

Submissions to call for  
evidence from individuals

<b>Ref</b>	<b>Individual Name</b>
RD-35	Andrew Bosi
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RD-50a	Lewis Cooke
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RD-58a	Philip Ridley
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RD-59	Richard Logue
RD-60a	Rob Knight
RD-60b	Rob Knight
RD-61	Robert Woolley
RD-62	Simon Feldman
RD-63	Steve Whitehead
RD-64	Vic Heerah
RD-65	Zara Stewart

Thank you for the invitation to comment.

1. What are the key problems with National Rail services in London that need to be addressed?

They are less frequent than tubes and London Overground services, they end too early, there are insufficient staff members on stations.

2. What changes to the delivery, funding or governance of rail services in London should be considered?

The concession arrangement granted to LOROL has transformed the services in question, proving that increasing the frequency and attractiveness of the service brings people off the roads and onto rail, or out of their homes to become economically active.

3. How does the current system in London compare to those in other world cities?

It is expensive and bewilderingly complex although to be fair there are very few cities in any way comparable to London.

4. What would devolution mean for passengers, in terms of fares, reliability, crowding, information, and so on?

Fares would be simpler, cheaper at certain times of day. Reliability would improve, but overcrowding would soon get worse because better services attract far more passengers. Information would improve, although there are still parts of the Underground operation that are reluctant to accept the Overground as part of the same family.

5. What opportunities for additional investment and income growth could devolution bring?

CIL contributions are much easier to justify and apply when there is a direct relationship between the development and the infrastructure being improved.

6. What are the strengths and weaknesses of the London Overground model for delivering rail services?

The strengths are reflected in previous responses. Competition for use of the tracks, with freight and/or longer distance services, is a problem wherever lines have to be shared. Eventually the demand for local services will justify more dedicated lines. The only weakness is that trains occasionally run a minute or two earlier than stated in the timetable.

7. What are the strengths and weaknesses of different models of rail devolution?

8. What are the main barriers to further devolution?

Existing contracts, fears that longer distance services would be compromised

9. Which rail franchises or routes should be the priority focus for the Mayor and TfL in devolution proposals?

The Hayes line - wholly within GLA area and a much better option than Bakerloo extension (which should go to Deptford)

10. How can the Mayor and TfL ensure that the interests of passengers outside London are reflected in any new rail devolution settlement?

You need to persuade the government that, while its support for railway infrastructure improvements is welcome, it needs to be focused on where need is greatest, and it needs to be supported by planning policies that reduce the distances needed to travel.

11. How can the Mayor and TfL improve their proposals for the devolution of the South Eastern franchise?

You need to develop a long term plan under which local services would have dedicated lines and there would be sufficient additional capacity to accommodate longer

distance services and freight. The opportunity should be taken to build lines to a gauge suitable for European freight.

12. Could control of rail services also be devolved to other UK cities?

The cities are too small; but devolution to a West Midlands Authority, a consortium of Northern cities from Liverpool to Hull and York, and Glamorgan (incorporating Cardiff and the Valleys and Swansea) is achievable provided that a mechanism can be found which respects the local (city) interest while promoting the general good.

Andrew Bosi

Friends of Capital transport Campaign



**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Case for rail devolution for London - consultation response  
**Date:** 08 June 2015 19:07:01

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Dear Sir/Madam

I write as an individual who commutes from Carshalton to Elephant & Castle with Thameslink on a daily basis for work. I also use Southern on occasion to get to Victoria for meetings or to Clapham Jcn to change to go to North London or into town itself.

Recently I have had to go to work by driving to Morden tube and tube it into work as my hours have changed and I really need a 0710 train which doesn't exist on Thameslink- ridiculously the frequency is either half hourly regardless of whether rush hour or not and between 0700 and 0800 there is only 1 train! All the rush hour Thameslink trains are seriously and distressingly overcrowded at rush hour and thus usually running late. My stretch of the line 'the loop' was also threatened to close but thankfully was saved. It would be a disaster if it were as is well used into town for work but also into Sutton and Wimbledon.

I do like the flexibility and frequency of the tube and buses plus love using Oyster and live the Overground and would love for TfL to completely take over the suburban national rail for sure! ASAP! As long as the poor stock and infrequency issues could be addressed. I know I haven't answered your consultation questions per se but hope my views are useful anyhow.

Kind regards  
Ann Lusmore

Sent from my iPhone

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**From:**   
**To:** [Transport Committee](#)  
**Subject:** re rail routes in London are devolved to TFL.  
**Date:** 06 June 2015 15:32:00

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As a rail user in zone 5 of the Stoneleigh - Waterloo rail line I would welcome TFL taking control of services. TFL would respond better to the needs of London commuters. A slightly increased frequency of trains from 4 per hour to 5 per hour in peak times is necessary together with more frequency later in the evening and at weekends.

Trains could also be improved with Overground type trains i.e open carriages and airconditioned. This improved type of train might result in trains being slightly quicker when stop/starting at stations.

Many overseas visitors do not consider using rail within London because they do not see it as an integrated part of the London Transport network. Having it under TFL and shown on London tube/overground/rail/tram maps would make it appear as one system.

regards

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From: [REDACTED]  
To: [Transport Committee](#)  
Subject: Response to survey on rail devolution  
Date: 29 May 2015 12:39:29

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### Key questions

*1. What are the key problems with National Rail services in London that need to be addressed?*

The main problems with National Rail services in London relate to the "fragility" of the network, that is to say the propensity of some event (e.g. high winds or snow) to bring about complete cessation of the network. There seems to be little or no attempt to look and see whether there are lines on which an "emergency" service can be run with the staff and rolling stock available, rather it is a case of "one out all out". It is this submitter's belief that this results from the system penalties for late running under which the existing franchises operate which make it more profitable just to give up and pocket the "compensation" available from National Rail in such circumstances.

*2. What changes to the delivery, funding or governance of rail services in London should be considered?*

Unfortunately, the nature of railway services preclude effective competition in most cases, though it should be noted that the best rolling stock and lowest fares per mile are to be found on South West Trains on the routes where it competes with Southern. Franchises should be offered by the relevant authority presenting a financial package on a "take it or leave it" basis. A vote by passengers should then be used to choose from a shortlist of suppliers,

*3. How does the current system in London compare to those in other world cities?*

Very poorly. The Mayor may have thought that when the entire London bus network was closed in four inches of snow in 2009 that TfL did "a good job", but to the rest of the world, we were a laughing stock. Vehicles are dirty, there is graffiti everywhere (why can depots not be patrolled during school holidays?) and there is absolutely no concept of "service" (have you ever got an accurate response out of TfL's telephone enquiry line - even assuming that you can get them to pick up the phone?).

*4. What would devolution mean for passengers, in terms of fares, reliability, crowding, information, and so on?*

Fares would probably go down (London Council Tax payers would end up subsidising yet more Home Counties commuters).

*5. What opportunities for additional investment and income growth could devolution bring?*

None - They would squander it.

*6. What are the strengths and weaknesses of the London Overground model for delivering rail services?*

The main limitation is that there are few cases (like London Overground) where the operation is largely within Greater London

*7. What are the strengths and weaknesses of different models of rail devolution?*

Strengths would be that in principle (given an effective authority) there could be greater responsiveness to passengers. The main weaknesses are that there are few instances where transport systems correspond to local government areas and

the fact that from the authority's perspective, having awarded a franchise, to intervene as a result of poor service is an admission of failure.

*8. What are the main barriers to further devolution?*

The fact that TfL is demonstrably incompetent. The last few years have brought us the fiasco of 2 February 2009, a cable car to nowhere, a DLR extension to nowhere, the CrossRail system, paid for by the London Council Tax payer but mainly to be used by commuters from Slough/Maidenhead (doubtless with fares hugely subsidised from the same bottomless money pit); systematic fare evasion (TfL admits to £1m a week, the true figure is almost certainly higher as bus ticket inspectors generally avoid the routes where passengers board buses away from the driver). What government in their right mind would hand over further transport to such an organisation?

*9. Which rail franchises or routes should be the priority focus for the Mayor and TfL in devolution proposals?*

Ideally none. Failing that, the North London Line. On other systems there will be a conflict of interest between "long distance" passengers and "local" passengers (e.g. in stopping trains at places such as Surbiton).

*10. How can the Mayor and TfL ensure that the interests of passengers outside London are reflected in any new rail devolution settlement?*

It might be possible to set up some kind of joint supervisory board with relevant local authorities e.g. Surrey, or an arrangement similar to that with Essex in respect of the Central Line.

*11. How can the Mayor and TfL improve their proposals for the devolution of the South Eastern franchise?*

By earning the confidence of the people who use it.

*12. Could control of rail services also be devolved to other UK cities?*

Yes. The Merseyrail system for instance.

C L Torrero



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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Rail to TFL consultation  
**Date:** 01 July 2015 12:01:25

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Dear Sir/ Madam

In reply for your request for a video, I am e mailing in my views. As I am hearing disabled the sole invitation of views in video format is discriminatory.

I am living in SE London. However used to live by Kensal Rise on the north London circular line before it was taken over by TFL. Previous to the takeover reliability and timekeeping were diabolical. It improved a lot upon becoming part of the overland. I am now Close to Catford, Catford Bridge, and Honor Oak Park.

This leaves me again subject to the vagaries of private rail companies, Southern, South Eastern, and Thameslink and their regular announcement of delays; cancellations and apologies for delays. It does each time beg the question of why, if they are sorry, they do not do more to run a reliable service.

The overland from Honor Oak Park is generally punctual and a good service except for regular weekend closures so soon after opening the service. There seems evidence of poor forward planning in opening a Service that so soon after needed upgrading.

The appalling management of the update to London Bridge and the cancellation of through services to Charing Cross has been a real slap in the face to many who have moved to this area precisely because of this previous ease of access.

A coordinated London wide commuter service and planning makes complete sense from management, coordination, accounting and accountability sense.. So long as TFL do not degrade their service through it's escalation in size and becoming a more complex organisation. It makes absolutely no sense for such a vital public infrastructure service, so vital to the lifeblood of the capital to be left to the vagueries and profit taking of relatively unaccountable private companies. There is no logic or evidence that private organisations are any more efficient. Often the public are abused in a situation where there is no true competition. I am fully in favour of the Capitals rail services being integrated into the overland network with the proviso that as with the North London Line, services are improved. This clearly needs to be done before the EU beurocrats enforce their new ISDS legislation as part of the TTIP trade treaty they are negotiating against public opinion. That would make it prohibitively expensive to nationalise rail services within tenure of contract. Regardless of their ineptitude and poor service,

The extension of the Bakerloo line, at least down to Bromley or even Hayes would be an obvious inclusion in these plans as many of the rail tracks are in common and it would include a good commuter service to the South East which has previously been underdeveloped for property and commerce/ employment. This would tie nicely in with the Crossrail development of the Woolwich area. A development of a circular SE/ SW service would connect and make these radial lines work better as currently most services hub into central London. Such as an extension of the tram line, Currently Wimbledon to Croydon.

I hope this will be included in your review.

Yours faithfully  
D.M.Byrne

**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Southwest Trains  
**Date:** 06 June 2015 12:27:34

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I commute from Clapham Junction to Waterloo every day. I now have to catch a train prior to 6:30am in order to get a seat. After 7:00 am it is standing room only and often so crowded you can't even read a paper while standing. The train times are also unpredictable meaning being one minute late results in a 8 minute wait for the next train. There is also no posted schedule of trains from Clapham Junction to Waterloo.

Beside over-crowding, the worst complaint about SouthWest trains is that if there is a delay, they regularly fail to provide any information on alternatives or how long the delays will be. Recently I was told to leave platform 10 to take a train from platform 3 or 4 only to find the next train was not for 25 minutes on one platform and 18 minutes on the other platform and then trains began running on platform 10 before a train came into 3 or 4. This sort of poor communication is very common. Furthermore, very few, if any trains are air conditioned which means that the evening trains are often unbearable even though the ambient temperature is not that high. I do not understand why air conditioning has not been fitted to outdoor trains. NYC has managed to retrofit air conditioning to its subway system which is underground!

In summary, over-crowded, over-heated trains which make even a short journey miserable.

David Dando

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Diesel trains and air pollution  
**Date:** 05 June 2015 15:32:45

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I recently travelled to Maidenhead from Paddington (return) on a diesel train and was horrified by the amount of smoke and fumes emitting from the train. Even inside the carriage there was a strong diesel smell.  
Has the effect of these train related diesel fumes on the air quality in London been assessed and what is being done by the train companies to reduce them? Also, have readings been taken of the amount of diesel particulate inside the carriages and the effect it is having on passengers.

Kind regards  
Fenella De Smet  
[REDACTED]

Sent from my iPad

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Consultation - Devolution of London's Rail Services  
**Date:** 14 May 2015 17:27:44

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In response to your request for suggestions re the above, I should like to urge that TfL London Rail take over the Chiltern suburban service between Marylebone and West Ruislip/Gerrards Cross. This currently has the worst service level in London - the typical frequency is only hourly, the two Sudbury stations are closed all weekend, and Sudbury & Harrow Road is the least-used station in London despite its ideal town-centre location - it has just 4 trains a day each way, Mon-Fri only. A classic case of an under-utilised transport resource with great potential!

Chiltern refuse to improve this pitiful level of service because they consider there is no money in it for them - their whole focus is on their mid- and long-distance traffic, so suburban users (and potential users) lose out as a consequence. They also say the area is served by the Tube, but this takes much longer and follows a more circuitous route. If TfL took over the service, they could undoubtedly make improvements within the existing line capacity (starting with providing all stations with an all-day 7-day service) - if TfL were also to co-fund capacity improvements, increased frequencies would be possible.

Thank you - Graham Larkbey

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From: [REDACTED]  
To: [Transport Committee](#)  
Subject: Consultation on London rail and possible TFL takeover  
Date: 10 June 2015 14:08:54

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Good Afternoon,

I'd like to feed into the current consultation on train lines operating in London. Just to give some background, over the last year I have lived in Peckham with my other half and was communicating to Victoria then Kingston for a job change. I now live in Mitcham as that was one of the few affordable areas in Greater London we could buy a house and am commuting to Kingston. I have had to rely on a few modes of transport with the overground being the best and then the trains services from southern and south west, along with the worsening tramlink now.

**1. What are the key problems with National Rail services in London that need to be addressed?**

- With affordability of housing people are moving further out, adding a larger capacity burden to rail services that aren't joined up and offer little in the ways of accountability for poor service
- For instance in Peckham I would try southern and south west as alternative routes and both were poor and would say 'oh well that bit isn't our issue'. I complained to both and neither would ever get anything done
- For such an expensive service it's poor. SW cancelled many Kingston morning trains in Spring (still finding large delays and cancellations) and you had to track down people at stations to get any communication
- The lack of joined upness means things like London bridge might have a knock on but these rail companies are ill prepared to deal with it
- For VSO this has been a huge issue with people often arriving late and having a direct business knock on
- Things like tramlink are also not then properly considering the knock on impact of reducing peak time service to mainline railways and how vital they are. This week alone there were dangerous overcrowding situations on tramlink with half hr delays and I then got to wimbledon and the train to Kingston was cancelled!
- this has a huge stress knock on impact to work forces as well

**2. What changes to the delivery, funding or governance of rail services in London should be considered?**

More capacity, profits from customers should be treated as shareholder investment and the centralisation of services

**3. How does the current system in London compare to those in other world cities?**

Overcrowded and stressful when looking at capacity

**4. What would devolution mean for passengers, in terms of fares, reliability, crowding, information, and so on?**

Although prices are high I think passengers would be fine if it was for a service that runs on time, has more capacity and is customer led. As it is train lines feel cynical and woefully chaotic

**5. What opportunities for additional investment and income growth could devolution bring?**

Combined workforces for customer services, delivery etc sharing of knowledge

more easily

**6. What are the strengths and weaknesses of the London Overground model for delivering rail services?**

Personally I am a fan of the overground having used it from Peckham and feel SW London would be far better serviced with this kind of model than the current trains

**7. Which rail franchises or routes should be the priority focus for the Mayor and TfL in devolution proposals?**

South West and Southern. South west especially as it services so much of London, isn't joined up and is poor running

**8. How can the Mayor and TfL ensure that the interests of passengers outside London are reflected in any new rail devolution settlement?**

Social campaigns and asking londoners to share simple things like survey monkeys

**9. How can the Mayor and TfL improve their proposals for the devolution of the South Eastern franchise?**

Ensure that it shows knock on to other lines like south west, tramlink etc

Thanks,

Guilliana Castle

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Southern Rail  
**Date:** 08 June 2015 13:22:00

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Dear Sirs

I have come across your website on the Croydon Guardian website regarding comments on train services.

I have used Southern Trains for about 9 years and I have to say the service in the last few years has been nothing short of shambolic.

Delayed trains are a regular thing, whether is be 5 minutes or 20 minutes. The drivers hardly ever explain over the tannoy the reason for the delay.

I have seen more cancelled trains this year than any other year.

Thankfully I don't have to commute into London Bridge, I go into London Victoria, but I feel for the customers that have had to commute into London Bridge over the last year.

I commute from South Croydon Station and there is a London Bridge service that arrives on the opposite platform to my London Victoria Service. On so many occasions I see that this train is either delayed or cancelled.

Delays, Cancellations and overcrowding seems to be acceptable from Southern as it happens all the time.

Something has to change!!!

Thanks

Joe

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Devolution of all suburban rail routes in London to TFL  
**Date:** 16 June 2015 22:05:11

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I am a commuter in London who travels between Surbiton (or Thames Ditton) and Waterloo each day by train.

My answers to your questions are below

John Linwood

**What are the key problems with National Rail services in London that need to be addressed?**

- The current service is appalling. It costs me nearly £2,500 a year and I have to put up with the following
- Almost never getting a seat. I stand every day in both directions crammed in like sardines. UK law would not allow livestock to be transported in such crowded conditions and yet paying commuters are forced to endure it every day
- Frequent train cancellations. Every day trains are cancelled due to a variety of pathetic excuses – signalling problems, train faults, staff shortages, trains in the wrong place, overrunning engineering works, strikes, and trespassers on the tracks... Even when not cancelled trains are often late at peak times. Add to this the constant patronising announcements apologising for the problems
- Grubby trains – dirty seats (not really a problem as I rarely get to use a seat), grimy hand rails
- Airless coaches (even the ones with air conditioning) due to massive overcrowding
- Overcrowded stations
- Temperamental ticket barriers that randomly reject my oyster card, only to work when retried a few seconds later
- The trains, tracks and signalling are operated by different companies and so all blame each other for issues
- Piles and piles of free newspapers left everywhere. They should be banned from railway stations

**How does the current system in London compare to those in other world cities?**

- I have ridden commuter trains in Paris, New York and San Francisco. San Francisco (BART) is the best by far.

**What would devolution mean for passengers, in terms of fares, reliability, crowding, information, and so on?**

- We need many more trains at peak times, longer trains with more carriages and a much more reliable service.
- I would even pay more if that were possible.
- Sadly, as I have to put up with the same issues above on the Waterloo and City line (run by TFL) I am not convinced that it will be any better

**What are the strengths and weaknesses of the London Overground model for delivering rail services?**

- I don't know as London Overground does not operate on my commute. I do know that DLR is much better

**Which rail franchises or routes should be the priority focus for the Mayor and TfL in devolution proposals?**

- South West Trains, Southern
- **How can the Mayor and TfL ensure that the interests of passengers outside London are reflected in any new rail devolution settlement?**
- Ask them for their views
- **How can the Mayor and TfL improve their proposals for the devolution of the South Eastern franchise?**
- I don't know, I haven't seen them

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Feedback on how to run railway  
**Date:** 08 June 2015 21:21:54

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Hi Richard,

I will keep my email short. The main priority for me in running a railway should be accessibility.

In 2015 I find it incredible that so few stations in London have lifts, ramps and staff that can help those that are elderly, with young children or in a wheelchair.

All the best with your committee meeting and hope my opinion gets heard.

Kind regards,

Jon

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Investigation Response  
**Date:** 22 May 2015 10:36:34

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Hi,

Quick submission from a passenger.

*What are the strengths and weaknesses of the London Overground model for delivering rail services?*

The strength is visibility, more people using services because of integration into tube maps and tfl planner etc.

The weakness is difficulty in interchanging due to wait times. If the service is being advertised as essentially part of the TFL network, then interchange should be an aim, however, the infrequency of trains and the specific timetable do not support this. (For example different branches of the overground leaving stations at the same time, not allowing for interchange).

The decision to invest in larger trains for more capacity rather than more frequent trains, I think shows the limits of the model - a logical decision purely for that line but not in the interests of the effective running of the whole network, taking a 'journey' focus.

Yours sincerely,

Joseph Barnsley

[REDACTED]

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Suburban Trains  
**Date:** 08 June 2015 23:35:23  
**Attachments:** [image1.jpeg](#)  
[image2.jpeg](#)  
[image4.jpeg](#)  
[ATT00001.txt](#)

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Dear Sir or Madam,

In response to how I would run my railway, and whether or not it should be devolved to TfL, I would like to offer the thoughts below.

- Although South West Trains (SWT) claims to have a punctuality rating of at least 90%, I do believe they've "moved the goalposts" a bit by amending the timetable. Just this morning I had to text my line manager that I was going to be late. Again. All I needed to say was, "Three Guesses," and he knew just what I meant--more delays, cancellations, and short formations.

- There always seems to be a "signal failure" at some point. Are they investing enough in replacing them, and with quality materials?

- I realise that they are now refurbishing some of the carriages, and so they have to take them out of use for awhile. However, wouldn't common sense tell them to substitute those carriages with others during the peak hours? By the time a normal 8- or even 12-car train arrives at Surbiton, there is rarely a seat left. If the train is a short formation, you can forget about being able to even board. I'm not joking, and this is becoming more frequent.

- When I'm paying ~£2,400 a year, you'd think I would be able to board, perhaps even get a seat, but that only happens during the rarest of days. Otherwise, we are squashed like sardines. I have actually seen platform staff help to gently push people in so the doors could have interlock (the train won't run if the doors are open or something is stuck in them). It was like being Japan, only without the hi-tech, super-fast trains.

- Another common reason given for delays or cancellations is a "broken down train." SWT's own drivers have told me about how cheap the stock is in their fleet. Again, perhaps if the trains were of a higher spec, they wouldn't break down as often?

- Speaking of a higher specification of train--I regularly take the Hampton Court service with my 8 year-old to visit the Palace and surrounding gardens and I am appalled by the state of those trains. They are without fail FILTHY. They are the worst stock on SWT's fleet. It's a slow service with no air conditioning, the floors are scuffed and grubby, the seats are stained and peppered with chewing gum, and even just listening to those poor carriages makes you want to put them out of their misery. What gets me is that this is a very popular tourist destination! You would think that, as a city, we would show our visitors a bit more pride. I'd like to believe that London can be the world-class city she was during the Olympics, but the Hampton Court service is an embarrassment.

I'm sure that by now you've grown tired of my complaints about South West Trains, so I'll just leave you with some photographs from a day about a month ago when everything went horribly wrong. The first is looking down the stairs to Platforms 1 and 2 (that's right--I couldn't even get onto the stairs at that point). The second, is looking back up the stairs, and the last photo shows just how dangerously over-crowded the platform was that day.

My friends would tell you that I am one of the most patient and understanding people they know, but when 10% of my paycheque is going to this kind of service, even I am finding my patience wearing thin.

Yours respectfully,  
Laurel Rutledge

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# Rail Devolution in London A Response to TfL/GLA proposal

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## RAIL DEVOLUTION IN LONDON – LONDON ASSEMBLY CONSULTATION

The issues of rail devolution in London are now under consideration at two levels:

- 1 Those financial, economic and political questions which apply generally to rail services in London;
- 2 Operational and infrastructure issues which differ as between one franchised area and another.

Transport for London has now proposed that, following its takeover of inner suburban rail services in east and north east London, it should assume control of inner suburban services in south east London.

So far as the 12 key questions on rail devolution formulated by the London Assembly are concerned,

- #8 Barriers to further devolution;
- #10 interests of passengers outside London;
- #11 improvement of the Mayor's and TfL's proposals for devolution of the South Eastern franchise –

are of primary relevance to the South Eastern proposal, and there are specific answers which do not necessarily apply to the other London franchises.

Put briefly, responses to these three questions should be on these baselines:

#8 The Southeastern franchise relates to a fully integrated operation of suburban and main line services, (with little inner suburban operation: essentially, Cannon Street to Plumstead via Deptford and via Lewisham; and Victoria to Kent House) - the separation would be operationally impractical and against the interests of operators and passengers.

#10 The interests of passengers outside London, many of whom use suburban and main line services for the one journey, can be protected by retaining the integrated operational and management structure (i) in its existing franchised form (ii) with TfL "owning" and managing inner London stations (iii) with the railway management and Network Rail determining the minimum levels of service overall, and TfL supporting increased levels of suburban train service (including rolling stock provision) where they are feasible within the network infrastructure.

#11 The Mayor and TfL can improve their proposals by undertaking to deal with peak train lengths and the present under-provision of rolling stock.

The network operated by Southeastern Railway Co is itself a significantly more complex undertaking than any of the London Overground operations; whilst the principle of the customer-facing arrangements of Overground has been shown to be what the travelling public needs, none of the operational characteristics of London Overground can be invoked as a basis for operating the south east London routes. Put basically, London Overground is run on the same operational principle as bus routes: their trains go from a to b and back, all day; there is no complex rolling stock diagramming and there are few infrastructure and multiple service features of the kind which abound on the Southeastern routes.

For this reason, when TfL's proposal for devolution of the inner south east London suburban lines was first put forward, I compiled a detailed analysis of their operation, the limitations and shortcomings. Some of the data included is not available to the public at large, and would only be available to the GLA and TfL by way of searching inquiry.

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June 2015

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## Devolution of inner suburban services to TfL Response to TfL/GLA proposal

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### PART 1 - ISSUES

1 In 2012, under the title "A specific proposal for devolution – Southeastern and West Anglian services", Transport for London published its proposals for a takeover by the Mayor of London of the Southeastern network of inner suburban services from Dartford, Sevenoaks and Hayes, and the West Anglian inner suburban services from Enfield Town, Hertford East and Chingford.

2 This was in effect a redefinition of what have always been thought of as the inner suburbs; in territory south of the Thames this is in effect every suburban route from Charing Cross, Cannon Street and Victoria (but not Blackfriars to Loughborough Junction and Herne Hill) to Dartford, Hayes, Bromley North, Orpington and onwards to Sevenoaks, (including the Thameslink line via St Mary Cray and Otford to Sevenoaks). Devolution was actually TfL's word for a takeover which has been discussed intermittently since the days of London Regional Transport. The urge to control the suburban lines under the "LT" umbrella has been aired every 20 years or so since about 1930, and run into a sand-drag every time, because south of England suburban and main line operations cannot be separated.

3 TfL's "value for money" package of customer service standards for London rail franchises set out in 2012 comprises six features: summarising, they are:

- (i) service frequency – a "turn up and go" frequency of at least 4 trains per hour throughout the week (including late evenings and Sundays);
- (ii) station ambience
- (iii) staffing –  
no mention of customers of station shops – indeed, to get people to open shops, which have been shown to be valuable facilities in the operation of stations);
- (iv) passenger security
- (v) customer information –  
real-time service information, supported by a comprehensive journey planning system;
- (vi) cycle parking

4 TfL went on to say that applying these customer service standards to the London Overground showed a marked rise in customer satisfaction, alongside a 110 per cent increase in demand.

5 The Mayor of London's 5-point plan for transfer by the Minister of Transport to the Mayor of control of the inner London suburban parts of the franchises serving London) was set out as –

- (i) TfL to be allocated a rail budget for inner suburban passenger services;
- (ii) As franchises came up for renewal, inner suburban services would be specified to Overground customer service standards, with the same performance indicators as the Overground;
- (iii) TfL could be given genuine control over contract management;
- (iv) Regulated fares in London would be set by the Mayor;
- (v) Inner suburban services could then be branded "Overground".

6 Most of what TfL aims at is about stations and the customer-facing aspects of rail service operation, but TfL have proposed that the franchise contract would be on the TfL model, by which TfL absorbs the revenue risk. There were at that stage no indications from TfL as to capital expenditure plans.

7 In reality, there could be a revenue shortfall from an increase in rolling stock numbers and operation, because the real costs of Southeastern have for many years been loss-making and the scale of the losses has only been reduced by cost cutting, the procedures of franchising, and by staff reduction and a share of the national increase in rail travel.

8 This is where the TfL plan would become complicated, because some Southeastern suburban stations are served by main line services, principally at Bromley South and Orpington; also, the SET suburban services run east of Dartford, to Gravesend and Gillingham. Both are served by HS1 services and Gillingham is also served by an hourly outer suburban service from Victoria and by SE "classic" main line services to Ramsgate and Dover. If passengers use a main line service to travel to London – as most off-peak Bromley South and Orpington passengers do, many of them on prepaid cards or Freedom passes - how will the income and, more important, the identification of any losses attributable to TfL operations be worked out and allocated?

9 Some suggestions for possible service improvements and route links have been aired, such as extending the Overground East London service beyond New Cross to Orpington or Bromley North. The problem with extending Overground from New Cross onto South Eastern lines, however, is the number of fouling movements and the lack of paths for an Overground service to the South Eastern main line.

10 Off-peak, most suburban stations except those beyond Orpington, beyond Dartford, and on the Catford loop, already have 4tph. (An off-peak 4tph between Orpington and Sevenoaks, where there already 4tph terminating, is probably not even feasible operationally).

11 TfL's primary targets are the passenger experience at stations, and there is no question that these should be implemented. Increasing inner suburban train services to 4tph in the late evenings and on Sundays must be considered as a much more critical issue; most lines already have 4tph up to about 8pm on Mons - Sats.

12 If additional late evening and Sunday services were to be run, there are in the Southeastern suburban rolling stock fleet more than enough suburban EMUs for what TfL actually could propose and implement for off-peak services. Overnight cleaning and maintenance would have to be rescheduled since fewer units would be available immediately after the evening peak.

13 The real need for the Southeastern suburban lines, however, is greater peak capacity. This cannot be provided by running additional trains, since available paths and terminal space are fully occupied. The solution lies in providing additional EMUs to restore the proper level of 10-car working from CX and CS, and 8-car working from Victoria, and then to implement significant 10-car and 12-car operation in the CX and CS peaks.

14 No reference to this has, thus far, appeared on TfL's published documents. The reason may be capital cost. At least 25 more 4-car or 5-car units are needed; the probable construction cost of new stock would be about £150million. (As at June 2015, an option will exist for 249 coaches, allocation unspecified, to be constructed by Bombardier, some of which could be envisaged for Southeastern Railway or Southern Railway).

15 Above all, TfL must work on the basis of the SE peak timetables, suburban and main line (with some suburban workings off or onto main line; it's all one operation); they are based on what actually can be made to work, and on what Network Rail and the DfT dictate, both now and if the SE RUS proposals are adopted; and it depends on what the CX/CS/Victoria platforms, the Lewisham junctions and the suburban termini can cope with.

16 As well as capital and operating costs, there are some detailed issues to be resolved. On the main line side, who would Slade Green and Gillingham depots be contracted to? How would the operating requirements and financial relationship to the Dartford – Gillingham, and Orpington – Sevenoaks, sections of suburban services, and those of the main line services which call at suburban stations, be defined? Who would "own" the diagrams now worked as mainline sequentially with suburban journeys with 465/9 and 466 formations? Who would own/decide on the diagrams for suburban stock based at Gillingham? What would happen when the main line service performance, which would be outside TfL's control, impacted adversely on suburban performance?

17 Part 2 of this paper details the operation of Southeastern Trains' services in south east London, Kent and east Sussex, in the context of the present franchise prior to the temporary rearrangements of services via London Bridge.

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*Devolution of inner suburban services to TfL  
A Response to TfL/GLA proposal*

PART 2 – SOUTHEASTERN TRAINS: OPERATION IN SOUTH EAST LONDON, KENT AND  
EAST SUSSEX

1       The next few years will see the completion of the Thameslink project and an upheaval in route and rolling stock operation on the Southern Electric system. But how are the south eastern (or SouthEastern Trains) services operated now (2014/15) and what may the future hold for them?

2       *Present franchise arrangements*

2.1     With the South Eastern franchise expiring and re-awarded from October 2014 by “Direct Award” until June 2018, and with the reconstruction works at and near London Bridge for Thameslink, several issues have come to the fore. The way these have been discussed has shown how little is known – even by many railway enthusiasts - about how the South Eastern network operates.

2.2     The present franchise for south east England, which for practical purposes is to be extended until June 2018, covers the suburban services from Charing Cross, Cannon Street, Victoria (south eastern side, platforms 1-8) and some services from Blackfriars, to Dartford, Gillingham, Orpington, Sevenoaks and Hayes; services on the Bromley North branch; and the “classic” main line services from Charing Cross, Cannon Street and Victoria to Ramsgate and Dover via Chatham, via Folkestone and Canterbury, and to Ashford via Maidstone East. Since 2009 the SE franchise has included High Speed services between St Pancras International and Ramsgate and Dover via Ashford: to Faversham: and to Maidstone West. Local services on the Sheerness branch and between Strood and Paddock Wood/Tonbridge are also operated. The nature of the south eastern suburban and main line networks, the areas which they serve, and how services have to be run and, vitally, the route infrastructure, are major factors in determining what services need to be, and can be, provided, and the arrangements for their provision.

2.3     In 2012 Transport for London (TfL) proposed the devolution of management of the south east London suburban network to its control. The Department of Transport (DoT), after initially setting its face against devolution (Press reports, October 2012) supported it (Press reports, December 2012), but in June 2013, alongside statements about the funding of rail projects, the Government said that the proposal would not, after all, be considered in the foreseeable future.

2.4     It was not apparent that TfL had fully explored the differences between the complex and extensive south eastern network and its operation and the successfully operated but relatively simple system of the present TfL Overground network. Whatever formal arrangement was

adopted would have resulted in complex operational and financial relationships, not only south of the Thames but also north of it, into St Pancras and Kings Cross main line territory. The present TfL Overground services do not have functional aspects which correspond to the south eastern suburban network's interdependent relationship and common operating ground with main line services, nor the sharing of suburban and main line rolling stock diagramming and maintenance support services.

2.5 Among the matters which TfL had raised, mostly about the public aspects of suburban services, was off-peak frequencies. They think that the late evening and weekend service frequencies, which are mostly two trains an hour on each route, with no late evening or Sunday services from Cannon Street, are inadequate and should be increased to four an hour. There would certainly be a substantial additional operating cost of more frequent late evening and weekend services, but which would probably not be covered by additional passenger numbers; but if cost and possible revenue were considered, even in principle, there appeared to be no indication of it from TfL.

### 3 *Some history*

3.1 Some of the changes in the operation of south east London train services since the late 1950s, when 10-car suburban operation with EPB stock was introduced on Charing Cross and Cannon Street suburban services are, even after more than 50 years, still relevant to the present situation. In the 1950s/60s, 10-car loads of 1,500 passengers on peak period suburban trains were common. Similar conditions were experienced on the 8-car services to and from Victoria (Eastern Section); passengers were carried in vacant guard's compartments (there were three unused guard's compartments on the journey of an 8-car train, four in a 10-car train) then and until the 1990s.

3.2 Traffic censuses of commuting were taken by BR Southern Region from about 1955 onwards. Commuter traffic to the central London Southern Region stations fell in the 1970s and 1980s, particularly with the early development stages of Docklands, which diverted commuters away from the City. There were increases in commuter numbers in the late 1980s with the construction of large office developments in the City of London, but they were not accepted as significant by the DoT. Surveys of passenger numbers have been few since privatisation; commuter origins and destinations have changed for demographic and economic reasons, particularly with the more recent developments in Docklands, so any observations that have been made of passenger numbers have not been readily assessable.

3.3 In 1955-57, when loads of up to 200 passengers per carriage were common (compared with today, when a load of more than 150 in the same carriage floor area is almost unknown) all suburban platforms on Charing Cross/Cannon Street routes were lengthened from 8 cars to 10, and nearly all peak period trains used for Charing Cross and Cannon Street suburban services were lengthened to 10 cars. Most peak suburban trains from Victoria and Holborn Viaduct, where loadings were lighter and not increasing, continued to be formed with 8 cars. The EPB compartment stock in service on the then Eastern Section from 1953 until 1994 had, in real terms, a higher passenger capacity, including standing passengers, than today's Networker trains. Following the introduction of diesel electric (1957) or electric (1959-62) operation on the East Sussex and Kent main lines, most peak period main line services between London and north Kent, Hastings and Ashford were of 12-car length to carry the commuter traffic. The new and more frequent main line services changed the balance of passenger use of suburban services between London and Bromley, Orpington, Chatham and Sevenoaks, partly by direct transfer of passengers

from suburban slow to main line fast trains and partly by encouraging the construction of large new estates adjacent to main line stations to which younger suburban commuters moved, examples being Rainham (Kent) and Paddock Wood.

3.4 The first decline in suburban commuter numbers, particularly the older generation which was going into retirement, occurred in the late 1960s and affected suburban routes. A main line decline came later, beginning in the 1980s and leading the DoT to limit the funding of replacement suburban and main line rolling stock for the south east London and Kent routes. The Department of Transport regarded the decline in commuter traffic as a permanent feature, with no expectation of a reversion to earlier, heavier traffic levels. Fleet replacement of south east suburban rolling stock therefore did not begin until 1992. Replacement of main line stock was not effected until 2001—04. The total of replacement carriages was, in 1992-94 and again in 2001-04, less than the total replaced, the final tranche of Networker EMUs for the planned south east suburban stock replacement scheme having been cancelled by the DoT in 1993.

3.5 In the 1990s, with older EPB stock scrapped and insufficient new Networkers, many south east suburban peak trains to/from Victoria were reduced to 6 or 4 cars, whilst on the Charing Cross/Cannon Street side of the system, peak train formations were reduced to 8, 6 or in a few cases 4 cars, with only 11 of the approximately 65 train formations in peak traffic being of 10-car length. The south east suburban fleet was reduced from about 180 4-car and 55 2-car units to 147 4-car and 43 2-car. In the period circa 2001-2005, some main line trains were shortened from 12 to 8, or from 8 to 6 cars. This caused annoyance among commuters, but because commuter numbers never recovered to their earlier levels on suburban routes, excess loads were visibly no bigger, per train, than they had been in the 1960s.

3.6 However, since about 2000, commuter traffic has risen on most parts of the South Eastern suburban system. Even so, from observation of evening peak services, few trains are loaded beyond the 120 per cent level (ie, seating capacity plus 20 per cent) and the overall load factor for services at London Bridge was (as at early 2013) 116 (a.m.) or 98 (p.m.) in contrast to the 1950s typical loads of 150 per cent (a figure based at that time on higher seating capacities than are provided in the present rolling stock).

3.7 Reasons for the changes in commuter traffic in the south eastern suburban and main line network in the late 1960s on suburban routes, then in the late 1970s generally, and again from about 2000 on main line services, can be identified. As well as changes in City of London and Docklands employment, there were demographic and social and economic changes which were either not noticed by rail management, or if noticed, not fully understood. The mass construction of suburban housing estates in the 1930s, and outside Greater London in the 1960s-70s, set up long-term cycles in which people move in, have families, retire and then stay where they are in a statistically lengthening retirement pattern (ie, people are living longer) which delays the availability of their houses to the next generation of potential commuters.

3.8 The effects of this, and of economic and social changes, have varied from line to line. There are observably lighter peak loadings between London and Greenwich towards Dartford, at least in part the result of the opening of the Docklands Light Railway to Woolwich Arsenal. Changes in recent times have included heavier peak loadings on the mid-Kent (Hayes) line; these are partly the result of changed park-and-ride habits. Changes in travelling habits following the introduction of the "Javelin" trains on HS1 in 2009 drew some commuters from north and east Kent away from the "classic" services via Chatham and Tonbridge. Fares increases in 2010 - 2012 resulted in some commuters deserting stations on the lines to Ashford and Hastings, driving instead from Kent or Sussex to kerbside parking near outer suburban stations and completing their journey to London by train from there.



3.9 The completion of the first stage in the Thameslink project, with the rebuilding of Blackfriars station, enabled off-peak trains from Sevenoaks via the Catford loop to be run through to St Pancras International and Kentish Town, and peak period trains on the Sevenoaks, Maidstone East and Chatham routes to run to/from St Albans, Luton and Bedford. These trains are well used, but not overloaded in the peaks between Farringdon and the South Eastern lines.

#### 4 *Train service operation*

The peak period services on the South Eastern “classic” routes are complex operations. The morning peak traffic is almost entirely into central London, with little local or contraflow traffic. The early arriving suburban trains return from London to the suburbs, running empty and non-stop in some cases, to pick up a second load. The later London arrivals return to the suburbs either as part of the transition to the daytime off-peak service, or as empties to depots for cleaning and maintenance, or to berthing sidings. Some trains are divided, at the London terminal or at Dartford, Gillingham or Orpington, with the two portions forming separate off-peak trains, or berthed in a siding. In a few cases one portion remains berthed in a London terminal platform to await use later in the day. Some trains continue to run at peak length (8 or 10 cars), some partly to meet traffic needs later in the off-peak, others because the train will be needed for evening peak passenger service before it can be dealt with at a depot or berthing sidings. Unlike buses, trains cannot queue up at the depot entrance, and the timing of essential work must be related to traffic needs. The morning peak arrangement is in effect reversed for the evening peak: commuter loads are taken out from Charing Cross or Cannon Street; some trains return empty (and non-passenger, nominally non-stop) to London and pick up another load.

4.2 Unlike London buses, which normally spend their working day on one route, many South Eastern trains change routes at the London terminal; they may also change routes at those “country” terminals accessible by more than one route – principally Dartford (suburban) and Ramsgate (main line).

4.3 End-to-end journey times differ from route to route and in most cases cannot be run as closed circuits without incurring excessive waiting time at one of the terminals. Timetables are therefore constructed so as to minimise the layover times at both the suburban terminal and the London terminal. At the London terminal, the arriving train is sent out on the next available suitable timetabled departure time, whether it be a return to the train’s origin or to another route. (Note that drivers’ rosters are compiled to accord with a different set of rules and a driver is not necessarily rostered to stay with the train he/she has brought in).

4.4 Thus, the first train to leave Charing Cross on Monday-Friday mornings, having spent the night there, has run to Dartford via Greenwich, returned to London via Greenwich, but then run to Crayford via the Bexleyheath line; during the following off-peak it has been berthed in sidings, but in the afternoon/evening peak it has visited Cannon Street, Hayes, Charing Cross, Strood (via Sidcup), then running to Grove Park shed for cleaning and emptying toilet tanks, and overnight berthing. Grove Park shed also cares for Southeastern main line trains, mostly during the day, between the peaks. The necessary interworking of trains between routes can result in problems on one route affecting one or more of the others.

4.5 The present South Eastern suburban peak services from Charing Cross, Cannon Street and Victoria are operated with a fleet of 113 x 4-car “Networker” Class 465 units and about 21 x 2-car “Networker” Class 466 units (built 1993-95 and therefore now at their half-life), and 36 x 5-car “Electrostar” Class 376 units. (built 2004-05. The services via Blackfriars to/from destinations in

Kent, although operated by South Eastern Trains staff, are, as at 2014, First Capital Connect services worked with FCC's classes 319 and 377 rolling stock.

4.6 Of the South Eastern Trains suburban fleet, 103 or 104 x 4-car, about 18 x 2-car and 32 x 5-car units are diagrammed, as at January 2014, for peak period operation, the remainder being on scheduled cleaning, toilet tank emptying, and maintenance procedures, and overhaul programmes. Cleaning and maintenance is carried out on day and night shifts and rolling stock operating schedules (of which the basic element is a tabulated sequence of journeys known as carriage working diagrams) are arranged so that, so far as practicable, individual units are on hand at the appropriate depot when work on them is due.

4.7 Monday-Friday off-peak suburban services are operated with about 71 x 4-car, about 12 x 2-car, and 18 x 5-car units. These run as 4, 5, 6, 8 or 10-car trains (except on the Bromley North branch, which is normally worked with one 2-car unit). Train formations are determined by known load trends, and the arrangements necessary for the changeovers from morning peak to off-peak; then to evening peak operations, and finally to late evening services; and by the requirements of cleaning and maintenance depots and the locations and capacity of berthing sidings. Saturday requirements are similar to the Monday – Friday off-peak, and Sunday operations approximately half those of Saturday.

4.8 The main line fleet comprises 75 x 4car and 10 x 3car units for London-and-coast services, and 34 x Networker "Wealden" (ie, with First Class seating) and about 22 x 2-car Networker units for "outer suburban" (ie London - Maidstone-Ashford and London – Tunbridge Wells) services; and 29 x 6-car "Javelin" units for HS1 domestic services.

4.9 Peak main line services normally require about 69 x 4car, 27 4-car with higher seating capacity, 9 x 3-car, 28 Networker Wealden (class 465/9) and 17 Networker 2-car units; 25 "Javelin" units work HS1 domestic services. Units not required for timetabled services are normally in maintenance. The former practice of having "spare" units as part of the fleet, as stand-bys or for special (ie, non-timetabled) workings, has all but ceased. Of the Wealden units, 2 x 4-car and 1 x 2-car units are used for suburban workings as part of their peak duties.

4.10 The depots and berthing sidings for the suburban fleet are at Bellingham, Gillingham, Grosvenor Road Victoria, Grove Park Shed, Grove Park down sidings, Grove Park up sidings, Orpington, Plumstead and Slade Green. Some stock is berthed at the London termini, overnight or mid-day. Berthing siding space at Bellingham and Orpington is shared with Thameslink trains operated by Govia Thameslink Railway on the London – Catford loop – Swanley – Sevenoaks line. The South Eastern Trains suburban fleet is maintained at Slade Green suburban depot, and at Ramsgate main line depot, under contracts arranged by the respective rolling stock owning companies.

4.11 The depots and berthing sidings for main line stock are at Ashford sidings, Dover Priory, Faversham, Gillingham. Grove Park shed, Ramsgate, St Leonards, Tonbridge, Victoria (Grosvenor Road shed and sidings); "Javelin" units are dealt with at Ashford (Hitachi depot), Ramsgate and Temple Mills (London).

4.12 The present total scheduled number of Charing Cross and Cannon Street suburban train formations in use in the peak periods (ie those involved in morning arrivals 0700-1000 and evening departures 1600-1900) is about 65, variously of 4, 6, 8, 10 or, occasionally, 12-car lengths. Until January 2014, about 20 were of 10 cars, about 30 were of 8 cars, about 15 of 6 cars, and 4 were of 4 or 5 cars. If the present nominally 20 minutes service cycle were continued, and on the basis that most of the present 10-car formations were lengthened to 12, (see later in

this study) and half the 8-car and 6-car formations (an arbitrary proportion taken for the purposes of this study) were lengthened by 2 cars, about 120 additional carriages would be required. This compares with approximately 160 replacement coaches cancelled by the DoT in 1993, and Southeastern's hoped-for cascade of 25 class 377 Southern EMUs from the Thameslink scheme.

4.13 Peak suburban trains on Victoria services are variously of 4, 6 or 8-car lengths. Main line peak trains on London-Kent and East Sussex Coast services are variously of 8, 11 or 12 car lengths. Wealden trains (Networkers with First class seating) are of 6, 8 or 10 cars.

4.14 All available rolling stock is in use during peak periods; when a rolling stock failure occurs, there appears generally to be no replacement available at short notice for peak services.

## 5 *Train service capacity*

5.1 London TravelWatch, the statutory passenger watchdog body, has made an issue of "capacity", arising from demands by passengers for more or longer trains. This has three aspects: (a), the space available for passengers on individual services; (b), the track infrastructure, which determines the maximum number of trains which can be operated, and hence the maximum service frequencies; and (c), the amount of rolling stock available for peak services.

5.2 Present South Eastern off-peak services are well within the capacity of both the infrastructure and the available rolling stock; capacity is therefore primarily a peak periods issue. It implies two questions: (1) is present capacity sufficient? (2) Can present capacity be used so as to provide more passenger accommodation where heaviest peak overloading occurs?

5.3 DoT figures for 2011 (given in reply to a Parliamentary Question) showed load factors (see above) for London Bridge South Eastern trains as 116 in the a.m. peak and 98 in the p.m. peak. It is not clear whether those figures are averages for the formally defined 3-hour peak periods; evening load factors of up to 120 can be observed on individual trains in the p.m. peak. The morning high peak is substantially shorter than the formal three hour peak period from 07.00 to 09.59; the evening high peak is longer than the morning high peak and the "actual" evening peak is observably longer than the formally recognised three hours from 16.00 to 18.59. So far as the peak periods are concerned, south eastern track capacity does not, and in the foreseeable future will not, permit a usefully greater number of trains to be run per peak hour. Possible future developments in signalling equipment may allow trains to run at closer headways, but the times taken by trains to run through critical junctions, the dwell times at the busier stations and above all, the terminal capacities of Charing Cross and Cannon Street stations, will remain a primary restricting factor.

5.4 If additional carriages were provided for main line work, compatible with the existing class 375 main line stock, the suburban requirement could be met by returning to the suburban area the 34 ex-suburban Networker units transferred to main line services circa 2005/6. This would avoid the provision of three (instead of two) incompatible types of trains for the suburban services. The capital cost of new additional rolling stock suggested above on current contract prices would be about £180m.

5.5 Weekday South Eastern suburban off-peak services require about 65 per cent of the available fleet to be in traffic, meeting the TfL preferred minimum of 4 trains per hour (tph) on all routes except the Catford loop (which is not operated by South Eastern Trains on Monday-Saturday), the Bromley North branch (which has 3 tph), and between Orpington and Sevenoaks.

(where a regular interval 4 tph stopping service cannot be run between the fast main line services because of pathing and headway limitations).

5.6 The remainder of the available South Eastern Trains suburban fleet is not operated during the day-time off-peak hours, because there is no requirement for it. The number of trains per hour operated on the south east London suburban routes, appears to be sufficient to meet passengers' requirements. Between the Monday-Friday peaks, the majority of suburban passengers on the south eastern lines travel not for optional social or leisure reasons but because they need to. The 35 per cent of rolling stock not in traffic during the day-time off-peak is generally required to be in depots for cleaning and maintenance.

5.7 Off-peak frequencies have to be seen in the context of widely varying demands; as an example, the loadings of Thameslink Bedford – Brighton services through the central London core range from seriously overcrowded to very light, due to the wide variety of passenger objectives on the routes. The busy ones are Brighton, Gatwick Airport, East Croydon, central London and Luton airport. The character of localities served by Thameslink varies from dense urban districts in London to rural villages on the Sevenoaks line. Some evening after-peak services from Charing Cross are heavily loaded, with some passengers having to stand from London Bridge to Lewisham or Catford Bridge.

5.8 Suburban area services in south east London are constrained by the intersection and interlocking of the various routes from the London termini: Charing Cross, Cannon Street, Victoria and Blackfriars. Train timings are critical at the "Lewisham" junctions at St Johns/Lewisham/Parks Bridge/Ladywell; at Blackheath and Charlton; the approach junctions for Dartford at Slade Green, Barnehurst and Crayford; at Strood, Loughborough Junction, Brixton, Herne Hill, Shortlands, Chislehurst and Swanley. Most of these junctions are "flat", and result in constant conflict of train movements. All south east London suburban services are directly or indirectly affected by main line services to Kent and east Sussex, which share tracks and have common use of some suburban stations. An example is Bromley South, where main line services provide fast links to London, additional to the four stopping trains per hour to Victoria and two to Blackfriars.

5.9 Regardless of any infrastructure improvements in progress or planned, there will continue to be limits on the provision of additional services. In the peak periods, train pathing of Charing Cross services is (and after 2018 will continue to be) limited by the capacity of the two-track "throat" between London Bridge and Waterloo. When the Thameslink work through London Bridge is complete, this "throat" will continue to restrict the number of peak period services to Charing Cross. The Thameslink widening to four tracks will allocate two of the four tracks on the central London side of London Bridge to Thameslink trains to/from Blackfriars, and two to trains for Charing Cross; few additional paths will be added to the south eastern lines schedules from the Thameslink structural changes.

5.10 The limitations of the flat junctions, particularly at Lewisham; the capacity of the main line between London Bridge and Tonbridge; and the similar limitations on the main/suburban lines between Victoria and the Chislehurst junctions (particularly between Herne Hill and Shortlands) will all continue. The Bermondsey dive-under, and the Tanners Hill (St John's) second line brought into use in 2013 – both works being integral parts of the Thameslink scheme – will not usefully add to the peak hour capacity of Charing Cross; timekeeping may be improved, but the primary purpose of the Thameslink scheme has always been to enable some trains hitherto running through London Bridge (Southeastern) or terminating at London Bridge (Southern), Blackfriars and Kings Cross, to cross the central area and go beyond it, thereby enabling some direct, no-change journeys across central London with minimum conflict with other services and easing the load on the Underground system.

5.11 Except for a few peak period paths which may be available on the Catford loop, there will be no free train paths remaining for additional peak services on the inner London sections of South Eastern except during the shoulder peaks. At best, the completion of the Thameslink works may enable a few additional peak period services to be operated to/from Charing Cross, by using the few paths which were allocated to Thameslink services until 2014. The Thameslink (Bedford/Brighton) peak period service times via London Bridge until 2014 were:

a.m peak northbound 0724, 0909, 0946; southbound 0716, 0742, 0818, 0912, 0927;  
p.m peak northbound 1616, 1727, 1813, 1846; southbound 1612, 1627, 1643, 1827, 1857.

5.12 Elsewhere, operating capacity could be enhanced by infrastructure works, mostly by reconstructing flat junctions to provide grade separation (ie, flyovers or dive-unders) but such works would necessarily be of a major nature and, since they could not be shown to be of significant advantage in off-peak operation, would be difficult to justify for a business case. These issues will continue to arise in relation to the 12-car suburban train project, which will complicate matters by requiring more running time through junctions and adding seconds to station dwell times.

5.13 Suggestions have been made from time to time by commuters' representatives, the Press and others, for increased services in the peak periods, but they are generally not pursuable because of the lack of free paths which could be allocated to them. Where greater passenger capacity is needed, it can only be met by lengthening existing trains (for which platform extensions and power upgrading have already been undertaken). Within the possibilities of the present system and timetable structure, this would require additional rolling stock, at a cost of about £1.5m per additional carriage constructed. Additional rolling stock would not earn revenue in off-peak periods; as with route network improvements, a business case would be difficult to make.

5.14 Turning now to the off-peak periods – ie, midday, evenings and weekends - suggestions have been made for additional off-peak suburban services. Almost all the south east London suburban routes have at least four trains per hour between the two peak periods, the exceptions being the Thameslink-operated Blackfriars – Catford – Swanley – Sevenoaks route (2 tph), the Southeastern stations at Chelsfield, Knockholt and Dunton Green (2 tph) and the Bromley North branch (3 tph).

5.15 Pathing needs for main line services between Orpington and Sevenoaks prevent the provision of four regular interval stopping trains per hour, but Chelsfield could be served by the existing semi-fast all-day main line service of 2 tph to Tunbridge Wells (the last Monday-Friday departure from Charing Cross has been at 2330). This stop would add only two minutes to the overall journey time, as does any stop on the South London networks (except where additional station dwell time is built in to some station stops to deal with local requirements, as at London Bridge and Lewisham). The only issue is headway times on the two-track section of line between Orpington and Sevenoaks.

5.16 The Thameslink works between Blackfriars and Lewisham, mainly in the vicinity of London Bridge station and Bermondsey, are designed to enable trains from the Southern Railway network to cross the South Eastern route to and from the Thameslink core without causing obstruction; but they will not enable a significant increase in South Eastern services, which will continue to be restricted by the Borough Market "throat" and by platform capacity at Charing Cross and Cannon Street, and by pathing limitations in the Lewisham area.

5.17 After the Thameslink works between London Bridge and Blackfriars, and at Bermondsey, have been completed, the effects of the Metropolitan Junction two-track “throat”, through which all suburban and main line trains for the six platforms of Charing Cross have to run, and the three tracks between London Bridge and the seven platforms of Cannon Street, will on the face of it be just as problematical as now (2014), because the Thameslink tracks will merely use the present “Charing Cross” track space at London Bridge; the Charing Cross services will run through the new two track section alongside it.

5.18 Through services to Blackfriars, Farringdon and St Pancras International will be an advantage to commuters from south London and the south east who now have to cross central London, and such services through the Thameslink core will reduce pressure on Tube and bus services; but benefits from linking those services to/from services to the north of London (or, southwards from London Bridge for trains from the MML and GN routes) could ultimately fail to be justified by their use when measured against the cost of operation.

5.19 There is a longer term issue. As explained above, the Thameslink works at London Bridge are designed to enable trains from the Southern Railway’s Sussex routes to cross the south eastern lines to and from the Thameslink core without causing obstruction, but the revised track arrangements in the London Bridge area will not enable a significant increase in South Eastern services. Contrary to public expectations, Network Rail and South Eastern Trains have publicly stated that there will be fewer paths available into and out of Cannon Street after the works have been completed.

5.20 As proposed in the South Eastern Route Utilisation Study, (2009), frequencies of Charing Cross and Cannon Street peak suburban services could be changed from the present nominally 20 minute cycle of 6, 8 and 10 car services to a 30 minute cycle of 8, 10 and 12 car services. (Main line services are already on a nominal 30-minute cycle). Initial analysis of the present service patterns suggests that retaining a 6 trains per hour service on a 30 minute cycle, but with the necessary mix of 6, 8 and 10-car trains (as now), would result in an unacceptably uneven service.

5.21 The total number of trains per hour would have to be reduced in order to achieve a balanced service with approximately regular intervals; this would, in effect, result in fewer but longer trains – using the same rolling stock but in a different operating pattern; the less frequent service could, in due, course, be supplemented by additional services in the vacant paths which had been created – but only if additional rolling stock were available. As an example, to provide a longer-trains service with the same total of rolling stock and carrying capacity on the Hayes line, currently (2014) run with 3 trains per hour to/from Charing Cross, and 3 to/from Cannon Street, would be run with 2tph to/from Charing Cross and 2 tph to/from Cannon Street, running all trains with 12-cars to provide approximately the same total capacity as now would be feasible with the existing rolling stock fleet.

## 6 *The 12-car suburban train project.*

6.1 Successive south eastern network managements have drawn up plans to deal with their commuter traffic, and in the late 1990s, planning for an expected return to earlier passenger numbers, decided to move to 12-car suburban operation on Charing Cross and Cannon Street suburban services. For this, funding was agreed for lengthening of most of the suburban station platforms, about 130 at about 60 stations, to Gillingham, Sevenoaks and Hayes; many were eventually lengthened but some, on the lines to Dartford and Gravesend, were not dealt with, mainly because the budgeted funds ran out before work could be completed. The extent and starting date envisaged for 12-car operation was not stated.

6.2 A 12-car scheme is still envisaged for the Southeastern suburban lines; platform lengthening (commenced in 1999 and suspended through underfunding in 2001, and strengthening the traction current supply to enable 12-car Networker trains to be run, was announced in May 2013 and completed in 2014. The short-term intention appeared to be to run a limited number of 12-car trains during the peaks, and then more extensive operation during the periods in the rebuilding of London Bridge station in which trains to/from Charing Cross (c2015-2016) or Cannon Street (c2016-2018) will be unable to call at London Bridge, with consequentially heavier passenger loads in those trains which call there. Industrial relations issues and lack of rolling stock have stalled the scheme.

6.3 Southeastern Trains' assessment in 2013 of its recent operations, was that it would wish to acquire additional main line stock so as to allow the suburban Networker stock (34 x 4 car units and some 2-car units) to be returned to suburban use from the Tunbridge Wells and Maidstone East services; but no consideration by the operators or the Department for Transport appears to have been published, as to whether (and how much) additional rolling stock would be needed in a 12-car scheme, either for a simple recasting of the timetables or for additional services which could be operated.

## 7 *Finally, a summary*

The Thameslink project will be a significant part of the south eastern lines' future – visually in the complete rebuilding of London Bridge station and the lines serving it. Its effect on south eastern services to and from Charing Cross and Cannon Street will be less significant – except for passengers on the Greenwich line, who will lose their few remaining direct services to Charing Cross.

The primary issue for an operator and for passengers is the under-provision of rolling stock for peak suburban services. Until this is resolved, passenger dissatisfaction with the service provided will continue.

*Laurie Mack*

  
*June 2015*

**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Fwd: Re: Your complaint to Chris Burchell  
**Date:** 06 June 2015 14:23:21  
**Attachments:** [image.jpeg](#)

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I enclose a number of emails to paint a picture of the service received as a daily city commuter.

----- Forwarded message -----

From: <[REDACTED]>  
Date: 25 Mar 2014 14:22  
Subject: Re: Your complaint to Chris Burchell  
To:  
Cc: "[REDACTED]" <[REDACTED]>, "[REDACTED]" <[REDACTED]>, "[REDACTED]" <[REDACTED]>

Morning Liam,

Thank you for responding on behalf of Chris Burchell.

Whilst I appreciate the factors that you have pointed out regarding the specifics of my usual train being delayed, having looked at [www.recenttraintimes.co.uk](http://www.recenttraintimes.co.uk) it is apparent that the issue is not isolated to the 7:50am.

Please see below table. The data represents the journey from Purley to London Bridge over the period of the last four weeks.



As you can see, if I wish to use this service from approximately 7am to 9am then the probability of my train arriving at it's destination at the time specified on the published timetable is on my instances less than 50% and as low as 26%.

Whilst I understand that there is a trade of between performance and capacity I am afraid I would argue that if the performance you are offering is a train that has a 26%-50% chance of arriving at it's destination on time, then you have miscalculated that trade off.

You must understand that you are increasing the price of tickets year on year, yet the performance is not improving, and whilst I accept the challenges you face as a train operator, as a consumer those challenges are not my problem, you offer me a service at a set fee, I pay for that service in advance with the expectation you will deliver what was promised, if you are unable to deliver that service then you should make that abundantly clear, and it is questionable as to whether the franchise should remain in your hands.

If it go to the shop and purchase a one litre bottle of juice, only to get home and find the bottle actually only contains 1/2 a litre, my natural reaction would be to complain and request a refund. In regards to Southern, it's like buying a 1 litre bottle of juice, getting home to find the bottle only contains 1/2 a litre, going back to the shop and being told that not only can I not get a refund but the bottle of juice has now increased in price above inflation, I buy the bottle of juice because unfortunately I am thirsty and there are no other bottles of juice available, I then go home only to find that once again the bottle only contains



1/2 a litre.

This continues every day, and when I question the shop keeper he says "it's not my fault, the company that bottles the water must have made a mistake, plus so many people want the juice I don't have enough to give everyone a litre anyway"

It wouldn't be acceptable in that context, so why is it acceptable here?

Further more, I understand that when a train is delayed due to infrastructure issues you are compensated by Network rail, yet the compensation for passengers only kicks in after a delay of 30 minutes or more. Why is this compensation or a percentage of it not passed onto customers?

Regards,

Lewis Cooke

On 17 Mar 2014, at 10:34, "SR\_VIP" [REDACTED] > wrote:

Ref: TC6870

Dear Mr Cooke

Thank you for contacting Chris Burchell, our Managing Director. Chris has read your email and asked me to reply on his behalf.

I am sorry to hear about the delays you are experiencing in relation to 1G10, I can certainly understand your frustration. 1G10 is at the end of a delay chain affecting 6 trains in total and as such is on the radar of our Performance team. The primary delays begin with 1P55 (07:18 Tattenham Corner to London Victoria) and 2P33 (07:20 London Victoria to Tattenham Corner). Initial delays begin when these trains start to encounter other services around South Croydon but the impact on 1G10 occurs at East Croydon as a result of platforming arrangements on platforms 4&5 which have a minimum re-occupancy window of 2 minutes.

There are some improvements in the pipeline and from May, 1P55 (07:18 Tattenham Corner to London Victoria) will be retimed to depart at 07:17 and dwell times will be increased from ½ to 1 min at Purley Oaks and South Croydon. This is to enable the preceding train 2M13 07:31 Coulson Town to Watford Junction to leave 1 minute earlier from origin (07:30). This combination will help ease congestion at East Croydon which knocks onto the 5 trains behind 1P55.

Ultimately there is a trade-off between capacity and performance. In this franchise we have responded to growing passenger numbers by increasing the overall number of services that we run - however with the smallest delay during the peak period (including dwell times which are no longer sufficient to meet passenger demand) this does mean that performance becomes more challenging than ever.

Thank you for taking the time to contact us.

Yours sincerely



**Customer Service Manager  
Southern & Gatwick Express**

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Fwd: A day in the life of a southern commuter  
**Date:** 06 June 2015 14:27:23

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----- Forwarded message -----

From: "Lewis Cooke" <[REDACTED]>  
Date: 12 Feb 2015 10:39  
Subject: A day in the life of a southern commuter  
To: "[REDACTED]" <[REDACTED]>, "[REDACTED]" <[REDACTED]>  
Cc:

Hello,

It appears last year was just a warm up in terms of ludicrous service, I'm starting to wonder if the annual fare rises are directly linked to the chaos and delays I.e the more we pay the more we get.

It was nice to see this shambles get a bit of national press coverage, the one story I found comforting was that there was one commuter train that failed to arrive on time once for the entire year, I use that as a benchmark now in order to avoid disappointment on my own journeys.

Regarding my own journey, as you know I had to change my working hours in order to facilitate the joint incompetence of national rail and southern that meant my train arrived on time only 28% of the time, slightly concerning (although obviously not surprising) is the fact that even getting a later train to accommodate the sheer incompetence that exists between Southern rail and Network, I still find myself boarding a train destined to arrive late almost every morning.

Not to worry, I've learnt my incessant whining has no impact on reality, and like an unfortunate victim of domestic violence with low self esteem I will keep coming back for more, telling myself that one day "things will change" and actually this detritus of a service is probably my own fault in some way, whilst someone somewhere is creaming off a nice six figure salary and accompanying bonus which is paid for by the frustration, disappointment and annoyance of every commuter.

As if to rub salt into the wound I recently read that in 2013/2014 Southern received a total of £14 million in compensation from Network rail, with only £1.4 million being paid to customers (or victims depending on your point of view), so it would seem that you actually do profit from our misery after all.

I've decided to start work on a "teleportation" device, I suspect I will have it finished before you are able to sort out the timetable or roll out fair compensation scheme.

Anyway, enough of me going on, I don't want to be late for work ....

Oh, wait a minute.

Regards,

P.S

The train I got this morning after running approx 15-20 mins late terminated at Norwood Junction rather than London Bridge, I then had to wait for another train which was of course also running late....the added bonus being was made up of just four carriages.

P.S.S

When the announcement "If you see anything suspicious on the platforms, please report it to a guard", does that include trains that run on time?

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**From:** [REDACTED], on behalf of [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** How would you run your own railway consultation  
**Date:** 08 June 2015 11:41:52

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Q. What are the key problems with National Rail services in London that need to be addressed?

I think the problems are too too much fragmentation due to the rail network being split between so many operators. The private companies have wasted money on re-branding, for example First Great Western who have re-designed their livery three times since 1996.

Southern have over specified their Electrostar fleet and ordered trains fitted out for long distance journeys for commuter journeys within London. These trains must have cost more than LORL's mechanically similar Electrostars, must be harder and more expensive to keep clean, yet are less suitable for commuter journeys because their narrow aisles make station stops longer and don't encourage passengers to stand away from the doors.

Q. How does the current system in London compare to those in other world cities?

A. It is very poorly integrated, with limited cross city connectivity. The Paris RER has five lines, and so seamlessly integrates with the metro that most visitors don't even realise the difference, I've had people tell me that they think the metro has express lines with double deck trains.

Q. What would devolution mean for passengers, in terms of fares, reliability, crowding, information, and so on?

A. I would like to see all of London's suburban services to be taken over by TfL, so London has an unified and integrated transport system. I would like to see TfL's successful method of contracting out its rail operations to be used as the basis for all the remaining franchises.

Q. What are the strengths and weaknesses of the London Overground model for delivering rail services?

A. It focuses on what is important, providing a reliable, regular service and has imaginatively created new opportunities on underused routes, for example the West London line. They have a cheaper and simpler fare structure and are more closely integrated with busses and the underground. It has a single identity and livery for trains. it's trains are designed for busy commuter services and encourage passengers to stand away from the doors.

Q. Which rail franchises or routes should be the priority focus for the Mayor and TfL in devolution proposals?

A. I think the Crossrail and Thameslink franchises should be the priority. They are new, so could be awarded to London Overground without a wait. Then I would like to see the south London franchises taken over as there are few alternatives to trains in south London. I would eventually like to see all London services be operated by London Overground.

Q. How can the Mayor and TfL improve their proposals for the devolution of the South Eastern franchise?

A. I would like to see the remaining rail services be brought together in a new form of Network South East.

Luke Nicolaides



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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Rail Devolution  
**Date:** 25 June 2015 14:06:03

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Spelthorne Council  
Knowle Green,  
Staines-upon-Thames,  
Surrey  
TW18 1XB

Dear Sir,

Rail Devolution

Thank you for giving us the opportunity to contact you with our views on the railways in London. I live in Ashford, Surrey which is one stop out of the TFL Zones. I started an online petition last year to include the stations in Spelthorne (Staines, Ashford, Sunbury & Shepperton) in the Zone areas as it was brought to my attention that other stations are included and are further away to London than us. (<https://www.change.org/p/mr-tim-shoveller-make-staines-ashford-surrey-zone-6>) We are not a London borough, but neither are over 20 other stations classed in the zone system.

One of the key problems which needs to be addressed is overcrowding. I get on at Ashford and by Feltham and Whitton it has become unbearable. Elderly people have been forced off the train and smaller people have been crushed in the corners. Some of our trains are 10 coaches, and although some platforms are not long enough, this does ease things slightly, however the majority are 8 coach trains. I believe there needs to be a number of seatless coaches with many poles to hold on to, not necessarily a large open carriage, but the trains do not have enough room for the number of people it takes, I dread to think what will happen in 5, 10, 20 years when the population increases.

My worry is that towns like mine are key commuter towns and they have many people who couldn't afford to live in Twickenham and towns close to London; first time buyers and renters and often people who don't earn very much being forced to pay extortionate rates per month for a very uncomfortable journey to and from work and I really do not think this is acceptable. The Zone system NEEEDS to be expanded to make prices fall for commuter stations. There needs to be a price freeze on tickets because I really do not believe the service I receive and many of my fellow commuters is value for money. I believe that the government needs to seriously invest in the infrastructure of London as it is frightening the number of people who squeeze on the trains in the morning

I think the London transport system is very expensive. Many people have told me that from my petition findings. I also think the ticketing system is unflexible. I work 5 days a

week like the majority of people who use the trains, so why am I paying for a whole 7 days. We need to have more flexible tickets, this would reduce the cost for a lot of people. As my station is just outside the Zones we cannot use Oyster card, which is unreasonable considering we live 2 miles away from the UK's biggest airport, London Heathrow! Many people get caught out and fined because they did not believe Ashford and Staines to be outside the system. As London grows, the Zones need to grow. The boundary should be the M25.

I understand that the rail networks were built a long time ago and that to build new tracks is expensive but the amount of disruption is unacceptable. We find at the station when the train is delayed or cancelled, they all will be and the reliability of the system is just not good enough. I believe it is partly the government's job to monitor and invest in the railways and for the companies such as South West Trains to hit their targets. The satisfactory rate from some of the train companies is unacceptable. The government need to fine the companies who do not pass a level of satisfaction and the money should be reinvested back into the lines and better trains. The companies who have been fined should not then pass on this cost to the commuter.

London is a fantastic city and additional investment needs to be made in order to keep up with commuter and visitor demands. Stations need to be longer, trains need to be 12 coaches long during rush hour and the rail network needs to brace itself for a much bigger population.

I feel the south and west part of London has been neglected somewhat since the excitement of London 2012 in Stratford. The Zone system is much larger to the east than to the west and I feel there should be many more towns that should benefit from the zones, use of an Oyster card and cheaper travel. I use South West Trains most of the time and sometimes Southern, two companies which I really feel need to 'up their game'. The satisfaction levels as I said before are not good.

Any new rail devolution settlement must include all commuter towns within the M25 and class the, in the TFL Zones. We use boundaries which were drawn up centuries ago, but the network needs to be modernised and help its customers.

I look forward to less packed rush hour trains, flexible and fairer ticketing and for the Zone system to be expanded.

Kind regards,

*O.Rybński*

Councillor O Rybinski  
Spelthorne Council



**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Case for Rail Devolution in London  
**Date:** 09 June 2015 10:26:55

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I would like to answer some of the questions outlines in your Case for Rail Devolution in London investigation

(<http://www.london.gov.uk/sites/default/files/Rail%20investigation%20-%20call%20for%20views%20and%20information.pdf>).

1) What are the key problems with National Rail services in London that need to be addressed?

As always, the key issues are capacity and reliability.

2) What changes to delivery, funding or governance should be considered?

It should be considered whether taking over other suburban routes will produce a benefit, but this should be studied carefully rather than just acceding to TfL's aspirations to take over every mode of transport in the south east.

4) What does devolution mean for passengers in terms of fares, reliability, crowding, information and so on?

I have no information on fares. Reliability and crowding will not improve just because TfL takes over a route, it will improve if whoever runs the line puts in the time, effort and resources to improving the trains and stations; and if Network Rail puts in the resources to improve the track infrastructure. Information will likely get worse, as in general the train operators know they run a timetabled service and thus information about specific services is important. TfL are generally a lot less forthright about failures, and more interested in pushing the blame away.

6) What are the strengths and weaknesses of the London Overground model of delivering rail services?

The transformation of the London orbital lines has been extremely impressive, in terms of staffing, consistency and service levels. However it must be noted that if it were not for significant infrastructure improvements by Network Rail, the Overground would not be nearly so well-liked.

The main weakness of the Overground model is a lack of quality information. On the

North London Line, it probably doesn't matter if one train is delayed, there will be another in 10mins or so. On the new Anglia acquisitions, it matters significantly. If my train at Cheshunt is cancelled, that's a wait of between 30 and 60 minutes, assuming the next one isn't cancelled too. TfL operate "turn up and go" services, and for lines with good frequencies that's reasonable. However where there are comparatively low frequencies (6tph or less), each train is important. It matters if the 1637 is cancelled, because that is the (hypothetical) train I get home from work every day, and there won't be another one for 30mins. However, all TfL will tell me is there are "minor delays". Their Twitter feeds are almost useless, they won't provide information about individual services at all. Furthermore, when there are engineering works their descriptions of what exactly is closed is very confusing. For instance on the DLR, there were recently engineering works which closed the Lewisham branch, but the description (and status maps) stated there were no trains between "Westferry, Poplar and Lewisham", implying there were no trains running between Poplar and Westferry, which was incorrect. A similar (but more confusing) thing occurs with the descriptions of East London Line engineering works.

Yours,  
Matthew Buck

[REDACTED]  
[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** SW Train Services in Staines  
**Date:** 10 June 2015 22:41:28

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I moved to Staines three years ago and was surprised to discover I was unable to use my Oyster card from Staines station into London. The closest station where an Oyster card can be used is Feltham, two stations away, so we have the inconvenience of buying a ticket from SW Trains at Staines to Feltham, exiting the train and touching in there with an Oyster card to continue our journey. We are so close to London Airport, inside the M25, and nearer to London than some other towns that are included in tfl zone 6 and historically Staines was deemed the border town of London.

It seems to me that many visitors to Staines are surprised that Oyster cards are not accepted at the station, as an even larger sign has been put up there - as if it is assumed that we are included in zone 6. I am sure that it would be very popular with the residents of our town to extend tfl zone 6 to include us, and I hope you will give due consideration to this extension.

I would also add that I travel weekly from Staines to Richmond, catching the 9.29am out. Even at this time the carriages are almost full and when the commuters embark at Feltham it is standing room only. Returning on the same route in the afternoon I often have to push myself into the carriage as they are jam packed. It is very expensive to travel by train and the least one can expect is to have a seat.

Patricia Taylor

Sent from my iPad

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** f.a.o. Richard Berry, re rail network in London  
**Date:** 26 June 2015 12:00:37

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Dear Richard Berry/Transport Committee

Please would you bring ALL public transport in London which serves only London under the ownership and control of TFL.

Sincerely

Phil Vasili

[REDACTED]

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** The Case for Rail Devolution in London  
**Date:** 29 June 2015 09:35:29

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Transport Committee,

I wholeheartedly endorse the proposed scheme to move control of inner suburban London rail services under the control of TFL. Not only does this bring sub-par services under the more direct scrutiny of a public body, but also allows for a more cohesive and unified transport service across the entirety of London.

Moreover, TFL has proven itself to be more than capable of successfully running this kind of arrangement - ultimately to the benefit of those who actually use these services in the capital.

If such a scheme were to be officially proposed, I think that the public case would benefit from a roadmap of proposed improvements and alterations. Perhaps even the rebranding of rolling stock and stations would be conducive to immediately improving public perceptions of the services.

All the best,

Peter Haggett

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Rail Devolution in London  
**Date:** 08 June 2015 12:36:42

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Dear Sirs,

Thank you for the opportunity to contribute to the debate regarding rail devolution.

As a regular commuter using Govia Thameslink I consider the proposal to devolve the service into TFL London Overground as an imperative.

Since Govia took over the running of the service from First Capital Connect in the Autumn of 2014 the service has steadily decreased in standard with delays, cancellations and train faults a regular, almost daily occurrence. The trains are dangerously overcrowded and my journey (Sutton to City Thameslink) is standing room only after it's second stop. All this with a backdrop of rising fares and increased profits for TOCs.

The line connects North and South London with a "core" running through from London Blackfriars to St Pancras, with key suburban services in the Wimbledon loop to the South and St Albans, Bedford to the North.

The bulk of the stations on the line are ramshackle and deteriorating, the rolling-stock is antique and not fit for purpose. I appreciate the latter are due for renewal but in the meantime passengers still have to suffer uncomfortable journeys.

London is a vibrant city with a rapidly growing economy. It is of key national and global importance. That one of our major commuter lines transporting thousands workers from the suburbs into the City of London is allowed to be run in this parlous state in 2015 is a national disgrace.

In this case at least the privatisation experiment has clearly failed - time for TFL to step in and give this part of London the train service it deserves.

Yours faithfully

Phil Wass  
[REDACTED]

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Cc:** [REDACTED]  
**Subject:** Re: How would you run your own railway?  
**Date:** 31 May 2015 16:52:38  
**Attachments:** [West Anglia Taskforce proposals.docx](#)

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Dear Sir or Madam

I read with interest that the the Mayor's Transport Committee is seeking views regarding further devolution to TFL:

<http://www.london.gov.uk/mayor-assembly/london-assembly/investigations/how-would-you-run-your-own-railway>

Please find attached a report I have produced for the West Anglia taskforce, covering a range of proposals that could transform the West Anglia lines just adopted by TFL and also the West Anglia Mainline, due to be Crossrail 2.

Key to this is an attempt to lobby the Department of Transport to include a strong mandate for the soon to be formed West Anglia Taskforce to consider all options for metro routes on the West Anglia lines. Their terms of reference have not yet been finalised, and so I hope this Committee can lobby DfT to ensure that London's local services are adequately represented. My concerns are that the Taskforce was lobbied for, quite rightly, by the London, Stansted, Cambridge Consortium. However, their influence will focus more on long distance services, which is why early involvement from the Mayor is required to have equal focus on London's local services from Liverpool Street.

Please find my report on ideas for the lines. It includes a number of major proposals, but also a significant range of minor alterations that could transform train journeys from Liverpool Street into the best services in London, and surely that is what will convince government to devolve services to the Mayor.

I would be delighted to have any opportunity to contribute further.

Philip Ridley

[REDACTED]

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## **West Anglia Rail proposals for the London Borough of Enfield**

### **Introduction**

A West Anglia Taskforce has been approved by the government to assess options for enhancing routes from Liverpool Street to Enfield Town and Cheshunt via the West Anglia branch lines and Hertford East, Stansted Airport and Cambridge via the mainline, noting that the line via Stansted once formed the mainline to Norwich, running on a 15 mile dismantled line between Stansted and Braintree. The Taskforce is in response to disappointment regarding Network Rail's future plans for the lines that excluded anticipated four tracking.

This report aims to focus minds upon the terms of reference of the West Anglia Taskforce to ensure that the taskforce has sufficient mandate to consider all options for poorly served West Anglia metro stations between Cheshunt, Enfield Town, Chingford and Liverpool Street, all of which contribute towards Tottenham and Edmonton being amongst London's poorest wards with history of riots, and yet they hold enough land to satisfy a significant percentage of the Mayor's housing targets.

The Taskforce is likely to recommend four tracking the mainline, which will be a major step forward. However, for Tottenham and the London Borough of Enfield to turn the corner it needs investment in the branch lines to Enfield Town and Cheshunt.

There are two headline big win proposals in this report. They are combined with a vast range of smaller easy win proposals that would also transform West Anglia routes. It is therefore hoped that even if those two large proposals are deemed unviable, that consideration is given to some of the other proposals for the lines as part of a Taskforce Term of Reference to consider comprehensive solutions to shortcomings on metro stations in Enfield and Waltham Forest. This is particularly important for Enfield, because most of this London Borough suffers rural level of services, with most stations north of Edmonton Green and Tottenham Hale suffering just two trains per hour. This is probably the worst rail provision of any London Borough and wards east of the A10 rank amongst the poorest in London with high levels of diversity. Any investment here will therefore disproportionately achieve social mobility and inclusion objectives.

A second key principle is that enhancement of the West Anglia Mainline to world class standards with Crossrail 2 could create a corridor of opportunity. However, enhancement of the mainline alongside associated improvements to the Enfield Town branch and Southbury Loop with improved connections between them will facilitate comprehensive regeneration and place making for the London Borough of Enfield as a whole attractive to inwards investment.

A comprehensive area approach will vastly leverage and multiply the benefits of Crossrail 2 for minimal additional cost, more than doubling the opportunity areas unlocked for regeneration and comprehensive re-development. The major opportunity areas that a comprehensive approach could unlock are explored within this report.

The risk of not taking this approach is that Crossrail 2 fails to deliver projected levels of development and regeneration.

In summary, this report provides example proposals that relate to the overarching request that the West Anglia Taskforce's terms of reference include commitments to:

- Identify and appraise options that would develop a holistic approach to metro routes through Hackney, Haringey, Enfield, Broxbourne and Waltham Forest.
- That enhancement of lines through the London Boroughs of Haringey and Enfield that run parallel to Crossrail 2 be enhanced in concert with Crossrail 2 to multiply the regeneration its regeneration potential.



### **Enfield Town Branch and Southbury Loop capacity**

This part of the report discusses two proposals that could transform the West Anglia branch lines alongside providing significant additional capacity for the mainlines, at minimal additional cost. These headline proposals involve a new curve from Moorgate to Liverpool Street, diverting Metropolitan Line trains from Aldgate to Enfield Town. An additional potential piece of infrastructure is the re-instatement of the dismantled branch line from Angel Road to Edmonton Green, utilising spare capacity at the point where the Seven Sisters line branches into two.

#### **Challenges for the West Anglia Branch Lines and issues with existing proposals:**

The most obvious deficit for the West Anglia lines is the absence of four tracks along the mainline from Tottenham Hale to Cheshunt and beyond. It presents one of the only existing undeveloped rail corridors from a London terminus and must be developed as a priority.

However, the second, less obvious issue is that The West Anglia route via Seven Sisters splits into two routes north Edmonton Green. This effectively halves the train capacity of the Enfield Town branch and Southbury Loop, with each providing just two trains per hour. This problem is compounded by limited capacity between Bethnal Green and Liverpool Street. Both the mainline and the Seven Sisters line are further limited by having to absorb four trains that travel on the mainline until Hackney Downs and then merge onto two tracks into Liverpool Street. This also restricts the number of trains that can serve Walthamstow and Chingford.

Network Rail's recent study for increasing connectivity proposed on Page 26 and 49 that Edmonton Green station be re-built to resolve the issue. Busy Enfield Town services would be relegated to a shuttle to Edmonton Green with cross-platform interchange. This retrograde proposal sees more semi-fast trains stopping at Edmonton Green to boost Hertford East services and four trains per hour via Southbury. However, stations between Edmonton Green and Seven Sisters see a reduction from six to four trains per hour at peak.

This plan provides some additional journeys north of Cheshunt and some relief to the Mainline. However, it provides minor benefits to some journeys in Enfield yet significant harm to most at relatively high capital outlay.

<http://www.networkrail.co.uk/publications/long-term-planning-process/improving-connectivity/?cd=1>

Table 5.7 on page 80 of the recent Anglia Route Study looks further into potential solutions to the problem. It explores various complex, expensive means of increasing platform capacity at congested and restricted Liverpool Street Station. It deems that this massively complex work would not be enough, calling for an expensive new terminus at Bishopsgate Goods yard. Such a terminus would stop short of Liverpool Street, serving only Shoreditch High Street. A new Central Line station would be required to make it viable, adding yet more cost, yet this does not appear to have been factored into the proposal and there is no evidence of it having been considered. Those seeking onward journeys would have to take a bus to Liverpool Street or require two changes to reach Crossrail and the District Line at Whitechapel.

The business case for a new terminus at Bishopsgate Goods yard would also have to consider the opportunity cost of displacing prime major development sites that on their own could be sold and developed to fund the proposals set out in this report.

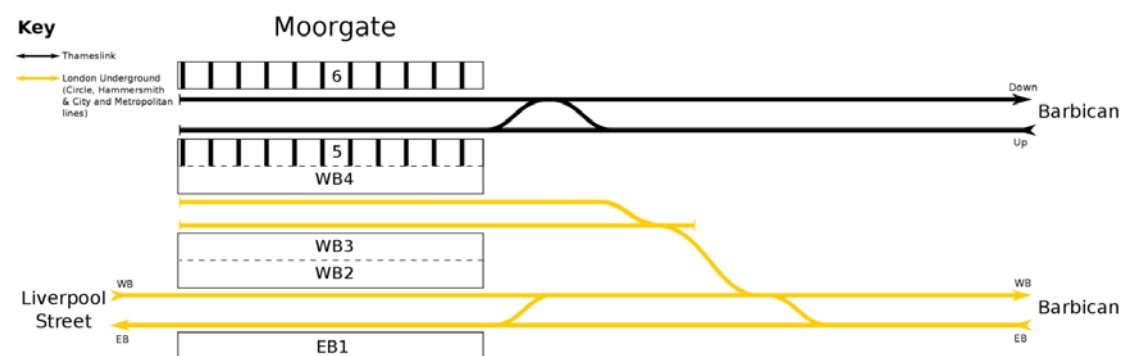
<http://www.networkrail.co.uk/long-term-planning-process/anglia-route-study/>

### Solution 1: New Metropolitan Line curve from Moorgate to Liverpool Street:



Network Rail has proposed re-building much of Liverpool Street Station to increase platform capacity. This may end up being entirely necessary. However, the 14 terminating trains per hour at Aldgate present an opportunity to relieve Liverpool Street Station of all West Anglia metro services to Enfield Town and Cheshunt.

A 0.3 mile curve and incline from the West Anglia slow at Liverpool Street to Moorgate could take carry at least 14 Metropolitan Line through trains to Hackney Downs and onwards to Seven Sisters, terminating at Enfield Town and Cheshunt. This would remove at least two platforms from Liverpool Street and would almost double service levels on the West Anglia line alongside providing significantly enhanced onwards journeys.

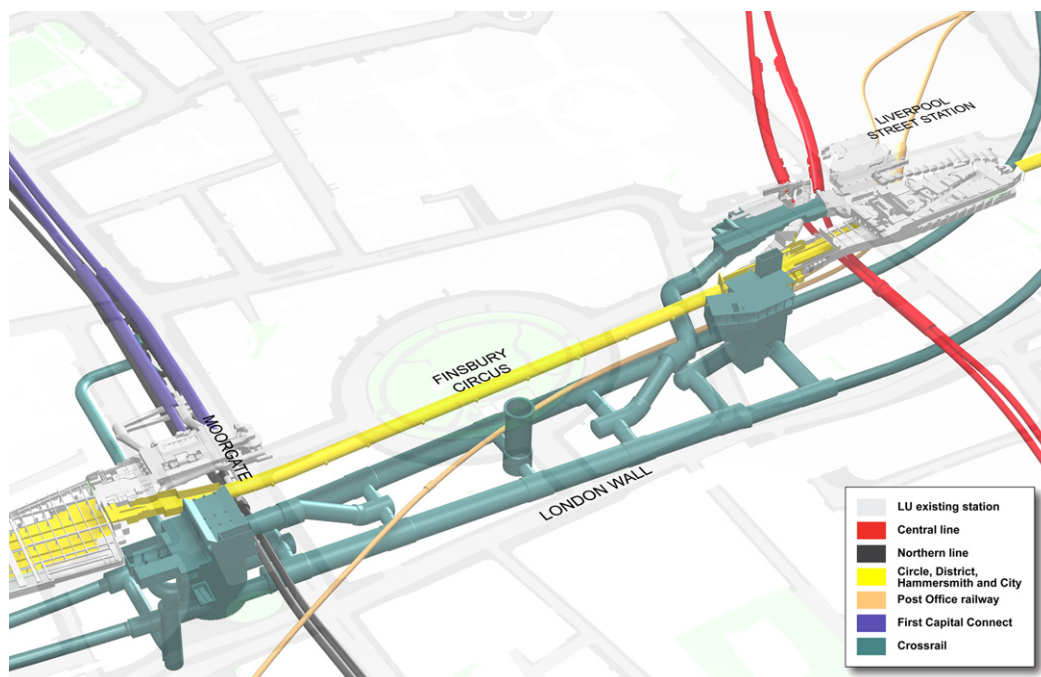


Furthermore, Moorgate also has six platforms that would let it be run as a major terminus for trains from the West Anglia Line if the through tracks could be re-routed to the old Thameslink tracks, with Circle Line, Hammersmith and City and through services to Hackney Downs calling at platforms 6 and 5. Platforms 1, 2, 3 and 4 could be for terminating trains from Hackney Downs and could possibly be a terminating platform for the three District Line trains per hour from Embankment that presently terminate at Tower Hill. If that would not be possible, the terminating trains could instead be Metropolitan Line trains from the West. Whilst not ideal, users here would have same platform transport to Aldgate at Farringdon and Moorgate provides interchange with Crossrail.

Former Thameslink tracks and associated Smithfields Goodsyards associated sidings continue towards Farringdon to provide significant potential stabling provision with a potential for Barbican to be a terminus.

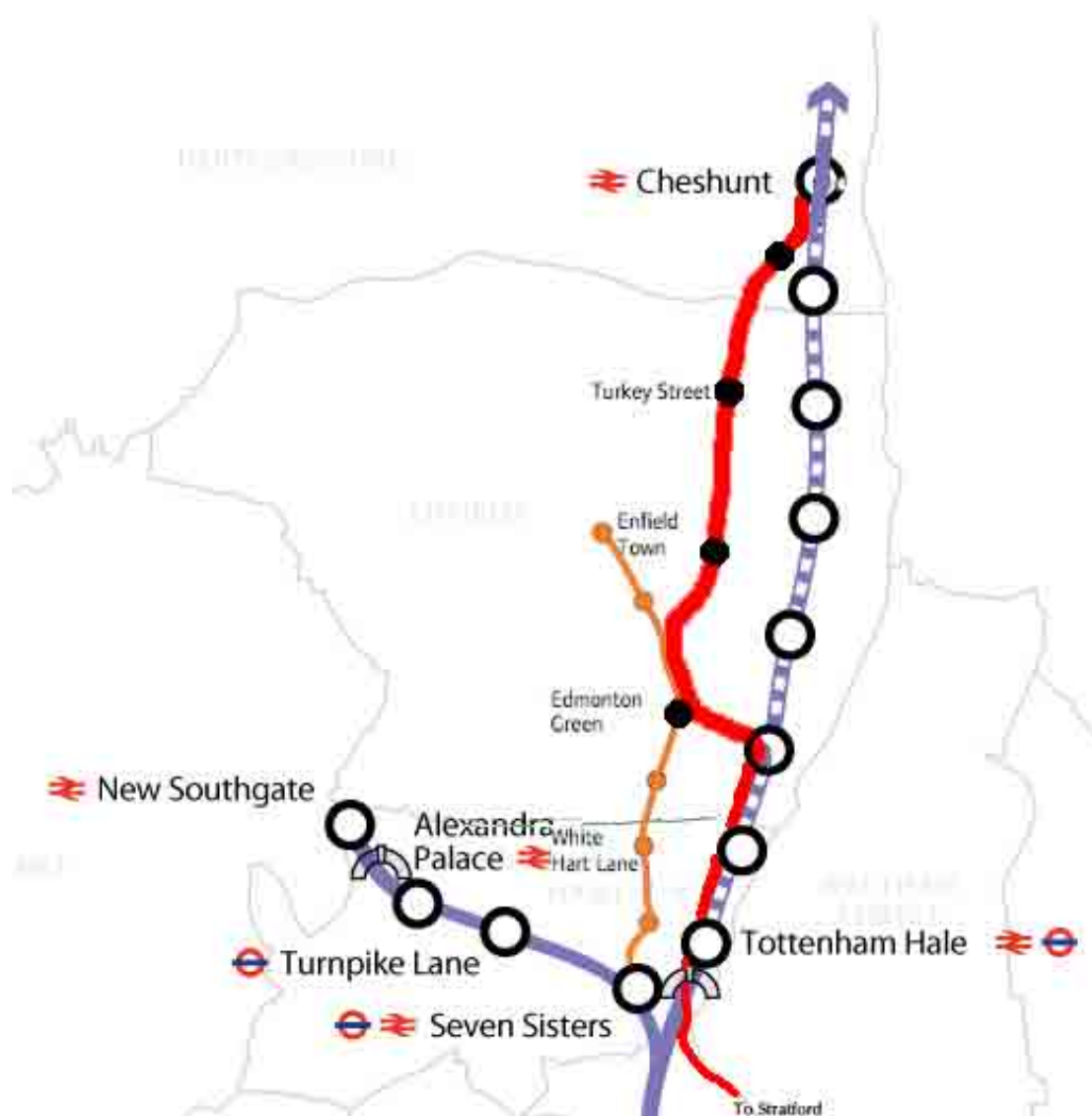
Moorgate becomes a more viable terminus with Crossrail and would operate much like the other inner Metropolitan Line terminus with through platforms at Baker Street. In this scenario, it is conceivable that the West Anglia branch line could deliver tube level frequencies of 25 to 35 trains per hour alongside eliminating West Anglia branch line trains from terminating platforms at Liverpool Street, providing massive additional capacity for the West Anglia and East Anglia express routes that can be further enhanced with the construction of new platforms at Liverpool Street. Need is most likely removed for a new, expensive, isolated terminus at Bishopsgate Goods Yard.

The slight loss is that Aldgate gets fewer Metropolitan Line trains. However, signaling improvements that will see circle line trains serving Aldgate in both directions at a rate of twelve trains per hour, up from six. There is also potential for further enhancement if the three District Line trains per hour that terminate at Tower Hill via Embankment terminate instead at Aldgate, Liverpool Street or Moorgate before reversing.



Above is the layout of Moorgate / Liverpool Street. Yes, it is tight, but very likely that an engineering solution can be achieved with extraordinary gains for the level of work required

## Solution 2: Re-instated branch line from Angel Road to Edmonton Green



The second major proposal is re-building of just 1 mile of rail between Angel Road and Edmonton Green alongside triple tracking the existing dual track that runs from Edmonton Green to just after Bury Street. This is where the Enfield Town branch separates from the Southbury Loop.

For details of the dismantled line visit the following pages:

- [http://en.wikipedia.org/wiki/Lower\\_Edmonton\\_\(low\\_level\)\\_railway\\_station](http://en.wikipedia.org/wiki/Lower_Edmonton_(low_level)_railway_station)
- [http://www.disused-stations.org.uk/l/lower\\_edmonton\\_low\\_level/](http://www.disused-stations.org.uk/l/lower_edmonton_low_level/)

The present proposal for Stratford to Angel Road (STAR) services, due to be brought online in 2018, is for four trains per hour initially, rising to eight trains per hour by the early 2020s. These could run to Cheshunt via Edmonton Green, boosting the Southbury Loop that runs parallel to and complements Crossrail 2. An additional 2 mile fifth track between Tottenham Hale and Angel Road can travel this route without removing any capacity from Crossrail 2 or the West Anglia Mainline.

These proposals would vastly improved services for the London Borough of Enfield, provide more services north of Cheshunt and improve journeys within London. Given that most of the new homes anticipated to be enabled by Crossrail 2 are in Enfield, along the Lea Valley, the enhancements this report proposes will vastly multiply Crossrail 2 housing delivery.

The link also provides connection between Enfield Town and the £1.5bn redevelopment at Meridian Water (Presently Angel Road): <http://www.meridianwater.co.uk/>

#### Potential issues with re-instatement of Angel Road to Edmonton Green services:

The original link was at ground level, which would not work with existing roads and buildings. However, it could be reinstated with an elevated track over Edmonton Green shopping center, providing platforms level with the existing station. A significant open area between existing rails and the Hertford Road could facilitate the link if an alignment can be achieved, with arches under the railway being used to enhance retail provision.

The link could be similar to that built already for London Overground at Shoreditch High Street or with engineering similar to the new elevated London Overground links north Surrey Quays.

The track from Edmonton Green to Southbury has space for additional tracks, requiring a new 1-mile section of dual tracking. There is a small group of low-density, low value developments on the dismantled railway either side of Bury Street that could be compulsorily purchased at nominal cost and potentially a small block of flats adjacent to tracks at the Edmonton Green roundabout that would require demolition. A minor road bridge over Bury Street also needs widening to take three tracks, but the route is otherwise clear.

Parts of Edmonton Green shopping centre may require re-development, but the entire center is on the verge of dilapidation and is desperate for a comprehensive redevelopment proposal that could deliver homes, retail and employment. A short tunnel under the shopping center with platforms between the bus and rail stations could be a workable solution.

#### Options for new services

If the Angel Road to Edmonton Green link is achieved, many options are possible. This provides a breeding ground of opportunities that can be put to various business tests to determine the optimum solution, enhancing possibilities of a successful route being achieved. Some of these proposals require six tracks between Tottenham Hale and Angel Road.

#### TFL Concession and integration with TFL services at Stratford

A key proposal for STAR services, which can be implemented regardless of the Angel Road to Edmonton Green link, is that the service is immediately deemed a TFL concession. This would allow two major benefits. The new line can be integrated with existing TFL services terminating at Stratford, eliminating the need for new platforms. Also, unlike with a franchise, all profits can be re-invested to progressively build the optimum scenario in time for Crossrail 2 opening in 2028.

Options for TFL integration with STAR services at Stratford include extending London Overground to Richmond and Clapham Junction, DLR from Stratford International and Jubilee Line or Crossrail 1 from Stratford.

Crossrail 1 is mentioned because it is anticipated that frequencies will rise from 24 to 30 trains per hour if demand justifies. 6 Crossrail 1 trains per hour could therefore be routed up the Lea Valley to merge with Crossrail 2 trains at Tottenham Hale. This would be similar in principle to the recently approved Crossrail 1 extension to Tring via Watford and Hemel Hempstead. The greatest benefit could be achieved sending Heathrow trains along this alignment. This would provide a direct link between Heathrow and Stansted Airport. With Crossrail 1 integration, a second curve could be used to send additional Shenfield trains on the route, because there will be latent capacity between Stratford and Shenfield due to there being only 12 Crossrail trains per hour away from the central core.

The only study to date covering link between Stratford and Tottenham Hale that integrates with existing services can be found in page 43 of the DLR 2020 Horizon Report. It proposed



extending DLR services up the Lea Valley from Stratford International to provide up to 15 trains per hour, providing a capacity of 5,400 journeys per hour in each direction. This capacity could be increased with additional carriages and it is likely that more than 15 trains per hour could be provided if necessary. It identified a clear business case of 2.0:1. DLR trains would make an elevated transition to Edmonton Green station easier to engineer. Capacity would be lower than other options, but it would likely be more than sufficient for the route and significantly better than existing provision. This DLR link to Tottenham Hale would provide a one-change link between Stansted Airport and London City Airport at Tottenham Hale. DLR integration may however require five or six tracks between Tottenham Hale and Angel Road.

<https://www.whatdotheyknow.com/request/18439/response/46991/attach/4/Report%20Horizon%202020%20Final%20Issue.pdf>

#### Jubilee Line integration

A Jubilee Line extension could provide significant potential benefit. It will provide 34 trains per hour following proposed upgrades. Reinstatement of the Hall Farm Curve could allow 17 of these to continue to Chingford and a further 17 to continue to Edmonton Green and beyond via Tottenham Hale.

#### Overground Integration

London Overground trains from Highbury and Islington are aligned perfectly to continue up the Lea Valley. These trains are presently at capacity, but the line between Highbury and Islington has capacity to be four tracked. It is noted that this alignment could also absorb potential Crossrail 2 trains via Hackney Central. Alignments also exist for the two additional tracks to continue beyond Camden Road to merge with London Overground services to Watford.

#### Thameslink Integration:

One very exciting option that requires consideration is the opportunity to extend Thameslink to Stansted Airport. It is proposed that improved signaling can increase Thameslink from 24 to 30 trains per hour if demand allows, as with the two Crossrail proposals. Six trains per hour could therefore be sent direct to Gatwick from Stansted Airport via the Crossrail 2 route. This simply requires the reinstatement of the dismantled curve from Kentish Town to Holloway Road and the dismantled curve from South Tottenham to Tottenham Hale. A direct interchange at St Pancras International provides a viable single change interchange with Thameslink services to Luton Airport. This could combine with the potential Heathrow to Stansted Airport link via Crossrail 1 to provide a truly networked airport provision for London as a whole.

If the above Thameslink integration were provided, there would be additional capacity from South Tottenham to Barking Riverside. This would allow four trains per hour from Edmonton Green and beyond to Barking Riverside via the existing electrified curve at South Tottenham. A short section of new track may need to be provided for a couple hundred meters east of South Tottenham and where the line splits into two mainlines just before Tottenham Hale alongside doubling South Tottenham to four platforms to facilitate this. This proposal is attractive, because congestion is greatest between Edmonton Green and Seven Sisters. This also allows more trains via Edmonton Green without having to boost Liverpool Street capacity.

Both of these proposals would be made more viable by electrification of the Gospel Oak to Barking line.

#### Re-route Crossrail 2 from Angel Road to Cheshunt via Southbury

One option to be considered if a connection between Angel Road and Edmonton Green is agreed is that Crossrail 2 trains can now be re-routed via Southbury, with STAR services or

other similar integrations discussed above relieving stopping stations on the West Anglia Mainline. This is a very unlikely proposal, but it bears considering, because Crossrail 2 did not consider this option in initial planning. They discounted a similar scheme that ran from Hackney Downs to Cheshunt, discounted because it would have created a shuttle between Hackney Downs and Liverpool Street and would have disrupted intermediate stations. However, that is not the case with this proposal, and the exercise could provide valuable insights.

The Southbury Loop travels along the center of the London Borough of Enfield, providing a more direct connection to Enfield Town and better links to bus services and cycles at Edmonton Green and the potential new station opposite Brimsdown at Caterhatch Lane / Enfield Highway. Regeneration opportunities along the existing Crossrail 2 route can still be realized with this amended proposal by four tracking the mainline. One key benefit of this route is that it is pre-aligned to the west of the mainline to allow easy access to Herford East, which provides an ideal terminus for Crossrail 2 plus opportunities to later extend the line to Hertford North.

#### STAR integration with Crossrail 2

Stratford to Angel Road (STAR) service integration is very important. They are proposed to involve four trains per hour in both directions initially, rising to eight trains per hour by the early 2020's. Early indications are that Network Rail can maintain four trains per hour to at least Broxbourne alongside Crossrail 2, but further clarification is required as to whether the proposed eight trains per hour to Stratford can be achieved. I would argue that four trains per hour between Stratford and Tottenham Hale is woefully inadequate, particularly once Crossrail 2 brings a high number of new passengers to the area.

Additional tracks between Tottenham Hale and Angel Road may be required along with the proposed re-opening of the Angel Road to Edmonton Green link to remove bottlenecks.

If space does not exist for five or six tracks overground, consideration should be given for extending Crossrail 2 underground until just after Angel Road.

#### Victoria Line integration

The Victoria Line depot has three staff trains per hour that run from a staff platform at Seven Sisters to a staff platform at Northumberland Park. Clearly, it would not be a major investment to convert that staff line to a passenger shuttle service, providing additional services to Northumberland Park and helping to relieve Tottenham Hale. Doubling these services to six trains per hour provides a train every 10 minutes.

Sponsorship would likely be available from Tottenham Hotspurs and additional services could be provided on match days. It could be called the Spur's Spur!

Journey times from Seven Sisters to Northumberland Park would reduce from 13mins to 2mins, and this could provide justification for Crossrail 2 skipping Northumberland Park.

#### Additional services from Cheshunt to Barking:

With capacity so tight at Liverpool Street, a shuttle service was once provided between Cheshunt and Seven Sisters to provide that route at least four trains per hour, up from the present two. This shuttle could be re-instated, either extending all the way to Hackney Downs or, the South Tottenham Curve could be utilized for this purpose, with at least two Cheshunt trains per hour stopping at all stations to Seven Sisters, and then South Tottenham, Walthamstow, Wanstead and on to Barking. Trains would have to be Diesel at present, but electric stock can be used once electrification of the Gospel Oak to Barking line is complete.

#### Additional services for stations between Hackney Downs and Liverpool Street

It appears that an amended junction at Hackney Downs is required for this. If Chingford trains could move immediately from the mainline to the slow tracks at Bethnal Green Station, the

mainline is relieved and both London Fields and Cambridge Heath gains extra four trains per hour. Clearly, this is of little benefit if it limits optimum proposed frequencies between Hackney Downs and both Enfield and Cheshunt.

#### **Intermediate solutions for Ponders End and Brimsdown:**

Further thought should be given to the potential benefits of already proposed STAR services even if the Angel to Edmonton Green proposal does not go ahead. The existing proposal provides four trains per hour to Angel Road by 2018 but nothing has been said about what to do about services further north.

Consideration should be given for using the two mainline trains per hour that terminate at Northumberland Park and Angel Road to boost provision at Ponders End and Brimsdown, providing them four trains per hour for the first time.

In addition, Network Rail states that there does exist capacity for four trains per hour at these stations with a turnback facility at Brimsdown. As such, with STAR services displacing two stopping trains and two additional trains being possible in current timetables with a turnback facility, Ponders End and Brimsdown could be given a metro service of six trains per hour. This should be sought.

Enfield Lock and Waltham Cross already get five trains per hour at peak, albeit not at consistent timings. With this approach it should be possible to rationalize all stopping services between Cheshunt and Ponders End to provide a regular metro service of six trains per hour to all stations. This should be sought as soon as STAR services commence in 2018.

#### **New Station at Picketts Lock**

A Crossrail 2 station at Picketts Lock would provide excellent service for Edmonton Green residents and also help serve the adjacent athletics center.



### **Nags Head Road entrance for Ponders End Station**

A Crossrail 2 station at Ponders End could maintain entrance on South Street for local residents, but should also have a pedestrian entrance to the north end of platforms onto Nags Head Road, which becomes the Lea Valley Road.

This is essential for integrating this key Crossrail 2 station with bus services that run between Enfield Town and Chingford. All of which should in tandem be vastly increased in frequency. Note, Lea Valley Road is the only road between Enfield and Waltham Forest in-between the M25 and A406 and is a prime option for benefiting Chingford residents. It also provides bus links for Enfield residents and Crossrail 2 users to the forest at Chingford.



*Masterplan for Alma Road Estate at Ponders End*

With the proposal to extend trains from eight to twelve carriages on this route, the platforms may just stretch between the two entrances, but a once in a lifetime opportunity is there right now to re-design the station entrance locations. This is because the London Borough of Enfield is presently re-designing and about to re-build the Alma Road Estate. However, the land should be safeguarded immediately, with a new design negotiated if necessary to facilitate the optimum station provision because Enfield aim to demolish the first tower early in 2016, building out the area where a new station entrance could be installed first. The estate is due for completion in 2026.

Confirmation of the new Crossrail 2 link could also spur Enfield to provide more residential units on the Estate and may also accelerate the development process.

### **New station at Shoreditch High Street**

Consideration should be given for a new station at Shoreditch High Street for the West Anglia lines to integrate them with the North London Line. This would allow interchange with London Overground from Dalston to Croydon, Crystal Palace and Clapham Junction. There is also potential here for a Central Line station, facilitating a new interchange station to further relieve Liverpool Street Station.

Indeed, there was once a station called Bishopsgate Low Level that opened up onto Quaker Street. It was served by trains from Enfield and Chingford. Having the pedestrian entrance onto Braithwaite Street would ensure an out of station interchange with Shoreditch High Street of just over 100ft. There could potentially also be an eastern entrance directly onto Brick Lane that could have direct access to Shoreditch High Street platforms.

[http://en.wikipedia.org/wiki/Bishopsgate\\_%28Low\\_Level%29\\_railway\\_station](http://en.wikipedia.org/wiki/Bishopsgate_%28Low_Level%29_railway_station)

### **Replace Bethnal Green and Cambridge Heath Stations with a new Bethnal Green Overground / Underground interchange**

The London Overground station at Bethnal Green is poorly served by buses and is not walking distance to anywhere of note. It also creates congestion at a key junction. Bethnal Green and Cambridge Heath stations also by-pass Bethnal Green London Underground Station, which is walking distance from both.

Consideration could be given to closing both of these stations, both of which require significant refurbishment. A new Overground Station on the viaduct, adjacent to Bethnal Green London Underground Station can be provided in replacement, with a direct subway link between the two. A 5minute walk either way gets you to the two stations proposed for removal.

This would relieve Liverpool Street with a direct interchange to the Central Line and provide more than adequate onwards bus provision with a new interchange node. The additional platform could be a single one, between the two lines, similar to Queens Road Peckham. There is sufficient space to the west of the line for such expansion, albeit with the potential loss of one or two buildings fronting Bethnal Green Road. The listed terrace at Paradise Row would not be affected because it is on the West Anglia Mainline. Sufficient space exists below, at ground level and in the arches for a generous concourse.

Replacement of the existing Bethnal Green Overground station would also provide space to properly grade the junction between the East and West Anglia lines. At present, express trains merge onto the stopping line for a short period just before Bethnal Green Overground Station, halving capacity into Liverpool Street, creating chaos when there are disruptions.

### **Clapton:**

Clapton is increasingly becoming a vibrant district that requires support, yet it only receives four trains per hour. This can be upped immediately to a six trains per hour metro service by simply having the existing two Hertford East trains per hour call at Clapton. This is the only opportunity at present to support the station, and that change would complement other improvements to the area provided by re-opening Lea Bridge Station that will eventually provide it eight trains per hour. As a result, Clapton should become a major leisure destination by rail for Lea Valley residents due to its burgeoning café and boutique scene, particularly at Chatsworth Road, alongside the area's excellent access to the Lea Valley Regional Park.

This is also the last Zone 3 station on the West Anglia Mainline, providing cheaper tickets for those who wish to depart at Clapton to use it as a low cost bus interchange. Clapton has a vast number of bus services opening up many new routes for residents living on the West Anglia Mainline:

<http://www.tfl.gov.uk/cdn/static/cms/documents/bus-route-maps/clapton.pdf>

### **Late / Night Trains Capacity**

Much talk has been made about 24hr London Overground services. Additional Friday and Saturday provision would be welcome. However, the key issue on the West Anglia line is that existing trains do not meet the last Victoria Line trains throughout the week.

Presently, the last train to Enfield Town, the 00:00 from Liverpool Street arrives Seven Sisters at 00:17 and the existing last train to Cheshunt from Seven Sisters is the 23:45 from Liverpool Street arriving Seven Sisters at 00:02

Allowing for a 10min interchange, the existing arrangement causes the last Seven Sisters Overground to Enfield Town to miss the last 11 Victoria Line tubes that engorge onto the bus network only. For Cheshunt, you miss an eye watering 14 Victoria Line tubes, with a very long journey ahead on the 279 bus. It could arguably be worse for Enfield Town customers who have no direct services. They would need to take a bus to Edmonton Green and then await a 192 bus that runs every 15mins until 01:22, which they could of course catch from Tottenham Hale by staying on the Victoria Line an extra stop if they have foresight!

It may be claimed that Chingford is different, because it provides stabling that justifies later journeys. However, Enfield Town has potential for four platforms for eight carriage trains. Given that late night services are four carriages long, there is potential to stable eight four car trains at Enfield Town over-night, that couple up to provide the first four eight car trains in the morning. It is also clear that Cheshunt has space to the west of the station for additional stabling if stabling is not provided further up line at Broxbourne.

Similarly, serving Tottenham Hale:

- The last Stansted Express service 23:25, arriving Tottenham Hale at 23:36 missing the last 12 Victoria Line trains.
- The last Hertford East service is 23:42, arriving Tottenham Hale at 23:54, missing the last 8 Victoria Line trains
- The last Cambridge service is 23:58, arriving Tottenham Hale at 00:09 also missing the last 8 Victoria Line Trains.

Note, the statistics for Tottenham Hale will more than double after this summer when most Victoria Line trains will terminate at Walthamstow Central and after capacity rises to 36 trains per hour. Given that about half of evening trains terminate presently at Seven Sisters, this could see the last Stansted Express missing the last 24 Victoria Line trains.

Extending routes via Seven Sisters and Tottenham Hale by an additional hour would result minimal operational issues at Liverpool Street Station for Network Rail because it fits with existing opening times.

### **A need for further safeguarding**

New tracks and curves proposed here should be considered for safeguarding.

### **Conclusions:**

Enhancing the West Anglia branch lines will complement and vastly multiply the benefits of Crossrail 2 in north east London at minimal additional cost and thus with an overwhelmingly positive business case. Despite some of these solutions being costly, they are likely to cost less and provide significantly greater benefits than Network Rail's proposals to build a new terminus at Bishopsgate Goodyard and its proposal re-building of Edmonton Green to relegate of Enfield Town's services to two stop shuttle. The West Anglia taskforce should explore all alternatives to these proposals and have this written into their terms of reference.

It is hoped that the Task Force's terms of reference extend to exploring all possibilities for enhancing the West Anglia branch lines. In particular, resolving bottlenecks north of Edmonton Green and capacity at Liverpool Street and between it and Bethnal Green junction that limit TFL's ability to run a high frequency metro service to Enfield Town. It is hoped that exploration of re-instatement of an Angel Road to Edmonton Town link and a Metropolitan Line curve between Moorgate and Liverpool Street be written into the terms of reference. It is hoped that the terms of reference also include mandate to cover immediate improvements possible to timetabling, such as extending West Anglia trains from Liverpool Street until 1am to meet the last Victoria Line trains plus immediate frequency enhancements between Tottenham Hale and Cheshunt.

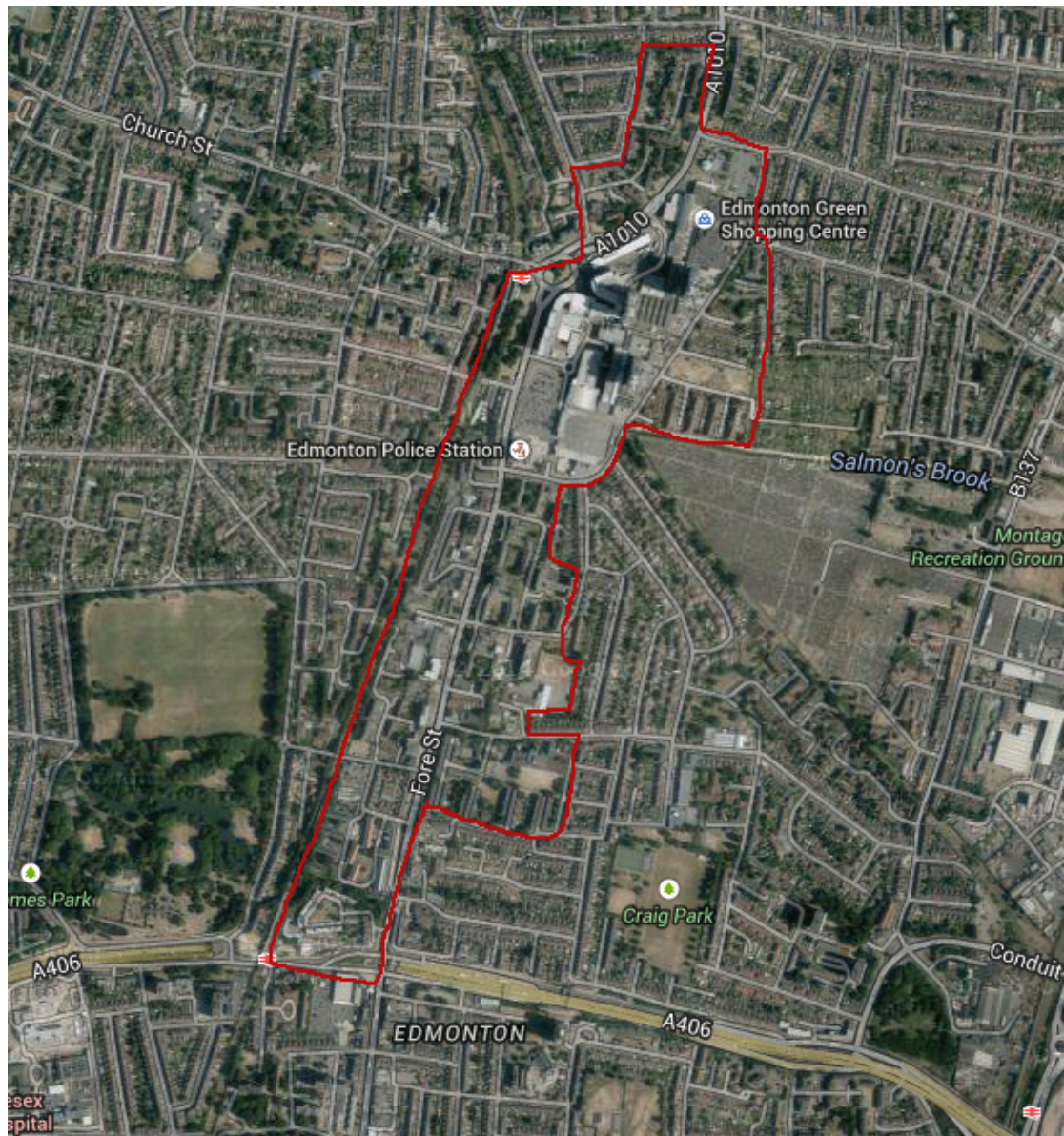
Philip Ridley, MSc, PGDip (Spatial Planning)





#### Appendix 1: Regeneration Opportunities between Edmonton Green and Southbury:

The following section covers the vast regeneration zones opened up by enhancements to the West Anglia Branch Lines:



Edmonton Green shopping center would be one of the major beneficiaries of the proposal. The station is already by far the busiest station in the London Borough of Enfield and it has the Borough's busiest bus station. It's sitting on the A1010, Hertford Road. The Mayor recently funded a cycle superhighway along the road with a new cycle hub at Edmonton Green, which would feed an enhanced rail station with customers.

Services from Edmonton Green bus station would also feed customers into the newly enhanced rail station with buses coming from all directions and from far away and the bus station itself has significant capacity to expand:

<https://www.tfl.gov.uk/cdn/static/cms/documents/bus-route-maps/edmonton-green.pdf>

Within the red line above is a massive area of low quality brutalist 1950's and 1960's town center and estates that would be viable for high-density comprehensive redevelopment with sufficient rail provision. It is likely that developer contributions could fund most of the new rail link from Angel Road. The center already has tall buildings and could sustain more. In

addition, significant heritage assets can be found along Church Street and the Edwardian and 1930's residential areas beyond the red line on the map provide a very large stock of high quality affordable family homes with significant development sites throughout. It should also be investigated whether measured re-development of the huge cemetery to the east could be viable.

Associated improvements required would be to upgrade the Hertford Road to a red route with additional grading to junctions alongside enhanced bus services to complement the soon to be constructed cycle superhighway.



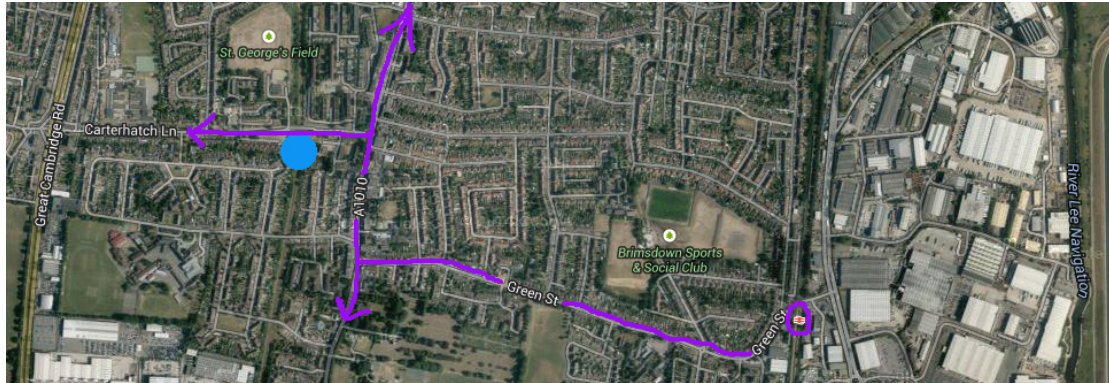
## Appendix 2: Potential Southbury Opportunity Area with enhanced Southbury Loop



Southbury, shown above, is comparable to Brimsdown in scale, which is expected to deliver much of Crossrail 2's new housing. However unlike Brimsdown, it has limited contaminated land issues, is not land-locked to the east by reservoirs, is adjacent to the busy A10 and can be built out immediately. It is strategically positioned in-between Enfield Town, Edmonton Green, Brimsdown and north Enfield, just 5mins drive from the M25.

A potential opportunity area stretches over a huge footprint yet it presently suffering only 2 trains per hour. It primarily provides low-density single storey retail relying on inefficient surface level car parking. Crossrail 2 would be relatively close by at Ponders End Station, but far enough away to render Southbury unattractive to meaningful regeneration without significant improvements to rail services from Southbury station.

### Appendix 3: Potential Enfield Highway station

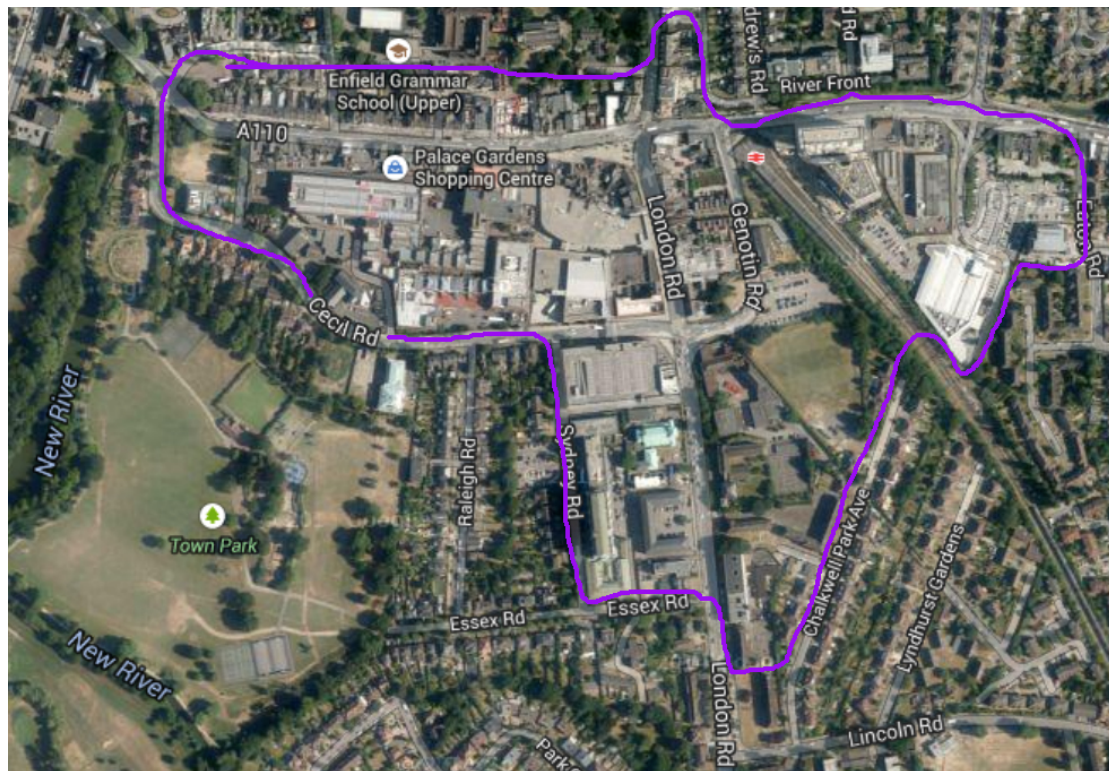


Other regeneration opportunities exist in smaller sites above Southbury. However, Caterhatch Lane is notable. An additional station is proposed here on the Southbury loop, shown as a blue circle. It could be called Enfield Highway. The A1010 provides a high volume of bus services to the station and as with Edmonton Green and has funding in place from the Mayor for a cycle superhighway.

A station here will be well connected via Green Street to Brimsdown for Crossrail 2 by existing buses that also serve Enfield Town. This is a key example of how a comprehensive approach can multiply the benefits of Crossrail 2 for the London Borough of Enfield as a whole.



#### Appendix 4: Opportunity Area at Enfield Town



It goes without saying that Enfield Town presents significant regeneration opportunities that would flourish if it could have more than the exist two trains per hour off-peak that presently rise to a maximum on-peak provision of only four trains per hour, yet this is a major population center fed by buses from all directions. The Mayor is also investing in a new Mini-Holland cycle project that makes the entire town center bike friendly.

Enhanced services to Enfield Town would also remove pressure from Enfield Chase Station and congested routes into Kings Cross and Moorgate, helping to relieve the new Crossrail 2 station at Alexandra Palace. Buses and cycle lanes link Enfield Town and Southbury and Brimsdown, demonstrating that a holistic approach to all three West Anglia Lines will turbo charge re-generation of the entire Borough.

Of particular strategic benefit to Enfield Town is that this proposed link between Edmonton Green and Angel Road would create a direct link east to west link between the Borough town and its £1.5bn Meridian Water regeneration project at Angel Road. All parts of Enfield would now be directly linked Stratford and beyond for the first time as well as being afforded significantly improved links to central London. This should also help relieve the A406, because the Lea Valley Road is the sole east to west route that exists between Enfield and Waltham Forest between the M25 and A406.

From: [REDACTED]  
 To: [REDACTED]  
 Subject: RE: How would you run your own railway?  
 Date: 05 June 2015 21:58:55  
 Attachments: 1280px-Aldgate\_Bishopsgate\_Haydon Square\_Liverpool Street\_Mansion House\_Spitafields & Whitechapel RJD\_45.JPG;  
 1995-7233 LIVST\_E\_145.jpg;  
 The Engineer\_1894\_(8 June)\_Liverpool Street Station extension (plan).jpg

Dear Reece

Somehow, my proposed Metropolitan / West Anglia link got discussed here <http://districtdavesforum.co.uk/thread/25202/london-overground-extension>, without me posting it. Turns out, there was a curve between Moorgate and platforms 1 and 2 at Liverpool Street. Details are within the thread. Below is an image of the then redundant tunnel, a 1906 rail map showing the connection, plus an 1895 map showing the layout.

Apparently it was used for a short time for Metropolitan Line trains prior to Aldgate being built. Given that Network Rail plans to re-build the platforms to squeeze more in, this project could become cost effective if combined with platform capacity enhancement planned for Liverpool Street. This is on Table 5.7 on page 80 of the recent Anglia Route Study to deliver tube frequencies on the West Anglia Line at little additional cost alongside free-ing up platforms 3 and 4 for mainline services, and possibly 1 & 2 also, if West Anglia can dive under to provide an extra two tracks through the throat of the station entrance, if that is possible. Clearly, if West Anglia revenue streams to TFL can be funnelled into such a project, it makes the whole re-build of Liverpool Street, smaller in scale than the London Bridge project, become more feasible.

<http://www.networkrail.co.uk/long-term-planning-process/anglia-route-study/>;

I will update and re-send my report in good time.

Best regards,

Philip Ridley



I happened to find an old 1906 map showing the link. Co-incidentally, West Anglia is in the purple Metropolitan Line livery!!



Then redundant tunnel entrance for historic link from Liverpool Street, Platform 1 and 2 to Metropolitan Line.



This map shows platforms 1 & 2 continuing under the footbridge, unlike others. Maybe if these can be sunk, the line could run under the present concourse, with some amendments to the Metropolitan Line tracks. Note on the top right of this plan the western ends of Bishopsgate station for West Anglia Line, just after Shoreditch High Street (you can read platform twice) which if re-opened provides a convenient interchange with Shoreditch High Street and the London Overground - East London Line.

On 2 June 2015 at 3:54 PM, "Reece Harris" <[REDACTED]> wrote:

>  
 >Dear Philip,  
 >  
 >Thank you for emailing the London Assembly Transport Committee. We  
 >welcome your submission to the Call for Views on Rail Devolution  
 >in London and your response has been noted.  
 >  
 >Please do not hesitate to get back in touch should you have any  
 >further questions.  
 >  
 >Kind regards,  
 >  
 >[REDACTED]  
 >  
 >LONDONASSEMBLY | City Hall | The Queen's Walk | London | SE1 2AA  
 >  
 >[REDACTED]  
 >  
 >  
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 >newsletter<[http://www.london.gov.uk/mayor-assembly/london-](http://www.london.gov.uk/mayor-assembly/london-assembly/take-part/london-assembly-subscribe-to-the-newsletter/homedata/home$/LLam/Apprenticeship)  
 >[assembly/take-part/london-assembly-subscribe-to-the-](http://www.london.gov.uk/mayor-assembly/london-assembly/take-part/london-assembly-subscribe-to-the-newsletter/homedata/home$/LLam/Apprenticeship)  
 >[newsletter/homedata/home\\$/LLam/Apprenticeship](http://www.london.gov.uk/mayor-assembly/london-assembly/take-part/london-assembly-subscribe-to-the-newsletter/homedata/home$/LLam/Apprenticeship)>  
 >  
 >From: Philip Ridley [REDACTED]  
 >Sent: 31 May 2015 16:53  
 >To: Transport Committee  
 >  
 >[REDACTED]  
 >Subject: Re: How would you run your own railway?  
 >  
 >  
 >  
 >Dear Sir or Madam  
 >  
 >I read with interest that the Mayor's Transport Committee is  
 >seeking views regarding further devolution to TFL:  
 >  
 >[http://www.london.gov.uk/mayor-assembly/london-](http://www.london.gov.uk/mayor-assembly/london-assembly/investigations/how-would-you-run-your-own-railway)  
 >[assembly/investigations/how-would-you-run-your-own-railway](http://www.london.gov.uk/mayor-assembly/london-assembly/investigations/how-would-you-run-your-own-railway)  
 >  
 >Please find attached a report I have produced for the West Anglia  
 >taskforce, covering a range of proposals that could transform the  
 >West Anglia lines just adopted by TFL and also the West Anglia  
 >Mainline, due to be Crossrail 2.  
 >  
 >Key to this is an attempt to lobby the Department of Transport to  
 >include a strong mandate for the soon to be formed West Anglia  
 >Taskforce to consider all options for metro routes on the West  
 >Anglia lines. Their terms of reference have not yet been  
 >finalised, and so I hope this Committee can lobby DfT to ensure  
 >that London's local services are adequately represented. My  
 >concerns are that the Taskforce was lobbied for, quite rightly, by  
 >the London, Stansted, Cambridge Consortium. However, their  
 >influence will focus more on long distance services, which is why  
 >early involvement from the Mayor is required to have equal focus  
 >on London's local services from Liverpool Street.  
 >  
 >Please find my report on ideas for the lines. It includes a number  
 >of major proposals, but also a significant range of minor  
 >alterations that could transform train journeys from Liverpool  
 >Street into the best services in London, and surely that is what

>will convince government to devolve services to the Mayor.  
>  
>I would be delighted to have any opportunity to contribute further.  
>  
>Philip Ridley  
>[REDACTED]  
>  
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>Click  
>here<<https://www.mailcontrol.com/sr/Vg9RddRp0BDWQxILzJ5p98QEVq6nyvrH2VJmscm13VJgDIgy6IVzVruMljeA8g9lyqeirVIE6X+2dVIKq6wI4Q==>> to  
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## **Response to consultation on future of London Rail**

*Richard Logue*

I am a commuter who uses the Govia Thameslink Railway ("Thameslink") local stopping service that runs between Luton/St Albans to Sutton/Wimbledon daily for work. One of the biggest challenges I have with my daily commute is the overcrowding on the trains and the patchy timetabling on the route. At the same time the parallel Bedford-Brighton service appears to have a far greater priority for the Train Operating Company as this service has more frequent services, a greater reliability and more up-to-date rolling stock. One could be forgiven for thinking that Thameslink pay far more attention to the Bedford-Brighton service rather than the local stopping service that I use. If Thameslink are more concerned with the longer distance service, why not hand over the local service to the Mayor, so that the long-suffering commuters on my line can have a more frequent and reliable service?

North of Kentish Town the Thameslink service is provided on separate Fast and Slow lines, as the Midland Main Line is quadruple tracked to Bedford. If the stopping services from Luton/St Albans to Wimbledon/Sutton were to be separated from the long distance Bedford-Brighton service, the stopping service could be run as at present on the "Slow" lines only. Therefore the impact on the longer distance trains would be reduced.

In the interests of disclosure I am a freelance project management consultant who has worked on the Thameslink Programme and am currently working for Network Rail's Anglia Route.

### **What are the key problems with National Rail services in London that need to be addressed?**

The key problems facing Thameslink services in London are;

Reliability: There is a shortage of qualified drivers for the Class 319 trains that operate the service. When drivers have not turned up for work as scheduled, services have to be cancelled. Inevitably, Thameslink stopping services get cancelled instead of the long distance Bedford-Brighton trains.

Overcrowding: The local Thameslink stopping trains suffer from severe overcrowding in the morning and evening peaks. Overcrowding is caused by a poor frequency of stopping trains and often short 4-car formations are used on peak time services.

Frequency: At present the stopping service has a roughly 15 minute frequency during the day. This reduces to a 30 minute frequency off peak and an hourly frequency late at night. For an urban area like London this is not in any way adequate and is a major factor in the regular overcrowding of Thameslink stopping trains.

Age of rolling stock: The current Class 319 rolling stock used by Thameslink on their local services is 26-28 years old and is in need of refurbishment. The

stock is due to be replaced by the new Class 400 stock which is due to go into service in 2018.

**Which rail franchises or routes should be the priority focus for the Mayor and TfL in devolution proposals?**

The local Thameslink service that runs between Luton/St. Albans and Sutton/Wimbledon should be a priority for devolution to the Mayor. This line serves mostly London residents and with the link to Luton and Gatwick airports provides a vital link to two of the capital's main airports. The present operator does not appear to give a priority to the stopping service passengers.

**How can the Mayor and TfL ensure that the interests of passengers outside London are reflected in any new rail devolution settlement?**

If the local stopping service from Luton/St Albans to Wimbledon/Sutton was taken over by TfL, a more frequent service could be offered than at present which would be of vast benefit to passengers outside London but being served by these trains. At present the current service is managed by Govia Thameslink who are a private company answerable only to their shareholders.

**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Cc:** [REDACTED]  
**Subject:** How would you run your own railway?  
**Date:** 30 June 2015 16:52:25

---

For the attention of Richard Berry  
I would like to make a submission to the "How would you run your own railway?" investigation.

The text of this e-mail provides a high level review. This provides a priority list of the services which the Mayor should directly run through TfL concessions.

The rationale for this list along with some detailed suggestions concerning franchises and devolved accountability can be found in the word document attached. I include a "ones for the future" section which highlights services where TfL should give active support to franchise holders, but are not suitable to run as TfL concessions at the moment.

Q : Which rail franchises or routes should be the priority focus for the Mayor and TfL in devolution proposals?

#### Summary of Transfer Priorities

##### Crossrail 1 – next extension

- Tring Stoppers (LM) to Crossrail 1, 2tph all day. [Do not extend beyond Tring to allow 2tph East West rail from Winslow to access Milton Keynes]
- Milton Keynes Stoppers (LM) to Crossrail 1, 2tph all day

##### London Overground takeovers (with clear route identities)

- "West London" (Southern) (Milton Keynes to Croydon) extended from 1-2tph all day rebranded London Overground. WLL shuttle service integrated into London Overground Orbital WLL/NLL.
- Herford Loop (TSGN) into Moorgate {6-car limited, 12-14tph peak, 8tph + off peak all day everyday}. Taken over by TfL rebranded London Overground with a clear route identity. [Welwyn stoppers remain with Thameslink and diverted from Moorgate.]
- Dartford to Victoria via Bexleyheath (Southeastern) taken over by TfL rebranded London Overground with a clear route identity. {Ambition to eventually run 4tph stopping all day}
- Orpington to Victoria via Herne Hill (Southeastern) {4tph stopping all day} rebranded London Overground with a clear route identity.
- Southern Metro Service Group taken over by TfL rebranded London Overground with clear route identities. Excluding the Mole Valley lines group beyond Sutton retained by Southern (then reviewed as part of Crossrail 2). [Epsom Downs branch to TfL]. London Overground to take over 4 bays at London Bridge and platforms 9-12 at Victoria (with use by Mole Valley group). Opportunity taken to remap, with some services replaced, withdrawn or rerouted (Streatham station transferred to Thameslink)
  - o London Bridge to London Victoria via Crystal Palace 2tph {Ambition to run 4tph stopping all day}
  - o London Bridge via South Bermondsey to Beckenham Junction and Norwood Junction (West Croydon) {Ambition to eventually run 8tph stopping all day}
  - o London Bridge (ELL) to Tattenham Corner (or Caterham)

- o Victoria to Caterham (or Tattenham Corner)
- o Victoria to Epsom Downs via Norbury
- o NB "West London" already described above.
- Hampton Court to Waterloo (SWT) (raise from 2 to 4tph stopping all day) AND Guildford to Waterloo via Guildford New Line (4tph+ stopping all day) both taken over by TfL rebranded London Overground with a clear route identity. Created when Crossrail 2 allows South West metro to be restructured. [This is a better solution than Hampton Court into CR2]

Note : Given the number and range of these new London Overground routes, when added to existing network, then it might be prudent to manage through a small number of concessions.

#### Thameslink Strengthening

Thameslink has too wide a geographical spread to fit neatly under TfL. Services on Catford Loop and Wimbledon Loop serve many London communities. The planned frequencies should be strengthened to 8tph peak, 6tph off peak. The additional services would be run by Thameslink from the Blackfriars bays, (Southeastern would no longer have access). Camberwell Road station should reopen as a matter of high priority. Due to the complexity of interactions through Peckham Rye, Herne Hill and Tulse Hill etc, to achieve a robust solution some former Southern Metro services would need to be remapped. Infrastructure such as single track access at Wimbledon would need investment. Although not operated by TfL this enhanced service can be guaranteed by next franchise minimum specification.

#### Crossrail 2

- WAML (Anglia) Herford East 4tph, Broxbourne (peak) via Tottenham Hale. Additional services to run to Stanstead Airport serving Harlow and others on the way.
- SWT – Metro services for CR2. A possible CR2 peak pattern could be 12tph from Rayners Park with 4tph to Chessington and 8tph Epsom (4tph off peak) (with added complexity extended to Guildford or Dorking). The remaining 12tph from New Malden running through Kingston, 4tph to Twickenham and 8tph (4tph off peak) Shepperton. [At Fulwell a new north side bay would allow the Shepperton branch to change for a Windsor Line service through Richmond to Waterloo].

#### Crossrail Shuttle (or 'Links' or 'Connects' or "other")

- Greenford branch (GW)
- Windsor branch (GW)
- Abbey Line (LM) [Not necessarily a TfL priority but important for Herts relationship]

To join Upminster to Romford shuttle already run by TfL.

I do hope this is of interest.

Kind Regards

Rob Knight  
UK & Eire Financial Controller  
Scott Bader UK Limited  
Mail : [REDACTED]  
Mobile [REDACTED]

Disclaimer : These are the personal views of the individual and do not reflect in anyway those of the company as a whole  
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## **Which rail franchises or routes should be the priority focus for the Mayor and TfL in devolution proposals?**

Franchises cross beyond TfL's fares boundary. Replacement with directly controlled TfL concessions is not appropriate as other local voices need to be heard. As you move further out flexibility and innovation become increasingly important, requiring less prescriptive franchises. Given the variation and complexity of services across the South East no single approach will suffice.

London should have a three tier strategy

1. Directly controlling segregated 'metro' routes.
2. Working in 'strong partnership' when route structure is geographically tightly focused [Essex- Thameside and Kent- Southeastern]
3. Loose supporting partnerships for those with wider spread. These would be stripped of London 'metro' routes. [Anglia, East Midland, Great Western, London Midland, (re-emergent) Southern and South West].

With Chiltern, Windsor group (newly created) and Thameslink a hybrid blend.

I interpret the enabling legislation for TfL as it has an interest in any service which serves London, however distant. In theory this includes the ECML and WCML long distance franchises. These are beyond the scope of current investigation. There is a practical outer boundary where the appropriate strategy changes. This is a function of historical routes, stopping patterns, distance and competitive journey time. Conceptually London is ringed with a series of "guard towns" which mark this boundary. This is a more extensive area than the 'Mayors Wider London boundary'. Within this ring capacity will be at a premium.

Taking each franchise in turn, the relevant transfers to TfL, re-mapping needs and TfL's role in the appropriate devolution model will be described.

Principles used, with exceptions where appropriate

- Ambition for all London stations to have a minimum frequency of 8tph peak and 6tph off peak (one every 10 minutes). [Mayoral promise currently 4tph]
- Segregation of services - supports robust delivery
- Assumption stopping 'metro' services should be run by TfL
- Assumption 'fast mainline' is best delivered when connected to a regional network.
- Major disruption resilience
- Freight. Sufficient capacity for growth. Active support for mutually beneficial diversionary schemes when practical.
- Devolution to appropriately fit need - a flexible approach

One major weakness of current franchise system is managing disruption, particularly when a major terminal needs to close. Impacts can be felt across the wider London networks. Better integrated major disruption plans are required. Substitute termini have a place, with route knowledge maintained by limited services (at non critical times). Alternatively, designated outer stations provide early turn backs with proper capacity, which must include sufficient TfL assets for onward journeys. Coordinated communications, ticketing and travel advice systems are essential. How a franchisee plans to deal with such disruption must be a contract condition; with a duty to mutually cooperate. TfL and Network Rail have key roles in both reviewing and implementing such plans. Replicating peak capacity is not possible, but practical alternatives and ensuring a well-informed travelling public are critical.

# **Franchises**

Taking each franchise in turn, the relevant transfers to TfL, re-mapping needs and TfL's role in the appropriate devolution model will be described.

## **London Midland [Euston]**

The purpose of this franchise is called into question by the West Midlands region wanting greater devolved control and HS2. By removing stopping and branch services south of Milton Keynes, the franchise could be refocused on the West Midlands. Fast services into London would be retained. It would become similar to that enjoyed in the East Midlands.

TfL should start immediate negotiations to extend Crossrail 1 to WCML slow lines. Crossrail would provide 2tph Tring and 2tph Milton Keynes stoppers. This also simplifies demands on Euston. These should be complemented by TfL taking over Southern' West London service (Croydon to Milton Keynes) under the London Overground brand {with an ambition for 2tph all day}. If PIXC peak services south of Milton Keynes are subsequently required their destination will need careful consideration. High Priority.

The Abbey line should be transferred to TfL. In isolation this decision may not be in TfL's best interest. However, given much of Hertfordshire's network could be under TfL control, this would be a rational extension for the devolved relationship. It is the right thing to do. In the medium term a service package, developed with Herts, needs to determine standards and minimise subsidy. Branding expectations are important. The unstaffed halts may not be to TfL's image. The branch is AC electrified, but local London Overground services are currently DC (see note on Euston throat); so stock pool and depot support are important considerations. Until an affordable plan delivers appropriate London Overground or "Crossrail Shuttle" standards, the more neutral "TfL Rail" or simply "Abbey Line" could be used.

The Marston Vale line service (Bletchley- Bedford) should move to Chiltern as part of East West Rail. As such TfL has limited interest.

To note: retaining DC infrastructure beyond Camden Junctions into Euston is not in the wider interest. This complicates Euston station throat and limits flexibility. LO Watford DC stock should become dual voltage. A short AC conversion scheme would be required. My preference, AC to Queens Park, which simplifies future service remapping.

The remapped London Midland franchise would continue to run fast services into Euston. Northampton, Milton Keynes (all 3 stations) and Leighton Buzzard would remain key markets. The WCML franchise currently held by Virgin would continue to compete for paths and some passenger markets. With HS2 WCML service pattern will evolve with a wider focus than simply the West Midlands. Therefore there remains a place for both franchises.

## **TSGN**

This mega-franchise provides many services, stretching over a significant area, serving several local authorities. As such there are a large number of competing interests and voices. Focus on specific London requirements is difficult. Given customer satisfaction and punctuality statistics more can be done. Whilst the current franchise may prove expedient, enabling a smooth transfer of services into the Thameslink Core, I believe this is too large. Breakup would see a number of services transfer to TfL, a remapped Thameslink franchise and re-emergent Southern focused on Brighton with Victoria as the London terminus.

## **Thameslink**

Focusing on the Thameslink and Great Northern brands, taking each service group in turn

TSGN MML Thameslink. No change, Thameslink franchise continues to run all stopping services from Bedford through the Thameslink Core.

TSGN ECML Outers to Cambridge (Kings Lynn) and Peterborough remain with Thameslink [Blue, Red, Navy routes 1 to 3]. Some will continue to terminate at Kings Cross. 6tph passing through the "Core" all day. A Great Northern sub brand variant might be retained.

TSGN Hertford Loop. [Green route 4, A1 Timetable.] This service should transfer to TfL and focus on Moorgate. This effectively limits stock to 6-car (20m) operation. This is half the standard elsewhere and so requires double the frequency. Moorgate's 2 platforms can currently handle 12tph between them. {2011 LSERUS recommends +2 by improved signalling headways giving 14tph or 7 per platform in peak}. Under TfL all station stopping services should run all week, providing regular evening and weekend services to Old Street, Essex Road, Highbury & Islington and Drayton Park. Ideally all Welwyn services would be diverted away from Moorgate, which allows Hertford Loop frequency to significantly improve. Off peak doubling to 6tph (or 8tph). Like c2c into Liverpool Street, a few services should go to Kings Cross to maintain route knowledge in case of disruption (reciprocated by short Welwyn stoppers). At least 2tph all day should run to Letchworth, supporting Hertfordshire connectivity. Most would terminate at Hertford North or Gordon Hill. TfL would take control of 19 stations from Watton-at-Stone to Moorgate (inclusive) with the exception of Finsbury Park. Between Finsbury Park and Alexandra Palace further segregation and capacity enhancement work may be prudent. This route should be part of the London Overground and have a clear route identity.

TSGN Thameslink ECML. [Brown route 5, A2 Timetable.] With the completion of the current Thameslink programme 8tph will feed into Thameslink Core, only 2tph of these are likely originate at Welwyn (peak only). With a desire to strengthen Hertford Loop and segregate services under TfL control, then ideally Welwyn services should be diverted away from Moorgate. As not all Welwyn stoppers will enter the "Core" then some will need to switch to terminating at Kings Cross (ambition 6tph all day). Again it is important to retain route knowledge with a few services into Moorgate. These services remain part of Thameslink franchise.

TSGN Wimbledon Loop. [Yellow and Magenta routes 7 & 8, B4 Timetable.] 4tph will run through the Thameslink Core all day. This does not give sufficient frequency. Using the Blackfriars bays, the frequency on both Wimbledon Loop and Catford Loop should be

strengthened to 8tph peak, 6tph off peak. Wimbledon Loop would see 4tph extra in peak into Blackfriars bays, dropping to 2tph off peak. Southeastern would no longer have access to Blackfriars bays. The London Bridge to Wimbledon via North Dulwich would be withdrawn. Camberwell Road station should reopen as a matter of high priority. The single track section at Wimbledon station needs modification. Streatham South junctions need review. Challenging service patterns at Herne Hill and Tulse Hill require simplification. The former Southern services via North Dulwich should all turn to West Norwood, achieving full segregation at Tulse Hill. Streatham station now only receives Thameslink Waterloo Loop services. This leaves Sutton to Streatham South Junction with 4 local stations shared with Mole Valley Line services heading to Victoria. Although not operated by TfL, this enhanced service can be guaranteed as a minimum specification in the next franchise agreement.

TSGN Catford Loop. [Pink route 9, B5 Timetable.] This is already being remapped. It will have 2tph to Sevenoaks via Bat & Ball AND 2tph Maidstone East (peak). Infrequent "Kent" services via Kent House to Orpington should be withdrawn. Service frequency needs to be enhanced to 8tph peak, 6tph off peak by the use of the Blackfriars bays. Catford Loop would see the extra 4tph terminating at Blackfriars all day. These should run at least to Swanley. Sufficient capacity also needs to be available for freight and fast Southeastern services into Victoria. Nunhead to Loughborough Junction becomes busy. Whether this ambition is possible within timetable constraints will need to be further explored.

TSGN Brighton Mainline and branches to London Bridge. Current routes entering the "Core" will be supplemented by additional former fast line Southern services into London Bridge. When complete, 16tph will use this route. A limited number will also continue to terminate at London Bridge bays. 2 of the 6 London Bridge bays should be used for this purpose. Southern brand should be withdrawn from London Bridge. All these fast line services should be branded as Thameslink.

The resulting Thameslink franchise would still cover a vast area. Devolved oversight will be simplified and focused. Outer services devolved to loose partnership of interested councils, with TfL specifying the 'metro' elements in close partnership. Most Thameslink services would run through the "Core". Thameslink would also use platforms at Kings Cross, control 2 bays at London Bridge and both bays at Blackfriars. Residual Great Northern (not Hertford Loop) and former Southern fast line London Bridge would be integrated into Thameslink. Many London stations would be served by Thameslink stoppers, from Welwyn, Wimbledon Loop and via Catford Loop. An exception to the TfL 'metro' services" direct control principle. These stoppers should have a minimum 8tph peak, 6tph off peak all day franchise requirement, with TfL oversight. Some other services will require re-routing to achieve these plans. TfL should take a keen interest in an orderly restructuring, creating this leaner structure in time for next franchise letting. **High Priority.**

## **Southern**

This franchise was already struggling when it merged into TSGN. Customer satisfaction remains poor. The conflicting needs of BML, Coastway and London Metro create a lack of focus.

Southern Fast line services to London Bridge should ALL pass to Thameslink. The 6 terminating bays would be transferred, 4 TfL and 2 to Thameslink. 16tph fast line services will enter the "Core" in peak with the remaining fast services terminating in these 2 bays. Thameslink would use them for disruptions and to provide flexibility. The Southern brand would no longer operate from London Bridge.

Southern Metro service group should pass to TfL. This would be divided up. Mole Valley services beyond Sutton should be retained by Southern (to be reviewed as part of Crossrail 2). [Epsom Downs branch to TfL]. Services on Wimbledon Loop would be withdrawn, in favour of an enhanced Thameslink alternative. Caterham and Tattenham Corner fast services will go to London Bridge (Thameslink), with the 'metro' stopping services run by TfL to Victoria and London Bridge. [With Purley fast to Victoria {timetable 21} to Southern, and London Bridge {22} to Thameslink]. The remaining Southern Metro routes would become London Overground.

London Overground would now control the Brighton Slow and London Bridge Slow lines between Victoria, East Croydon and London Bridge. Control the line linking Balham to Sydenham via Gypsy Hill (running all services). Run all services from London Bridge to Tulse Hill, turning to Beckenham Junction and Norwood Junction (continuing to West Croydon). This effectively creates a segregated network. Run all services on the Epsom Downs branch. TfL will share track access with the 'fast' services between West Croydon to Sutton (Mole Valley), and between East Croydon and the Caterham, Tattenham Corner branches (Thameslink). South London would then enjoy TfL direct control of a (mostly) segregated network where local 'metro' interests would dominate.

'Metro' services from London Bridge (4 bays) would transfer to the London Overground. These would join 'metro' services from Victoria. To achieve 8tph peak Thameslink on Wimbledon Loop some services would be re-mapped. Clear route identities created for

- London Bridge to London Victoria via Crystal Palace 2tph {Ambition to run 4tph stopping all day}
- London Bridge via South Bermondsey to Beckenham Junction and Norwood Junction (West Croydon) {Ambition to eventually run 8tph stopping all day}
- London Bridge (ELL) to Tattenham Corner (or Caterham)
- Victoria to Caterham (or Tattenham Corner)
- Victoria to Epsom Downs via Norbury

Note after remapping Streatham station would be only served by Thameslink. Full segregation at Tulse Hill is achieved by all LO via North Dulwich using the West Norwood Spur. Some destinations are withdrawn.

Southern “West London” operations via WLL and WCML should pass to London Overground with a clear route identity. Southern timetable “20”. This consists of an hourly South Croydon to Milton Keynes service, cut back to terminate early in peak, coupled with a peak WLL shuttle. Ideally 2tph should run from Milton Keynes to East Croydon with a regular pattern all day. Hopefully TfL will also gain the Milton Keynes and Tring WCML stoppers from London Midland to integrate into Crossrail 1. This would give TfL control of the slow lines all along the Milton Keynes East Croydon route which allow a WLL timetable recast. The remaining WLL shuttle service would be rebranded and integrated into London Overground’s orbital WLL/NLL.

Southern’ London services would be purely focused on Victoria as sole London Terminus. Those destined for London Bridge via fast line would transfer to Thameslink. At Victoria Southern would use 5 platforms [15-19] for its fast services and 2 platforms [13-14] for Gatwick Express (4tph). Victoria platforms 9-12 [4] platforms would transfer to TfL for London Overground use (continuing to be available for Southern’ Mole Valley route). Potentially platform 8 could transfer to Southern.

**For the future.** BML2 is beyond scope [Unfunded]. To note: variants of this scheme would see Uckfield and East Grinstead lines becoming part of a new network. This could have effects on services north of Sanderstead. Potentially this frees slots for both Thameslink and Southern, fast to Victoria.

Southern would re-emerge, refocused on Sussex and East Surrey. Southern would shrink to Victoria bound services on Mainline, East and West, Redhill and Oxted Routes (shared with Thameslink). Mole Valley services to Victoria. Along with East and West Coastway centred on Brighton. Effectively Southern 2015 timetables 1-19 (without London Bridge) also 21 Purley fast, and parts 23 & 24 Mole Valley. Southern would also operate the 4tph Gatwick Express. TfL would have limited involvement. A loose partnership of interested councils should be sufficient to support continuing improvement.

## **Southeastern**

Geographically this franchise covers a discrete area serving Kent and London communities. History has bequeathed a complex network of lines. These feed into several London termini. This creates particular challenges to route choice and frequency. Customer satisfaction levels are not good. There appears little harmony in the conflicting needs of Kent (fast journeys) and London (metro patterns), which share the same tracks.

Both Kent and TfL should cosponsor the Southeastern franchise. To maintain this relationship Kent and TfL should form a joint oversight partnership. This would develop agreed service standards and oversee the franchisee delivery. An important function, with Network Rail, would be sponsoring infrastructure which allows the conflicting ambitions to be

fulfilled. I fear the competing demands will require further significant infrastructure investment to resolve. Until then, compromise must ensure that the most is obtained from existing (post Thameslink) infrastructure.

## **1. London Bridge (and linked termini).**

I would counsel against TfL taking over services which pass through London Bridge. The complexity of the service pattern and the constraints at the London termini make segregation difficult. Without a clear strategic plan which demonstrates how services can be directly improved then TfL should work on other priorities.

The current Thameslink programme separates services passing through London Bridge. The interactions between Southeastern and Thameslink should then reduce. Hopefully when complete, performance will benefit from this new infrastructure.

Southeastern runs an extensive Metro. Unfortunately most feed through London Bridge. Many share tracks with fast services from Kent which makes them difficult to segregate. Managing these conflicting interests through partnership is as much as can be hoped for. Radical change is unlikely without significant investment. Off peak service is currently poor; achieving 4tph off peak at all 'metro' stations should be the primary aim.

Bromley North shuttle runs on a separate branch. The branch is on the 'wrong side' of the fast lines, requiring a crossing move on the flat to access the slow line, which is impractical. There is little benefit in TfL taking over this route while the slow line service at Grove Park is retained by Southeastern. Numerous suggestions have been proposed; so far none has proved value for money. TfL should maintain a watching brief.

**One for the future.** The Hayes branch uses 6 valuable peak slots through London Bridge. There is potential to split the branch at Lewisham and send the service to a new destination. This attraction means that a number of competing schemes attempt to offer a 'solution'. Personally I believe a Bakerloo tube extension along this branch would be a waste of 12-car resource. I support extending the Bakerloo, but it should terminate no further than Hither Green, potentially Lewisham. The branch, along with the underused Beckenham junction spur, could be used either by Crossrail 3 or a variant of BML2 schemes. These competing schemes both involve very significant investment. Which one really resolves a capacity issue is an ongoing debate. A 'solution' is beyond the scope of this investigation. TfL should continue to monitor.

## **2. Blackfriars**

Southeastern [SE] should no longer have access to Blackfriars with services diverted elsewhere. The bay platforms 3&4 should be exclusively used by Thameslink. Thameslink service specification should be recast, supplementing Catford and Wimbledon Loop services through the "Core" to deliver 8tph peak and 6tph off peak on both routes. Other interventions are necessary before this can be fully realised. There are potential knock on effects on SE



services to Victoria routed via Catford which avoids the pinch point at Herne Hill. Sufficient capacity needs to be available for freight and these fast Southeastern services into Victoria.

### **3. HS1 [St Pancras]**

Southeastern High Speed offers a fast alternative (at a premium). As long as there are no detrimental effects on international travel these services should be encouraged. TfL should be focused on the shuttle capability to Stratford International.

### **4. Victoria**

Southeastern access to Victoria is achieved via 3 converging routes, via Lewisham, via Catford which merge at Nunhead and via Herne Hill (Kent House) which joins at Brixton. All support both fast and 'metro' services. There are a number of pinch points and paths are limited by double track. Given a desire in London for more frequent 'metro' services using these tracks there is tension. It will be very interesting what the Kent Route study suggests.

Dartford to Victoria service via Bexleyheath and Peckham Rye (stopping) should transfer to London Overground. The current 2tph service would see operating hours extended to reflect LO standards. The ambition would be to then raise frequency to 4tph all day. Bexleyheath line would also continue to enjoy 2ph Cannon Street and 2tph Charing Cross. New High level platforms at Brixton should be added to provide a very useful interchange with London Overground's ELL. This venture is not without challenge as it will interact with different Southeastern service groups and Thameslink, threading through a number of congested junctions. This route is far more complex than any service currently operated by TfL. Delivering a high quality robust solution will demonstrate TfL's capabilities.

Orpington to Victoria via Bromley South (stopping) should transfer to London Overground. This 'metro' stopping service on the Kent House route generally runs at 4tph. These share the same tracks with 4-5tph fast services into Victoria. Sufficient paths must be provided for these fast services. An added complication is both service patterns need to cross Thameslink Wimbledon Loop at Herne Hill. The ambition to run additional Wimbledon Loop services to 8tph, increases this challenge. This complicates the design of a robust timetable. London Overground should focus on the quality, not frequency, of this metro service.

London Overground's takeover of Southern's 'metro' services creates a presence at Victoria "on the other side". Adding these two former Southeastern routes could enjoy common management under a single concession group.

This leaves Southeastern into Victoria with a small number of [6-12tph] fast services from Kent. With 8 platforms 2-3 of which would be used by London Overground, there is potentially spare terminus capacity. Potentially platform 8 could transfer to Southern. Running "only" 4tph on the two 'metro' routes is limited elsewhere. In the future other London Overground schemes may cover a further platform. Southeastern could be left with only 3-4 platforms for fast services.

These changes will not be without controversy in Kent as the protection of fast paths is extremely important for their users. Finding additional fast paths would be popular with this audience.

## **South West Trains [Waterloo]**

The South Western [SW] (Wessex) franchise serves many disparate markets. A considerable number of London stations are served. This makes being attentive to specific London requirements difficult. In general the franchise does many things well. Capacity, specifically forecast overcrowding is of concern, which Crossrail 2 [CR2] will help to alleviate. To ensure sufficient focus the franchise should be split in two. Future Crossrail 2 [CR2] services given special status. Once CR2 is operational 4 distinct concessions/ franchises should emerge [South West Mainline with regional, Windsor Group franchise, Crossrail 2 and London Overground using slow lines].

**The Main Suburban Lines group** as defined by the 2014 Wessex: Route Study [Figure 1] is of very high interest to TfL. Many stations are within TfL's current boundaries. Given the intense pressure on track capacity these need to remain integrated within the main franchise. When Crossrail 2 is approved a new route into London will become available. Once complete, the bulk of these services would transfer into CR2. Residual services can then be recast. Any service development within this group must obtain TfL approval and be mindful of this planning goal.

A possible CR2 peak pattern could be 12tph from Rayners Park with 4tph to Chessington and 8tph Epsom (4tph off peak) (with added complexity extended to Guildford or Dorking). The remaining 12tph from New Malden running through Kingston, with 4tph to Twickenham and 8tph (4tph off peak) to Shepperton. New tracks should be laid from Wimbledon to New Malden. A **FULLY** segregated option.

I have deep reservations of taking CR2 to Hampton Court (current 2tph all day). I understand the attraction as a tourist destination and the desire to serve Surbiton. I object to the negative impact caused to Earlsfield calling patterns. Secondly by extending beyond New Malden unnecessary interaction is created with Mainline and Guildford New line services. Which then over complicates timetabling. Third having "too many" branches can cause platform congestion in the core as people wait for the correct train. Having a simple pattern allows the confidence to take one of next two trains to travel on the correct group. Later it might be necessary to get off and await the correct following train (if you need the end of branch beyond the final split). CR2 needs to be simple and reliable which benefits from clear segregation. A London Overground alternative is a better solution for Hampton Court.

The alternative would see the Hampton Court (stopping) as a London Overground service of 4tph (currently 2ph) all day into Waterloo. This prevents delays spreading between South West [SW] and CR2. London Overground could also take over the Guildford New Line group [Surbiton/ Cobham]. Currently 2-3tph, again make these 4tph all day. Suitable fast paths must still be provided for SW to Portsmouth. Woking services can also be strengthen using freed slow line paths. Earlsfield would continue to enjoy Guildford, Hampton Court and Woking services (providing at least 8tph peak and 6tph off peak). TfL would control Berrylands, Thames Ditton and Hampton Court and have significant influence at Surbiton

and Earlsfield. This prevents these 5 remaining TfL area stations becoming lost within the large franchise. Timed to transfer with CR2.

This leaves the question of Guildford – Epsom services. There are a number of options CR2, Thameslink, LO to Waterloo, LO to Victoria. The choice must be mindful of how to best serve Dorking and Sutton from these. A decision to be made in close cooperation with Surrey.

**The Windsor Lines group**, as defined by the 2014 Wessex: Route Study [Figure 1] should form a separate franchise. The aim is to create a tightly focused group of services. This new franchise would use the Windsor approach lines into Waterloo and the former international platforms. It would reach Reading, Aldershot and Weybridge. Run the Windsor & Eton Riverside branch. Be responsible for all services to Queenstown Road. Provide limited services to Shepperton via Twickenham; the main service on this branch via Kingston would remain with SW. The “Rounder” service looping via Kingston-Richmond runs on the Mainline therefore should remain with SW until Crossrail [CR2]. This means for the time being many London stations would be served by both franchises. A number of level crossings restrict the overall frequency possible along the route. Local authorities should support Network Rail in reducing their effect. Platform extension policy is also important. A loose partnership of interested councils should be sufficient in supporting continuing development.

Impact of Crossrail 2. The Shepperton branch via Kingston will be diverted into CR2, hopefully with an enhanced frequency. The Kingston -Richmond “Rounder” could then disappear as would the Shepperton via Richmond. To retain connections a new bay would be created at Fulwell, whose approach would be segregated from CR2 Shepperton service. This would provide 4tph all day to Waterloo via Richmond using the freed paths. The most significant change being the 2tph direct Kingston-Richmond service is replaced by 4tph Crossrail 2 but with a platform change at Twickenham, or by a same platform change at Strawberry Hill changing from 4tph CR2 onto the new 4tph Fulwell service. CR2 reliability is significantly enhanced by this clear segregation. At which point the Windsor group can be fully segregated, apart from brief running of CR2 through Strawberry Hill, between Reading and Wokingham Junction, and the final run into Aldershot from Ash Vale Junction.

Serious consideration should be made to the Windsor group franchise taking over the GW route from Reading to Redhill and Gatwick. The Windsor franchise would also operate from Readings east facing bays. This service is in desperate need of improvement with an enhanced frequency {ambition 4tph} and marketed properly to give visibility. Quality of stock and journey time need improving with local and longer distance markets run as separate services. For London if this is done properly, then some pressure would be taken off both GWML and BML. Further if Heathrow southern access is built, along with a chord at Staines, then a direct Heathrow-Woking-Guildford-Dorking-Redhill-Gatwick service is possible. To make this time competitive significant investment is required along the route. This could create an integrated airport offer.

**For the future.** Two schemes keep reappearing for which the new franchise might be the appropriate service vehicle. Windsor Link, could see Windsor branch connected with the current Great Western Windsor branch, to reach Slough from Staines. Second a revival of some form of “Airtrack” to provide southern access to Heathrow. If chord(s) at Staines and/or

Slough were added then wider regional Heathrow services (by other operators) might be possible. Neither is funded. TfL should retain a supportive watching brief.

A potential new London Overground service linking Hounslow with Old Oak Common and West Hampstead would be an attractive addition. This would connect MML freight lines with NLL through Acton and onto Hounslow Loop, connected using the freight only Dudding Hill line. A number of junction improvements are required. By adding a north bay at Acton Mainline, then this spur could enhance frequency on the northern part of the route without adversely impacting NLL and freight any further. New intermediate stations on this northern section should be considered to further increase connectivity. From Windsor line perspective 4tph additional London Overground would call sharing platforms at Brentford, Syon Lane, Isleworth and then to new bay at Hounslow. Whether this extends further as part of R25 is a debate for after CR2. **Priority.**

The main residual South West franchise would become focused on fast mainline services into Waterloo. This would be attached to a regional network servicing communities across the South West. Devolution would operate with a loose partnership of interested councils.

## **Great Western (GW) [Paddington]**

This franchise is experiencing a major period of transition. Soon many Relief line services will transfer to Crossrail. Further changes or transfers to this pattern should await review. The Henley and Marlow branches remain with GW. From a London perspective the GW franchise post electrification should be focused on the mainline services originating beyond Reading. Other authorities will have different priorities for the rest of the franchise.

5 routes should interest TfL.

**Greenford branch** – This neglected branch is fully within the TfL area. It links West Ealing (Crossrail) to Greenford (Central line) with 3 intermediate stations. It will become an isolated diesel island with relatively low passenger numbers. The GW franchise is highly unlikely to increase service beyond the specified minimum or make additional investment. To give proper focus TfL should takeover this 4.3km route. Currently the service frequency fails the mayoral minimum 4tph service expectation. TfL should have full responsibility for service specification which should be easily understood and guarantee

- i) All Crossrail services calling at West Ealing [4ph] should be met by a Greenford shuttle.
- ii) Greenford shuttle must run throughout the operating hours of Crossrail and Central line (but not during 'night tube').
- iii) These should be so timed to allow easy interchange.

The key concern is financial how to make the necessary investment to bring stations up to standard, improve frequency and grow passenger revenue to minimise subsidy. As Chiltern railways retain diesel expertise day to day operations should be subcontracted. Branding for

the branch is important to encourage passenger use. Being “on the TfL map” will improve visibility. A common branding and service expectation with Upminster- Romford (potentially Windsor and Abbey line branches) as “Crossrail Shuttle” (or alternative name) would be developed. Electrification should not become a political football. Network Rail should guarantee Greenford branch will be electrified and funded as part of a wider Chiltern or freight infill scheme whichever is sooner.

**Western Rail Access to Heathrow (WRAtH)** - TfL should have a keen interest, with other partners, to ensure delivery of this new service from Reading. Would expect GW Franchise, HEX or another to run this; not TfL. As there are potential interactions with Crossrail 1 TfL should be involved in the detailed service specification.

**GW Reading to Redhill / Gatwick route** - Whether this will flourish best as part of GW or Windsor lines is one for debate. The route needs an enhanced visible status and faster more frequent services. Creating a real alternative could relieve some pressure on Brighton Mainline and Gatwick Express. Political support from TfL is important.

**Bourne End branch** - Should remain with GW. Some hold a long term aim to connect to High Wycombe. There is no current sponsor or funding. TfL to keep a watching brief.

**Windsor branch** - this should be transferred from GW. First option, should the Windsor link be built this branch would join and be part of the Windsor lines (SWT) network. [Unfunded]. Without this link this 4.5km isolated branch runs to Slough to connect with Crossrail 4tph or GW fast services. Windsor is an attractive tourist destination and would therefore benefit the reverse flow for Crossrail. TfL should take over this branch as a “Crossrail Shuttle”. A similar service expectation as described for Greenford, with a shuttle service timed to make easy connections with Crossrail. Stock unlike Greenford being AC electrified. However to match 4tph Slough Crossrail frequency some infrastructure expenditure will be required. A new additional Chalvey P&R station is desirable, needing enhanced line speed.

With these changes TfL will have limited interest in the GW franchise. Beyond those described. TfL has a role to support for long distance and freight. The Crossrail relationship with interested councils will be more important.

## **Heathrow Express (HEX) [Paddington]**

As a premium brand this service has a different offer to customers. However, the paths used impact on Paddington capacity. Reallocating these could provide greater benefits. Given the complexities of the open access agreement and the ownership of Heathrow assets, this is difficult to influence. Much will depend on the impact of Crossrail on the HEX market. WRAtH will also have some impact, as would any southern access scheme. Coupled with the continuing debate over airport capacity, then the future of this service has too many variables. If Heathrow Express was withdrawn then Crossrail should seek to provide an alternative. Crossrail 1 would extend a stopping service 4tph (making 8tph in total) using the airport branch and Relief line freed capacity. Without HEX main line [fast] capacity may be increased. TfL should have a watching brief and draw up Crossrail 1 plans when appropriate.

## **Anglia [Liverpool Street]**

Recent transfers to TfL have removed a number of London 'metro' stopping services. The tendered Anglian franchise can focus on services outside of London's boundaries.

**GEML** – Crossrail (TfL Rail) now controls stopping services out to Shenfield. Extending Crossrail to Chelmsford is fraught with capacity considerations and should not be contemplated for the time being. Southminster and Southend Victoria services need to run fast to remain competitive, so should remain as part of the Anglian franchise. Freight is very important but does cause challenging interaction with TfL services. TfL should strongly support investment in mutually beneficial alternative routes. TfL interest in taking over further GEML passenger services is a low priority.

**WAML** - stopping services from Hertford East and Broxbourne via Tottenham Hale are of interest to TfL. This is publicly manifest in the Crossrail 2 consultations (to Cheshunt). These routes extend into Hertfordshire. Unfortunately to deliver an increased service frequency and regular stopping patterns additional track is required. To provide a robust solution 4 track is needed at least to Broxbourne junction. Until this happens all services including those within London are best served by the Anglia franchise.

Once funding is unlocked the best solution will be Crossrail 2 (CR2). Assuming an even branch split, then in peak 12tph are likely to emerge at Tottenham Hale. With 4tph sufficient for Hertford East (level crossings etc) and turning back 4tph at Broxbourne, this would allow 4tph Harlow and Stansted Airport (but introduces complication with lack of segregation). Extending CR2 beyond Broxbourne junction would require additional capacity intervention. To accommodate these additional CR2 services the airport tunnel and station would need upgrading (or relieving). This allows Stanstead express to run faster with fewer stops. The increased capacity could improve services from Cambridge, Bishop Stortford and Kings Lynn into Liverpool Street. WAML Cambridge avoids the Welwyn pinch point but takes longer than Thameslink Cambridge, which also needs to be addressed. The ultimate Anglian service pattern will largely depend on the length of 4 tracking, other enhancements and the capacity through Clapton and Stratford. TfL must take close interest in these services as CR2 develops.

## **Essex Thameside - c2c [Fenchurch Street]**

With only double track access and given the capacity constraints at Fenchurch Street it is not appropriate for other operators to use this station. The operator has a proven record of developing new services and attracting consumers. Customer satisfaction, punctuality and service quality are high. The recent franchise award aims to build on this. It is unlikely that there are any benefits from a TfL takeover. Low priority.

Devolution is important. TfL and local councils along the route must have a key oversight and supporting role. This partnership including Network Rail would focus on continuing development. Key topics to include, support for growth strategy, wider accessibility agenda, transport integration, service quality and journey times. The partnership councils should cosponsor the next franchise with DfT.

**For the future.** With 19tph already calling in peak there appears little benefit in the whole line moving to a Crossrail solution. Eventually the capacity constraints into Fenchurch Street may be unable to satisfactorily deal with demand. At which point the Grays Line service might become a candidate for a future Crossrail solution. A decision, in part influenced whether this service (extended to Tilbury Riverside/Fort) serves sufficient population. The Mainline and Tilbury services would then gain the Fenchurch Street slots. Such speculation is beyond the current planning window. The medium term focus should be additional stations (such as Beam Reach), removing level crossings and providing sufficient capacity for freight. Given that plans for this region expect significant population growth, it is important to be particularly mindful of the long term rail strategy.

## **Chiltern [Marylebone]**

Again with only double track access and given the capacity constraints at Marylebone it is not appropriate for other operators to use this station. The operator has a proven record of developing new services and attracting consumers. Customer satisfaction, punctuality and service quality are high. The long term franchise continues build on this. Given the long distance nature of many routes a TfL takeover is not appropriate. A loose partnership of interested councils should be sufficient to support continuing development.

**For the future.** Eventually as passenger demand increases from settlements such as Oxford, Stratford, the Birmingham area, Milton Keynes, Aylesbury and High Wycombe then action will be needed to defuse tensions with the needs of local stopping services running on two routes.

**i) Aylesbury via Amersham stoppers.** By joining these services with LUL Mets to Rickmansworth (and further north) and using LUL “fast line” infrastructure a segregated Crossrail 3 [CR3] branch could be created. The key aim would be to free capacity at Marylebone (additional benefit of strengthening Met to Uxbridge).

**ii) High Wycombe stoppers** are more problematic. This route has more interaction between fast and slow services. Ultimately additional track will be necessary to segregate these conflicting service demands. Logically new fast lines would be the ones built. This has particular resonance with those demanding service improvements in the TfL area at Northolt Park, and both Sudbury stations. Whether these slow lines then become a future Crossrail 3 branch is for further consideration.

**iii) Providing 2 or 3 platforms at Old Oak Common** for Chiltern accessed via Acton-Northolt line could offer some relief. The danger is that this would overload London Overground and Crossrail 1. Given the competing demands on Old Oak Common then short term passive provision should be sufficient. Possibly using North Pole depot site when that contract ends, built alongside a new London Overground station with development above.

Speculation on all three is beyond the current planning window. Chiltern's market would also need to grow significantly. TfL should retain a watching brief. **Low Priority.**

## **East Midlands [St Pancras]**

Increase fast line service from 5-6 tph. Corby service extended via new Manton Curve to Stamford and Peterborough. Manton Curve also provides a secondary northern East-West freight link, which helps keep Felixstowe freight away from TfL area. East-West rail should have a primary central/southern link. Beyond supporting these extensions little additional TfL involvement is required.



# Summary of Transfer Priorities

## Crossrail 1 – next extension

- Tring Stoppers (LM) to Crossrail 1, 2tph all day. [Do not extend beyond Tring to allow 2tph East West rail from Winslow to access Milton Keynes]
- Milton Keynes Stoppers (LM) to Crossrail 1, 2tph all day

## London Overground takeovers (with clear route identities)

- “West London” (Southern) (Milton Keynes to Croydon) extended from 1-2tph all day rebranded London Overground. WLL shuttle service integrated into London Overground Orbital WLL/NLL.
- Herford Loop (TSGN) into Moorgate {6-car limited, 12-14tph peak, 8tph+ off peak all day everyday}. Taken over by TfL rebranded London Overground with a clear route identity. [Welwyn stoppers remain with Thameslink and diverted from Moorgate.]
- Dartford to Victoria via Bexleyheath (Southeastern) taken over by TfL rebranded London Overground with a clear route identity. {Ambition to eventually run 4tph stopping all day}
- Orpington to Victoria via Herne Hill (Southeastern) {4tph stopping all day} rebranded London Overground with a clear route identity.
- **Southern Metro Service Group** taken over by TfL rebranded London Overground with clear route identities. Excluding the Mole Valley lines group beyond Sutton retained by Southern (then reviewed as part of Crossrail 2). [Epsom Downs branch to TfL]. London Overground to take over 4 bays at London Bridge and platforms 9-12 at Victoria (with use by Mole Valley group). Opportunity taken to remap, with some services replaced, withdrawn or rerouted (Streatham station transferred to Thameslink)
  - London Bridge to London Victoria via Crystal Palace 2tph {Ambition to run 4tph stopping all day}
  - London Bridge via South Bermondsey to Beckenham Junction and Norwood Junction (West Croydon) {Ambition to eventually run 8tph stopping all day}
  - London Bridge (ELL) to Tattenham Corner (or Caterham)
  - Victoria to Caterham (or Tattenham Corner)
  - Victoria to Epsom Downs via Norbury
  - NB “West London” already described above.
- Hampton Court to Waterloo (SWT) (raise from 2 to 4tph stopping all day) AND Guildford to Waterloo via Guildford New Line (4tph+ stopping all day) both taken over by TfL rebranded London Overground with a clear route identity. Created when

Crossrail 2 allows South West metro to be restructured. [This is a better solution than Hampton Court into CR2]

Note : Given the number and range of these new London Overground routes, when added to existing network, then it might be prudent to manage through a small number of concessions.

## Thameslink Strengthening

**Not for TfL takeover but managed by the minimum Franchise service level.** Thameslink has too wide a geographical spread to fit neatly under TfL. Services on Catford Loop and Wimbledon Loop serve many London communities. The planned frequencies should be strengthened to 8tph peak, 6tph off peak. The additional services would be run by Thameslink from the Blackfriars bays (Southeastern would no longer have access). Camberwell Road station should reopen as a matter of high priority. Given the complexity of interactions through Peckham Rye, Herne Hill and Tulse Hill etc., to achieve a robust solution, some former Southern Metro services will need to be remapped. Infrastructure such as single track access at Wimbledon would need investment. Although not operated by TfL this enhanced service can be guaranteed by next franchise minimum specification.

Welwyn 'metro' services (diverted from Moorgate) should also be guaranteed in this way.

## Crossrail Shuttle (or 'Links' or 'Connects' or "other name")

- Greenford branch (GW)
- Windsor branch (GW)
- Abbey Line (LM) [Not necessarily a TfL priority but important for Herts relationship]

To join Upminster to Romford shuttle already run by TfL.

## Crossrail 2

- North East [1] WAML (Anglia) – 4tph Herford East and 4tph Broxbourne (peak) via Tottenham Hale. Additional 4tph to run to Stanstead Airport serving Harlow with others on the way [adds complication to segregated access].
- North East [2] New branch – 12tph via Seven Sisters to New Southgate
- South West [3] (SWT) - from Rayners Park running through Kingston, with 4tph Twickenham and 8tph Shepperton.
- South West [4] (SWT) - from New Malden with 4tph Chessington South branch [extended to Worlds of Adventure], and 8tph Epsom [with added complexity extended to Guildford or Dorking].

Hampton Court should be London Overground to Waterloo (not CR2). Proposal requires 4 tracking from Tottenham Hale to Broxbourne Junction and new tracks laid between Wimbledon and New Malden. Four branches could be **fully** segregated.

## **Stations transferred to TfL**

Plans would see more than 60 stations transfer to TfL

**WCML Slow (Crossrail 1 & LO former Southern West London) {7}** – Cheddington, Tring, Berkhamsted, Hemel Hempstead, Apsley, Kings Langley, Watford Junction with access to Milton Keynes, Bletchley and Leighton Buzzard

**Abbey Line (mostly unstaffed halts in Herts) {6}** – St Albans Abbey, Park Street, How Wood, Bricket Wood, Garston, Watford North. (Watford Junction already transfers with WCML slow)

**Hertford Loop {19}** - Watton-at-Stone, Hertford North, Bayfield, Cuffley (these 4 out of area), Crews Hill, Gordon Hill, Enfield Chase, Grange Park, Winchmore Hill, Palmers Green, Bowes Park, Alexandra Palace, Hornsey, Harringay, Drayton Park, Highbury & Islington, Essex Road, Old Street and Moorgate with access to Kings Cross, Finsbury Park, Letchworth, Hitchin and Stevenage.

**Southern Metro {21}** – Epsom Downs, Banstead, Belmont, Carshalton Beeches, Wallington, Waddon, Selhurst, Thornton Heath, Norbury, Streatham Common, Balham, Wandsworth Common, Battersea Park then Streatham Hill, West Norwood, Gypsy Hill and South Bermondsey, Queens Road Peckham, East Dulwich, North Dulwich, Birkbeck and with access to Victoria, London Bridge, Sutton and Tulse Hill. [LO already controls Crystal Palace, West Croydon, Norwood Junction, Anerley, Penge West, Sydenham, Forrest Hill, Honour Oak Park, Brockley and New Cross Gate]. [NB Streatham to Thameslink only]

London Overground gains access to stations between East Croydon to Purley and along Caterham and Tattenham Corner branches (or possible control rather than Thameslink.)

**Southeastern Victoria to Dartford via Bexleyheath {No transfers}** – Access to Dartford, Barnehurst, Bexleyheath, Welling, Falconwood, Eltham, Kidbrooke, Blackheath, Lewisham, Nunhead, Peckham Rye, Denmark Hill and Victoria

**Southeastern Victoria to Orpington via Kent House {6}** – Beckenham Junction, Kent House, Penge East, Sydenham Hill, West Dulwich and Brixton with access to Orpington, Petts Wood, Bickley, Bromley South, Shortlands, Herne Hill and Victoria

**Greenford Branch {3}** – South Greenford, Castle Bar Park, Drayton Green

**Windsor Line {1+1}** – Windsor & Eton Central + Chalvey Park & Ride (new station)

**More to follow with Crossrail 2.** Including London Overground services to Hampton Court and Guildford.

TfL presence at Liverpool Street would be added to by Victoria, London Bridge Bays and control full control of Moorgate.

## **New stations**

TfL support for London Overground to develop stations at Old Oak Common, Lea Bridge (Anglia) and Barking Riverside (must include Renwick Road) is welcomed. Beam Reach (c2c) will hopefully follow. Planning should then prioritise

**Camberwell Road** – reopen for Thameslink – next highest priority

London Overground {2} – **Maiden Lane (NLL)** and **Junction Road / Tufnell Park (GOBLIN)**. These must be high priorities once 5-car extensions (Maiden Lane) and electrification (Junction Road) have been completed. There are many other potential stations which have lower priorities.

**Brockley HL platforms** – The Dartford to Victoria via Bexleyheath stopping service would be appropriate to call at new Brockley high level platforms. Providing a new highly useful interchange with the East London Line. TfL taking over this service would help integrate the service into London Overground – boosting numbers further.

**Carterhatch Lane (LO-Southbury Loop)** – Halfway between Southbury and Turkey Street. A useful additional local station. Located potentially north of the bridge; requiring some garages and play equipment to be relocated. When assets allow, increasing the Southbury Loop to 4tph will provide further benefit.

**Picketts Lock (WAML)** – for CR2

**Fulwell (SWT) additional north side bay**. The Shepperton branch could become exclusive to CR2. Other services would be recast. This 12-car bay would allow those on Shepperton branch to change for a Windsor Line service through Richmond to Waterloo.

**Hounslow (SWT for LO) additional bay**. The potential London Overground scheme to link via Dudding Hill freight line and then to West Hampstead needs a southern terminus. Recommend a new 8-car bay at Hounslow is provided for this purpose.

**Acton Mainline (GW) additional north side bay**. The Dudding Hill scheme shares track with London Overground NLL service between Acton Wells Junction and South Acton Junction. Given Crossrail to Thameslink would be popular then building an 8-car bay at Acton Mainline allows a 4tph service between the two with the shortest interchange.

**Dudding Hill Line (LO new service) {2}** - Two interchange stations at Neasden and Harlesden would be useful early additions.

## **New services**

**Amersham (or Chesham) to Watford Junction** via the “North Curve”, south of Rickmansworth. Not strictly National Rail. When Croxley rail link has been completed the Metropolitan infrastructure would allow such a potential Amersham service. Chesham’s long single track and single bay restrict capacity; further investment may be required to make additional services here robust. Support in Herts if funding can be secured for stock (preferably dual voltage capable). TfL should support Herts logistically.

**Dudding Hill line – Hounslow to West Hampstead.** New service created by London Overground by using this freight line, link to MML freight line, to NLL between OOC and South Acton, then along Windsor line northern loop. Calling at West Hampstead, Cricklewood, {Brent Cross Thameslink?}, Neasden (new interchange), [Hawkins Road new?], Harlesden (new interchange), OOC West (new platforms), Acton Central, South Acton, Brentford, Syon Lane, Isleworth, Hounslow [13 stations]. Acton Mainline, a new bay on northern side and 4 tracking (including bridge) between Acton Wells Junctions, could allow a higher frequency service from OOC to West Hampstead, without further affecting NLL or Windsor Loop capacity. This Acton Mainline bay would provide the shortest interchange from Thameslink to Crossrail in the west. Infill electrification is needed. It should be noted the ‘full line’ runs contrary to segregating Windsor Lines; but would in contrast supports R25. This is an extremely useful new link.

**Hall Farm Curve.** London Overground’s Chingford branch frequency is restricted by Clapton station dwell time. Reinstating this curve could allow 8tph on Chingford branch, alternating between Liverpool Street and Stratford. This would also enhance the calling frequency at Lea Bridge station. Stratford platform 11&12 capacity would become an issue. One solution would see a new 8-car north facing bay at Stratford. This may require Stratford’s Overground platforms to be remodelled. Given the infrastructure investment and other priorities this is one for the future. Low Priority.

**Thameslink extras** – 2tph each direction on Wimbledon Loop (4tph Tulse Hill) into the “Core” is insufficient. An extra 4tph peak (2tph each direction), 2tph off peak, using the Blackfriars bays are necessary. [NB Herne Hill and Tulse Hill challenge]. Similarly 4tph peak, 2tph off peak via Catford Loop is insufficient. These should be bolstered by 4tph into Blackfriars’ bays, running at least to Swanley. Camberwell Road station should reopen as a matter of high priority. Streatham station transfers to Thameslink. To achieve these frequencies various other services would be re-routed. On the Catford Loop sufficient paths for freight and Southeastern fasts also need to be provided for (none to Blackfriars). This may need further investment. Work is required at Wimbledon. On Wimbledon Loop sufficient Mole Valley fast paths need to be preserved. All Thameslink London stations to enjoy a minimum 8tph peak, 6tph off peak all day with a franchise requirement guarantee, with TfL oversight. **High Priority.**

## Ones for the future

- Crossrail 1 [CR1] could takeover upgraded Watford DC lines from London Overground. Providing 8tph peak service. Initial focus on 9 stations from Wembley Central to Bushey. There are major hurdles such as disentangling Bakerloo (terminating Wembley Central?). A route from Old Oak Common to DC lines. Linking LO Queens Park, Kilburn High Road and South Hampstead via Primrose Hill onto NLL. DC to AC conversion. North of Bushey to be resolved. Platform lengthening and improvements. This would be an expensive, major project and is low priority.
- Crossrail 1 [CR1] to Dartford (or Gravesend / Ebbsfleet). Extending CR1 beyond Abbey Wood has the problem of traction power. Other challenges exist. Crossrail design and stock AC, North Kent Line and Southeastern stock are DC. With a number of fast services sharing tracks through Dartford it is difficult to isolate a Southeastern stock service group for dual voltage. Segregated tracks on existing corridor are unlikely to be cost effective. Alternatives such as new route to a new Dartford Parkway (then to Ebbsfleet) still need to demonstrate affordability and connectivity. To Dartford adds approx. 6.5 miles around 14 minutes and 4 stations. To Gravesend 12.6 miles potentially 30 minutes stopping.
- Aylesbury stoppers (Chiltern). Merged with Metropolitan services to Rickmansworth and further north. Using upgraded LUL “fast line” infrastructure a segregated potential Crossrail 3 [CR3] branch. Portal in Neasden area.
- High Wycombe stoppers (Chiltern). With a new fast line to segregate services. The upgraded existing route could form a potential Crossrail 3 [CR3] branch. Joining Aylesbury stoppers with a portal in Neasden area.
- Hayes branch (Southeastern) including underused spur to Beckenham Junction bay. The current service uses 6 peak paths through London Bridge. The branch could be potentially isolated at Lewisham which makes it attractive. Potential Crossrail 3 [CR3] branch. Portal in Lewisham area.
- BML2 an alternative Thameslink style solution bringing fast services from Uckfield and East Grinstead to a new London tunnel destination. It would use the Hayes branch line which introduces ‘metro’ services. To gain interchange at East Croydon tunnel from Selsdon to East Croydon, then tunnel to a portal on former Addiscombe branch alignment to run parallel from Woodside junction. This is more expensive but improves connectivity and reduces impact on Tramlink. Unclear if this can be made to work.
- Grove Park slow line (Southeastern) to Orpington with a few extended to Sevenoaks. Potential segregated Crossrail 3 [CR3] branch. Portal in Lewisham area.
- 3 other Southeastern metro lines, North Kent Line, Bexleyheath Line and Sidcup Line. All have potential to be diverted into Crossrail schemes. To increase metro frequency further, all would require an alternative infrastructure for the shared fast Kent services. One such fast link could potentially free all 3.

- Grays terminating service (c2c). With new station at Beam Reach and potentially Renwick Road and West Thurrock. Potentially extended to a rebuilt Tilbury Riverside. Eventually Fenchurch platform and dual track approach will prevent higher service frequency. If the population rises and demand from communities served gets too great for other interventions, then diverting this service into tunnel before Barking may allow Mainline and Tilbury Loop services to benefit from the released paths. Currently 4tph peak, 2tph offpeak and potentially heavy freight makes this a long term candidate – Crossrail 4

Crossrail 3 would provide NW-SE service (Neasden to Lewisham tunnel). Aim at relieving Jubilee line.

## London stations where ‘metro’ stoppers are not TfL (after Crossrail 2)

Under this plan after Crossrail 2 completion the following ‘metro’ lines would remain outside TfL direct concession control.

Only current stations listed, potential / expected are ignored. {S} = shared with TfL

- **Chiltern – Aylesbury via Amersham {11}** - Aylesbury Vale Parkway, Aylesbury, Stoke Mandeville, Wendover, Great Missenden, [Amersham {S}](#), [Chalfont & Latimer {S}](#), [Chorleywood {S}](#), [Rickmansworth {S}](#), [Harrow on the Hill {S}](#) and Marylebone.
- **Chiltern – High Wycombe {13}** – High Wycombe, Beaconsfield, Seer Green & Jordans, Gerrards Cross, Denham Golf Club, Denham, [West Ruislip](#), [South Ruislip](#), [Northolt Park](#), [Sudbury Hill Harrow](#), [Sudbury & Harrow Road](#), [Wembley Stadium](#) and Marylebone.
- **Thameslink – MML {19}** – Bedford, Flitwick, Harlington, Leagrave, Luton, Luton Airport Parkway, Harpenden, St Albans, Radlett, [Elstree & Borehamwood](#), [Mill Hill Broadway](#), [Hendon](#), [Cricklewood {S}](#), [West Hampstead {S}](#), [Kentish Town](#), [St Pancras](#), [Farringdon](#), [City Thameslink](#) and [Blackfriars](#).
- **Thameslink – ECML ‘Welwyn stoppers’ {14}** - Welwyn Garden City, Hatfield, Welham Green, Brookmans Park, Potters Bar, [Hadley Wood](#), [New Barnet](#), [Oakleigh Park](#), [New Southgate {S}](#), [Alexandra Palace {S}](#), [Hornsey {S}](#), [Harringay {S}](#), [Finsbury Park {S}](#) and Kings Cross with 2tph peak into ‘Core’.
- **Thameslink – Catford Loop {20}** – Sevenoaks, Bat & Ball, Otford, Shoreham, Eynsford, Swanley, [St Mary Cray](#), [Bickley {S}](#), [Bromley South {S}](#), [Shortlands {S}](#), [Ravensbourne](#), [Beckenham Hill](#), [Bellingham](#), [Catford](#), [Crofton Park](#), [Nunhead {S}](#), [Peckham Rye {S}](#), [Denmark Hill {S}](#), [Elephant & Castle](#) and [Blackfriars](#) with up to 4tph into ‘Core’.
- **Thameslink – Wimbledon Loop {20}** – [Tooting](#), [Haydons Road](#), [Wimbledon {S}](#), [Wimbledon Chase](#), [South Merton](#), [Morden South](#), [St Helier](#), [Sutton Common](#), [West Sutton](#), [Sutton {S}](#), [Carshalton](#), [Hackbridge](#), [Mitcham Junction](#), [Mitcham Eastfields](#), [Streatham](#), [Tulse Hill {S}](#), [Herne Hill {S}](#), [Loughborough Junction](#), [Elephant & Castle](#) and [Blackfriars](#) with 4tph into ‘Core’.
- **C2c Essex Thameside {26}** – [Shoeburyness](#), [Thorpe Bay](#), [Southend East](#), [Southend Central](#), [Westcliff](#), [Chalkwell](#), [Leigh on Sea](#), [Benfleet](#), [Pitsea](#), [Basildon](#), [Laindon](#), [West Horndon](#), [Upminster {S}](#), [Barking {S}](#), [Stanford le Hope](#), [East Tilbury](#), [Tilbury Town](#), [Grays](#), [Chafford Hundred](#), [Ockendon](#), [Purfleet](#), [Rainham](#), [Dagenham Dock](#), [West Ham {S}](#), [Limehouse](#) and [Fenchurch Street](#).
- **Southeastern – via Woolwich (North Kent Line) {17}** - [Dartford {S}](#), [Slade Green](#), [Erith](#), [Belvedere](#), [Abbey Wood {S}](#), [Plumstead](#), [Woolwich Arsenal](#), [Woolwich Dockyard](#), [Charlton](#), [Westcombe Park](#), [Maze Hill](#), [Greenwich](#), [Deptford](#), [London Bridge {S}](#), [Waterloo East](#) and [Charing Cross](#) or [Cannon Street](#).



- **{Southeastern – via Bexleyheath [All Shared] {9}** - Dartford, Barnehurst, Bexleyheath, Welling, Falconwood, Eltham, Kidbrooke, Blackheath, Lewisham}
- **Southeastern – via Sidcup {15}** – Dartford {S}, Crayford, Bexley, Albany Park, Sidcup, New Eltham, Mottingham, Lee, Hither Green, St Johns, New Cross {S}, London Bridge {S}, Waterloo East and Charing Cross or Cannon Street.
- **Southeastern – Hayes Branch {17}** – Hayes, West Wickham, Eden Park, Elmers End, Clock House, Beckenham Junction {S}, New Beckenham, Lower Sydenham, Catford Bridge, Ladywell, Lewisham {S}, St Johns, New Cross {S}, London Bridge {S}, Waterloo East and Charing Cross or Cannon Street.
- **Southeastern – Bromley Branch {3}** - Bromley North, Sundridge and Grove Park
- **Southeastern – Sevenoaks {16}** – Sevenoaks, Dunton Green, Knockholt, Chelsfield, Orpington {S}, Petts Wood {S}, Chislehurst, Elmstead Woods, Grove Park, Hither Green, St Johns, New Cross {S}, London Bridge {S}, Waterloo East and Charing Cross or Cannon Street.
- **{Thameslink – Tattenham Corner [All Shared] {11}** – Tattenham Corner, Tadworth, Kingswood, Chipstead, Woodmansterne, Coulsdon Town, Reedham, Purley, Purley Oaks, South Croydon, East Croydon then fast to London Bridge}
- **{Thameslink – Caterham [All Shared] {8}** – Caterham, Whyteleafe South, Whyteleafe, Kenley, Purley, Purley Oaks, South Croydon, East Croydon then fast to London Bridge}
- **[Southern – Mole Valley Line {21}** - Dorking, Box Hill & Westhumble, Leatherhead, Ashstead, Epsom {S}, Ewell East, Cheam, Sutton {S}, (Carshalton), (Hackbridge), (Mitcham Junction), (Mitcham Eastfields), (Balham), Clapham Junction and Victoria also Guildford, London Road (Guildford), Clandon, Horsley, Effingham Junction, Bookham then Epsom (join).]
- **Windsor Lines {28}** – Reading, Earley, Winnersh Triangle, Winnersh, Wokingham, Bracknell, Martins Heron, Ascot, Sunningdale, Longcross, Virginia Water, Egham, Staines, Ashford, Feltham, Whitton, Twickenham {S}, St Margarets, Richmond {S}, North Sheen, Mortlake, Barnes, Putney, Wandsworth Town, Clapham Junction {S}, Queenstown Road, Vauxhall {S} and Waterloo. With
  - **{7}** Hounslow {S}, Isleworth {S}, Syon Lane {S}, Brentford {S}, Kew Bridge, Chiswick, Barnes Bridge joining at Barnes.
  - **{2}** Fulwell {S}, Strawberry Hill {S} joining at Twickenham.
  - **{4}** Windsor & Eton Riverside, Datchet, Sunnymeads, Wraysbury joining at Staines.
  - **{3}** Weybridge, Addlestone, Chertsey joining at Virginia Water.
  - **{5}** Aldershot, Ash Vale, Frimley, Camberley, Bagshot joining at Ascot

**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Response to the London Assembly Transport Committee has launched an investigation, asking whether and how the Mayor's proposals could help improve services for rail users.  
**Date:** 07 June 2015 22:56:12

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Dear Sir

I very strongly support removing Southwest Train's franchise, and transferring the train service to TFL.

1. Late and cancelled trains frequently occur, especially in the peak morning period. This effectively reduces a twice hourly service peak time service on the Hampton Court line to a once an hour service, which is completely unacceptable. Each time a train is cancelled, commuters reach their place of work half an hour late.

2. Trains are so overcrowded that passengers frequently cannot board. There is no air conditioning, and being crushed between other passengers for a half hour journey poses a health and safety risk, and is unpleasant and totally unacceptable.

3. Regular broken down trains clearly indicate inadequate servicing.

4. Fares increase much above inflation every year, yet the quality of the service deteriorates. Stations unsafe, run down and unattractive because South West Trains has no incentive to improve them.

5. Devolution would mean that the entire ticket income would go towards improving services.

6. My experience of London Overground is entirely positive, although overcrowding does occur on the line from Kensington Olympia to Clapham Junction.

7. Removing the failed Southwest Train franchise should be the priority.

Yours sincerely

R Woolley

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** London Suburban Rail Devolution  
**Date:** 20 May 2015 00:34:51

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As a signalling controller on the London Underground and someone who used to use the Watford DC lines a lot when growing up and under the control of Silverlink (aka sh\*ttylink as known by its passengers) I for one fully support the devolution of London Rail Suburban services to TFL. The transformation of the Watford DC lines alone has been amazing and truly world class compared to what the service, stations and rolling stock used to be under a private franchise holder. Previously, regular cancellations, no information, vandalised stock, scary stations with constant illegal goings on.. Drug dealings, graffiti, fights to name a few and no staff anywhere in sight!

To put forward the case I recently visited a friend in Wimbledon and travelled into work a few times during the peak on the South West trains service from there into London... This was like a step back in time, literally cramming passengers in, no customer information, old smelly, slow and unreliable stock and a jerky uncomfortable journey into town. The way home was no better and I refused to travel to Wimbledon again using South Western trains due to the appalling service and would rather take the slightly slower district line as I could get a seat, felt safe, the stock was cleaner and the journey just overall felt more pleasant.

To add to this I recently travelled to Twickenham from Watford Junction using the overground and South West trains again, all was great apart from the South West trains short part of the journey. It appears to me that these private franchises have no interest in running a service for events, know how to or have the capabilities or the joint up thinking working with Network Rail to provide them and the capacity required or can respond and deal with incidents as quickly as we can on the underground. We've seen the increase in reliability on the Underground and the Overground in recent years.. Now it's time to see this on the London Suburban Rail services.

Thank you for your time and I will happily come and share my views or knowledge if required.

Simon Feldman  
London Underground Service Controller

and regular user of Londons Rail Network

--

Kind Regards

Simon Feldman  
[REDACTED]

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## **Steve Whitehead BSc FCIS FCMA CGMA MCMl**

██████████,  
██████████

for the attention of  
Richard Berry,  
London Assembly,  
City Hall,  
The Queen's Walk,  
London SE1 2AA  
via email to [transportcommittee@london.gov.uk](mailto:transportcommittee@london.gov.uk)

### London Assembly Preamble

We would welcome submissions from any organisations and individuals with views and information to share on this topic. Submissions should aim to address any of the questions outlined above, and other issues you think it important for the investigation to cover.

We are keen to hear from rail passengers, train operating companies, local authorities, public bodies, rail industry workers, campaigners and transport experts. To contribute please send submissions to the Committee by the deadline of 1<sup>st</sup> July 2015.

### Questions set out by the London Assembly with Responses

What are the key problems with National Rail services in London that need to be addressed?

An infrequent (2 trains per hour on two different routes off peak) and an unreliable service. Southern services to and from Victoria are often disrupted as Brighton Main Line services are given train and crew priority. The service to London Bridge is rush hour only. Thameslink services on the loop line through Sutton are frequently sacrificed (either trains are rerouted or run through fast without local stopping) when disruption occurs elsewhere on Thameslink services.

What changes to the delivery, funding or governance of rail services should be considered?

All of the following need to be dramatically improved: service frequency, opening hours, station staffing, proper attention to complaints.

How does the current system in London compare to those in other world cities?

I only have limited experience gained as a tourist, certainly not enough to offer valid comments.

What would devolution mean for passengers, in terms of fares, reliability, crowding, information and so on?
Based on the London Overground experience better service frequency, better and newer rolling stock, visible reductions in crowding made possible by greater frequency, more relevant and timely information for travellers.
What opportunities for additional investment and income growth could devolution bring?
Making better use of stations to become local resources with shops. Attract visible and acknowledged support from local authorities and local businesses, just as some stations are sponsored.
What are the strengths and weaknesses of the London Overground model for delivering rail services?
I have relatively limited experience of peak hours London Overground services, I have used the off peak services for leisure travel. My main experience is the Southern service to Victoria, London Bridge occasionally and Thameslink via the loop line. Based on my limited experience of London Overground supplemented by reading and comments from colleagues the main strength is the service frequency and reliability. I have no experience of weaknesses.
What are the strengths and weaknesses of different models of rail devolution?
I do not have sufficient information to allow me to make comments on this question.
What are the main barriers to further devolution?
Central government/Treasury funding constraints. The Department for Transport (and the main political parties) have an obsession with a failed privatisation franchise model coupled with a noticeable lack of willingness to consider concessions models such as used on London Overground.
Which rail franchises or routes should be the priority focus for the Mayor and TfL in devolution proposals?
<p>In this area of South London the Thameslink loop line to and from St Pancras International both via Mitcham Junction and Tooting should become part of London Underground. Similarly the London Victoria services to Sutton, Epsom and Epsom Downs, via Mitcham Junction, Crystal Palace, Streatham Common as appropriate need to be brought in as does the London Bridge Services via Streatham and Tulse Hill.</p> <p>One easily implemented change with minimum disruption and cost would be to extend the current London Overground service that terminates at West Croydon to Sutton and then to Epsom Downs (or possibly to Epsom).</p>

How can the Mayor and TfL ensure that the interests of passengers outside London are reflected in any new rail devolution proposals?
Engage with commuters and travellers via their organisations and at stations and local authorities to stress that rail devolution is designed to improve services for all rail users, not just those with the GLA boundary. Obtain local authority buy in to improved services, giving them a more direct voice in services than that given under the private operator model.
How can the Mayor and TfL improve their proposals for the devolution of the South Eastern franchise?
I support the plan to take South Eastern commute services into London Overground and have no other comments to make.
Could control of rail services also be devolved to other UK cities?
Control could and should be devolved to other UK cities. Some of the major ones already have Passenger Transport Executives (PTE) that would be able to take control. Other cities might need to set up joint bodies involving relevant local authorities and these could become the controller.
Any other additional comments?
<p>At present London Overground stations south of river are less than 20% of the total of London Overground stations, showing the poor coverage of South of the Thames generally. In particular Sutton has no access to London Underground and Sutton residents rely on National Rail and London buses (that do provide a good, if patchy, service).</p> <p>Council tax and business rate payers pay for London wide services but they and their employees are not able to benefit (except peripherally) from Underground and London Overground services.</p> <p>Tramlink provides a good service, especially in large parts of Croydon and parts of Merton. There is only one station in Sutton and using the tram involves interchange from inadequate National Rail services. There is a very strong case for the Tramlink network to be extended into Sutton to the town centre and to the world class Cancer Research Centre at Sutton hospital.</p> <p>One further area concerns users of Freedom passes in South London and in particular Sutton. In general they can use the Freedom passes on buses and Tramlink plus tube services (where they can access them). However they have to pay for national rail services before 9.30am (weekdays). However their north of the river colleagues they have full access to significantly better London Underground and Overground services.</p>

## Respondent

The respondent used to work at a senior level for one of the national trade unions for Railway and Transport Workers and is now a member of its retired section. He is a member of his local Rail Users Group and of the National Pensioner's Convention. This response is written in an individual capacity and reflects his experience (and to some extent that of family members) with travelling via rail to and from the London Borough of Sutton as both a peak time commuter and more latterly since retirement an off peak leisure travel user. His local station is Carshalton, both Sutton and Carshalton Beeches are a twenty five minute walk away.

A handwritten signature in black ink, appearing to read 'S. Whitehead', with a long horizontal flourish extending to the right.

Steve Whitehead

**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Feedback re commuter travel to London  
**Date:** 09 June 2015 14:29:40

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Hello,

I've seen an article on the Epsom Guardian website which mentions you are looking for feedback from commuters who travel into London as to whether TFL should operate the lines into London. I have travelled from Epsom to London for the last five years, firstly using Southern (to Victoria) and then Vauxhall (via South West Trains).

I think most of the issues are well documented and I'm sure you're aware of them. Overcrowding in peak times is a major problem. Punctuality is also an issue: you cannot plan a journey based on advertised arrival times as they're invariably late. On SWT trains, comfort is also a problem as the trains lack in air conditioning or (good) heating.

Another issue for me is that the current rail operators do not seem to be accountable to anyone. I have complained many times to SWT, going as far as to write to my local MP (which is not something I have done before). But, whilst they acknowledged the delays and put forward excuses, I did not receive any amount of refund due to the way their compensation process is structured. It's very flawed and unfair in my opinion. At least with Southern, their 'delay/repay' system is straightforward and fair.

Can TfL make a difference? I think the main benefit, if I understand correctly, is that TfL is a not-for-profit organisation. I also think your refund system is a lot fairer and it seems to me the customer is front of mind for TfL. I can't say the same for SWT and Southern. So I think it would be of benefit. Can TfL sort out all the problems? It will be challenging due to the sheer number of commuters travelling in peak times. As property prices in London remain high, commuter volumes from suburban areas are unlikely to fall. So the problem won't go away. I'd personally, rightly or wrongly, have a lot more confidence in TfL to deliver some positive change. I also think that those 'transport for London' should also capture the views and requests of all those people such as myself who travel into London on a daily basis as I feel we're very much part of London.

I hope some of these points are helpful.

Regards

Vik

**Vik Heerah**  
**Artemis Investment Management LLP**  
Cassini House, 57 St James's Street  
Tel: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

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**From:** [REDACTED]  
**To:** [Transport Committee](#)  
**Subject:** Zone 6 for Staines  
**Date:** 10 June 2015 21:31:57

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Dear Sirs

Please consider the recent petition which gained over 2000 signatures for Staines and Ashford Middlesex to be included within fare zone 6 and so included in the oyster zone. In Staines we have many of the disadvantages of living close to London (packed to bursting commuter trains, congestion and inflated house prices) but none of the benefits of affordable transport. Inclusion of Staines and Ashford into zone 6 would be welcomed by local commuters as it would help to reduce fares, but South West Trains have been avoiding this move for some time now as they enjoy the revenue generated from pouncing on and fining unsuspecting people who assume that a town located so close to Heathrow airport is included within the London transport system.

If there's anything you can do to persuade South West Trains to catch up with other rail companies in extending the oyster zone that would be much appreciated.

Thanks

Yours faithfully

Zara Stewart

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