind the extensive housing redevelopment that is taking place around Castle Bar at the present time. Note the reference about this redevelopment being part of the Mayor's London housing plan. And, of course, an efficient train service would help to deter car use.

I realise this is a lot to ask and it would involve a huge investment but it would help to develop the economy and make it a lot easier for large numbers of people to move around and would not doing it cost more in the long run?

Here's an email to GWR pointing out the numbers of passengers that have deserted the Greenford branch line after the service was truncated at West Ealing:

###

Here's some interesting data that indicates the number of passengers that have deserted the service due to the inconvenience caused by terminating the service at West Ealing.

You'll see that TfL got their numbers in a twist to begin with but you'll see that I asked for information regarding the number of click outs at Castle Bar Park. Castle Bar Park because it is the most used intermediate station on the line and click outs because the greatest inconvenience is caused with the outward journeys from Paddington.

For the whole of 2016 when the service was still going through to Paddington the number of click outs was 37,895 and
for the whole of 2017 when the service was terminated at West Ealing the number of click outs was 15,853. So, as you can see, a great number of passengers have been alienated.

To make the whole experience even more passenger unfriendly there isn't even any seating and shelter facilities on the platform. I did complain to TfL about this.

regards,

And here's the last email I sent to GWR explaining to them that because of the station layout at West Ealing they need to think about retiming the Greenford service.

###

Greenford Branch Line

Thank-you for your further comments and for engaging with me over this rather complex matter.

I think we would agree that the major problem has been the connections at West Ealing. I would like to make some observations and suggestions for consideration.

Obviously in the mornings the vast bulk of passengers are heading towards central London and the connection at West Ealing is very good to facilitate this - just a 3 minute gap between the arrival of the Greenford service at West Ealing and the departure to Paddington. It should be noted that because the platforms are adjacent to each other for the transfer towards Paddington a 3 minute connection time is fine. So give that a tick. Then at midday timings are changed to try to give a similar service in the opposite direction BUT this is where the problems start and I'll explain why. For a start I don't think much consideration (if any) has been given to the layout of West Ealing station. I've attached a photo so that you can see what I mean - the Greenford train is on the left and the view is looking towards Paddington. As you can see the Greenford and Paddington bound platforms are adjacent to each other so easy to transfer from one platform to the other BUT to transfer from the outward bound platform from Paddington to the is an entirely different matter. You can see in the photo (at the far end of the platform) a footbridge which is the only means to cross over and then there's a further trek along the Paddington bound platform to the Greenford platform. Therefore, to only give a 3 (or even a 4 or 5) minute connection gap in this direction is simply not practical. And this very short connection gap is in place from midday until about 18.30. Then things become more practical for a while with a 9 minute gap - arrival at West Ealing from Paddington at 18.27 and departure from West Ealing to Greenford at 18.36. It's the same for the following two services but then with the 20.13 arrival from Paddington it goes back to a 3 minute gap for the 20.16 to Greenford - in actual fact I've just checked the app and it's showing a 2 minute gap. And it's the same for the following service. And then with the last two Greenford services of the day it goes to a 5 minute gap. I think you would agree the connection timings are very haphazard and confusing and for the most part not practical.

Figure 1: West Ealing Station – no shelter or seats on Greenford platform

I did point out in my previous email that the reason it went from a sensible 9 minute gap (for the 18.36 departure to Greenford) to an impractical 3 (or 2) minute gap (for the 20.16 departure) was because for some reason there occurred a 41 minute interval gap in the Greenford service (rather than the usual 30 minute gap) - i.e. the timetable says there's a departure from Greenford at 19.21 and then the one after that is at 20.02 - i.e. 41 minutes later. And it's this that results in the 3 (or 2 minute) connection gap for the 20.16 and 20.46 services from West Ealing. I would be grateful if you could explain the extended gap in the Greenford service between 19.21 and 20.02 from Greenford - is it so that the driver can have a coffee/toilet break or is it because a freight train is given preference?

So, as you can see from the above, apart from the morning service towards Paddington the rest is a bit of a mess. You would have seen from the figures I sent you previously that passengers have voted with their feet and deserted the service in large numbers - can you blame them? Not everyone can put up with such an inconvenient service. I've included a grid below to show some of the present haphazard connection times coming from Paddington

However, all is not lost and this is what I suggest so as to offer a more sensible service and I would like to know if you and the powers that be think the following could work out better for the travelling public:
As stated above, the problems start to occur at midday when the timings are changed. I hope it is agreed that there needs to be a bigger and consistent connection gap with the outbound service from Paddington to connect with the Greenford service. Therefore I suggest the current 12.16 from Greenford be retimed to depart Greenford at 12.23 to arrive

West Ealing at 12.34 and to depart from West Ealing at 12.37. This will be the connection with the service from Paddington due to arrive West Ealing at 12.27. As you can see this creates a 10 minute connection gap which will give a comfortable time to make the trek across the footbridge and along the platform and will also allow for any possible slight delay of the service coming out from Paddington (as sometimes happens). The service timings from Paddington are consistent so therefore the Greenford service has to also maintain the same 30 minute interval service for the rest of the day to offer a consistent connection service.

My suggestion has an additional benefit to improve the service after midday in the opposite direction as well. With the current change of timings at midday the connection going towards Paddington becomes very poor. Although the flow of passengers becomes greater coming from Paddington after midday there are still people who want to go towards Paddington. With the present timings there is often a long connection wait at West Ealing going towards Paddington after midday. This can often be 13 or 14 mins. With what I am suggesting the wait becomes a more acceptable 8/9 mins.

There is another thing that makes the connection at West Ealing passenger unfriendly and that is the complete lack of any shelter and seating facilities on the adjacent Greenford and Paddington platforms (as you can observed from the attached photo). I appreciate that this is not the responsibility of GWR but is down to TfL. I have been in contact with TfL a few times about the lack of these basic facilities and even escalated it to the London Assembly member - I'll forward on the last email I sent to the London Assembly member after this. Maybe GWR could perhaps exert some pressure on TfL as well? There are plans to rebuild West Ealing station but that isn't going to happen any time soon. Ideally there ought to be a canopy with seating between the adjacent platforms asap.

I think the thing that has annoyed people the most with all this is the fact that the very convenient through service to Paddington was taken away and nothing was given back to compensate. And, as you can see from the above, the service has gone from very convenient to very inconvenient. I think what would be good to compensate passengers would be if the service could be improved to provide a 15 minute interval service during peak times - this would offer a more convenient service at a time when most passengers travel and so, I'm sure, would help to boost passenger numbers.

I trust due consideration will be given to what I have had to say.

Grid table showing the different confusing connection timings in the evening coming from Paddington

Journey	Heading to	Type	Time	Connecting Time	Comments
Paddington – West Ealing 18:46 – 18: 58. Crossrail	Hayes and Harlington	Arrival	18:58	00:08	
West Ealing – Greenford 19:06 – 19:18. GWR	Greenford	Departure	19:06		
Paddington – West Ealing 19:16 – 19:28. Crossrail	Hayes and Harlington	Arrival	19:28	00:08	
West Ealing – Greenford 19:36 – 19:48. GWR	Greenford	Departure	19:36		
Paddington – West Ealing 19:49 – 19:58. Crossrail	Hayes and Harlington	Arrival	19:58	00:18	18min wait instead of 8 is because the departure time has been moved back by 10mins. As you will notice there's a **40mins** gap from previous Greenford dept.
West Ealing – Greenford 20:16 – 20:28. GWR	Greenford	Departure	20:16		
Paddington – West Ealing 20:16 – 20:28. Crossrail	Hayes and Harlington	Arrival	20:28	00:18	Again, 18min wait instead of 8 is because the departure time has been moved back by 10mins. On this occasion the usual 30mins gap remains.
West Ealing – Greenford 20:46 – 21:00. GWR	Greenford	Departure	20:46		
Paddington – West Ealing 21:02 – 21:14. Crossrail	Hayes and Harlington	Arrival	21:14	00:04	This time the Hayes and Harlington arrival times have a 46mins gap from the previous.
West Ealing – Greenford 21:18 – 21:30. GWR	Greenford	Departure	21:18		
Paddington – West Ealing 21:32 – 21:44. Crossrail	Hayes and Harlington	Arrival	21:44	00:05	
West Ealing – Greenford 21:49 – 22:01. GWR	Greenford	Departure	21:49		

I find and am constantly told that the underground instruction maps have been removed from the platform walls, causing great havoc when trying to access the tube lines. Further, many of the renewed Tube Stations do not have any accessible signage to help passengers to locate the Tube Line they require, - thus they get lost going round and round to get through the new passage tunnels.

Kings Cross, Paddington and London Bridge are hirrendous to locate, even if you can see, but for the Blind absolutely impossible if you are travelling alone and Travel Assistance is difficult to find.

I was told by a member of Staff that the Underground Wall Maps were removed because they caused difficulties for Visitors to understand, as the colours mean nothing to them.

It is time they put them back for our regular travellers?

1. Currently, what are the main challenges for London's rail network?

   Lack of capacity, unreliability, lack of access from street to train - Access for All only takes people to the platform.

2. What are likely to be the future challenges for London's rail network over the next two decades?

   London's population growth so that even if the current very short term trend of reduced passengers were to continue overall they're VERY likely to climb. Added to climate change requirements to reduce our carbon foorptinrs meaning more people should when they travel used public transport.

3. How is demand on the rail network likely to change over the coming decades?

   If London's population rises as predicted then passenger usage will rise. However, this will be mitigated to some degree by more transactions and experiences taking place over the internet locally.

4. What rail and station improvements would bring most benefits to Londoners?

   More capacity. More comfort - being packed in like sardines is becoming less acceptable. Integrating cycling and public transport so more St.Albans cycle parking of 1,100 cycling parking spaces. Proper mobile coverage so time on trains is less dead time - train wifi is not the solution and a distraction - the train network has its own physical insrststructere to support GSM-R(rail) - opening up with physical infrastructure for all four mobile operators to share 4G and 5G services would greatly enhance the journey experience.

5. To what extent does the Mayor's Transport Strategy address London's future rail needs?
6. To what extent does Network Rail's plans for Control Period 6 address London's future rail needs?

   CP6 for South East London seeing some limited improvements in the most crowded station such as Denmark Hill and Peckham Rye would help but it is about coping

7. What impact will the Digital Railway Programme have on London's rail network? What are the challenges of implementing this programme?
8. What opportunities and challenges will the Government's new Rail Network Enhancement Pipeline (RNEP) bring for rail enhancements in London?
9. What examples of innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

   Could shuttle train run in the core to alleviate routes. For example trains form London Bridge are usually stuffed at departure but rapidly empty and then well below capacity. e.g. trains London Bridge to Beckenham Junction are overly full until

East Dulwich. If a shuttle ran East Dulwich to London Bridge and back only it would alleviate heavy overcrowding.

Double decker trains. Height clearance would need to be changed on some routes - but in a number of places this is occurring to aid freight routes.

As a disabled person I think future rail networks should include;

Every station be fully accessible
Stop staff cuts, it is they who gives the necessary assistance to disabled and older people.
Turn up and go is guaranteed at every station.
audio-visual systems work.

Why is it that workers in the north-east are worth less than the rest of Britain?

The loss of the Brexit blue passport contract means the north-eastern economy will suffer, writes **IAN MEARNS**

THIS government's decision to award the contract for the production of the much-lauded post-Brexit blue passport to a Franco-Dutch company not only defies belief, but is in direct contradiction to the idea of "taking back control."

If this government had any intention of creating a real Northern Powerhouse, then it is companies like De La Rue, based on the border of my constituency, which would be the cornerstone of a thriving northern economy.

De La Rue employs hundreds of people at the Gateshead plant, the majority of whom live in Gateshead, directly benefitting both the local economy and the Treasury; benefits which have now been taken out of north-east England and handed to continental Europe.

The question simply has to be asked: if its passport operation was taking place in the Home Counties, would we have seen a different result?

This government has been caught once again saying one thing and doing something completely different.

The idea that the return of the blue passport would mark the beginning of a new dawn for an independent Britain, separate from Europe and forging our way in the world, with a passport produced in the EU, would be laughable if it wasn't so damaging to the north-east economy.

If France is able to retain its own passport production on grounds of national security, under current EU procurement rules, why would this government not take the same approach?

Sadly, I find myself asking the same old question: why is it that workers in the north-east are worth less than the rest of Britain?

Let me be clear, my concerns aren't brought about by a sense of nationalist triumphalism, or little England syndrome – it's simple economics.

Unlike many parts of south-east England, the north-east is suffering from a chronic lack of investment over many years in infrastructure and the economy.

Many communities across the north-east are still trying to recover from the closure of heavy industry decades ago.

The result? An inadequate transport system and a local economy built primarily on low-paid, low-skill and low-security employment.

Away from the government rhetoric, figures released this just this week show that in my constituency of Gateshead, unemployment is twice the national average, and growing month on month, year on year.

It is right that we continue to maintain close relationships with the EU as we leave a trading block of 500 million consumers.

It is imperative that we work closer than ever before with our neighbours and it remains to be seen whether this is another example of a company undercutting competitors to win the tender, to then ramp up costs later in the process.

Aside from all of that, one thing is clear: this procurement process has clearly failed to take into account the additional benefits to the national economy, let alone the local economy in Gateshead.

With a growing unemployment rate across my constituency, the potential loss of significant numbers of well-paid, high-skilled jobs is a disaster for Gateshead and the north-east, and something that this government clearly doesn't care about.

■ *Ian Mearns is Labour MP for Gateshead.*

YORKSHIRE & HUMBER TUC: CONSTRUCTION

CARILLION COLLAPSE 'AN ABSOLUTE DISGRACE'

JOBS IN JEOPARDY: Unions tell of difficulty dealing with prospect of mass layoffs at firm

by Peter Lazenby

THE treatment of workers who lost their jobs amid the collapse of outsourcing giant Carillion was an "absolute disgrace," the TUC's Yorkshire and the Humber regional conference heard at the weekend.

A catalogue of ill-treatment of redundant employees was revealed at the annual gathering in Harrogate on Saturday.

Yorkshire and North Derbyshire GMB regional secretary **Neil Derrick** said Carillion's collapse had left the jobs of 20,000 workers in jeopardy.

Among them were staff employed by Carillion on cleaning and catering contracts at seven schools in Leeds who learned of the company's collapse from a news bulletin, Mr Derrick told the conference.

They were told to keep working and three weeks later were informed that another contractor, Mitie, had taken over.

"They were told to report for duty as normal on February 19," he said.

"Mitie went round the schools taking down Carillion noticeboards and leaving boxes full of new employment contracts and staff handbooks.

FIGHT ON THEIR HANDS: UCU delegates show solidarity with workers at Hull College Group and Bradford College, who are facing hundreds of job losses and bullying over contracts

"But Mitie don't do catering, so Chartwells turned up in schools as Mitie have subcontracted the catering contract to Chartwells.

"So Chartwells also deliver new contracts for our members which they find waiting for them when they return to work on February 19.

"Both Mitie and Chartwells ask our members to sign the new contracts or go home. They are given no time to consider and no copy to take away."

Mr Derrick said staff were told that regulations protecting workers whose jobs are transferred from one employer to another did not apply, and that they had lost continuity of service – despite some staff having worked in their jobs for 20 years.

The workers were put on three months' "probation," told that holiday entitlement was changing, that they would be paid every four weeks, instead of every two, and that they had to prove to their new bosses that they had the right to work in Britain.

He said the workforce had been left "dazed and confused."

GMB won unanimous backing for a call to Labour councils in the region to cease awarding public contracts to privateers and to take existing contracts back in-house.

peterlazenby@peoples-press.com

PUBLIC SERVICES

Unite vows to fight back against Tories' outsourcing agenda

by Marcus Barnett

UNITE voted to "take back control" of public services yesterday as members vowed "enough is enough" of exploitative corporations.

Delegates gathered at the union's biannual policy conference in Brighton condemned privatisation and outsourcing, with particular reference to the dramatic collapse of engineering giant Carillion earlier this year.

A composite motion put forward by four separate branches and regions criticised the continuing economic situation in which, they said, "contracts are won by putting in rock-bottom bids, sweating workers and suppliers, and cutting corners to squeeze out a profit."

There was particular worry for Unite members working at G4S, Serco, Capita and Babcock, companies prominent in managing outsourcing projects in the public sector and infrastructure.

The motion expressed concerns of members working in these companies that theirs could be "the next Carillion," noting that many more public-sector workers are now not only pressed financially, becoming reliant on visits to foodbanks, but are vulnerable to mental stress, resulting in despair and depression.

LESSON LEARNED? Graffiti at the Royal Liverpool Hospital

Criticising the government's "ideologically driven agenda" of outsourcing, the union voted that all existing contracts offered to firms should be "subjected to a rigorous assessment" on the basis of value, risk and viability – not just for private profit, but on the company's stance towards workers' rights, industrial relations practices and ecological sustainability.

West Midlands delegate Brett Davis, who was moving the motion, said that the collapse of Carillion had highlighted a "really nasty culture" of corporations putting forward unreasonably low bids to manage projects – a move he argued was "unsustainable." He said: "Companies were uninterested in quality of services – but very interested in the money they could take out of services.

"When their schemes fall apart, it's the public that pays – and often the workers, who pay with their livelihoods."

Criticising the "crazy dogma" of greed and contempt for our public services, Mr Davis warned the "Sercos, Capitas and Babcocks" of this world that Unite will be fighting back to halt any further outsourcing.

"Unite fights back – we give people hope," he stormed. "When people have hope, they accept a radical agenda."

marcusbarnett@peoples-press.com

2-P/C

28th June 2018

Call for Evidence – Future of Rail in London

Dear member,

The London Assembly Transport Committee have launched an investigation into the future of Railway in London to consider how rail capacity, frequency and reliability can be improved. The committee have called for views to inform their recommendations.

At Transport for All (TfA), we have been vocal about improving London's rail network for the benefit of Disabled and older people through our Rail Access Now campaign.

Over the years we have heard many stories from our members about the barriers they face using trains. We have been disappointed to see rail become one mode of transport going backwards in terms of accessibility in recent years, with the attack on our right to Turn-Up-And-Go and unstaffed stations leaving Disabled and older passengers stranded on platforms and carriages without any assistance.

Recently, we joined Save Access at Brentford Station in protesting the decision of South Western Railway to scrap their "no guard on board, no train" policy, leading to the possibility of trains running without a guard on board.

That's why it is vital that TfA members and supporters submit their evidence and experiences. The committee want to know what the challenges are for London's rail network and what improvements would bring the most benefits to Londoners. We want the committee to hear exactly how the rail network is becoming increasingly inaccessible for London's Disabled passengers and what improvements would benefit you.

[continue on page 2]

Transport for all, 336 Brixton Road, London SW9 7AA / 020 7737 2339
Registered charity number 1063733 and a company limited by guarantee number 3337948

Our demands:

Let's tell them why the future of railway in London needs to be accessible to all by making these demands (part of our Rail Access Now campaign):

- Increased funding to make more railway stations fully accessible (including the urgent need to restore Access for All funding)
- Small and medium-sized scooters must be allowed on all trains
- Stop staff cuts on board trains and at stations
- Guaranteed Turn-Up-And-Go assistance for every train and at every station for Disabled and older people
- All railway staff to receive Disability Equality Training delivered by a specialist trainer
- All station upgrades fully consulted on with Disabled and older people from the outset
- Taxis to be provided promptly where a station is inaccessible and that this policy to be clearly advertised
- Meet the 2020 target for all trains to be fully accessible with working accessible facilities (including toilets)
- Ensure working audio-visual announcements are on every train and platform
- Devolution of London's local railway network to bring it under the control of Transport for London

Take action – share your views now

Transport for All will respond to this consultation. If you would like to contribute to our response, please send your feedback to Josh by Tuesday 24th July 2018,

- By Post: Transport for All, [redacted], 336 Brixton Road, London, SW9 7AA
- By email: [redacted]
- Alternatively, call us.

[continue on page 3]

Transport for all, 336 Brixton Road, London SW9 7AA / 020 7737 2339
Registered charity number 1063733 and a company limited by guarantee number 3337948

The key questions are:

- What are the main challenges for London's rail network?
- What are likely to be the future challenges over the next two decades?
- How is demand on the rail network likely to change?
- What rail and station improvements would bring most benefits to Londoners?
- Does the Mayor's Transport Strategy address London's future rail needs?
- What innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?

We also encourage TfA members and supporters to submit their evidence. The deadline is Tuesday 31st July 2018. You can respond by sending your submission:

- By post: Grace Pollard, London Assembly, City Hall, The Queen's Walk, London SE1 2AA
- By email: TransportCommittee@london.gov.uk

Please respond to the call for evidence. Your response will help raise the importance of accessible rail transport on the public agenda and show that the future of London should be one that we can all access.

Transport for all, 336 Brixton Road, London SW9 7AA / 020 7737 2339
Registered charity number 1063733 and a company limited by guarantee number 3337948

■ PRIVATISATION

Government cuts forcing passengers off the buses

by Lamiat Sabin

BUS passenger numbers have plummeted by millions in northern England and the Midlands as a result of routes being axed because of Tory cuts, Labour said yesterday.

The party revealed its analysis of government figures as shadow transport secretary Andy McDonald and shadow minister for buses Matt Rodda visited Northampton.

Since 2010 bus passenger numbers have fallen by seven million a year in both England's north-west and in the east Midlands, by five million in Yorkshire & Humber, by four million in the north-east and by three million in the west Midlands.

The figures show that the number ofroutes is projected to be cut by nearly 5,250 nationally by 2022.

Northampton is set to lose 10 more routes by August as a result of cash-strapped Tory-run Northamptonshire County Council – which earlier this year declared itself "effectively insolvent" – having announced further removal of subsidies.

Mr McDonald said: "The Tories said deregulation would improve our buses, but they are running the bus services into the ground.

"Passengers now face a toxic mix of rising fares, cuts to services and reduced access. Meanwhile, private companies are coining it in with growing profits.

"Buses are consistently ignored because the political class don't use them. But for tens of millions of people, especially those outside the capital, they are vital, and very often they're the only mode of public transport available.

"That's what makes the Tory attack on buses so appalling."

In Prime Minister's Questions yesterday, leader Jeremy Corbyn continued Labour's theme, revealing the government had cut 46 per cent from bus budgets since 2010 and pointed to a 10 per cent drop in passenger numbers among elderly and disabled people.

He said that Theresa May's "government belatedly committed to keeping the free bus pass – but a bus pass isn't much use if there isn't a bus."

Mr Corbyn said deregulation had led to fares increasing 13 per cent above inflation, while private bus monopolies had raked in £3.3 billion in profits since the Tories came into power in 2010.

Ms May said councils – whose budgets have been cut deeply – have some responsibilities and capabilities to subsidise bus routes and fares, adding that metro mayors have the powers too.

Labour pledged that it would give councils the choice to form their own municipal bus companies and regain regulatory powers so that they can set the fares, routes and timetables.

lamiatsabin@peoples-press.com

■ MANCHESTER

Fujitsu workers take protest to Japanese embassy

STRIKING workers from computer firm Fujitsu in Manchester will stage a protest outside the Japanese embassy in London today.

The Unite members are staging their third wave of walkouts in protest at compulsory redundancies, victimisation of trade union representatives and breaches of agreements.

The current nine-day stoppage in Manchester ends on Friday and follows 50 previous days of strikes.

Unite members went into dispute with the firm in October 2016 after it announced plans to shed 10 per cent of its 18,000-strong British workforce.

As well as Manchester, Fujitsu sites in Basingstoke, Belfast, Birmingham, Bracknell, Crewe, Edinburgh, London, Stevenage, Wakefield and Warrington have seen strike action.

Unite national officer Louisa Bull said the union believes Fujitsu is "conducting a campaign to silence whistle-blowers" by dismissing them.

Ian Allinson, Unite chairman at Fujitsu UK, was sacked on January 12 while on compassionate leave to attend a family funeral.

Today's protest outside the Japanese embassy at 101-104 Piccadilly takes place from noon to 2pm.

■ YORKSHIRE & HUMBER TUC: TECHNOLOGY

Automation 'not a neutral concept'

WORKERS are being threatened by a new wave of automation and digitalisation across all industries, the annual meeting of Yorkshire and Humber region of the TUC heard on Saturday.

Tas Sangha of Unite said automation amounted to a new industrial revolution – and would happen soon.

"The fundamental question is: 'on whose terms'?" he said.

"All technology is neutral. But who owns it? Who controls it? And how is it to be used?"

Mr Sangha said that without regulation hundreds of thousands of jobs will be at risk. "But it is not inevitable," he said.

"We need strong, legally binding safeguards for workers."

The meeting backed a motion calling on the TUC and unions to launch negotiations in union-organised workplaces, and to lobby Labour to have workers' protection "at the heart of its next manifesto."

Labour leader Jeremy Corbyn pledged last year that his party in power would offer free tuition for all further education.

■ TRANSPORT

Livingstone was right: privatisation is ruining our railways

PRIVATISED rail has further disadvantages than those mentioned by Ken Livingstone (M Star April 7-8). Stations, even those a mile or two apart, are often owned by different companies and this can even be at the same station.

I was looking for some time at the information board for a train I knew was leaving soon at London Bridge yesterday, and could not find it as it was only shown on the lower level of the station, and this is owned by a different company.

Also, recently I was given a single instead of a return I had asked for. I had to change trains at Clapham Junction and could not rectify this at the station as it is owned by a different company to nearby Balham where I bought it.

GAVIN ROBINSON
London SW17

■ BUSINESS

GKN takeover bid built on 'false promises' to workforce

by Marcus Barnett

THE Unite union accused the government yesterday of doing "too little, too late" on turnaround company Melrose's £8.1 billion bid for engineering giant GKN.

Business Secretary Greg Clark demanded "binding" commitments if Melrose's pursuit of GKN is successful, including pledges to maintain a headquarters and workforce in Britain and to pay tax here.

However, Unite has written to GKN shareholders urging them to reject the Melrose bid on the grounds that it risks undermining Britain's security and manufacturing interests.

Unite assistant general secretary for aerospace Steve Turner said these assurances were unenforceable and wholly inadequate.

"It is doubtful that even these limited assurances are worth much more than the paper they're written on," he said.

"No deal should be struck on the basis of false promises.

"It can take between five and 15 years to develop, design and engineer a new product and get it to market. Any investor who understands the business and is in for the long haul will see through this.

"However, the government wishes to dress it up. Melrose, with its short-term, profit-first business model, is simply not a long-term investor."

Unite assistant general secretary for manufacturing Tony Burke added: "Melrose's assurances to Greg Clark are inadequate.

"If GKN falls to Melrose on Thursday, this will be a terrible blow to UK manufacturing and engineering. Any last vestige of a manufacturing strategy will be in tatters."

Mr Burke accused corporations of behaving as if they were in a casino, "gambling away jobs and communities."

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■ CONSTRUCTION

Bleak future for training board

by Peter Lazenby

A GOVERNMENT-BACKED training organisation for the construction industry was accused of being "mired in confusion" yesterday after it announced plans to cut almost two-thirds of its staff.

The Construction Industry Training Board (CITB) announced plans last week to slash its staff from 1,370 to 484 by 2020.

It is also to switch its headquarters from Bircham Newton in Norfolk to Peterborough, contract out much of its administrative work and will stop directly providing specialist construction courses through its network of national construction colleges.

Unite said the construction industry – which already suffers skills shortages – had not been properly consulted about the plans.

The union warned that unless the private sector steps in with construction skills training, vital skills will be lost from the industry and standards will plummet.

Unite regional co-ordinating officer Mark Robinson said: "The confusion, chaos and lack of communication is deeply disturbing and unsettling for our members, many of whom face losing their jobs or having to uproot their lives in order to move to the Peterborough area."

The union pointed out that the training is "so specialist and complex" that it is highly unlikely that any private provider will be able or willing to take it.

Any private provider that did take it on is likely to be "at a cost that will make it extremely prohibitive" for any worker to access such training.

peterlazenby@peoples-press.com

■ INDUSTRIAL

Coca-Cola to shut 2 sites with loss of 300 jobs

ALMOST 300 Coca-Cola workers will lose their jobs after the drinks giant announced plans yesterday to close sites in Milton Keynes and Northampton.

The company said the closures will take place next year.

Unite has said Coca-Cola has not made a convincing business case for the closures and that the company should have an "urgent rethink."

The union's regional

their families, as well as the local economies.

"Even at this 11th hour, we urge Coca-Cola to have an urgent rethink and not to jettison the hard-working workforces at these two sites," she said.

Coca-Cola said it would be committed to supporting those affected by offering "training and development opportunities," as well as "tailored outplacement support."

Ms Mortimer said Unite would be working with

■ TRANSPORT

Northern Powerhouse cut off by budget slash to rail

SLASHING investment for rail electrification between Manchester and Leeds would "kill any notion of a Northern Powerhouse," shadow transport secretary Andy McDonald said yesterday.

He asked Transport Minister Jo Johnson whether the plans will be ditched.

Mr McDonald said: "If true ... the government should be matching Labour's commitment of £10 billion-plus to build a Crossrail for the north, not threatening already promised investment."

Rail insiders have said the huge cost of fixing electric cables to the rock of the Pennines, along with raising bridges, has sent the project soaring well above its 2011 cost estimate of £290 million.

Ditching electrification would scupper plans to send freight across the Pennines, connecting docks at Liverpool, Teesport, Immingham and Hull.

Mr Johnson said an announcement would be made later in the year, pending consideration of a Network Rail report.

■ TRANSPORT

Grayling 'lied' about rail electrification

by Marcus Barnett

RAIL unions have accused Transport Secretary Chris Grayling of lying over the reason for his decision to cancel three electrification projects.

Mr Grayling halted the projects in England and Wales last year on the basis that it was unnecessary to electrify every line in order to satisfy passenger expectations, the National Audit Office (NAO) investigation published today finds.

His official justification was that passenger journeys on the Great Western Main Line in south Wales, the Midland Main Line and the Lakes Line between Windermere and Oxenholme could be improved by using upgraded trains.

However, the NAO has concluded that the main reason for the cancellation was financial: the Department for Transport cancelled projects because Network Rail could no longer deliver its investment programme with funding available and the project was cancelled to address the shortfall. The NAO also cast doubt over whether the department could still deliver the benefits of electrification without these projects.

Aslef general secretary Mick Whelan accused the government's story of being "smoke and mirrors" and said the report showed Mr Grayling clearly lied.

He said: "The truth is that the government didn't want to find the money and made up a story. It is a fantasy. Mr Grayling has been rumbled."

Shadow transport secretary Andy McDonald said the report "lays bare the delusional and disastrous decision" taken by Mr Grayling.

"The NAO highlights that Chris Grayling cut rail electrification projects without appropriate alternative technology in place," he said.

And RMT general secretary Mick Cash said: "Once again the hypocrisy and failures of Chris Grayling are laid bare.

"The only rail priority of this rotten Tory government are bungs and bailouts to the private train companies."

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EUROPEAN UNION

Car industry was sacrificed for EU

I PERHAPS didn't have the space to make my full argument (M Star June 5) on why car production in the Midlands was sacrificed by neoliberal politicians in their push to make London the EU financial centre rather than Frankfurt, but there is no reason for a long-running debate with Jim Denham (M Star June 7) now.

From Thatcher's days as prime minister, the political and business elite in Britain prepared accepting the end of volume car production, especially if led by the public sector.

The prize was winning German recognition of Britain's dominance of the finance sector, especially the "creative" packages being developed by the Tories' favourites – the hedge-fund marketers. German desperation to accommodate costs of an expanded federal republic and its car industry was the pawn in a larger game.

Pursuing such a strategy, by the time of the Maastricht Treaty, Rover had been massively reduced and it only remained for the coal industry to be killed off and the EU to accept London's pre-eminence.

This was done first by treaty and then by regulation, as the EU raced for common economic and monetary union, with a central banking system and common currency.

Free movement of capital between member states began and then shifted to alignment of economic policy, promoted by Blair in the Lisbon Treaty.

A process of slow strangulation had begun by the rigged market in cars and automotive parts effectively killing off Rover. The tragic phase referred to by Jim was just the end process.

The EU introduced the certificate of conformity in 1992 – a regulation which enabled German competition easier against British-made cars. Effectively, it is a test to avoid tariffs.

Corbyn's recent speech in Coventry, recognising through negotiation that cars or parts made in Britain after Brexit can use this certificate, is critical to maintaining trade and protecting industry.

IAN SCOTT
Birmingham

SACRIFICIAL LAMB: The Rover assembly line in Longbridge

CARILLION COLLAPSE

Unite steps into redundancy battle for GCHQ workers

by Ceren Sagir

UNITE launched legal action yesterday on behalf of 27 members who were made redundant following the collapse of Carillion.

They were employed by Carillion on a maintenance contract at GCHQ – the government's snooping headquarters in Cheltenham, Gloucestershire.

Their company went into compulsory liquidation in January and the 80-strong workforce was informed by liquidators PricewaterhouseCoopers (PwC) that they faced redundancy.

The union said the workers were dismissed in February, without consultation, and told to claim their redundancy pay from the government's redundancy payments office.

Unite assistant general secretary for legal services Howard Beckett said: "Unite is fulfilling its promise of using all avenues including its legal arm to defend our members who are the innocent victims of Carillion's collapse.

"The complexity of this case, which combines employment law rights and draconian insolvency law requirements, demonstrates why workers need to be part of a union. It would have been simply impossible for individual workers to pursue such a case.

"If our members are successful then once again it is the taxpayers who are going to have to pick up the bill for Carillion's failings.

"This again underlines that the outsourcing model is broken beyond repair and needs to be scrapped."

If successful, the workers can each be awarded up to 90 days' pay, but as Carillion is in liquidation this would be paid by the Insolvency Service in the form of unpaid wages, capped at eight weeks and a maximum weekly amount of £489.

cerensagir@peoples-press.com

INDUSTRIAL

Uncertainty for workers over electric grid job cuts

NATIONAL Grid, the private firm responsible for transmitting electricity from power stations to customers, is planning a wave of redundancies in the name of "efficiency," it revealed yesterday.

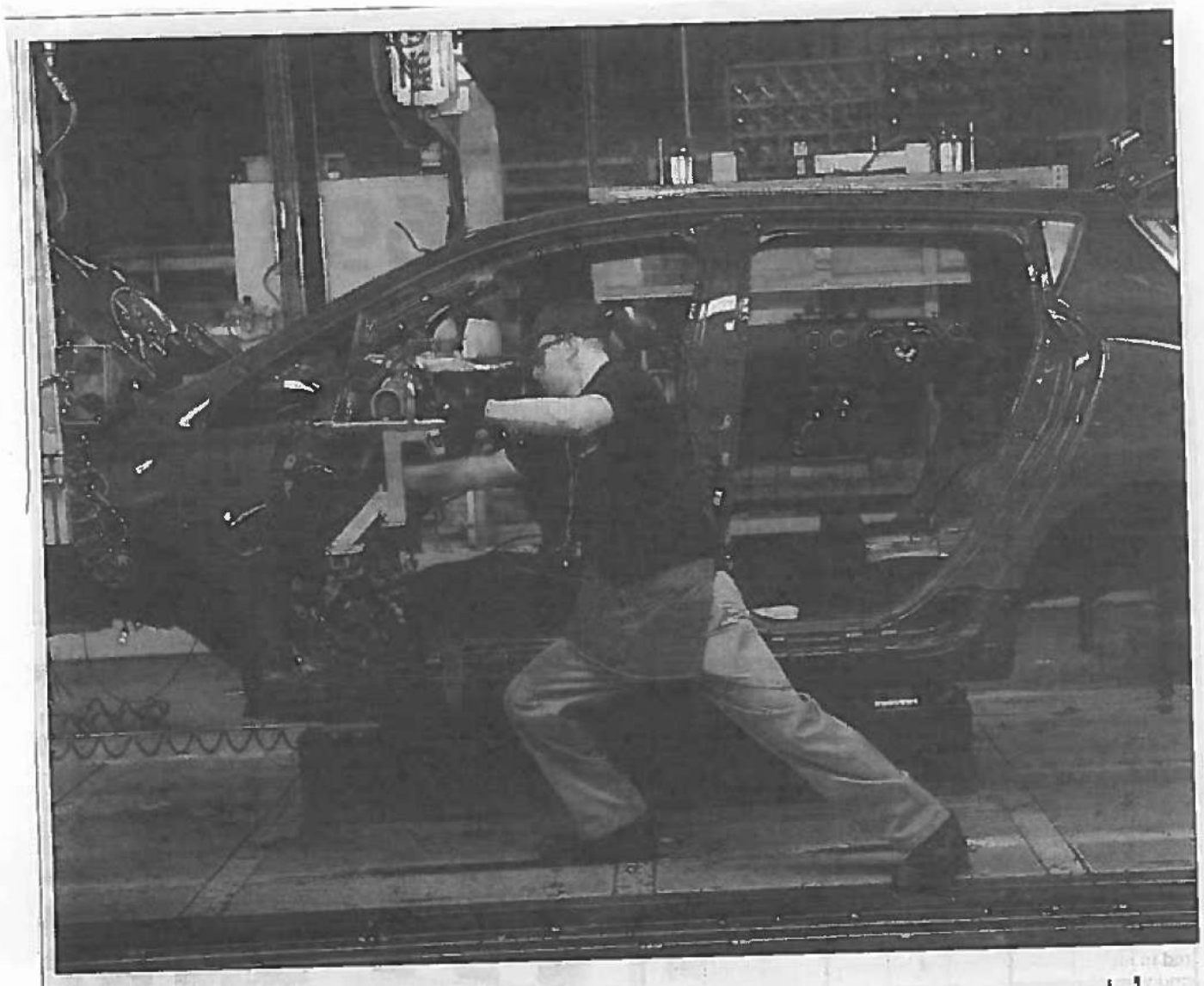
The firm announced unspecified "organisational changes," asking workers to volunteer for redundancy. It has not revealed how many jobs it plans to shed.

Its profits for 2017-18 increased by 24 per cent to £2.71 billion.

Energy union Prospect said the expected scale of redundancies would cause "great uncertainty" for workers. National officer Steve Thomas said: "We will be closely examining the impact that large-scale job cuts will have on the network and how it could be potentially compromised."

He said the union would oppose any attempts to impose compulsory redundancies.

National Grid took over energy delivery when the publicly owned Central Electricity Generating Board was broken up and privatised by the Tories in 1990.



The Tory government's approach to manufacturing has been a shambles

by Tony Burke

TODAY, Unite's policy conference in Brighton will be debating the key issue of industrial and manufacturing strategy.

Unite believes that an incoming Labour government must put manufacturing at the heart of the economy.

When the Prime Minister created her first Cabinet, she announced the creation of the Business, Energy & Industrial Strategy Department.

This was music to our ears as Unite has long campaigned to lift the profile of manufacturing and industrial strategy, not just to defend jobs but to create decent jobs for the future.

Sadly, the reality is that the Tories have created an industrial strategy in name only. The launch of their document just prior to Christmas 2017 proved to be a damp squib and was roundly criticised by industry, academia and trade unions.

The government's defence of manufacturing in the UK has been lamentable.

We saw ministers wave the white flag when Bombardier was attacked by US corporation Boeing, with a potential loss of thousands of skilled jobs in Northern Ireland.

The unwanted takeover of GKN, one of the UK's oldest engineering companies, by Melrose was roundly opposed by the workforce, the aerospace and automotive industries and Labour, but it took BEIS Minister Greg Clark 57 days before he publicly pulled Melrose into a meeting to seek assurances about jobs and future investment.

The most recent abdication of responsibility for industrial strategy has been the government decision not to back the eco-friendly Swansea Tidal Lagoon, a project supported by the EU that would have created thousands of skilled jobs in construction, engineering and energy.

Unite's industrial strategy launched prior to the government's document, in contrast, was well received by industry, workforces, academia and politicians.

In it we set out a 10-point plan for manufacturing, including the defence of our foundation industries such as steel, reshoring of manufacturing jobs, positive procurement to ensure that public-sector budget is used to support industries and communities, a strategic investment bank, promotion of science and engineering in education, more high-quality apprenticeships; a strategic plan to deal with Industry 4.0 and digitalisation; support for medium-sized supply chain companies; legislation to give workers in the industry a voice and sectoral collective bargaining and a minister for manufacturing with a seat in the Cabinet to champion the industrial strategy in partnership with trade unions.

This strategy also informed the Labour Party's manifesto For the Many, not the Few and our ideas for manufacturing were included in Labour's manifesto.

It has been heartening to have Jeremy Corbyn, John McDonnell, Rebecca Long Bailey and others join Unite in calling for a robust industrial strategy and speaking at our events on such vital issues such as the development of electric vehicles and, most recently, our campaign to ensure that the three new frigates currently out to tender are built here in Britain, using British steel.

Contrast this with the dithering by the Conservative government, which is exhausted and transfixed by infighting over Brexit.

Manufacturing workers in Britain will have been as astonished as I was when Foreign Secretary Boris Johnson, who is supposed to promote British exports and industry across the world, was heard saying: "Fuck business" – in effect, "fuck British manufacturing workers, decent skilled jobs and communities.

Working with Labour, Unite will continue to promote industry and manufacturing based on our strategy to shape the future and create employment with investment in infrastructure projects that will benefit for generations to come.

■ *Tony Burke is assistant general secretary of Unite.*

Snowfall across Britain shows our desperate need for a proper energy supply strategy

by Peter Lazenby

IT CAME as no surprise that Britain's rip-off private energy companies planned to cash in on last week's winter weather by raising gas and electricity prices as demand soared and supplies came under threat.

Supplier Eon slapped a 2 per cent rise on tens of thousands of customers yesterday by changing discount schemes and pricing structures.

Energy analysts say other companies were already planning price increases of around 9 per cent to offset government plans to introduce a price cap on charges to 11 million worst-off customers.

Then came last week's snowstorms and freezing temperatures, leaving households with no choice to but to turn up the heat in their homes and the threat of more price increases.

What must not be forgotten is the inevitable long-term effect of the Tories' abandonment of Britain's biggest indigenous energy source, coal.

It hit home in recent days as available energy reserves dwindled to dangerous levels and the country's dependency on overseas suppliers was highlighted yet again.

Government failure to invest in more gas storage facilities also contributed to the problem.

Britain sits on at least 200 years worth of known coal reserves, but they were abandoned when the Thatcher government shut down Britain's coalmining industry after the year-long miners' strike against pit closures of 1984-5.

The government attack on the industry had been plotted years before to destroy the industrial strength of the National Union of Mineworkers.

In 1972 and 1974, strikes had won deserved pay increases for the miners, whose wages had fallen far behind comparable workers.

The 1974 strike led to power cuts and the introduction of a three-day industrial working week by a Tory government led by prime minister Ted Heath.

Heath called a general election with the question: "Who runs Britain?"

The electorate replied by kicking him out and returning a Labour government that reached agreement with the miners.

Later, in preparation for the 1984-5 attack on the miners, the Thatcher government ordered the building of dozens of gas-fired power stations to burn North Sea gas instead of coal when coal stocks dwindled during the '84-5 strike.

The project became known as the "Dash for Gas."

Burning gas to create electricity uses vast amounts of gas which could otherwise have maintained domestic and industrial supplies for more than a century.

As a result Britain's North Sea gas supplies were hugely depleted, leaving the country increasingly dependent on imports, as has been highlighted over the last week.

Before the Tories implemented the pit closures programme, Britain was the world leader in developing technology to burn coal cleanly by capturing and storing the carbon, sulphur and other emissions from coal which damage the environment.

There were even plans to build pipelines from coal-fired power stations to the east coast to pump the damaging gases into empty oil and gas fields beneath the North Sea.

The industry's advanced clean coal technology research department was at Grimethorpe in Yorkshire and was linked to the colliery of the same name.

But the Tories shut both Grimethorpe colliery and the adjacent research centre in 1993, setting the seal on any hope for an energy future in Britain based on the development of clean coal technology.

The last deep coalmine in Britain, Kellingley, closed in December 2015.

Not that the British industry and power stations and industry stopped burning coal. More than 50 million tons a year are still imported from countries which include Colombia, where child labour is exploited in the mining industry, from Russia and from opencast quarries in Australia.

In the 1960s, coal generated more than 90 per cent of Britain's electricity needs. In 2016 it produced 9 per cent, against 42 per cent from gas, 21 per cent from nuclear and 24.5 per cent from renewable energy sources including wind, wave, marine, hydro, biomass and solar power.

The energy supply crisis which hit Britain's gas and electricity supply industries last week will be repeated in the future.

The predictable response from profit-hungry energy suppliers is to increase prices.

In the eyes of the energy companies, last week's weather conditions are simply another opportunity to gouge the customers for more cash.

Under the Tories Britain does not have an energy supply strategy. Only a publicly owned energy industry can achieve that.

Prior to privatisation Britain's energy industry was under public ownership from source to delivery.

The coal industry was publicly owned. Prior to the discovery of North Sea gas, gas was produced from coal.

The power stations that burned the coal to make electricity were run by the publicly owned Central Electricity Generating Board, which was also responsible for distribution. Publicly owned industries, including steel, a vast consumer of energy, were interdependent.

The system worked. The Tories destroyed it.

① RAIL —— T. F. ALL

[redacted]

11 JULY 2018 2-P/C

(A) [redacted]

MEMBER =
T. F. ALL

CALL FOR EVIDENCE
FUTURE OF RAIL
IN LONDON
GROCE POLLARD
LONDON ASSEMBLY
CITY HALL
THE QUEENS WALK
S.E.1. 2.A.A.

① Dear Mr Pollard,
Please receive the
following PHOTO-COPIES ==

(A) CALL FOR EVIDENCE

(B) GOVERNMENT CUTS FORCE
TAX PAYERS = PASSENGERS
OFF THE BUSES

P.T.O.

② RAIL — T. F. ALL

© NEWSPAPER P/C — S

② The above P/Cs, give an indication of the state of G.B. — Constant job losses. Massive inflation due to increases in costs Fuel Food Utilities

Lack of skills G.k.n. FUJITSU ?

AUTOMATION THREATENING JOBS ? YOURS ?

LACK OF INVESTMENT — RAIL ELECTRIFICATION

BUSES — UNDERGROUND STAFF CUTS

OVERGROUND

CUTS TO TRAINING CONSTRUCTION INDUSTRY

WE NEED AFFORDABLE HOUSING

P. T. O.

③ RAIL —— T.F. ALL

②A PRIVATISATION DOES NOT PROVIDE VALUE FOR MONEY

ITS A RACE TO THE BOTTOM

Was there an attempt to Privatise Underground services METRONET ?

Now back "In House" ?

Mrs Pollard just imagine = Cuts to Jobs at CITY HALL = Jobs gone so Local businesses suffer then the shops = businesses = near the addresses on the high street the mail order companies near by the addresses of the people who have lost their Jobs YES ?

AND OUT IN THE REST OF G.B. ?

P.T.O.

(4) RAIL — T. F. ALL

(28) READ ALL ABOUT CARILLION AND OUTSOURCING.

AND ALL ABOUT THE ENERGY AND MANUFACTURING IN G. B.

CALL FOR EVIDENCE

Increase staff at ALL stations and on all station Platforms Underground = Overground =

PLUS access equipment on all platforms = that for wheelchairs = = Prams = Scooters

Proper Rest area for staff "Suite-rooms"

Do staff have Proper Canteen Restaurants at all stations. Cooked Food

P. T. O.

(5) RAIL —— T. F. ALL

CALL FOR EVIDENCE

Security devices on platforms "round white metal object with button"

Are the tested and maintained ?

Taxis to be provided where a station is inaccessible

WHO PAYS ?

Taxi to the Passengers destination OR to the next accessible station ?

If the passenger has mobility Problems THIS IS NOT THEIR FAULT

AND

Their Local station is inaccessible to them Then the transport Provider should pay for the taxi YES ?

P.T.O.

⑥ RAIL — T. F. ALL

CALL FOR EVIDENCE

STOP reverse all forms of Privatisation to do with overground & underground services

SECURITY! the best form of overground underground services IS MORE STAFF

Proper cleaning of trains and replacement of worn out seats

MAKE EMPLOYMENT!

On crowded underground trains & Packed out & going & home time & YOU CANNOT HEAR ANNOUNCMENTS WHY!

IMPROVED EQUIPMENT NEEDED

P.T.O.

(7) RAIL —— T. F. ALL

CALL FOR EVIDENCE

CHALLENGES.
FUTURE CHALLENGES.
DEMAND.
IMPROVEMENTS.
MAYORS TRANSPORT STRATEGY.

INNOVATIVE APPROACHES.

ALL THE ABOVE ▭ ▭ ▭ ▭ ▭

Growing Population=Passenger numbers ▭ NO STAFF TO COPE WITH THIS
THIS MAKES UNDERGROUND ▭ OVERGROUND ▭ SERVICES UNSAFE
Speed up Buses the Mayor wants? to Speed up Buses YES! they the Buses can be in a queue for a long time which then impacts on other traffic RESULT ▭
Pollution Pollution Pollution
Lack of time ▭ delayed ▭ deliveries, times ▭ harmfull to health staff

P.T.O.

(8) RAIL ——— T. F. ALL

CALL FOR EVIDENCE

ALL THE ABOVE □□□□□

SOLUTION ?

Conductors or Passengers assistants on ALL Buses

I THINK that Bus Companies cannot get enough drivers ? and those that do, drive ? Buses are then under great pressure to stick to strict to timetables regardless of traffic ? and road conditions !

RESULTING IN — driving to fast over, London Pot-holed roads not Pulling up to the kerb to let passengers off and on

Bus travel in London is now often very unpleasant and dangerous

YOU AGREE ?

P. T. O.

9 RAIL —— T. F. ALL

MRS POLLARD

This is a nine-page letter in hopefull contribution to make Londons transport better and safer for all

T. F. ALL and I would like a response in Print

PRINT

Thanks In Advance

[redacted]

[redacted]

Dear Transport Committee

As an independent West London Line passenger representative, I am pleased to respond to your consultation on Future Rail as follows:

- **What are the main challenges for London's rail network?**
- **Increased demand for cross-London and orbital rail services generated by residential and commercial development.**
- **Infrastructure constraints and the inability/unwillingness of Network Rail to facilitate passenger capacity enhancements.**
- **TfL empire-building at the expense of co-operation with other train operators**
- **Outdated working practices – the rail unions need to join the 21st century.**
- **More flexible working hours and journey to work travel patterns**
- **More demand for rail travel from older passengers.**
- **Fragmented ticketing**
- **Poor value-from money from contractors/sub-contractors**
- **Fare evasion – need more ticket gates, station staff, revenue inspectors and police**

- **What are likely to be the future challenges over the next two decades?**
- **Move to smart only ticketing**
- **Need for more assisted travel and step-free access**
- **Interaction with HS2**
- **Online scrutiny of rail services and performance.**

- **How is demand on the rail network likely to change?**
- **Less dominance of Zone 1 travel**
- **More demand at suburban rail hubs eg Clapham Junction, Stratford, West Hampstead, Wimbledon.**
- **Increased demand for airport rail travel**
- **More demand for 24/7 rail travel**

- **What rail and station improvements would bring most benefits to Londoners?**
- **TfL to concentrate on managing its existing rail portfolio, which it is struggling to do, rather than pursuing monopoly provider status on London Rail**
- **Failing London Underground interchange stations to be transferred to London Overground management and be subject to key performance indicator standards and penalties. These stations are Highbury & Islington, West Brompton, Blackhorse Road, Canada Water, Kensal Green, Harlesden, Stonebridge Park, Wembley Central, North Wembley, South Kenton, Kenton, Harrow & Wealdstone, Gunnersbury and Kew Gardens.**
- **Expansion of TfL rail portfolio in next 20 years limited to Barking Riverside London Overground extension, new interchange stations with HS2/Crossrail at Old Oak Common, de-scoped Crossrail 2 from Wimbledon to Cheshunt and West London Orbital Rail from Hounslow to Brent Cross. The unviable planned Hythe Road station should be replaced by a cross-platform interchange station with Crossrail at Old Oak Common accessed via the former Eurostar chord.**
- **Uniform zonal Oyster/Contactless fares on all rail services within the Oyster area instead of a two-tier system.**
- **Freedom Pass valid 24 hours a day on all rail services within Zones 1 to 6.**

- **Point-to-point rail season tickets available to purchase from TVM's at all stations served by London Overground.**
- **Staffed ticket gates at all rail stations in Zones 1 to 6.**

- **Does the Mayor's Transport Strategy address London's future rail needs?**
- **No, because it is based on the notion of TfL grandstanding and empire-building,.**
- **It lacks plausible revenue streams, relying primarily on the bank of DfT.**
- **It focusses on serving metro demand at the expense of sub-regional passenger demand.**
- **It fails to address deficiencies in stakeholder participation, particularly following the abolition of the London Overground Passenger Group.**

- **What innovative approaches to improving the frequency, capacity and reliability of rail services, could be applied to London?**
- **Doors on London Overground services to open automatically at all stations to facilitate service frequency enhancements.**
- **KeyGo and other pay-as-you-go smartcards to be valid on London Overground.**
- **On-train passenger information screens to incorporate service updates on TfL rail and tube services.**
- **A Rewards Club for annual Oyster Travelcard holders in additional to existing Gold Card benefits.**

I look forward to the Committee's response to this consultation.

Best wishes

[redacted]

Dear Committee
As a disabled wheelchair user I am constantly subject to delays or simply not being able to make a journey.
I regard it as an iniquity that I pay a full fair to travel by Tube yet can only use a fraction of the network.
A particular bugbear is Victoria Station, one of the capital city's main termini. Arriving there by overground train, from anywhere in the South of the country, one is unable to access the underground system. The nearest accessible Tube station is about a mile away at Green Park or Westminster.

Yours faithfully
[redacted]

Hi

Regarding your consultation I would like to make the following response:

I choose to not use rail services in London because of the journey prices charged and lack of integration between London railway ticket system and TFL "contactless" bus fares system.

If there was off peak rail journey prices for trains set at the same as buses, £1.50 from Balham to West Norwood I'd prefer the train rather than the equivalent bus journey for being quicker.

If there was integration of the TFL "hopper fare" on buses with the railway ticket system then I'd be able to travel on the train from Tulse Hill to Elephant & Castle then switch to the 468 bus for the remainder of my journey thus potentially making my journey quicker and reducing demand on the overcrowded bus services.

While ticket price technology on buses has advanced significantly in recent years the same cannot unfortunately be said for train journeys. Being priced by the mile might be appropriate for peak hours travel when there's enough passenger demand to fill trains on long distance routes, but for off peak travel within cities the train fare structure needs to change to drive passenger numbers off overcrowded buses.

The X68 express bus route might have been an innovation in reducing journey times by cutting out the waiting times at intermediate stops, but to really encourage bus passengers to switch to railway services I think reducing prices of train tickets and integration of the bus "hopper fare" into the railway network needs to happen.

Regards

[redacted]

Dear London Assembly Transport Committee,

As Lead member for Transport at the London Borough of Sutton, and Chair of the Sutton Public Transport Liaison Group (PTLG), I would like to provide evidence on the Investigation into the Future of Rail in London.

I am providing some personal comments on some of your key questions. These are my own thoughts.

1. Currently, what are the main challenges for London's Rail Network

For those of us dependent on national rail services, the services are not joined up, are broken and are not working (NB we do NOT have the Underground, Overground, Tram nor DLR). In Sutton we only have Southern Trains and the Thameslink Loopline in most of the Borough (ie GTR services) and South Western Railways in the far NW of the borough at Worcester Park.

The GTR services have been appalling over the last few years with Southern strikes for the last two years and now the latest new timetable debacle this spring/summer - at our recent PTLG the GTR representative gave feeble excuses for the poor services (such as the staff being in the wrong places e.g. being based in Horsham in Sussex for South London services). I gather the new timetable will not now be introduced until Dec 2018 or Jan 2019, when it was due in May 2018. We have a temporary timetable which changes very week.

When your existing services are only one train every half an hour (when they have not been cancelled, postponed or are running late) this does not help people getting to work or school, or holding down jobs. At the PTLG held in July 2018, the Head of the Sutton Secondary Schools Association reported that many students had missed taking their GSCE or A level exams, or were late for them, as trains had not turned up or had been out of order. We heard other examples where people gaining their first jobs after university had not been able to get to work on time for the their first few months and had been sacked as a result. Lack of rail services in Sutton (and their poor and unreliable frequency) may be impacting on economic development locally as investors may think twice, if transport infrastructure is not up to par.

My family's own experiences give a flavour. I recently needed to travel from Carshalton to Enfield for an official London wide meeting. On that day (5th July) there were no services whatsoever on Southern Region travelling into any London termini as the electricity supply had failed throughout Southern Rail region. It took me two hours and ten minutes to get to Enfield which was achieved by taking the 154 bus to Morden tube (half an hour), the Northern Line from Morden to Stockwell, the Victoria Line from Stockwell to Seven sisters, the Overground from Seven Sisters to a remote station in Enfield which was the last stop before it became Hertfordshire. This is not interconnectivity from SW London to NE London.

In my experience the areas with lots of existing interconnectivity tend to gain yet more services, but those with least interconnectivity and the worst services get left behind, with a

bigger gap opening between the two. We have the worst rail service in London in Sutton which has been likened to country services in Sussex.

We have an urgent need for:

1) The tram to be extended from Croydon to Sutton
2) The Overground to be extended from Croydon to Sutton
3) Metroisation to be brought in with TFL taking over Southern/Thameslink services and providing a much more regular, frequent and reliable train service for the people of Sutton.
4) A daytime London Bridge service for those on the fast line Victoria route via Mitcham Junction (services as well as and not instead of - which used to be provided up until the early 2000s). There are only three per day in the rush hour at present.
5) Increasing the routes that go East to West in Outer London as well as North to South.
6) Crossrail Two to stop at Worcester Park to serve the NW of the Borough.

One of the unfortunate downsides of the several years of train chaos we have endured in Sutton is that people are taking to their cars, increasing the number of cars on the road (and congestion), and saying they will never use trains again. There has been a big increase in those driving or getting the bus to Morden Underground, but with no increase in the number of buses taking residents to Morden. London buses said they couldn't do this as the poor train services had nothing to do with them, so they had no obligation to put on extra bus services (and they pleaded poverty).

My son travels on Thameslink every day (or tries to) from Carshalton to Tulse Hill or Herne Hill, and then he gets a bus to Brixton. He now leaves earlier in the morning and gets home later at night due to the poor train services. He has frequently had to find other ways of getting home when there have been no trains at all. These have included a bus to Clapham Junction and getting the Southern train there. Or when there have been no trains at all on either Southern or Thameslink, getting a bus to Croydon and then another bus from Croydon to Sutton. This is not a well connected, integrated rail service for London in the 21st Century.

2. What are likely to be the future challenges for London's rail network over the next two decades?

Outer South London Boroughs which are dependent on Southern/Thameslink(GTR) will get left even further behind in London with even less services than before and with yet more strikes, lack of drivers, timetabling issues, Network Rail signalling breakdowns etc, all due to the appalling GTR franchise. Until the franchise is removed from GTR - by TFL metroisation - the services will continue to go from bad to worse in Outer London. Sutton urgently needs the introduction of the Tram, the Overground, more east to west routes, London Bridge Services on the fast line via Carshalton, and TFL metroisation. The stations are also very dilapidated (not many have disabled access) and the signalling keeps breaking down - all this infrastructure needs renewing. A service that only has trains every half an hour cannot continue - we need services every ten minutes.

This is all within a picture of a greatly increasing population - people want to come to live in Sutton for its schools (the secondary schools are officially the best in the UK) and its green spaces. But its residents cannot get to work or school NOW using the train. More and more are using their cars instead of the train as it cannot be relied upon. If the train service is not sorted out in Sutton very soon, with new and improved services, increased road congestion will be the order of the day. In order to meet Healthy Streets objectives, we need Healthy Rail objectives first ie better public transport to take transport off the roads.

This will get worse over the next 20 years unless a plan of action is put into place now. Many more rail services existed in the past (in terms of destination, frequency and reliability) but were taken out in the 1980's and 1990's. Now we need all those services to be reintroduced in the 21st century - there was a reason they were there in the first place, and they are needed now and into the future. Otherwise places without suitable services could go into decline. The equation is: Good rail services = vibrant communities.

Outer South London is probably the biggest challenge for London's rail network over the next 20 years as it is starting from a low base position in terms of services and infrastructure - they are not sufficient enough to cope with a growing population, and will be even less so in the future unless something is done. We have been ignored for too long. Ignore us at your peril.

3. How is demand on the rail network likely to change over the coming decades

Increasing population means increasing demand - there is increasing demand in Outer South London for sub -orbital East to West circular routes, and for routes that do not go into central London, but fall short of it in zones two or three. There is also demand for cross London routes that go from SW to NW or SW to NE London. For example, many people work in Docklands but to get there, one needs to get a Southern train from Sutton to West Croydon and then take the Overground and change. There are few direct routes from Sutton to other parts of London. The Thameslink loop line is the only through train service via Blackfriars and Kings Cross/St Pancras but it is unreliable and infrequent (half hourly) and is always breaking down.

Metroization will provide the coordinated, orbital and cross London through services that are needed on present GTR routes.

We also need demand to be catered for earlier in the morning and later at night to cope with shift working patterns. Our existing trains mostly start around 6 am and mostly finish around 11pm. You cannot go out for a evening in London without worrying about getting caught out with lack of late night trains after 11pm.

4. What rail and station improvements would bring most benefits

All the stations on Southern Region and Thameslink train routes need greatly improving in everything - e.g. to provide ticket machines that work and can provide tickets you want/need, to stop massive platform roof rain leaks that all our local stations seem to suffer from, to provide toilets, to provide refreshments (machines or booths), to provide waiting

rooms or rain shelters, and to greatly improve the signalling that always seems to malfunction. At weekends we need engineering works to cope better, so that we do not depend on replacement bus services all the time in the summer months. It all needs renewing and bringing up to date.

And few stations have disabled access either, this could be enhanced.

5. To what extent does the Mayor's Transport strategy address London's Future rail needs

The MTS is very biased towards areas that already have the Underground, Overground, tram or DLR. If you do not have any of these services you are somewhat stuck. The mayor has committed himself to the Tram coming to Sutton and metroisation of GTR rail services but these issues seem to be stuck at the moment in regard to financing of them and getting government approval to end the GTR franchise, and for TFL to take over GTR London services.

The Tram is essential for Sutton as a first step to Metroisation, and improving local transport services. The suburban element of Crossrail Two is also important and having a stop at Worcester Park. Linking the Tram up to the Northern Line services on the Underground at Morden and to Crossrail Two/Thameslink at Wimbledon will be essential, and also to extend the Tramlink south to the new world important Cancer Hub at Belmont which will house 13,000 scientific and medical employees. Two new large secondary schools are also planned for the Tram route, the first at Belmont which will be operational from January 2019 (in a few months time), with the second in the later planning stages, and work due to start in the near future (this will be on the main part of the Tram route, rather than the extension).

The new major developments in Sutton which need proper transport links will be completed before a spade is put in the ground for Tramlink. The commitment to the tram needs to be in terms of getting it off the ground rather than a promise, when the need is already there and increasing day by day as development takes place.

It is not only the Tram. The same applies to our major new development opposite the Southern rail line Station at Hackbridge (New Mill Quarter). There will be 725 homes on this site and already half are built, with other housing and industrial sites due to come on stream nearby, plus a new primary school opening nearby this September. Hackbridge is on the fast Mitcham Junction line to Victoria (services every half an hour) along with nearby Carshalton which has a major tertiary college and several large secondary schools, as well as being on the Wandle Valley trail which attracts visitors to see its 18th century buildings , the River Wandle and parks. This railway line would benefit from metroisation and more frequent services.

9. Examples of Innovative approaches

Introduce the following to Sutton:

1) The tram to be extended from Croydon to Sutton
2) The Overground to be extended from Croydon to Sutton

3) Metroisation to be brought in with TFL taking over Southern/Thameslink services and providing a much more regular, frequent and reliable train service for the people of Sutton.
4) A daytime London Bridge service for those on the fast line Victoria route via Mitcham Junction (services as well as and not instead of - which used to be provided up until the early 2000s). There are only three per day in the rush hour at present.
5) Increasing the routes that go East to West in Outer London as well as North to South - suborbital routes.
6) Crossrail Two to stop at Worcester Park to serve the NW of the Borough.
7) Reintroducing all the services that were taken out in the 1980s and 1990s, to increase destination coverage, frequency and reliability.
8) Ability to get from Sutton to either NW, West, East, NE or SE London. To get to Kingston (7 miles away) we cannot get a train, only a half hourly bus from most places in the Borough, let alone to get to somewhere remoter like Bromley or Docklands, or North London. More interconnectivity - linking up lines.

I hope this helps,

Regards

[redacted]

Dear Transport Committee,

As both a frequent rail passenger as well as the creator of a website that focuses almost exclusively on the development of step-free access in London (stepfreelondon.uk), I welcome this chance to voice my opinions about the challenges and plans associated with London's railway network. It is also good to see all of the capital's mainline railway services grouped together, rather than split up by franchise or service.

The main general challenges for London's rail network are probably capacity and reliability. With the rapid rise in passenger number over the past couple of years, inner suburban routes have become saturated, with dangerous overcrowding becoming more and more common at London's terminals and major transfer stations. Also, due to the spaghetti-like nature of London's railway network, particularly south of the Thames, a single train failure can spell hours of delays that will promptly affect nearby services. However, within the context of accessibility, there are even more challenges that affect those with reduced mobility.

For example, many stations around London remain inaccessible to wheelchair users, due to the fact that these stations were built in Victorian times and step-free access schemes are gradually trying to remedy this. However, the rollout of step-free access works needs to be increasing, instead of receiving a £50m cut as it did for this Control Period. Even with accessible stations, the availability of staff, both on trains and at stations, remains an enormous barrier for accessible travel, as individuals dependent on assistance cannot travel if staff is not present when needed, no matter how many millions were spent on lifts and ramps.

Communication-wise, there is currently no single official resource or map that shows all of the step-free stations in the railway network, which is extremely inconvenient for anyone trying to travel outside of the TfL network. Taking into account that each train-operating company has its own policies on Turn-up-and-Go services and prior booking requirements, and that staffing levels often vary within stations in the same service, how is anyone supposed to confidently trust the rail industry to deliver a service that takes into account their schedule and needs?

Another crucial issue, and one that I will focused most on, is that of level boarding, which is when the step and gap between train and platform are reduced to less than 50 mm and 75 mm, respectively. This enables independent boarding without the need for manual boarding ramps or having to book ahead. Currently, there are exactly 15 National Rail stations, out of a total of 330 stations within the Greater London boundary, that have some sort of level boarding provision at some platforms. These are:

Heathrow (all 3 stations), Paddington, London Bridge, London Blackfriars, City Thameslink, Farringdon, St Pancras International, Canada Water, Shoreditch High Street, Hoxton, Haggerston, Dalston Junction, and Canonbury.

Even with this tiny number of stations, only platforms used by Thameslink, Heathrow Express, and East London Line Overground services have level boarding. The reason why there are so few accessible stations with level boarding is that 1) trains need to be accessible themselves, 2) all trains must have the same platform-train interface (uniform fleet) to allow for platform adaptation, 3) platforms must be largely straight to minimize the gap between train and platform, and 4) freight trains are bulky and do not allow the installation of platform humps as they are currently designed.

Compounded with the other points I have listed, people with reduced mobility currently face an overwhelming number of challenges to use a railway system that is largely hostile to them.

In the future, I think the general trend will be that more people will be using the railways, which means that frequencies, train and track capacity, and general interconnectivity will need to be improved. The planned improvements on parts of the Overground, Thameslink, SWR Windsor lines, and the future Elizabeth Line, will all alleviate some of the current capacity issues with newer trains and higher frequencies. Also, the eventual devolution of suburban rail services to TfL will allow greater overall integration and streamlining of services. But this type of improvement needs to be continuous, with schemes such as Crossrail 2 and the West London Orbital advancing on time to keep up with a rising population. With a most robustly run service, interchange stations will be most strongly affected. Stations like Clapham Junction, Finsbury Park, and Stratford, all built or expanded in a piece-wise manner as they became more popular, are increasingly inefficient at managing crowds and would benefit from redevelopment.

I therefore welcome the proposals for the upcoming Old Oak Commons station, which will offer interchanges with at least two Overground services, HS2, GWR services, and the Elizabeth Line. Also, I think this model should be extended to other stations that could become strategic interchanges, such as Brockley and Loughborough Junction, with new platforms for current Southeastern and Overground services, respectively.

Going back to accessibility, a more heavily used service on current railways will have an important effect on assistance in the future. The reason for this is the reduction of both dwell time and the timetable's flexibility. Getting out and placing a manual boarding ramp takes time, as does holding the train doors open when trying to find a staff member that did not receive your booking. If a service is running approximately every 5 minutes or less, the timetable simply does not allow for the type of delays that are unfortunately very common with accessible bookings. And seeing how leaked documents from GTR, the UK's biggest train operator, are instructing staff to refuse assistance to passengers if there is any risk of delaying a service, there are real concerns that the railways will become even less accessible, even as step-free access (to platform) and capacity are increased. Level boarding needs to become a priority for London, and it needs to act now before it misses an opportunity.

From now until 2020, there will be a huge number of new accessible trains replacing inaccessible ones all across the capital's railways. These will create uniform fleets across

several corridors for services run by SWR, the Overground, the Elizabeth Line, Great Northern, and Greater Anglia. However, all except one of the new train types will have high train floor heights, meaning that there will still be a step required to board the train. The exception will be Greater Anglia's Intercity and Stansted Express trains made by Stadler Rail. These trains are meant to have a floor height that matches the UK standard (but far from universal) platform height of 915 mm, and will have automatic gap fillers that will close the gap between the train and platform, without needing to raise platform heights and restrict other trains passing through. The urgent question is: Why is every new train in the country, especially in London, not following this philosophy? And now that these other trains are in the production, delivery, or even testing phase, is there a credible pathway to achieving a similar level of accessibility once these are running?

Unfortunately, I am betting that there is no such plan except for the new Elizabeth Line section (built with high platforms), either for TfL-run or other National Rail services. This is unacceptable and needs to be addressed publicly. And with that, there needs to be an earnest focus on innovative solutions, such as setting platform humps further back and installing automatic gap fillers on them, or adapting a single coach from every new train to have a lower floor like Barcelona Rodalies services are doing to their old trains. The tired excuses repeatedly given by the rail industry as to why the railways cannot be fully accessible should not keep going unchallenged.

London's railways are an integral part of its transport network, and as the city grows it is imperative that they develop and grow as well. I hope that the London Assembly will do everything in its power to ensure that the railways within its city will be fit-for-purpose and accessible to all.

Sincerely,

[redacted]