

Background information for the Transport Committee’s meeting on 7 March on Crossrail and the future for rail in London

This document contains written submissions received for the Transport Committee’s review of Crossrail and the future for rail in London.

Contents:

Page number:

Submissions received from stakeholders:

1.	Crossrail	1
2.	Network Rail	23
3.	Travelwatch	28
4.	ORR	35
5.	RailFreight	37
6.	TfL response to NR business plan	39

Submissions received from rail user groups and members of the public:

7.	London Forum of Civic & Amenity Societies	47
8.	Brent Council	49
9.	Graham Larkbey	50
10.	Clapham Transport User Group Submission	50
11.	Simon Fisher	62
12.	West London Line Group	64
13.	James Ayles	67
12.	East Surrey Transport Committee	69



Report for the London Assembly Transport Committee

Document Number: CR-XRL-Z-RGN-CR001-50004

Document History:

Version:	Date:	Prepared by:	Checked by:	Authorised by:	Reason for Revision:
1.0	27-02-13	Luke Jouanides	Sarah Johnson	Andrew Wolstenholme	For issue to the London Assembly Transport Committee

This document contains proprietary information. No part of this document may be reproduced without prior written consent from the chief executive of Crossrail Ltd.

Contents

1	Introduction	3
2	Delivery: progress, scope, risk and schedule	3
2.1	Progress & achievements.....	3
2.2	Scope	9
2.3	Risk management.....	10
2.4	Programme schedule	11
3	Health and Safety	12
3.1	Performance	12
3.2	Cycling safety	14
4	Cost and financial performance.....	14
5	Land and property	15
5.1	Land acquisition.....	15
5.2	Crossrail Property Impact Study.....	16
6	Crossrail Procurement: business opportunities & supply chain management.	16
6.1	Business opportunities.....	16
6.2	Supply chain management	16
7	Crossrail Skills and Employment Strategy	18
8	Sustainability.....	19

1 Introduction

Considerable progress has been achieved by Crossrail Limited (CRL) over the past year. CRL fully entered its delivery phase early in 2012 following the mobilisation of its largest civil construction contracts. As expected, this step-change in construction activity has required CRL and its Main Contractors to respond to a number of delivery issues.

The CRL Executive and its Board however remain confident that the Crossrail Project will be built on time and within its funding envelope.

This report has been produced for the London Assembly Transport Committee (the Committee) following their invitation to the Chairman and Chief Executive of CRL to attend the Committee on 7 March 2013 to provide an update on the progress of the Crossrail Project.

The report provides an update to the information that was provided ahead of, and following CRL's previous appearance before the Committee on 21 February 2012. The report provides an overview of construction progress and the particular issues that were identified within the Committee's invitation letter. This report shall therefore provide updates on:

- Delivery: progress, scope, risk and schedule;
- Health and safety;
- Cost and financial performance;
- Land and property;
- Crossrail procurement: business opportunities and supply chain management;
- Crossrail Skills and Employment Strategy; and
- Sustainability.

2 Delivery: progress, scope, risk and schedule

2.1 Progress & achievements

During 2012 the Crossrail Project achieved a number of key construction and procurement milestones. Page 4 overleaf provides a selection of images which help to illustrate some of the key achievements.

The rest of this section will provide updates for each section of the Crossrail Project, linking each image to works taking place as part of the:

- Central Section works;
- Surface Section works; and
- Rolling Stock and Depot.



Key for images on page 4:

1. Bond Street: Hanover Square access shaft
2. Bond Street: Sprayed Concrete Lining works
3. Wallasea Island
4. Old Oak Common: western tunnel drive tunnel segment manufacturing plant
5. Whitechapel: Sprayed Concrete Lining works
6. Pudding Mill Lane: portal construction
7. Tunnelling: inside Phyllis's bored tunnel
8. Horton Bridge: demolition during Christmas possession of railway
9. Tunnelling: lowering of Victoria into Limmo launch shaft
10. Paddington: Eastbourne Terrace work site
11. Stepney Green: construction of access shaft

2.1.1 Central Section works

CRL launched two tunnel drives in 2012 and a third early in 2013 all of which are hugely significant construction milestones. Five Tunnel Boring Machines (TBMs) are now active creating the 42km of Crossrail running tunnels beneath London (image 7 is taken from the western tunnel drive). Table 1 provides the names, locations and progress for the TBMs that are tunnelling as part of the three tunnel drives that have been launched:

	Name	Drive	Distance to date (m)	Approximate length of drive (m)
1	Phyllis	Royal Oak – Farringdon	2,510	6,850
2	Ada	Royal Oak – Farringdon	2,016	6,830
3	Elizabeth	Limmo – Farringdon (image 9)	149	7,370
4	Victoria	Limmo – Farringdon (image 9)	142	7,370
5	Sophia	Plumstead – North Woolwich	160	2,700
6	Mary	Plumstead – North Woolwich	To be launched May 2013	2,700

Table 1 – TBM progress

The launch of each TBM was enabled by the achievement of other key milestones, such as the construction and commissioning of tunnel segment factories at Old Oak Common (image 4) and Chatham, the construction of tunnel portals at Royal Oak and Plumstead and a launch shaft at Limmo, along with the commissioning of a new logistics facility at Northfleet to process and load excavated materials onto barges to be shipped to the new Wallasea Island wildlife reserve that CRL is delivering in the Thames Estuary (image 3).

Deep access shafts have now been excavated at most Central Section station locations (image 1 – Bond Street Hanover Square, and image 11 – Stepney Green access shaft). The completion of these shafts has enabled the commencement of Sprayed Concrete Lining (SCL) tunnelling activities at Liverpool Street (Finsbury Circus), Bond Street (Hanover Square) and Whitechapel (Durward Shaft site) – see images 2 & 5. These SCL

works are mainly being used to create station platform tunnels and passenger cross passages.

During 2012 CRL also commenced the excavation of the Paddington Station box which runs alongside MacMillan House to the west of Paddington Station (image 10). This required the full closure of Eastbourne Terrace. CRL has worked with Westminster City Council and Transport for London to limit disruption to local roads and bus routes. CRL appreciates that there remains residual disruption for people and businesses in the area and is grateful for their patience: Eastbourne Terrace shall be partially re-opened in February 2014 for bus traffic once the excavation of the new station box is complete.

At Farringdon and the surrounding area a number of unplanned utility strengthening works have had to be undertaken ahead of the arrival of the TBMs. Some of these required additional road or lane closures. These works have caused local disruption, and CRL is grateful for the patience of local people and businesses.

Alongside achieving a number of construction milestones, a number of significant procurement milestones were achieved over the past year: contracts were awarded for the main station works for Bond Street, Tottenham Court Road, Liverpool Street and Custom House stations.

CRL has also progressed with the procurement of its railway systems contracts. These contracts involve the installation, testing and commissioning of the new Crossrail railway infrastructure, including its signalling, traction power and communications systems.

Table 2 provides an update on those milestones identified in CRL's 2012 report to the Committee:

Milestone	Date Achieved
Paddington: Taxi transfer from Departures Road completed	11 Feb-12
Custom House: Issue ITT for Main Station works	28 Feb-12
Liverpool Street: Award Main Station works contract	13 Mar-12
Victoria Dock Portal: Award contract for portal	12 April-12
Tunnel fit-out activities (track, OHLE & Tunnel Mechanical): Issue ITT	30 Apr-12
Western running tunnels: Commence tunnelling	03 May-12
Thames Tunnel: Commence manufacturing of tunnel segments	10 May-12
Eleanor Street & Mile End Shafts: Award main works contract	05 June-12
Tottenham Court Road: Award Main Station works contract	04 July-12
Bond Street: Issue ITT	16 July-12
Eastern running tunnels: TBM erection and commissioning	12 Oct-12
Signalling: Award contract	09 Nov-12
Farringdon: Complete advance works at Eastern Ticket Hall	23 Nov-12
Bond Street: Award contract for Main Station works	01 Feb-13

Table 2: 2012 Central Section achievements

2.1.2 Surface Section Works

The Surface Section works will be delivered by Network Rail and comprise railway and station enhancement works on the routes west of Paddington to London Heathrow and Maidenhead, and routes east of Pudding Mill Lane and Plumstead to Shenfield and Abbey Wood.

In April 2012 the Crossrail Sponsors and Network Rail agreed that the Surface Section works would be delivered within a £2.3bn funding envelope.

In terms of delivery activities, Network Rail has started the construction of the new grade separated Stockley Viaduct where the Heathrow spur joins the Great Western Mainline. On completion of Crossrail this will double the capacity of the Heathrow Spur.

During planned possessions of the Great Western Mainline over Christmas 2012 three bridges were demolished along the Great Western Mainline, with a new bridge constructed at Horton. The bridges that were demolished will be replaced later this year, with structures with larger clearances from the railway to enable new overhead electrification equipment to be installed along the Great Western Mainline (image 8). Works also took place at Acton Yard to reconfigure the railway track layout to facilitate the future construction of a railway dive-under. The Acton dive-under will significantly

increase capacity on the Great Western Mainline, thereby accommodating the additional passenger services created by Crossrail.

Design activities for the upgrade works to be undertaken at Surface Section stations have now reached GRIP 4 maturity. A detailed overview of the station improvements to be delivered by Network Rail was provided to the Committee following CRL's appearance before the Committee in February 2012.

During 2013 Network Rail will progressively submit its Schedule 7 requests for approval to Local Planning Authorities in accordance with the Crossrail Act.

2.1.3 Rolling Stock and Depot

The programme for awarding the contract for the design, construction and maintenance of the Crossrail Rolling Stock and Old Oak Common Depot has progressed in 2012.

The Invitation to Negotiate (ITN) was released on 28 February 2012 to the four shortlisted bidders:

- Bombardier Transportation (UK) Limited;
- Construcciones y Auxiliar de Ferrocarriles SA (CAF);
- Hitachi Rail Europe Limited; and
- Siemens plc.

At the end of October 2012 CRL received tender submissions from each bidder, and commenced its evaluation. The outcome of the evaluation will be a down-selection from four bidders to two and this process will conclude in the spring later this year.

The two remaining bidders will then progress through a second round of evaluation, which will conclude with the contract being awarded in spring 2014.

2.1.4 Future milestones

Looking ahead, tunnelling and station excavation activities will continue to be the predominant activities managed by CRL in 2013. The procurement of the main system-wide contracts will also continue, with several significant contract awards planned for 2013. These are summarised in Table 3 below:

	Milestone	Forecast completion
1	Procurement: Award System-wide Telecoms contract	Feb-2013 (Complete)
2	Procurement: Award System-wide Traction Power contract	Mar-2013 (Complete)
3	Procurement: Award System-wide Main Works (track, OHLE, communications) contract	April-2013
4	Tunnelling: East TBMs breakthrough Canary Wharf station box	April & May-2013
5	Tunnelling: West TBMs breakthrough at Bond Street (Hanover Square)	April-2013
6	Tunnelling: West TBMs breakthrough at Tottenham Court Road	June-2013
7	Surface Section: Award contract for Ilford stabling yard	May-2013
8	Operations: publish ITT for Crossrail Train Operating Company (CTOC)	Aug-2013
9	Paddington: Complete excavation & roof slab complete	Oct-2013
10	Tunnelling: South-east TBMs breakthrough Woolwich station box	May & Sept-2013
11	Paddington: Re-open Eastbourne Terrace	Feb-2014

Table 3: 2013/14 Milestones

2.2 Scope

During 2012 no major changes have been implemented to the scope of the Crossrail Project nor to the phased opening strategy for Crossrail. The Crossrail route and service destinations have not therefore changed since the Crossrail Act received Royal Assent in 2008.

In 2012 the Committee requested, and CRL subsequently provided, clarity on whether additional stations would be delivered at Woolwich and Kensal Green, and how Crossrail could serve the proposed Old Oak Common interchange station to be delivered as part of the High Speed 2 project: the latest information for each of these locations is provided below.

2.2.1 Woolwich

Provision was included in the Crossrail Act for a Crossrail station at Woolwich to be part of the Crossrail network. Arrangements were put in place between the Crossrail Sponsors, CRL and Berkeley Homes for Berkeley Homes to construct the station box.

Berkeley Homes completed the construction of the station box in February 2013, four months ahead of its baseline programme.

The fit out of a fully operational Crossrail Woolwich station is a matter for the Crossrail Sponsors. CRL understands that discussions continue which are addressing necessary private sector contributions. An outline of a funding package is now in place and is expected to be finalised over the next few months. This should enable CRL to design and procure the fit out in an efficient way, and for a Woolwich Station to be ready for the opening of Crossrail.

2.2.2 Kensal Green

The introduction of a Kensal Green Station into the Crossrail Project scope is a matter for the Crossrail Sponsors.

CRL's understanding is that the Mayor is considering options for improved connectivity at Kensal Rise and will offer to meet jointly with the Royal Borough of Kensington and Chelsea, and HM Government to discuss the matter further.

By way of background, no provision for a Crossrail Station at Kensal Green was included in the 2008 Crossrail Act. Nonetheless the Royal Borough of Kensington and Chelsea has sought to promote the inclusion of a Crossrail Station at Kensal Green. As outlined in 2012, the Crossrail Sponsors have set the following three conditions that would need to be satisfied before a Crossrail Station at Kensal Green could be included as part of the Crossrail Project:

- That there would be no disruption to current and future services on the Great Western mainline;
- That there should be no delay to the overall Crossrail Programme; and
- That it should not add to the Crossrail Project costs.

The impact of the Government's High Speed 2 Project has also had to be considered, in terms of whether the provision of a Kensal Green Station can be compatible with the future delivery of an Old Oak Common interchange station. CRL has informed the Crossrail Project Sponsors that a decision on whether to include a Kensal Green Station would need to be made by the mid-2013 to avoid delays to the delivery of the Crossrail Project.

2.2.3 Old Oak Common

The Government's current proposals for High Speed 2 include an Old Oak Common interchange station to the south of where the new Crossrail Depot will be constructed by its Rolling Stock and Depot Service Provider (see section 2.1.3 above). It is assumed that this would be designed, delivered and funded as part of High Speed 2 project. There have been no discussions concerning the delivery of the station at Old Oak Common as part of the Crossrail Project.

2.3 Risk management

Risk management is critical to the successful delivery of Crossrail. The Crossrail Project has continued to identify, assess and manage risks and uncertainties through its embedded Risk Management process. This has resulted in benefits: there are an increased number of planned risk mitigation activities that have reduced overall levels of risk exposure.

CRL has also cascaded its risk management approach to its Main Contractors and the wider supply chain. Contractors are required to follow CRL's Risk Management process to recognise and control risks to their works on site, and to use CRL's systems to report their top risks and risk management performance.

The most significant strategic risks being managed by CRL are:

- Macro-economic impacts on suppliers: CRL continues to operate in a challenging economic environment, which creates a risk that companies within the Crossrail supply chain face financial difficulties which could have consequential impact on progress. CRL is working with its Main Contractors and the wider supply chain to identify early any areas of concern and provide support where possible.
- Catastrophic failure of works: The nature of CRL's work means that this risk remains on the risk register, however considerable effort continues to be applied to ensure that all works are delivered safely and to high standards of quality. Initial feedback from CRL tunnelling activities has reported that they are extremely well controlled and progressing well. The residual risk of failure is regarded as low, however given the scale of tunnelling and excavation activities this remains a significant risk for the Crossrail Project.
- Railway Integration: Crossrail services will run through the new tunnelled Central Operating Section and on to the suburban national network to the east and west of London. Integrating the new Crossrail systems with the existing railway systems on the national network presents a significant risk and is reliant on works being delivered by other parties, such as Network Rail. This could undermine the timely delivery and commissioning of Crossrail.

2.4 Programme schedule

Figure 2 provides a high level overview of the Crossrail Project in terms of the sequencing of works and progressive opening of the Crossrail network: no changes were made to the high level schedule in 2012:

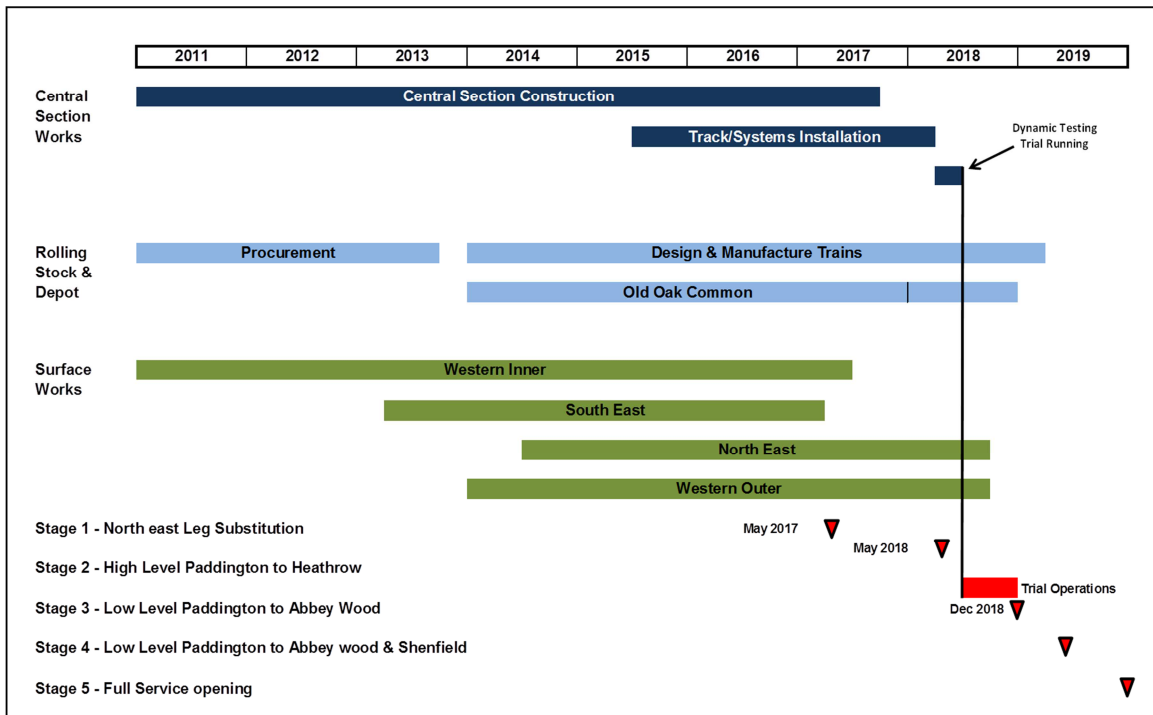


Figure 1: Crossrail High-Level Programme

3 Health and Safety

3.1 Performance

The health and safety of all those working on and interacting with the Crossrail Project remains the foremost priority for CRL.

The Target Zero 'A State of Mind' campaign remains at the heart of the Crossrail Project. Its three guiding principles continue to be actively communicated to all CRL employees, Industry Partners and Contractors:

- We all have the right to go home unharmed every day;
- We believe all harm is preventable, and;
- We must all work together to achieve this

The Crossrail Health and Safety Improvement Team monitor and record all incidents, including near misses. The team identify through trend analysis areas where improvement can be made, and development and implement initiatives to reduce incidents.

In 2012/13, 11 RIDDOR Major Injuries and 25 lost time (3+ days) incidents occurred. On a 13 period rolling basis this resulted in a programme-wide Accident Frequency Rate (AFR) of 0.24 at the beginning of 2013, as shown in Figure 2:

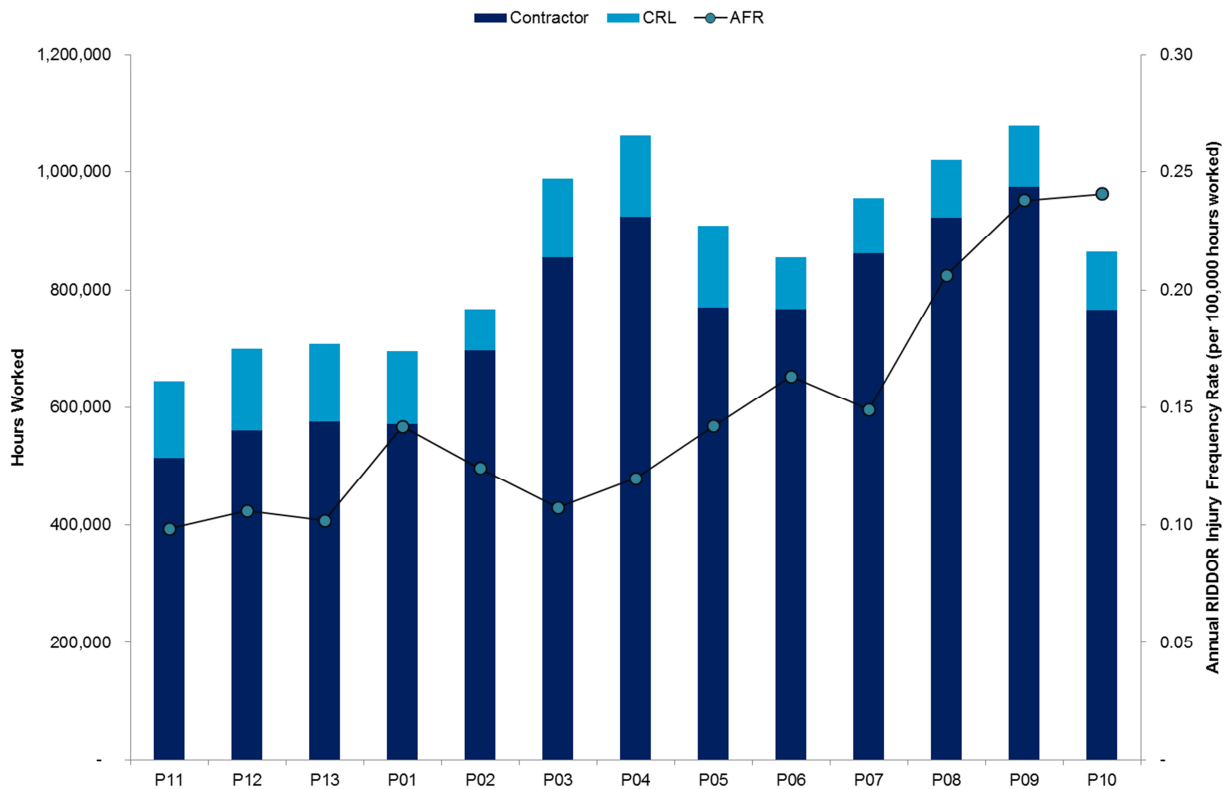


Figure 2: Crossrail programme-wide AFR

This performance compares well to the rest of the construction industry, however as the construction phase intensifies CRL will ensure that it maintains focus on reducing health and safety incidents by maintaining high standards of health and safety training and vigilance as the Crossrail Project advances.

During 2012 CRL implemented a new mechanism to enable health and safety performance to be measured comparatively across the Crossrail Project. This enables best practice and improvement areas to be identified and shared. This has resulted in a comparative Health and Safety Performance Index (HSPI) that has been cascaded to CRL’s Main Contractors.

Furthermore, in April 2012 Crossrail launched the ‘Crossrail Gateway’ scheme, which drives health and safety excellence by promoting the raising of standards and the sharing of best practice across the Crossrail Project.

Each year there are three assessment cycles for evaluating a contractor’s approach to health and safety. A successful completion of each assessment cycle leads to the award of Gateway Foundation, Commendation, or Inspiration Status. A number of awards have already been presented to our contractors. It is a vehicle for incentivising, measuring, recognising and celebrating identified H&S excellence on the Crossrail Project and across the construction industry.

3.2 Cycling safety

Over the past three years CRL and its Contractors have worked to redraw the boundaries of the traditional Health & Safety model. CRL's road safety initiatives fall under 4 categories:

- Vehicles and Junctions – Placing contractual requirements for all construction vehicles (vans and HGVs) to meet specific safety standards by fitting additional equipment to standard construction vehicles. CRL also undertakes checks of vehicles arriving on site to ensuring that the required safety equipment is in good working order.
- Behavioural Change – Providing a Lorry Driver Induction Training (LDIT) programme for all frequent drivers to Crossrail construction sites
- Raising Awareness – Delivering half day seminars for personnel from CRL, its Main Contractors and haulage companies to raise awareness of individuals' obligations under the Corporate Manslaughter Act
- Supply Chain Support – Establishing a Crossrail working group dedicated to helping Contractors maintain compliance and identify and share best practice.

By February 2013 the Lorry Driver Induction Training (LDIT) programme had trained 4,267 drivers, and organised 257 one day courses. LDIT was the primary initiative that helped CRL win the prestigious Institution of Occupational Safety and Health's Transport & Logistics Safety Award in October 2012.

4 Cost and financial performance

CRL undertakes half-yearly detailed reviews of its Investment Model. The review period aligns with the financial year. The last such review was undertaken in September/October 2012 following which CRL reported the following cost forecast to the Crossrail Sponsors:

- The Crossrail P95 AFC and AFCDC to be £14,434m and £12,309m respectively; and
- Total expenditure from the commencement of the Crossrail Project (1 April 2007) is now approximately £3.9bn.

During 2013, the majority of CRL expenditure will be on: tunnelling activities (tunnel drives and sprayed concrete lining works, alongside removal of excavated materials) excavation of station boxes and supporting shafts; portal construction works at Pudding Mill Lane, and; concluding advanced works for diverting and strengthening existing utility services.

CRL is currently in the process of finalising the business plan for 2013/14 but anticipates that the budget for the year will be in the region of £1.9bn.

The contingency for the programme is held at a number of different levels including a proportion that is held by the Crossrail Sponsors and a proportion that is held by the Crossrail Board. CRL's view is that the contingency levels are appropriate for a programme of the scale and complexity of Crossrail.

Notes:

AFC – Anticipated Final Cost - Anticipated Final CRL costs plus Network Rail costs in delivering the Surface Section works, and the costs of the Depot.

AFDCDC – Anticipated Final Crossrail Direct Cost – third party delivered spend (Network Rail and Depot) and Network Rail Finance Charge excluded.

P95 – Risk at a probability level of 95%.

Total expenditure - Includes monies paid out in relevant periods, including committed land and property expenditure where this has not yet been paid. It does not include future expenditure on construction contracts that have been awarded.

CRL continues to forecast that the delivery of the Project will be achieved within the revised £14.8bn funding envelope set by the Crossrail Project Sponsors following the 2010 Comprehensive Spending Review (CSR).

5 Land and property

5.1 Land acquisition

CRL is acquiring land across London and beyond to deliver Crossrail. This is at an advanced stage. By the end of 2012 CRL had committed £749m of expenditure on land and property acquisitions. This is approximately 91% of CRL's forecast total expenditure on land and property.

The Crossrail route is divided into 167 work areas. 120 of these have been acquired and possession has been taken. Notices have been served for a further 14 work areas and possession of those will be taken in the very near future, taking the total number of completed work areas to 134 (80%). Of the remaining 33 work areas, 28 are either approved or are soon to be approved enabling notices to then be served.

By the end of 2012, 7,136 notices had been served to acquire property interests or rights in properties. 5,576 of those were for subsoil interests and 1,560 were for surface interests (1,317 in the Central Section and 243 in the Surface Section). CRL estimates that a further 700 notices need to be served to acquire the remaining land interests for the project.

The Crossrail Act 2008 provides compulsory purchase powers for a period of five years: these will therefore expire on 21 July 2013. Remaining acquisitions are therefore being managed carefully by CRL to ensure that the requisite notices are served prior to the expiry of its powers.

CRL has always been sensitive to how its land acquisition activities affect local people and businesses. Along with paying compensation in accordance with the statutory compensation code, CRL provides practical assistance to support the relocation of individuals and organisations affected by its land acquisition activities. Compensation claims are managed proactively to ensure that all affected parties are treated fairly and consistently.

Claims are expected to be received after the expiry of compulsory purchase powers. To date 578 claims have been received, reflecting 83% of the total currently forecast to be

received. Of those, 430 (74%) have been settled and over 93% have received one or more payments of compensation.

5.2 Crossrail Property Impact Study

During 2012 CRL and GVA Grimley undertook an evaluation of the likely impact on land values from the delivery of Crossrail. A Crossrail Property Impact Study was then published in November 2012 which provided an overview of how Crossrail would affect different land uses along the Crossrail route. This concluded that by 2021 Crossrail will:

- Create an average 18% uplift in land values over and above projections for general market growth to 2021;
- Create approximately £5.5bn of additional residential and commercial property value; and
- Support and accelerate the delivery of more than 57,000 new homes and 3.25m square metres of commercial floor space within 1 kilometre of stations along the Crossrail route.

A copy of Property Impact Study is available on the Crossrail website.

6 Crossrail Procurement: business opportunities & supply chain management

6.1 Business opportunities

CRL will soon have awarded all of its main contracts. These contracts are now beginning to generate tens of thousands of opportunities for businesses around the UK. CRL estimate that the Crossrail Project will create in the region of 55,000 jobs as this money filters through the supply chain.

The economic benefits of Crossrail are being felt right around the country, with contracts awarded in every region of the UK. We expect there to be 75,000 business opportunities related to the construction of Crossrail alone. Currently about 97% of all opportunities throughout the supply chain have been awarded to UK based businesses. London businesses in particular are benefitting greatly: approximately one third of the business opportunities, by number have been awarded to London based businesses.

As part of the supply chain, thousands of SMEs will contribute to the construction of Crossrail. To date approximately 58% of contracts, by number have been awarded to SMEs.

Crossrail is currently directly employing approximately 7,000 people across its construction sites. Up to 14,000 people are expected to be directly employed in the construction of Crossrail at the height of construction, which will peak over the next two years.

6.2 Supply chain management

6.2.1 Supporting SMEs

In 2012 CRL provided a detailed overview to the Committee of how it is committed to supporting SMEs and local businesses to take advantage of the business opportunities created by the Crossrail Project.

CRL continues to place the following obligations on its Main Contractors:

- Contractors shall optimise opportunities to bring benefits to the local community;
- Annual 'Meet the Contractor' events shall be arranged by each Contractor and shall target diverse subcontractors and suppliers, in particular from the local community;
- Contractors shall use 'CompeteFor' to advertise all appropriate subcontractor and supplier opportunities, and;
- The Contractor shall use reasonable endeavours to ensure that subcontractors and suppliers of any tier use CompeteFor.

CompeteFor is a web-based system that CRL utilises that matches buyers and suppliers based on their respective requirements and company profiles. More than 170,000 companies are registered on CompeteFor and they are predominantly UK based businesses with about one third based in London.

CRL strongly encourages all SMEs that contact us to register on CompeteFor in order to receive notifications of emerging supply chain opportunities relating to Crossrail. The use of CompeteFor for all appropriate supply chain opportunities is mandated in all Crossrail construction contracts. As a consequence over 1,500 opportunities have been published on CompeteFor with a collective value between £170m and £270m. Over the course of the Crossrail Project CRL expects at least 3,000 indirect opportunities to be advertised via CompeteFor.

CRL also employs a fair payment charter for suppliers. This involves Main Contractors using 'Project Bank Accounts' that protect the payments owed to subcontractors and suppliers in the event of them experiencing financial difficulties. CRL was recently commended by the National Specialist Contractors Council for its fair payment mechanics.

6.2.2 Workforce management

CRL contracts include provisions on the London Living Wage and Trade Union membership.

Contractors are required to pay its employees an hourly wage (or equivalent of an hourly wage) of not less than the London Living Wage, and use reasonable endeavours to ensure that subcontractors and suppliers are doing the same for their employees. Contractors across the programme ensure that all individuals working on site are aware of the London Living Wage requirement. Equality and diversity data is also collated on a quarterly basis, with the majority of contractors having put in place measures to capture data during the induction process.

In recent months allegations have been made about the blacklisting of construction workers within the construction industry.

No allegations have however been made about blacklisting by contractors working on the Crossrail Project.

All contractors working on the Crossrail Project must comply with the Employment Relations Act 1999 (Blacklists) Regulations 2010 which explicitly outlaws the blacklisting of construction workers. CRL would take firm, decisive and immediate action if substantive evidence of blacklisting was presented regarding any contractor working on the Crossrail Project.

7 Crossrail Skills and Employment Strategy

CRL provided a detailed overview of its Skills and Employment Strategy in its 2012 submission to the Committee, and has continued to promote training and employment opportunities across its four main skills objectives:

- Maintaining safety;
- Inspiring future talent;
- Supporting local labour, and;
- Revitalising the skills base.

Over the past year the notable areas of progress have been:

- **Tunnelling and Underground Construction Academy (TUCA)** - CRL agreed a five year training delivery contract with the National Construction College in June 2012.

TUCA now provides a number of pre-employment and work-force development training courses. By the end of 2012, 1,405 individuals had attended pre-employment courses on a range of construction and tunnelling related topics, of which 53% were from black or minority ethnic backgrounds (this is in addition to Tunnel Safety Card training – see below)

Other more advanced, and internationally recognised skills courses are also now provided at TUCA on topics such as Sprayed Concrete Lining (SCL) and tunnel locomotive operations.

CRL has also launched a new Supervisor Leadership programme, with the support and involvement of several of its Main Contractors. The course will develop a new industry standard for leadership for mid-level site managers.

- **Tunnel Safety Card** - CRL established an accredited Tunnel Safety Card (TSC) in response to an industry need for standardised tunnelling health and safety training. By the end of 2012 1,652 individuals had undertaken the course, with an 89% pass rate. The successful attainment of the TSC is a requirement for any individual wishing to access Crossrail tunnelling sites. The TSC supports individuals seeking to pass the more advanced Health and Safety Tunnelling Operations Test.
- **Apprenticeships** – By early 2013, 146 apprentices had joined the Crossrail Project across a variety of disciplines: CRL is confident that it will meet or exceed its target for 400 apprenticeships across the lifetime of Crossrail.
- **Work placements** – CRL has a target of providing 350 work placement opportunities for 14-19 year-olds across the Crossrail Project. By the end of September 2012, 226 work experience opportunities had been created for 14-19 year olds.
- **Graduates** – By the end of September 2012, CRL had facilitated 115 graduate placements through working with its Main Contractors.

In addition, CRL has also established its own graduate employment programme. Eight opportunities will be created each year, which will last for two years.

Candidates have been invited to apply and those who are successful will join CRL from August 2013.

- **Jobs brokerage and new job starts** - CRL established a Jobs Brokerage Service in partnership with Job Centre Plus in March 2010. This ensures that new job opportunities are efficiently advertised, and that candidates with relevant skills can quickly be identified for new roles.

By the end of September 2012, 708 job and apprenticeship opportunities had been advertised through the Jobs Brokerage Service, of which 51% have been successfully filled.

- **Lorry Driver Induction Training (LDIT) programme** - CRL now runs its LDIT programme three times a week and has launched an online portal to provide lorry drivers refresher courses for those lorry drivers that attended the course over two years ago (see section 3 for more details)

- **Young Crossrail**

The Young Crossrail programme works with all primary and secondary schools within a one-mile radius of the Crossrail route. The programme aims to provide work and training opportunities for young people and promote careers in construction, engineering and railway infrastructure.

Young Crossrail STEM Ambassadors are employees of the Crossrail supply chain who volunteer their time to inspire young people in Science, Technology, Engineering and Mathematics (STEM) subjects.

In partnership with STEMNET (Science, Technology, Engineering and Mathematics Network), ambassadors have attended talks and events at schools close to the Crossrail route, as well as further education colleges across London and the south east.

8 Sustainability

CRL established a Sustainability Strategy in 2009. This defines the seven themes that will be applied and followed during the design and delivery of the Crossrail Project to deliver sustainability. These themes were based on and thereby complement Transport for London's sustainability framework, and are:

1. Economic progress: maximise competitiveness and productivity of economy
2. Sustainable consumption and production
3. Address climate change and energy
4. The physical environment: natural resource protection and environmental enhancement
5. Improve health, well-being and happiness
6. Protect people's safety, security and health, and

7. Promote greater equality of opportunity and social inclusion.

On 13 February 2013 CRL published its first Sustainability Report which provides a detailed overview of the activities CRL and its Main Contractors have undertaken to deliver against each of the seven sustainability themes, alongside the indicators that are being monitored to measure progress. This report can be accessed through the Crossrail website, and will be updated each year.

Highlights from the Sustainability Report include:

- **Reducing whole life resource use** - CRL has worked with the Building Research Establishment (BRE) to establish an assessment methodology for evaluating the performance of new sub-surface stations, which hitherto has not existed. The new sub-surface Crossrail stations will now be independently assessed by the BRE on the completion of their design and construction. Current indications are that CRL will achieve a 'Very Good' Building Research Establishment Environmental Assessment Methodology (BREEAM) rating.
- **Operational energy efficiency** - As reported in 2012, across a 120 year appraisal period the operation of the Crossrail network is likely to account for around 85% of the total energy consumption for Crossrail.

As noted in section 2.3.1, CRL is responsible for procuring the new Crossrail rolling stock and has therefore ensured that sustainability requirements have been included in the design of the new trains and the new Crossrail Depot at Old Oak Common.

The rolling stock procurement will specify:

- Lightweight construction: the total mass of an unladen 200m Crossrail train will be limited to a maximum weight of 350 tonnes, which is lighter than recently delivered equivalent electric rolling stock classes;
- Energy performance: Bidders will need to demonstrate that on a standardised network journey a 200m train will operate with an energy efficiency of 24 kWh per train kilometre (equating to 0.16 kWh per passenger kilometre, 55g CO₂ per passenger kilometre) - this performance is better than any other comparable London Underground metro-style rolling stock operation;
- Regenerative braking: the motors in Crossrail trains will have the ability to go into reverse as an electric brake which returns energy to the electrical grid;
- Smart control systems for heating and lighting
- Driver advisory systems: Crossrail train drivers will be guided on how to use optimal energy efficient driving techniques.

The new Crossrail Depot at old Oak Common will also be need to be designed and constructed to achieve 'Very Good' BREEAM status.

- **Using recycled content** - CRL has set a target to achieve a 15% recycled use content (by value) for materials used during the construction of Crossrail: currently CRL is exceeding this target.

- **Recycling and re-using waste materials** - As reported in 2012, CRL has targets to:
 - Recover at least 95% of clean excavated materials and aim to achieve a stretch target of 100%, and;
 - Recover at least 90% of demolition and construction waste and aim to achieve a stretch target of 95%.

By December 2012 100% of clean excavated materials, and 96% of construction waste were either re-used or recycled – thus exceeding both of CRL's stretch targets. To date over 1,000,000 tonnes of non-hazardous excavated material has now been reused or recycled

- **Celebrating art: Crossrail Art Programme** - CRL has developed a visionary art strategy: The Culture Line. This strategy will bring world-class artists together with international architecture and engineering teams to deliver a 21st century art programme for the eight new Central Section stations.

Eight of London's premier contemporary art galleries will develop a bespoke art commission for each station. In partnership with each art gallery, an internationally recognised artist will be selected to be part of the Crossrail story by participating in the largest, collaborative art commissioning process in a generation.

This strategy has already been implemented at Paddington Station in partnership with the Lisson Gallery. On 25 March a launch event will be held to unveil the artist's concept for the station and to announce the line-wide strategy. The next two stations, Farringdon and Liverpool Street, will feature partnerships with Victoria Miro Gallery and Sadie Coles Gallery.

- **Accessibility and social inclusion** - In total 29 out of the 37 Crossrail stations will have step free access from platform level to street level in both directions.

The new Central Section stations and existing London Heathrow stations have been designed to provide step-free access from street level onto Crossrail trains. Platform to platform step free interchange between Crossrail and other rail services is also being provided at most locations. On the Surface Section many stations will benefit from step-free access improvements as part of the Crossrail Project, but also through Network Rail's Access for All programme.

Toilet facilities will also be provided at 31 out of the 37 (81%) Crossrail stations to help disabled individuals, the elderly and pregnant woman travel in comfort. In 2012 CRL agreed to invest over £1m at Farringdon Station to provide for a large new sub-surface toilets facility, in light of Farringdon becoming the UK's busiest train station when the Crossrail Central Section opens in 2018.

- **Protecting and improving the local environment** - CRL and its Main Contractors have installed over 1000m of living walls using vegetation such as ivy to hoard their construction sites: the vegetation captures particulates and provides a more pleasant environment for local people.
- **Supporting the local community** - CRL Main Contractors are obliged to undertake community investment initiatives that benefit local communities living nearby CRL construction sites. Initiatives undertaken in 2012 have included:

- A regeneration project along the River Lea by Morgan Sindall, CRL's Pudding Mill Lane Portal Contractor: this has provided a new wildlife habitat to support bio-diversity along the river and in the wider local area;
- Investment in the 'Word 2012' literacy campaign by Laing O'Rourke, CRL's Farringdon Main Station works Contractor: this initiative supports local people from deprived areas of the London Borough of Islington to improve their literacy skills.

Many other initiatives have, and will continue to be undertaken across the lifetime of the Crossrail Project.

Caroline Pidgeon AM
Chair of the Transport Committee
London Assembly
City Hall
The Queen's Walk
London
SE1 2AA

1 March 2013

Dear Caroline

Re: London Assembly Transport Committee meeting on 7 March 2013

Thank you for the opportunity to speak to the transport committee on 7 March to discuss the future of rail in London. Please find below some information and comments ahead of the meeting based around your letter of 4 February. I have also included a short summary of Network Rail's current works on the Crossrail scheme as I know this is of particular interest to your committee and that you are discussing its progress ahead of our meeting.

The role of rail in the Mayor's forthcoming 2020 Vision

The future of rail services in London forms part of Network Rail's regular discussions with both the Mayor and Transport for London (TfL).

Whilst franchising is not directly a matter for Network Rail, we continue to work with the Department for Transport, TfL and all service operators to look at how rail services across the capital can be further improved in CP5 and beyond.

Such discussions must consider the capital's railway as one element of a national network, on which the competing interests of suburban, long distance and freight traffic are balanced.

TfL's future plans for the Overground

Working together Network Rail and TfL have delivered one of the most popular and high performing services on the railway, the London Overground.

We are now working with LOROL and TfL to facilitate the lengthening of trains on the East London Line, North London Line and between Euston and Watford.

It is also Network Rail's aspiration to fully electrify the line between Gospel Oak and Barking. A strong case was found in our 2009 Electrification RUS and put forward in the 2011 Initial Industry Plan. This would enable the current fleet of two-carriage diesel passenger trains to

be replaced with electric trains, and potentially lengthened to four carriage trains at the same time providing significantly more capacity for passengers.

Electrification will also enable electric freight trains from Tilbury and the new London Gateway Port (set to open in late 2013) to avoid the Great Eastern main line between Forest Gate Junction and Stratford. This may open up further capacity for passengers and also encourage increased use of electric locomotives to haul freight.

Network Rail is working on further developing the business case, refining the cost estimates and seeking funding contributions from a number of parties including TfL and the DfT to try and progress the project independently from the Control Period funding process

Network Rail's Strategic Business Plan 2014-19

Published in January 2013, Network Rail's Strategic Business Plan marks the culmination of a period of extensive cross-industry working to set out a vision for rail in Britain during our next funding period, Control Period 5.

The plan includes a programme of investments which will fund critical new infrastructure required to increase the capacity, capability and cost-effectiveness of Britain's railway in the face of increasing growth in passenger numbers.

Nationally, our vision for rail in Britain sets out six strategic goals which it will work together to achieve in the years ahead:

- ▶ Passenger satisfaction levels of at least 90%
- ▶ Capacity for approximately twice as many passengers, with reduced journey times and better connectivity
- ▶ A more attractive offer for freight, resulting in higher customer satisfaction and increased rail modal share
- ▶ Levels of reliability and safety among the best in Europe
- ▶ A financially sustainable railway, through improved efficiency and revenue generation
- ▶ Reduced carbon dioxide emissions in support of national targets

In order to deliver this vision, a £37bn programme of investment in Britain's railway infrastructure is required for Control Period 5 (2014-2019). For London this will mean:

- ▶ Finishing the Thameslink Programme
- ▶ Completion of Crossrail
- ▶ Electrification of lines of the railway to the West Country and the Midlands
- ▶ Plans developed for the future of Waterloo station
- ▶ Working with Transport for London to develop plans for Crossrail 2
- ▶ Preparations for the London interfaces with HS2

There will also be a set of smaller, targeted schemes to remove some of the capital's capacity bottlenecks and improve service reliability.

Looking at beyond CP5, the Route Utilisation Strategy (RUS) process is being replaced by an updated Long Term Planning Process, lead by Network Rail but on behalf of the industry, to review the case for and propose future rail requirements. With longer-term forecasts pointing to continuing growth in demand and pressures on capacity on lines into Liverpool Street, Waterloo, Victoria and Paddington, future plans for Control Period 6 must now be considered, with close reference to the development of longer term projects such as Crossrail 2, outlined below.

Development of proposals for Crossrail 2

In 2011 Network Rail's London and South East RUS referenced the Crossrail 2 scheme in the context of a pressing need for future capacity on suburban routes into Waterloo and as a means to assist with dispersal of passengers from High Speed 2 at Euston.

During 2012, along with TfL, we participated in a London First working group chaired by Lord Adonis. The group examined the case for Crossrail 2 and the 'type' of scheme that may be appropriate. Their final report was published on 5th February and can be found [here](#).

The report endorses Network Rail's view that a 'regional' Crossrail 2 scheme will provide capacity relief through central London while also easing overcrowding on the mainline routes into Waterloo and Liverpool Street. The proposed scheme also delivers the greatest value for money and is an effective 'whole transport system' solution.

Linked to this, Network Rail, South West Trains and the DfT continue to develop plans for Waterloo station and approaches, where further work will take place during control periods 5 and 6 to allow for longer trains and increased capacity.

Rail decentralisation

Following the establishment of Network Rail in 2002 there was a period of function centralisation to enable greater control and standardisation. This enabled economies of scale, successfully driving efficiencies across the company while also improving safety. To build on these successes and drive further value for money, in 2011 Network Rail announced plans to change its structure. The new structure allows the company to work more closely with train operating companies by establishing a number of new, powerful, devolved business units run by Route Managing Directors.

Our aim is to give better customer service, to work closely with train companies on agreed objectives and to help the rail industry work together more effectively. The Route Managing Director is accountable for the day to day management of all activities on the route,

We now have contractual alliances with eight train companies, including South West Trains, c2c, Southeastern, Abellio Greater Anglia and Southern. South West Trains is the only example of a 'deep' alliance where the close geographies of route and franchised operating area have allowed us to create a single senior joint management team to look after both train and track on the Wessex route operating out of Waterloo.

The Thameslink Programme

The overall Thameslink Programme is a far-reaching scheme that will revitalise north-south rail travel throughout the South East of England. The first phase of the project saw the introduction of 12 car train capability between Bedford and Brighton. This involved the reconstruction of Blackfriars and Farringdon stations along with major infrastructure upgrades along the route.

Blackfriars and Farringdon stations were both functionally completed in time to welcome visitors for the Olympics last summer, providing improved connections into the underground and a new exit from Blackfriars out onto the South Bank. Finishing touches are now underway at Blackfriars, and we look forward to switching on one of the largest solar arrays in Europe when it completes. Additional Crossrail work is now taking place at Farringdon.

The redevelopment of London Bridge station

Work on London Bridge began in earnest at the end of 2012, marking the start of the largest and most ambitious station redevelopment in a generation. Significant enabling works have taken place, including the installation of an interim ticket-office and removal of the old trainshed roof. A complete re-modelling and re-signalling of the entire station approach infrastructure began, arguably delivering the most tangible benefits by improving capacity for services and reliability along the route. Service changes are needed over the coming 5 years to allow this work to take place.

From May 2013 two platforms will be closed for a complete refurbishment and the section of the station bridge which feeds it will be removed. A communications campaign will be launched before the work begins to help educate passengers about changes to their walking routes. The redeveloped platforms will be re-opened in March 2014. Station redevelopment will continue for several years, with sections of the station being temporarily closed for redevelopment. The new London Bridge station will be fully operational in 2018.

Some weekend closures are expected this year, when some services will be diverted around London Bridge through nearby stations. We are working closely with the train companies, TfL and the DfT to ensure customers are kept aware of any changes and local businesses have the information they and their staff need. Later in the programme some weekday blockades will also be needed and development of passenger communications is currently underway.

Crossrail

Network Rail's Crossrail works are proceeding according to plan. At this stage, much of the work continues to focus on track, signalling and other preparatory works. Network Rail's Christmas works east of Liverpool Street included the installation of a new overhead gantry at Pudding Mill Lane which required a short all-lines closure.

On the Western section, beyond Paddington, we have continued to make excellent progress on the Acton Diveunder and the Stockley Flyover. Christmas works to the west were marred by an unfortunate over-run on 27th December which delayed train movements into and out of

Paddington. We have analysed this event in great detail and are satisfied that we can prevent any similar over-run in the future.

On both sides, we are working with local authorities to develop station design and we anticipate being able to reveal the majority of new designs for the eastern section to the public during this year, with the western designs shortly after that.

We have signed a contract with Crossrail Limited to design and build the traction power supply distribution network for the Crossrail surface route from Maidenhead to Shenfield.

I hope this information is helpful to you and I look forward to discussing this with you on 7 March 2013. In the meantime, if you would like any further information on these points, please contact Rob Smith in our public affairs team on 020 3356 9396 / rob.smith@networkrail.co.uk

Yours sincerely

Paul Harwood

**Principal Strategic Planner
(London and South East)
Network Rail**

Caroline Pidgeon AM
Chair of the Transport Committee
London Assembly
City Hall
The Queen's Walk
LONDON
SE1 2AA

Our Ref:
Your Ref:

21st February 2013

Dear Caroline,

Transport Committee discussion of Crossrail and the future of rail in London

Thank you for the opportunity to provide evidence to your meeting on the 7th March 2013.

Rail has and will play a significant role in the way in which London will develop in the next 30 years. Indeed without the contribution of rail schemes to the connectivity and competitiveness of London, London would be put at a significant disadvantage in its ability to attract inward investment in jobs, housing and services.

There are a number of 'grand projects' that will have a major impact on passengers both during and after construction, and will bring significant benefits. However, it can be easy to be distracted by such activity, and forget that some smaller projects, attention to detail in customer service and policies relating to fares and personal security will and can have a greater effect and benefit to passengers than investment in infrastructure alone.

We therefore believe that the passenger needs to be at the heart of decision making on issues such as franchises and infrastructure projects, but also in terms of customer service and local accountability for the quality of individual stations and train services.

I have prepared the note appended to this letter for the committee, which explores these wider issues.

If you have any queries on this submission please do not hesitate to contact me

Yours sincerely

Tim Bellenger

Director, Policy and Investigation



Note to the London Assembly Transport Committee scrutiny of rail issues 7th March 2013

London TravelWatch has published a number of reports in the past two years which would be of use to the committee's investigation as follows:--

Brown review of rail franchising

http://www.londontravelwatch.org.uk/news/2013/01/newly_appointed_london_travelwatch_board_wants_the_government_to

http://www.londontravelwatch.org.uk/news/2013/01/passenger_watchdog_welcomes_many_of_the_findings_of_richard_brown_s_report_on_the_government_s_rail

Devolution of responsibility for rail services to the Mayor

http://www.londontravelwatch.org.uk/news/2012/11/latest_london_overground_landmark_shows_the_benefit_of_rail_devolution_says_passenger_watchdog

http://www.londontravelwatch.org.uk/news/2012/06/london_travelwatch_supports_decentralisation_of_rail_services_in_its_response_to_the_government_s_co

Railway closures processes

http://www.londontravelwatch.org.uk/news/2012/11/passenger_watchdog_welcomes_dft_decision_to_review_the_railway_closures_process_but_ealing_broadway

The legacy of the Olympic and Paralympic Games

http://www.londontravelwatch.org.uk/news/2012/09/passenger_watchdog_looks_at_the_olympic_and_paralympic_transport_legacy

Franchise responses

http://www.londontravelwatch.org.uk/news/2012/09/london_travelwatch_response_to_south_eastern_franchise_consultation_seeks_a_wide_range_of_improvements

http://www.londontravelwatch.org.uk/news/2012/08/london_travelwatch_response_to_combined_thameslink_southern_and_great_northern_franchise_seeks_a_wide_range_of_improvements

http://www.londontravelwatch.org.uk/news/2012/05/london_travelwatch_s_response_to_essex_thameside_rail_franchise_seeks_an_extension_of_oyster_and_a_railcard

Fares and ticketing policy

http://www.londontravelwatch.org.uk/news/2012/08/london_travelwatch_expresses_regret_at_proposed_above_inflation_fare_rises_and_calls_for_the_mayor_to_introduce_a_fair_fare

http://www.londontravelwatch.org.uk/news/2012/07/london_travelwatch_recommends_radical_changes_to_fares_and_ticketing_structure

Transport and regeneration

<http://www.londontravelwatch.org.uk/document/14052/get>

Walking and interchange in London

<http://www.londontravelwatch.org.uk/document/14197>

The Mayor's role is significant in that he directly controls already part of the network, and is likely to gain more influence: but also indirectly on the culture of the passenger proposition in terms of customer service, transparency of fares and the ease of interchange with other modes – most of which he has direct control over.

London TravelWatch has set out what it believes to be the priorities for transport users during this current Mayoral term in its document 10 policies to keep Londoners moving : Transport users priorities for the 2012-16 Mayoral term

<http://www.londontravelwatch.org.uk/document/14109>

Taking the themes relating to rail in this document we would comment as follows:-

Frequent and comprehensive public transport

Rail has the advantage of being able to provide fast, frequent and capacious services to the major nodes of employment and retailing without the need to provide vast areas of car parking at these locations. Even so capacity is at a premium on the network at peak times. Often there is a tension between the needs of local and long distance passengers where there is insufficient capacity to accommodate both and the prioritisation of commercial objectives, leading in some cases to local journeys within London taking a lower priority over longer distance services . Examples of this include the Chiltern Line into Marylebone, and Southeastern services into Victoria.

Making the best use of capacity also requires the network to run reliably and that punctuality is maintained and improved. The severest overcrowding and dissatisfaction amongst passengers occurs when services are disrupted, and capacity is not used effectively.

London TravelWatch supports the major projects of Thameslink and Crossrail currently underway that will provide significant extra capacity, and also the proposals for Crossrail 2 and an extension of the Bakerloo line into South East London. However, we believe that there are also a number of other smaller but no less impactful projects and improvements that would also achieve significant benefits both to passengers and the local economy.

These include :-

Increasing the frequency of local trains on those London area lines that currently do not enjoy a frequent turn up and go service: Catford and Wimbledon Loop line services are half hourly at best, as are the Chessington South and Greenford branches, and local services on the Great Northern route north of Alexandra Palace and the Dagenham Dock route on Essex Thameside: Chiltern line Greater London stations have minimal frequencies: The Epsom Downs branch south of Sutton only has an hourly service: Replacing the Beckenham Junction – Crystal Palace half hourly service with an extended and expanded Tramlink route would also mean that frequencies between Crystal Palace and Norwood Junction could be doubled.

Improving late evening and Sunday service levels to those provided at other off-peak time.

Making service patterns similar between weekdays and weekends e.g. the Moorgate – Finsbury Park line has no services on Saturdays and Sundays despite a huge rise in the local residential population around the stations it serves and a vibrant leisure economy around areas such as Old Street and Highbury & Islington stations.

Supporting improvement schemes within London that would release additional capacity by better use of resources e.g. electrification of the Barking – Gospel Oak line.

Supporting improvement schemes outside of London where this would enable diversion of freight and passenger flows away from London where these do not need to enter the London area e.g. electrification and capacity building of the route between Felixstowe and the West Midlands via Ely, thus adding capacity to the Great Eastern Main Line, North London Line and West Coast Main Line routes through London: electrification of the North Downs route between Reading and Gatwick Airport and releasing rolling stock for use on Great Western Thames Valley services: Electrification of the Uckfield branch so as to give greater operational flexibility at London Bridge and Victoria, and additional capacity between East Croydon and central London.

In all of the above, the Mayor can either exercise direct control of the outcome or influence matters through the franchising process. The further devolution of rail powers strengthens the Mayors responsibilities and gives a greater chance that improvements can be made to stations within the London area.

A fair deal for travellers.

The level of fares charged and passengers perceptions of value for money for the price paid for their ticket have a major influence over passengers decisions to use rail as opposed to other modes of transport or to travel at all.

The Mayor has significant influence over the level of fares charged either through the fares that TfL sets directly or through the Travelcard agreement. How fares are calculated must be transparent and consulted upon when change is proposed.

Our work on Oyster Incomplete Journeys highlighted the fact that many people were unaware that they were incurring maximum journey charges, and also ignorance of the availability of discounted fares.

The coming of Crossrail and the enhancement of services provided by the Thameslink project means that more people will be travelling directly to central London without the need to purchase onward travel on other modes. The current National Rail definition of a 'London Terminals' ticket is therefore going to become more confusing to passengers and progressively more obsolescent. We therefore think that an integrated fare and ticketing structure for London is an essential prerequisite to the development of the rail network in London.

Value for money satisfaction amongst National Rail passengers is poor compared to other service industries and against TfL modes. The best performing London and South East train operator is London Overground with a 54% satisfaction rate in the National Passenger Survey. Other operators receive scores in the high 30's and low 40's. We are currently commissioning research to understand what companies would need to do to improve this.

However, recent research by Passenger Focus into the National Stations Improvement Programme of work at small and medium sized stations shows that significant improvements in satisfaction came with improvements in toilet facilities, provision of small cafes, improved

accessibility and cycle storage. The particular stations studied in the London area had the benefit of input from London TravelWatch's local knowledge in developing the schemes.

This plus other evidence suggests that passengers place significant emphasis on the travelling environment when assessing value for money.

It should be noted that improving and maintaining toilet facilities at stations and on trains can have a significant impact on passenger satisfaction, and the usability of the network for older people and those with children.

Easy interchange

All stations can be regarded as interchanges in some form with buses, taxis and private hire vehicles, cars, cycling and pedestrian access. In London the majority of journeys involve multiple stages involving a number of modes. The Mayor has significant influence over this aspect travel either directly through London Overground or indirectly through the local implementation plans of the London boroughs. It is to be welcomed that Crossrail will include significant public realm and interchange works at stations it will take responsibility for outside of the central London area.

Improving interchange possibilities can significantly add value to transport investments and services by allowing passengers to make better use of existing capacity. This has been demonstrated by the success of the expansion of orbital services operated by London Overground. The Hackney Central – Hackney Downs interchange project will bring significant regional connectivity benefits to North East London between the West Anglia route and the North London Line. London TravelWatch has long argued that further projects such as installation of platforms on the Chiltern line at West Hampstead, a new station at Brixton on the South London Line, new platforms at Brockley on the Lewisham – Peckham Rye route, and a new station at Maiden Lane on the North London Line north of Kings Cross St.Pancras would deliver passenger benefits far wider than the local area to these schemes.

Improving cycle storage and bus stops at stations and where feasible car parking can make a significant contribution to making stations more sustainable and attractive interchanges. (See walking with pleasure below regarding pedestrian access).

Reliable and timely information

This is a basic requirement for passengers to have confidence in the transport network. Information on where crowding is likely to occur has been shown during the Olympic and Paralympic Games to have had a significant benefit in redirecting passengers away from lines and stations where crowding can be expected and enable them to use the available capacity more effectively. This is especially important during times of disruption. We are pleased that TfL has initiated a travel demand management project and that we have been able to contribute to it. The use of such travel demand management techniques could be complimentary to or more effective than the use of fares systems to manage demand.

Travelling with confidence

Passengers expect to be able to use transport in safely and for it to provide them with personal security whilst travelling. The environment in which passengers travel is therefore a key determinant in passenger satisfaction. Clean, well lit and staffed stations and trains attract passengers, retain existing custom and deter crime and anti-social behaviour.

A transport network open to all

Making the rail network fully accessible will increase capacity and improve everyone's mobility. This will help those who find the system hard to use because they have a disability, or are travelling with children, shopping or luggage. Making stations step free can be costly, but the Mayor and operators could achieve this in a more cost effective way by integrating such work within general station upgrades. There are still numbers of stations such as Sudbury Hill Harrow, Penge West, Bellingham, Ravensbourne, Maze Hill and others where step free access could be easily achieved by installation of ramps rather than lifts. We were disappointed recently when major works at Alexandra Palace failed to include step free access, even though the works included the provision of new facilities. Operators and transport authorities must make the most of opportunities as they present themselves to make stations more accessible.

Enforcing the rules

A significant feature of the introduction of the London Overground concession was the focus on reducing the significant amount of fare evasion that was present on the rail network that was inherited from the Silverlink franchise. In some cases up to 20% of users were not paying the correct or any fare. Effectively these people were travelling at the expense of other travellers and the rail network was not receiving the revenue that supported the case for further investment. London TravelWatch believes that it is only fair that everyone travels with the appropriate ticket and has paid the fare that is due.

This improvement was achieved by the installation of automatic ticket gates at many stations (with associated staffing improvements) and ticket vending machines at stations at which there were previously none. The result of this has been a significant reduction in ticketless travel to below 2-3% of passengers. This in turn has reduced instances of crime and anti-social behaviour on the network.

London TravelWatch recommends that operators and authorities should install ticket gates at all stations with an annual footfall of over one million entries and exits per year (e.g. Herne Hill, Elephant & Castle (National Rail) and Beckenham Junction) or where the stations is partly gated already e.g. Abbey Wood, West Ruislip (Chiltern platforms), Finsbury Park and Finchley Central (London Underground).

To ensure that every passenger has the opportunity to purchase the correct ticket or to add products to an Oystercard before travelling London TravelWatch recommends that operators and authorities install ticket vending machines at those stations that currently lack these e.g. Sudbury Hill Harrow, Sudbury & Harrow Road, Brixton (National Rail), Crews Hill, Emerson Park, Drayton Green, Castle Bar Park, South Greenford and Angel Road.

Walking with pleasure

A significant proportion of London's rail users walk to and from the stations that they use. Providing a pleasant and safe environment, with adequate signage to places where people need to get to, and to stations themselves is crucial to encouraging people to continue to walk and to use the rail network.

There are many pedestrian interchange opportunities between closely located stations which should be improved and promoted so passengers are encouraged to walk between them rather than making unnecessarily circuitous journeys. e.g Euston to St.Pancras International; Kent House to Clock House: Kenton to Northwick Park. These walking routes are within the gift of the Mayor and local councils to improve and maintain, but it should be noted that the

benefits often accrue to travellers from outside of the immediate vicinity of the walking route, and it often takes input from bodies such as London TravelWatch to achieve acknowledgement of the priority for such routes.

Tim Bellenger

22nd February 2013

ORR is the independent safety and economic regulator of railways in Great Britain. As safety regulator we cover all railways in Great Britain; as economic regulator our focus is on Network Rail and its relationships with train operators on the national network but we are also a competition and consumer authority for the sector.

CrossRail

ORR's focus has been on ensuring efficient delivery by Network Rail of the works on its network, and coordination with other projects, particularly on the Great Western. Currently this is going well.

We have also sought to ensure an appropriate balance in the use of limited network capacity between CrossRail services, other passenger rail services and freight services.

The role of rail in the Mayor's forthcoming 2020 vision

Clearly rail is an absolutely vital element of the transport mix within London. We suggest that the vision needs to be strongly based on an understanding of the needs of users, as well as wider London and national public policy objectives. We are doing work to enable better understanding of the costs and subsidy of different rail services and this could potentially inform decision-making. We suggest it is important that the vision allows scope for new ideas and innovation, and for harnessing commercial forces to generate these.

Development of proposals for Crossrail 2

With the likelihood of continued growth in use of the transport network in London, it will be essential to consider the most efficient ways of providing extra capacity to address capacity constraints. Given the long lead times in planning, approving and building major infrastructure it is important to get on with this now. A particular attraction of the Crossrail 2 proposition is that it provides extra capacity to address capacity bottlenecks both on the Underground and on main line networks, and in particular could significantly reduce congestion at key interchange stations.

TfL's future plans for the Overground

We welcome the success of the Overground services and believe there is potential for extension of the model to similar services elsewhere in London. Independent regulation is a means of balancing different priorities and demands for capacity; it can also facilitate preservation and development of the benefits of the railway as a national network.

Network Rail's Strategic Business Plan 2014-19

We are currently carrying out an in-depth review of this plan as part of our periodic review of Network Rail's outputs and funding for 2014-19, which will conclude later

this year. We welcome views from stakeholders about the plan, which for the first time is based on joint work with train operators and industry suppliers.

Rail decentralisation

We welcome arrangements to decentralise decisions on funding and specification of rail services closer to users, and the devolution of responsibility for the Overground to the Mayor is a good example of this working in practice.

Network Rail has embarked on a programme of decentralising accountability for delivery of the railway infrastructure to its ten operating routes. This should enable much more focus on specific local needs and opportunities to improve efficiency. It can also facilitate alliance working with train operators as in the case of the Wessex/South West Trains alliance. Given the number of operating routes serving London, it will be important for Network Rail to retain strong coordination of elements such as network planning, timetabling and operation.

The Thameslink programme

Work on the Thameslink programme infrastructure continues to make excellent progress, and plans are now in place for the most difficult part of the work programme – the reconstruction of the station and infrastructure at London Bridge and the provision of 24 trains per hour through the core section. Cooperative working between Network Rail, its suppliers and train operators is essential to manage the scale of disruption to passengers. All parties should continue to work together to plan for this.



15–25 Artillery Lane
London
E1 7HA

Tel: 020 7904 3393

Fax: 020 7983 5170

www.gbrailfreight.com

Ms Jo Sloman
Assistant Scrutiny Manager
London Assembly Transport Committee
London Assembly
City Hall
The Queen's Walk
London, SE1 2AA

25th February 2013

Dear Ms Sloman

As the Managing Director of GB Railfreight, I want to thank you for the opportunity to contribute to the Transport Committee's work into the future for rail in London.

By way of introduction, GB Railfreight (GBRf) is one of the most dynamic companies in the railway industry. It is a rapidly growing business, having gone from 2 employees in 1999 to over 400 staff today, and it operates around 650 trains a week in the UK. Within London we are currently being contracted by BFK to shift over one million tonnes of excavated material as part of the Crossrail project.

Rail freight is one of the most effective ways to transport goods to London and the country as a whole, and it is vital to the smooth running of Britain's economy. According to the Office of Rail Regulation, the industry is responsible for moving over one hundred million tonnes of goods across the country every year (October 2009). In order to maintain and further grow the freight industry, it is essential that UK policy-makers at all levels create suitable conditions for rail freight operators to move across the country.

It is often the case that policy and politics are heavily passenger-focused. This means that the rail freight industry can be overlooked and not given due consideration by policy-makers. As such, we would suggest that when the Transport Committee meets on 7th March, they take time to not just focus on passenger rail but consider how to bolster the freight industry within the capital.

Establishing freight in its wider context

From our experience of operating in the rail freight industry, we believe that the major issue which stands in the way of maximising the full potential of rail freight is that freight is considered in a



GB Railfreight Limited.
Registered in England number 03707899.
15-25 Artillery Lane, London E1 7HA.
GBRf is a subsidiary of Groupe Eurotunnel

standalone manner rather than as part of a wider picture. Whilst the freight industry has seen significant growth over the past twenty years, further growth has been hindered as a result of a lack of joined-up thinking between and across local and national Governments.

The fruits of freight investment can only be realised if it is considered in light of the current national network and future investment plans. Therefore, we recommend that all of the Committee's recommendations are first and foremost considered within a national framework instead of in a stand-alone manner.

With Transport for London engaging in detailed discussions with the Department for Transport on further devolution of rail services, there is a strong opportunity for the Transport Committee to give further consideration to achieving an appropriate balance between passenger needs and rail freight's critical role in the economic life of London and the UK more generally; to managing its air quality.

The role of the London Assembly and Transport for London in responding to Department for Transport franchise specifications is also an opportunity for further discussion around showing a joined-up London policy in all freight matters, whether ports, power, construction or logistics.

Comment on issues specific to London

Aggregates, sand and cement carriage into London terminals is key for the continued growth of construction in the city. Whatever passenger proposals are developed, they must always take into account capacity for these key services and the terminals (Acton, Kings Cross, Stewart Lane, etc.) they serve.

The use of the North London line and other key pieces of London rail infrastructure for the carriage of containers from our key ports must also be maintained and enhanced capacity provided for the new London Gateway port. There is a perception that freight services merely pass through London. This is not the case as we serve distribution hubs on the M1/M6 corridor which frequently re-distribute to the London environs.

There is potentially an economic case relating to the carriage of retail products to remove significant volumes of road traffic, and therefore pollution, from London by a fresh consideration of the potential to gain better utilisation of assets by reviewing infrastructure available at stations. Such an initiative will require change to the way that the current distribution of rail retail products is encouraged.

Thank you again for taking the time to consult with us. This letter has provided me with an opportunity to share our initial thoughts on the future of rail with you. We would be delighted to discuss any of the above in greater detail. With this in mind, please feel free to get in touch with my office about arranging a follow up meeting with myself or a colleague. To arrange a meeting please call Nicola Minford on 020 3997 2414 or email nicola.minford@westbournecoms.com.

Yours sincerely



John Smith, Managing Director



Valentina Licata
Office of Rail Regulation
One Kemble Street
London

Mike Brown MVO
Managing Director

London Underground & London Rail
55 Broadway
London SW1H 0BD

Phone 020 7027 8499
Fax 020 7918 4037
www.tfl.gov.uk

15 February 2013

Dear Valentina

Network Rail's Strategic Business Plan, January 2013

Thank you for the opportunity for Transport for London (TfL) to comment on Network Rail's Strategic Business Plan for England and Wales, for 2014 to 2019. This is a key document in the development of both the UK rail market and London itself, where the Mayor's London Plan is predicated on growth in National Rail capacity and service quality.

TfL is pleased to have been involved in the development of the High Level Output Specification (HLOS), working closely with colleagues at the Department for Transport, Network Rail and the rail industry in general. The Strategic Business Plan is the latest stage in a welcome process of engagement with industry, stakeholders and funders, and TfL is pleased to see it includes many of the ideas from our HLOS recommendations document, published in August 2011.

Please find our response to the Strategic Business Plan in the attached annex. The response covers the areas of passenger capacity, freight capacity, electrification, stations, funds and governance. The response includes the following main points:

- We strongly welcome the proposed 22% increase in passenger capacity.
- Enhancements to services at inner suburban stations on the Lea Valley corridor are particularly important.
- We welcome the continuation of the Strategic Freight Network Fund, and look forward to supporting the development of the Felixstowe to Nuneaton corridor.

- The Gospel Oak to Barking line is a vital part of the national freight network and should be electrified. TfL has offered a funding contribution towards this.
- We welcome the Stations Improvement Fund, but consider that funding levels are too low, especially for Access for All improvements. We are disappointed that Clapham Junction and Wimbledon are no longer named congestion relief schemes.
- The governance of the Stations Board in particular, does not adequately reflect TfL's role as a funder of rail services. It is essential that a more integrated approach is taken to developing rail transport in London.

The latter point reflects an increasing concern to TfL. TfL does not feel that sufficient weight has been given to its views on some regulatory issues given its importance as a funding organisation (e.g. ORR consultation on aligning incentives for Periodic Review 13). It should be noted that TfL funds services on the London Overground, part of the National Rail network, and is directly funding works to Network Rail-owned infrastructure for the lengthening of London Overground trains. Overground train lengthening will provide additional capacity on corridors shared with other National Rail services, and as such forms part of an integrated capacity solution for rail services in London. Moreover, TfL's role as a rail funder will increase further during Control Period 5 with the award of the contract to the Crossrail train operating company, and potentially also with further devolution of London's rail services.

We look forward to continuing our active role in the development of the rail industry in Control Period 5. Should you wish to discuss any aspect of our response, please contact me at the above address or by email at mikebrown@tfl.gov.uk.

Yours sincerely,



Mike Brown



Transport for London's response to Network Rail's Strategic Business Plan

1. General

- 1.1 TfL welcomes the Strategic Business Plan, and the earlier High Level Output Specification (HLOS) announcement by the government, on which it is based.
- 1.2 In particular the planned 22% increase in passenger capacity in London is vital to meeting the goals of the Mayor's Transport Strategy and the growth set out in the London Plan, and the Mayor expressed this in a letter to the Secretary of State following the HLOS announcement. He also said "I applaud the thought and analysis, and look forward to its hugely beneficial outcomes in the coming years".
- 1.3 The Strategic Business Plan will contribute towards the following Mayor's Transport Strategy goals, and indeed, the goals cannot be met without this investment:
 - Support economic development and population growth
 - Enhance the quality of life for all Londoners
 - Improve the safety and security of all Londoners
 - Improve transport opportunities for all Londoners
 - Reduce transport's contribution to climate change, and improve its resilience

These objectives are very close to those of national government, set out in the Reforming our railways command paper, March 2012.

- 1.4 Specific issues and schemes in the Strategic Business Plan are considered below.

2. Passenger capacity

- 2.1 The key element of the Strategic Business Plan for TfL is passenger capacity in London. Passenger capacity is vital to meeting the growth forecast in the London Plan, and hence to London's economy, so TfL firmly welcomes the proposed 22% increase in capacity, and all the schemes that make up that capacity increase.
- 2.2 In addition to setting out these worthwhile enhancements to the network, the Strategic Business Plan should also give sufficient emphasis to project delivery. This would include adequate resourcing, including for ancillary

activities such as timetable modelling, securing economies of scale and synergies between projects, reducing development and delivery timescales, and minimising disruption impacts.

- 2.3 TfL is also concerned about performance, and the proposed capacity increases must go hand in glove with improved performance in order to maximise the benefits to customers.
- 2.4 As David Higgins' introduction states, the aim of the rail industry is to drive economic growth, and nowhere is that more achievable than in London, where rail's high mode share gives a direct relationship between rail capacity and employment.
- 2.5 The importance of this capacity to both London and the UK economy as a whole cannot be overstated. No other region of the UK is as dependent on rail as London. London's per capita level of rail travel is some six times greater than in the other English metropolitan areas. Indeed, 60 per cent of all UK National Rail passengers have an origin or destination in London.
- 2.6 London's economy is critically dependent on rail's success in transporting people into work. This is further supported by the landmark *Eddington Transport Study*, published in December 2006, which recognized transport's role as a key enabler of productivity and competitiveness, and stressed the need to avoid transport constraints hampering the economic growth of the UK. This remains true today.
- 2.7 London has a unique role within the UK both as a global financial centre and as a leading centre for cultural and creative industries. It is the most productive region in the UK (60 per cent above the UK average as measured by 2008 headline workplace gross value added per capita) and, together with its immediate hinterland of South East England, contributes over a third of UK GDP.
- 2.8 The high level of London's productivity benefits the rest of the UK. London has historically paid more in taxes to the Exchequer than it receives in services from the national government, and it is the only UK region to do so. This surplus, or tax export, is forecast to rise to £27billion by 2015/16. The UK's long term success is clearly linked to the need to preserve and enhance London's global competitiveness.
- 2.9 National Rail demand in London and the South East has grown by 25% in the 5 years from 2007 to 2012, including the recession in 2009, and prior to that had grown continuously since 1994. Further to this, the London Plan forecasts continued population and employment growth up to 2031. Population is forecast to increase by 1.25 million people from 2007 to 2031, and employment by 750,000 jobs over the same period; this growth is strikingly large and has been likened, numerically, to the size of South Yorkshire.

- 2.10 The population and employment forecasts are the main drivers of peak rail demand growth. Central London employment growth is of particular significance for rail as rail modes (including the Underground) have a mode share of nearly 80% for trips into central London. Whilst the Mayor's Transport Strategy shows an increase in trips by all modes of 25% by 2031, work undertaken by TfL shows that rail demand is forecast to grow by 67%.
- 2.11 The capacity increases included in the Strategic Business Plan are therefore vital to enabling employment growth in London, and must be the baseline that is carried forward into delivery in Control Period 5. Clearly any additional capacity increases would also be strongly supported by TfL.
- 2.12 Of the schemes and outputs included in the Strategic Business Plan, enhancements to Lea Valley services are a particular priority for TfL. TfL has been working with local authorities and the rail industry to develop a scheme that will deliver 4 trains per hour between Stratford and Brimsdown, enabling the significant growth and regeneration potential of the upper Lea Valley. The upper Lea Valley is an identified Opportunity Area within the London Plan, and the largest such.
- 2.13 TfL welcomes the £44m identified in the Strategic Business Plan towards this scheme, which would enable a 4 trains per hour service to operate between Stratford and Tottenham Hale. This falls short of the key regeneration area of Meridian Water, centred around Angel Road station, but local authorities are actively seeking to raise additional funds to extend the 4 tph service to Angel Road.
- 2.14 There is therefore a strong likelihood that the additional monies identified in the Strategic Business Plan over and above that in HLOS, could leverage in a larger amount of funding from local authority sources and enable a more expansive scheme to be delivered in Control Period 5. A scheme serving stations up to Angel Road with 4 trains per hour would support the ultimate delivery of over 15,700 jobs, 15,000 homes and by 2031 cumulative additional GVA of £10.7 billion across the core opportunity area, as estimated by economic consultants working for the local authorities.
- 2.15 TfL remains committed to a 4 trains per hour service at all the inner suburban stations up to Brimsdown, and the scheme to be delivered in Control Period 5 would be a first phase of this, with the full scheme being required in Control Period 6. The London and South East Route Utilisation Strategy identified a benefit:cost ratio of 2.9:1 for a 4 trains per hour service between Brimsdown and Stratford (Option C2b).

3. Freight capacity

- 3.1 TfL welcomes the fund identified for the further development of the Strategic Freight Network, and its ongoing governance arrangement. This approach has worked successfully in Control Period 4, and TfL is pleased to see it continue and to remain a member of the Strategic Freight Network Steering Group.
- 3.2 TfL considers the further development of the Felixstowe to Nuneaton corridor to be a particular priority for Control Period 5, as it provides a cross-country route from the Haven ports avoiding London, and in the longer term enables growth of freight traffic from London Gateway port.
- 3.3 The North London Line and the Gospel Oak to Barking Line are likely to come under increasing pressure as demand for both passenger and freight services grows. TfL is in the process of lengthening London Overground trains to meet ever increasing passenger demand, and supports all measures to reduce traffic on those corridors which does not need to be there. It is important to use the existing network as efficiently as possible and for the most value-adding services, before considering significant infrastructure-based solutions. However given the pressures of passenger and freight growth, and potentially also services from High Speed 2 to High Speed 1, significant infrastructure schemes may be required in future Control Periods.

4. Electrification

- 4.1 TfL welcomes the proposed electrification of the Midland Main Line. This will improve the efficiency of the rail network serving London, and contribute towards the Mayor's air quality improvement and climate change reduction goals.
- 4.2 TfL also welcomes the development of the Electric Spine. Electric traction of freight trains is more efficient in terms of performance and train length, in addition to the environmental benefits, and TfL would like to see a largely electrified rail freight industry. However for the freight operating companies to purchase electric locomotives requires a critical mass of electrified routes, before it is worth their while to do so.
- 4.3 TfL is disappointed that electrification of the Gospel Oak to Barking Line and related links such as the Thames Haven branch, have not been included in the HLOS and the Strategic Business Plan. The Gospel Oak to Barking line remains a critical 'hole' in the electrified network, and this short stretch of non-electrified line prevents freight services from making use of the fully electrified East and West Coast Main Lines to Scotland, for example. Filling in this short section, along with the Thames Haven branch, would enable services from Thames Gateway port to be electrically hauled. TfL considers that electrifying this line would be a key

element in establishing the critical mass of electrified routes, as discussed above.

- 4.4 Electrification of this line would also benefit TfL's passenger services, and TfL has offered to contribute the value of the rolled-up cost savings from its passenger service arising from electrification, worth £25m.

5. Stations

- 5.1 TfL welcomes the inclusion of the Stations Improvement Fund in the Strategic Business Plan. We are, however, disappointed that more funding has not been allocated to improving the passenger experience at stations, with the £206m funding proposed being less than half the approximately £500m being spent in total on the Access for All programme and National Stations Improvement Programme in Control Period 4. All rail passengers are users of stations and this fund merits more than the 1.9% of the total proposed enhancements budget in Control Period 5 (£206m out of the total enhancements expenditure of £10,783m).
- 5.2 TfL is disappointed that congestion relief works at Clapham Junction and Wimbledon stations are no longer named schemes in the Strategic Business Plan. Whilst we note that "At this stage, all stations are in scope" for the Stations Improvement Fund, the removal of the named schemes makes them far less likely to go ahead. Both stations are key strategic interchanges, as identified in the Mayor's Transport Strategy, among the busiest in the country, and suffer from congestion problems.
- 5.3 TfL is also disappointed at the level of funding allocated to the Access for All programme. The original programme had funding of £370m over a 9 year period, equating to an annual spend of £41m; the proposed Access for All fund in Control Period 5 has £103m over 5 years, or £21m per year, which is only half of the previous rate.
- 5.4 Furthermore, the initial Access for All programme has addressed the stations which are easier to deliver, the 'low hanging fruit'; inevitably filling the accessibility gaps in the network becomes ever more difficult and hence the Control Period 5 fund is likely to deliver fewer station schemes per £ spent than the original programme. TfL has considered accessibility across London, and identified the key gaps in its Accessibility Implementation Plan. With an increasing population of older people, and policy aims to create a fairer society, accessibility should be given a higher profile and greater funding support.

6. Funds and Governance

- 6.1 TfL welcomes the proposed ring-fenced funds in general, and the role of the rail industry in allocating these. TfL also welcomes the continuation of

the Network Rail Discretionary Fund in Control Period 5. We consider this to be a well-run fund, which Network Rail manages in an inclusive manner. Importantly it provides some scope for flexibility, given that it is impossible to fully identify all the smaller schemes that are likely to be required up to 5 years in advance.

- 6.2 However, TfL is very concerned about the proposed management of the Stations Improvement Fund by the Stations Board. The Stations Board as proposed does not adequately represent Transport for London, as a major planning and funding organisation.
- 6.3 TfL has jointly funded many station improvement projects with Network Rail (and other funders) both in Control Period 4 and prior to that. We therefore believe that TfL should be represented on the Stations Board to ensure there is integration between rail and other modes of transport in London and to ensure that opportunities for joint investment in stations between TfL, Network Rail and third party funders are not lost. Integrated planning across transport modes and areas with devolved responsibilities such as London must surely be an aim of the Strategic Business Plan.
- 6.4 Furthermore, with the development of the London Overground network, the Tramlink network (much of which uses former National Rail lines), Crossrail, potential further devolution within London, and the use of Oyster ticketing products on National Rail services in London, the boundary between the different transport networks is becoming increasingly blurred. This is a good outcome for customers, for whom the service provider should not matter, but brings the need for closer integration of planning bodies. This further demonstrates the need for TfL to be involved in funding decisions on station enhancements, and more generally on railway regulatory issues.
- 6.5 TfL does not feel that sufficient weight has been given to its views on some regulatory issues given its importance as a funding organisation, such as the ORR consultation on aligning incentives for Periodic Review 13. It should be noted that TfL funds services on the London Overground, which is part of the National Rail network, and is directly funding works to Network Rail-owned infrastructure for the lengthening of London Overground trains. Overground train lengthening will provide additional capacity on corridors shared with other National Rail services, and as such forms part of an integrated capacity solution for rail services in London. Moreover, TfL's role as a rail funder will increase further during Control Period 5 with the creation of the Crossrail train operating company, and potentially also with further devolution of London's rail services.

London Forum of Civic & Amenity Societies to GLA Transport Committee

We understand that the Transport Committee will be considering major rail developments at its meeting on January 15th, 2013. The London Forum of Civic & Amenity Societies wishes to contribute to this debate and our views are set out below.

2. Membership of the forum includes a number of Societies which lie in the path of the proposed HS2 or in the flight paths to and from Heathrow. As a London wide umbrella group, we are also concerned to maintain and sustain the London economy so that there are jobs and homes for future would-be members of our member societies as well as for their current membership.

3. In our view, there needs to be far more joined up thinking than has been evident so far. In particular, housing need in London cannot be considered in isolation from transport policy. All the projections on which government centrally and in London are working foresee an increased demand for housing yet house building is at an all time low, while proposals are made to sweep away swathes of affordable housing in Camden or to make housing uninhabitable in west London as the only means of providing the infrastructure to support a growing economy.

4. We are already witnessing an unprecedented increase in demand for school places for which London seems under-prepared. The pupils of to-day are the residents and the workforce of to-morrow.

5. We understand that the focus of this particular meeting is major projects, and to respect that much of this response relates to HS2 and CrossRail2. Yet the greatest problems of overcrowding are experienced over relatively short distances. The London (and therefore UK) economy would benefit far more from London Overground style investment. HS2 has several negative impacts: electrification of the last bit of the Barking-Gospel Oak line has none and brings more benefits per pound spent. Extending the scope of the Overground to include the Hayes line from New Cross would advance the cause of local control and generate increased use of an existing resource at very little capital cost.

6. During its long gestation period, CrossRail was criticised, wrongly in our view, for encouraging longer distance commuting. It is not desirable to frustrate the desire to travel, though we strongly advocate reducing the need to travel, by which we mean reducing the distances necessary to travel to work schooling or recreation. It would be equally wrong, and equally counter-productive, to seek to frustrate the desire to live in central and inner London. Demand so far exceeds supply that any offer of alternative provision to replace the housing under threat from HS2 or Heathrow expansion could only reduce the imbalance between the two if it were built as additional housing, as we believe it should be.

7. We firmly believe that HS2, if it can still be justified once the figures have been recalculated in the wake of the inquiries into the West Coast franchise, would most cost effectively penetrate no further into London than Old Oak Common. This may not be the terminus of the route, the only Old Oak Common option so far considered. The current plan is to run hybrid trains suitable for use on "classic" railway lines north of Birmingham. There is no reason, other than possible capacity problems, why hybrid trains should not run beyond Old Oak Common on "classic" lines in the south. The most successful railway schemes have avoided the cost of standing trains on land that attracts premium prices: Metrolink in

Manchester, Smethwick Galton Bridge in Birmingham, the Victoria line and Thameslink in London. We are confident that in the fullness of time, CrossRail also in London will be added to this list.

8. What is needed therefore, is an independent rail utilisation study conducted without any predetermined notion of what the outcome should be. With the continuing debate about Heathrow, it needs to be conducted against three scenarios: a reduced Heathrow, a status quo Heathrow and an expanded Heathrow. It should examine the effects of running through to Southampton or other destinations via Clapham Junction, or to Heathrow and other destinations available through CrossRail.

9. We are dismayed by reports that TfL is to advocate a change to the safeguarded route of CrossRail2 to include Euston. This has come about solely because of the plans for HS2 and the naïve perception that it represents the best chance of getting CrossRail2 built. People constantly ask why it takes so long for these schemes to happen: both East-West CrossRail, and the Hackney-Chelsea line were safeguarded more than twenty years ago. The history of CrossRail is littered with reviews, mostly instigated by the Treasury with a view to reducing the cost. This is in spite of the fact that cost cutting undermined the value of the Victoria line, turning a fantastic project into merely a good one. Every time some bean counter came up with ideas like running it [CrossRail] along the northern part of the Circle line, or cutting out some of the central stations, analysis demonstrated the economic folly of cutting costs in these ways. The one positive benefit of all the delays is that local authorities and promoters have utilised the time to develop a more holistic approach so that the end product will be better in terms of public realm than would have been the case had the 1990s Crossrail Bill achieved Royal assent.

10. Such a change to CrossRail2 would be disastrous politically, because it would convey the message that CrossRail2 is an HS2 related project, yet in London we all know that CrossRail2 is needed to meet *existing* demand, which currently manifests itself in terms of PIXC or economic inactivity. As soon as an enlightened approach to services on the Barking-Gospel Oak line was made, the suppressed demand was such that the more frequent trains were more overcrowded than their intermittent predecessors. The overcrowding on lines CrossRail2 is designed to relieve would be illegal if the passengers were livestock.

11. Such a change would also be damaging operationally. The great leap forward that the Victoria line achieved was the recognition that stations had to be placed further apart in order to optimise capacity. Two stations relatively close together limit the number of trains that can be run per hour. This is because the railway service is not like a *Pater Noster* lift, run at a constant speed. It has to run at two speeds, the lower speed being zero during dwell times.

12. The distance between stations on the safeguarded route of CrossRail2 is well in excess of that between King's Cross and Euston. Adding an extra station at Euston would adversely compromise frequency, and disproportionately add to cost because the space underground between King's Cross is already overcrowded with four tube lines and the Fleet river.

13. There are other ways of dealing with the impact of HS2. One is the CrossRail solution, a station that has the front of the train at King's Cross and the back at Euston, but it would have to be a longer train than the one spanning Barbican and Farringdon, or Moorgate and Liverpool Street.

14. There are some more imaginative ideas around. TfL have acknowledged the need for a

new route in tunnel between Euston and the city. Instead of a DLR extension, this could provide the link either from HS2 or the West Coast Main line to the southern region. It needs a proper study, and it needs open minds about HS2 in place of closed ones. It could provide what transport advocates want without decimating housing in inner North London. National politicians seem besotted with the Grand Prôject with no regard for the local impact. The only hope of achieving this is for the GLA to take a tough stand for London. We urge you to do so.

15. Our final item concerns the wholesale redevelopment of London Bridge, where we welcome the resulting substantial increase in the capacity and reach of Thameslink services, along with distinct improvements in the station's usability as a major interchange. However, during redevelopment, trains terminating at Charing Cross (2015-2016) and Cannon Street (2016-2017) will not be stopping at London Bridge. Thus those relying on Cannon Street trains (e.g. Greenwich Line) will have no train access to Waterloo or Charing Cross for 3 years (2015-17), as well as no access to London Bridge for around 18 months. Analogous exclusions will apply to those relying on Charing Cross trains. Given the extent of disruption, it is essential that all passengers, including those who for a variety of reasons (including mobility and claustrophobia) are unable to use the underground, have frequent and convenient access to London Bridge, Waterloo, Charing Cross and Cannon Street. This will require the provision of frequent and convenient shuttle services (by train if possible, otherwise by bus) between these stations for the 3 year period of disruption. Of course, if it proves possible to integrate the Hayes service into London Overground this will lessen the difficulties in managing services during the redevelopment.

16. Post development, it has apparently been decided to exclude all switching between Cannon Street and Charing Cross bound lines (e.g., there will be no Charing Cross trains on the Greenwich line). We would strongly oppose this decision unless it can be clearly demonstrated on the basis of published evidence that the operational and other benefits of such an exclusion outweigh the inconvenience and loss of time for passengers having to change at London Bridge, along with the additional crowding at that station.

Andrew Bosi
London Forum of Civic & Amenity Societies

Brent Council

Thanks Graham

One (not-so) small point: Sudbury and Harrow Road has four trains each way daily, eight in total. As you say, not at weekends (or on public holidays).

Regards

Jim Lawman
Public Transport Liaison Officer – Transport Planning
Transportation Service
Environment and Neighbourhood Services
Brent Council

Graham Larkbey

Suggested Rail Issues for Transport Committee

a). Addressing pressing problems on Overground's Barking-Gospel Oak line. Though hugely improved by TfL takeover, this route is in danger of sinking back into its all-too-familiar role as the Cinderella of the package – chronically (indeed dangerously) overcrowded in the peaks, inexplicably omitted from the Government's list for electrification (despite everyone agreeing it should be done), platform lengthening put on back burner, and no apparent progress on ordering extra diesel rolling stock. This is intolerable; both immediate "quick fixes" are needed (eg running additional peak services, reconfiguring seats longitudinally to give more standing room), mid-term (ordering extra diesel stock/carriages) and long-term (pressing hard for electrification). This is a TfL route, so it should be a TfL – and Assembly – priority.

b). Establishing a dialogue with Southeastern to provide some kind of useful service between Victoria, Wandsworth Rd and Clapham High St, rather than the present useless token one train each way daily (from Vic at 05 30, to Vic after 19 00). The withdrawal of the direct service has hit Wandsworth Rd commuters especially hard, as they have no nearby alternatives – what was a 6-min journey now takes about 25. This was a spin-off from TfL diverting the service to Clapham Jct, so TfL/the Assembly have a responsibility to actively seek solutions to any resulting problems. Even 3 or 4 Southeastern trains to Victoria in the morning and 3 or 4 back in the evening would be better than nothing. If the absence of on-station Driver-Only Operation equipment is an issue, TfL should consider funding its installation so Southeastern trains can call without having to have a Guard on board.

c). Establishing a dialogue with Chiltern with the aim of providing a better service at its inner-suburban stations. These are currently the worst-served in London; frequencies are only hourly (except for Wembley Stadium which is half-hourly), the two Sudbury stations are closed in late evening and all weekend, and Sudbury & Harrow Road has just eight trains each way daily, Mon-Fri only. Tube alternatives are circuitous and take nearly three times as long to/from Central London. TfL should either add Marylebone-Gerrards Cross to its shortlist to take over, or discuss possible joint approaches with Chiltern to rectify this unacceptable situation.

Graham Larkbey

Clapham Transport User Group Submission to London Assembly Transport Committee

The Impact of London Overground Services at Clapham High Street/Wandsworth Road: Lessons and the Future

Our group represents rail (and tube and bus) users principally in the Clapham area (by which we mean Clapham High Street and Wandsworth Road), therefore we welcome the opportunity to provide a submission both in the impact of the new Overground services but also an analysis of how the network could grow in the future. We have met and discussed

matters with London Overground and passengers at both Clapham High Street and Wandsworth Road stations in preparing this paper.

Effectively the submission presented proceeds on the following points:

- 1) The East London Line Extension Phase Two (referred to throughout as ELLX2) and its effect at Clapham High Street/Wandsworth Road stations – positive and negative
- 2) The need for radial links at Clapham High Street/Wandsworth Road and the synergy with Tube travel at Clapham North
- 3) Developing the Overground further at Clapham High Street/Wandsworth Road: orbital services direct to Shepherd's Bush/Kensington Olympia, Parliamentary links to Battersea Park
- 4) The problems of reliability of ELLX2 at Clapham Junction
- 5) The future of the Overground in South London– ELLX3 extension of the Overground from Crystal Palace to Clapham Junction via Balham and/or ELLX4 to Streatham and Wimbledon

For the intellectually faint hearted, or those in a rush, we provide a bulleted summary of how we think the Overground network can change at the end.

The Overground at Clapham High Street/Wandsworth Road – the positives

Clapham High Street/Wandsworth Road stations since December 2012 are served by the ELLX2 service that runs every 15 minutes most of the day to Clapham Junction in the west and Canada Water, Shadwell, Whitechapel, Shoreditch High Street, Hoxton, Highbury & Islington eastbound.

There have been many advantages since TfL took over via its concessionary company London Overground Limited (LOROL). Firstly – the presence of station staff at all times. The Clapham Transport Users Group was set up precisely because of the poor condition and lack of safety at both this (hitherto) unmanned stations, which were amongst the worst in London, often covered in graffiti and presenting a hostile environment particularly for women passengers that deterred use. Indeed Clapham High Street was extensively featured in 2004 by the Evening Standard as part of its 'Safer Stations' campaign. At the time we referred to Clapham High Street as "summing up the abandoned phantom network that is London suburban rail".

The London Assembly and then Mayor effectively called the bluff of some of those rail companies who insisted that their priority was the longer-distance network, by arguing that London-based suburban rail networks should be unified under TfL with the identity and station care associated with London Transport.

This was justified with the spectacular transformation of the dismal Silverlink North London Line into a near-show piece operation: high quality station care and facilities in turn tapped into huge repressed demand for rail orbital travel.

To be fair, Southern Trains, who ran Clapham High Street/Wandsworth Road, had turned around the previously sub-standard management of stations and stakeholder relations with a far better cleaning regime and more active Stakeholder Relations management under the capable Yvonne Leslie. When it came to Clapham High Street/Wandsworth Road, TfL was not taking over a Silverlink-style operation. In many respects TfL was taking over stations that were well-kept with good signage and growing passenger numbers. CTUG is pleased that Southern Trains services actually are continuing with a morning and afternoon train between Kensington Olympia and Wandsworth Road/Clapham High Street

Nonetheless the presence of permanent staff and upgraded information/station signs with the iconic London Transport roundel has been a major asset. CTUG has enjoyed meeting the friendly staff and getting to know them. In turn staff are pro-active in engaging with new passengers using Overground for the first time. London Overground also has formal stakeholder relations with user groups which CTUG has attended for several years. There are dynamic and positive, with views being listened to. We for several years had strongly advocated the need for station-staffing if women passengers in particular were going to use our overland stations.

This is being achieved, and it is pleasing that women passengers feel happy to use Clapham High Street/Wandsworth Road late at night.

Complementing this is of course the service provided. For most of the time (though not in the evenings) the ELLX2 runs every 15 minutes as opposed to half-hourly for the previous South London Line link to Victoria/London Bridge. Eastbound the new service has been a tremendous success. Though in no way does ELLX2 compensate for the loss of the SLL to London Bridge, it does provide useful links in their own right. They are summarised as follows:

- Canada Water (for interchange to the Jubilee Line for Canary Wharf)
- Whitechapel (for interchange with Hammersmith & City and District Lines to Central London)
- Shadwell (for interchange with the DLR to Docklands/London City Airport)
- Shoreditch High Street (10 minutes' walk from the heart of the City)

The eastbound branch of ELLX2 thus provides Clapham High Street/Wandsworth Road users with a relatively good frequency direct connections to a string of destinations that are either useful in their own right (eg Shoreditch High Street or Whitechapel) or provide convenient connections for onward journeys.

A consequence is that the eastbound platforms at Clapham High Street/Wandsworth Road are very well used indeed. Conversely: the ELLX links to North East London (eg Hoxton) also provide strong off-peak weekend travel to/from Clapham High Street in particular, giving a synergy between Clapham and the Shoreditch area. Hence the eastbound branch also feeds in passengers outside of working hours.

A consequence of this has been that Clapham High Street is able to attract a large number of passengers who previously used Clapham North Tube to go to either Liverpool Street or Canary Wharf.

Interestingly, Clapham North Tube staff have told us of an unexpected development: in the morning peaks passengers are using the Northern Line to come to Clapham North in order to then change to Clapham High Street to take the Overground eastbound. So – though precise data has yet to be quantified, the eastbound ELLX2 appears to be attracting users not just from Clapham North but other Northern Line stations south (possibly Balham and Tooting Bec in addition to Clapham South/Common).

A further advantage of the Overground is to put Clapham High Street/Wandsworth literally on the map – the TfL Tube map. When in 1977 the North London Line (not a London Transport/TfL operation back then) was put on the Tube map, awareness of the service and hence usage soared.

The combination then of TfL brand recognition, station staffing and a higher frequency of service to a range of useful connections/destinations eastbound has made the eastbound component of the Overground between Wandsworth Road and Shoreditch High Street an undoubted and welcome success.

However, whilst we rightly congratulate London Overground on this achievement, this is a story of two halves. The success highlights the potential of Clapham High Street not just as another 'stop' but to become a real hub that can relieve both Tube and bus pressures in South London.

Yet there is another side to the consequence of the replacement of the South London Line that we must now discuss. It is important not to confuse the branding of a service, and station staffing etc with the routing of a service (ie where the train goes) – these are two separate concepts. It does not follow that an Overground service is 'better' purely on account of the branding and station staffing – both of which are transferable virtues. Where a train goes to is at least as important for a passenger as to whether his/her station has attractive signage: brand does not trump destination.

And as we shall now see, it is in ignoring the latter, that TfL's Overground operation has westbound caused a major disadvantage for Clapham High Street/Wandsworth Road and Clapham North Tube.

A Tale of Two Platforms

Clapham High Street at peaks has two distinct platform patterns: a full one for the eastbound ELLX service, but a far more sparse amount of passengers westbound.

For the ELLX westbound to Clapham Junction has meant to total cessation of services from Clapham High Street/Wandsworth Road to Victoria. At a stroke this has led to major disadvantages.

- 1) Passengers who previously took the South London Line from Clapham High Street, and who were able to reach Victoria in comfort and swiftly within 8 minutes now have to take the Tube from Clapham North (a grossly overcrowded narrow island platform station with dangerous levels of congestion and packed out trains) or else have to take the No. 88 bus to Stockwell to then catch the Victoria Line. Either option now means

greater cost, greater travel time and greater overcrowding, particularly on the Northern Line at Clapham North which is demand saturated

- 2) Wandsworth Road passengers do not have a Tube alternative and now are forced to take the ELLX2 to Clapham Junction, then negotiate lengthy platform changes and wait for Victoria trains. A previous 6 minute journey now takes at least 35 minutes.
- 3) Though the eastbound ELLX takes passengers off the Clapham North Tube, the lack of useful destinations westbound forces former South London Line passengers for Victoria onto the Northern Line
- 4) Consequently Clapham Junction morning peak trains, even on a fifteen minute frequency attract far fewer passengers from Clapham High Street/Wandsworth Road than the half-hourly South London Line Victoria service
- 5) Clapham Junction is not near Wandsworth Road/Clapham High Street, but further out, hence it is not a viable interchange for Wandsworth Road/Clapham High Street-Victoria passengers

When ELLX2 was announced in 2009, TfL neglected to mention that to obtain funding for this new service, the rail links to Victoria from Clapham High Street/Wandsworth Road would be axed. This was in breach of the agreement TfL had reached with the DfT to 'decrement' the South London Line Victoria service, which was conditional upon TfL openly proposing and consulting users about whether they wished to have a train service only to Clapham Junction or one to Victoria.

In some respects the arguments this gave rise to highlight the fault-line over how TfL regards the Overground operation. Hitherto TfL had been taking over largely orbital services inherited from the unlamented Silverlink. This led to a dogmatic view that 'Overground=orbital' When it came to Clapham, there was a pre-existing commuter pattern that was radial and whose needs were radial – yet TfL went from suggesting orbital rail was useful in alleviating radial demands elsewhere, to a dogma that orbital in Clapham was more important than radial.

Hence when TfL advanced proposals for ELLX2, it was entirely on the basis of 'completing the circle' and allowing for a system that enables a travelling to move entirely around London. As the current Mayor has stated, this is the rail equivalent of the M25.

However, is this 'orbital circle' really something commuters would use on a daily basis – or really is the praise for such a concept something held by people who are only likely to use this 'circle' (involving several changes of trains) at the weekend for curiosity's sake? Completing the circle, with its visual representation of completeness, is not the same thing as completing the picture for where commuters need to go to.

For in Clapham the commuter demands are very strongly radial, reflecting a Zone 1 employment demographic. Clapham has a large professional profile that works in both the City and Central London (particularly Victoria and Central Government): this is reflected in the heavily radial commuter patterns on Tube and Bus heading into the Centre. For this reason

Clapham Common and Clapham North Tubes are severely overcrowded, and hence the need for Clapham High Street station to have viable radial services both west and eastbound to relieve the pressure.

TfL's ideological prioritisation of orbital rail, to the extent of axing radial services where they are badly needed, shows the extent to which dogma replaced objectivity or passenger priorities. When orbital has been proposed, it is often stated that this saves people from going into Zone 1 and hence takes passengers off the Tube.

But that is only the case if, in an area, commuters are generally making orbital journeys via Central London. In Clapham the demand is radial, because commuters' final destinations are in Zone 1. Clapham commuters using orbital services have used a mixture of buses and rail to access eg Richmond or Wimbledon: they do not take the Tube to Waterloo or Victoria in order to do so.

TfL used largely falsified modelling in order to present the DfT with completely skewed and misleading data claiming more passengers at Clapham High Street would travel to Clapham Junction than to Victoria.

CTUG was astonished to discover that TfL, when compiling the costings for both ELLX2 to Clapham Junction and potential Victoria services, claimed that were a Victoria service from Clapham High Street maintained, it would cost TfL an extra £300,000 per annum from lost revenue because fewer passengers would use the Croydon Tramlink or DLR!

It does appear that TfL, obsessed with orbital at any price, were prepared to falsify costs/modelling in order to sacrifice the more needed Victoria links.

However, our paper is about looking forward, not back. But the London Assembly must understand that orbital for Clapham is not more useful than radial and why.

TfL has taken to claiming that Clapham Junction offers a convenient interchange to Victoria trains for Clapham High Street/Wandsworth Road. The Mayor, in an answer to a written question from Caroline Pidgeon AM about the South London Line Victoria link, ludicrously stated that it was now easier for Clapham High Street/Wandsworth Road passengers to get to Victoria because of the new Overground to Clapham Junction than it was with the old South London Line direct.

This is pure absurdity, but based on lazy assumptions. Clapham Junction, despite its name, does not lie in Clapham but in Battersea (it was called 'Clapham Junction' for prestige purposes rather than geographical accuracy). The rail line to Clapham Junction from Wandsworth Road meanders north-west before diverting south-easterly further away. As such, rail times to Clapham Junction alone from Clapham High Street takes as long as they used to direct to Victoria. Then add to this the time taken to change platforms and wait for Victoria trains and we see that Clapham High Street-Victoria via Clapham Junction is not viable or convenient, and hence explains why westbound usage of the ELLX2 from Clapham High Street/Wandsworth Road is much weaker than eastbound.

This is not to say that orbital has no use in Clapham High Street/Wandsworth Road, but that it was grossly wrong to sacrifice radial links for the sake of it. Plus it has its own logic of absurdity:

TfL seems to say that it needed to axe direct Victoria trains in order to provide trains to Clapham Junction, so that people can then take trains to Victoria.

To a great extent TfL contradicts its claims elsewhere. Denmark Hill and Peckham Rye now have reduced Victoria service because of the ELLX2 to Clapham Junction. Yet TfL has tried repeatedly to get the DfT to agree to diverting long distance Kent-Victoria trains, despite the effects of overcrowding and longer journey times for Kent commuters. But if ELLX2 to Clapham Junction is supposedly more convenient than a direct Victoria service for Clapham High Street, then surely that would be also the case for Denmark Hill/Peckham Rye?

Orbital rail has its place at Clapham High Street but its main purpose is to take passengers off buses to Clapham Junction and provide faster synergies between Clapham High Street and South West or West London. But even here the interchange with the West London Line is not seamless.

TfL has to recognise that a dogma of orbital vs radial is precisely that, and that both are needed. Nobody suggests that because Richmond has the orbital North London Line, it doesn't need the Waterloo rail services. Similarly just because Clapham High Street has a link to Clapham Junction doesn't mean it can't have trains to Victoria (or indeed Waterloo).

It is time that TfL's strategy for Overground followed the pattern of the TfL roundel – around and through London.

Overground: In as well as Around London

There is therefore a case for providing westbound the kind of pluralism and usefulness for Clapham High Street that exists on the eastbound ELLX branch. Clapham Junction is not a useful destination in its own right, but nor does it give convenient transfer links to Central London. As such our stations need something more. Clapham High Street will never attain the full potential it has in tapping into the Clapham North Tube market if it does not provide a rail link at peak-times to Victoria or alternatively Waterloo.

TfL has, we understand, following the rejection by the DfT of diverting Kent-Victoria trains, proposed a new all-day Victoria-Bromley South services, subject to TfL gaining control of the Southeastern Metro franchise.

TfL needs to supplement this with other ideas. We believe that adding a 2 trains per hour ELLX to Victoria would be a bold move that has multiple benefits:

- 1) Relieving pressure off Clapham North Tube by providing Victoria bound passengers with an alternative at Clapham High Street
- 2) Giving Wandsworth Road passengers a direct rail link to Victoria, so saving time and money
- 3) Providing East London Line passengers near Whitechapel with an alternative to taking the crowded District Lines
- 4) Providing direct Victoria service for large swathes of North East London and new links for areas such as Rotherhithe

- 5) ELLX to Victoria provides an alternative to using the Victoria Line at Victoria that has to close from time to time due to capacity issues

TfL Taking Over Suburban Networks

Supplementing this is the aim of TfL to take over the Southeastern Metro network. CTUG has previously written in favour of this before. But for this to work requires a relatively clean break between current suburban rail links that originate outside Greater London but mainly serve London (eg Dartford-Victoria) and those which are longer distance trains that only serve one or two London stations. Hence TfL should abandon continuing to lobby for divert Kent-Victoria trains via Denmark Hill/Peckham Rye

Other Problems with ELLX2 in its Current Form

Though London Overground does a generally excellent job, the routeing to Clapham Junction causes several other problems beyond the issue of loss of Victoria links.

The pathway to Clapham Junction involves traversing several busy junctions (Latchmere, Longhege) that have freight trains and other services. This means that where a problem arises, it has caused major delays to ELLX2 services. Additionally, with only one platform provided for ELLX2 at Clapham Junction, this means that there is no 'slack' in the system. A lack of slack means that a single fault can cause several knock-on effects.

For example recently a member of CTUG, using the ELLX2 from Clapham Junction for the first time to go to Clapham High Street was stuck on a train that, on leaving Clapham Junction was stranded short of Wandsworth Road because of a broken down freight train further on. Yet because the ELLX platform at Clapham Junction was fully occupied by an ELLX train that had just come in, this meant that the ELLX train between Clapham Junction and Wandsworth Road was stranded – unable to go to Wandsworth Road yet unable to return to Clapham Junction. In the end the train eventually was able to return to Clapham Junction after 1 hour ten minutes (with some passengers in great distress): in a surreal sense it would have been quicker had the train stood still and never left the station! In other recent problem, train services between Clapham Junction and Surrey Quays were suspended because of a broken down train in Honor Oak Park – which is not even part of the ELLX2.

Clearly it makes no sense to run 4 train an hour to Clapham Junction with only one platform available and numerous junctions to traverse. We believe that the case exists for diversifying and changing the westbound Clapham Junction routeing, so that some go to Victoria, some to Clapham Junction and others direct to Shepherd's Bush. We will shortly refer to new options for Overground

More immediate is the need to enable ELLX2 trains to terminate at Clapham High Street so that if there is a problem at Clapham Junction or say Surrey Quays, ELLX services can still run part of the way. Clapham High Street has a series of crossover tracks west of the station. What is needed is for a similar crossover track to be built east of the station (ie the Atlantic Lines path that leads on to Denmark Hill). This would enable Clapham High Street to be a terminus for both east and westbound ELLX trains in the event of a problem. That obviates having to close down the whole Clapham Junction-Surrey Quays section, hence creating 'redundancy' in the

system rather than losing the whole branch

Clapham High Street is ideally situated for many reasons. Firstly, it has excellent bus links to South West and South East London, namely Clapham Junction and many buses to Peckham.

Secondly it is the only southern ELLX2 station with a Tube nearby to enable (eg Whitechapel ELLX passengers) to quickly get to East London via Tube IF there was a problem on the ELLX.

London Overground – Over to Where?

Inner Orbital to/from West London

The Overground has huge potential to grow organically. However this must be much more than merely the aspiration for TfL to take over existing networks. Rather there needs to be changes to existing ELLX routeing to provide not just radial links to Victoria from Clapham High Street/Wandsworth Road – but a more radical orbital routeing direct to Kensington Olympia, Shepherd's Bush and Willesden Junction.

The West London Line Group – a highly distinguished passenger advocate body with many thought-provoking submissions and ideas – has helped to highlight the importance of connectivity on the west London rail corridor and its importance to other parts of London.

Clapham High Street/Wandsworth Road currently has a 'Parliamentary' link (a link provided to maintain scheduled trains over a section of track so obviating the legal need for closure procedures) direct to Kensington Olympia. We believe strongly in the potential of linking West London directly with Clapham High Street/Wandsworth Road and running Overground directly, so by-passing Clapham Junction and cutting down on the number of ELLX2 trains heading to Clapham Junction, with its current delays and lack of capacity.

West London still has a large media economy to and from which Clapham High Street area commuters may in future find useful. Additionally at weekends there is much synergy between Clapham and West London, A 'hook orbital' link could certainly provide access to jobs beyond the traditional 9-5 peaks.

Currently the ELLX2 service drops to half hourly late at night. We believe there is scope instead to provide later evening and early morning services that run direct from Clapham High Street up to Willesden Junction via Kensington Olympia to form a new 'inner orbital' link that would provide faster orbital journeys times and strong South West/South East – West London synergies.

Direct links to/from Clapham High Street could also provide for West London at Imperial Wharf being able to access say Hoxton or Whitechapel easily.

This could be achieved by running some ELLX workings directly as 'West London Line Extension' (WLLX) trains in the off-peak and at weekends instead of to Clapham Junction. Or be running them as additional services off-peak to fill the gaps caused when the current Overground operations wind down to half-hourly. Denmark Hill and Peckham Rye could benefit significantly from direct rail access to Shepherd's Bush and Kensington Olympia.

Hence, though our priority is radial and Victoria, we also are interested in orbital rail – and in some respects our vision is far more radical than TfL or the Mayor's. But crucially we believe that by-passing Clapham Junction can be as beneficial for enabling fast/convenient orbital links as bypassing Zone 1 is for orbital customers elsewhere.

Clapham Shuttle

A late night Overground service currently runs to Battersea Park instead of Clapham Junction. This was done in response to advocacy by CTUG that traffic rights to/from Battersea Park needed to be kept once the South London Line Victoria service (which served Battersea Park) was axed. At night the train terminates at Battersea Park and then runs empty to New Cross depot. We are lobbying for part of this out-of-service train to operate as a passenger carrying 'shuttle' between Battersea Park, Wandsworth Road and Clapham High Street. This would boost Battersea-Clapham economic synergy (eg by enabling Clapham residents mid-week to stay longer out in restaurants in Battersea – and vice versa) and provide women passengers with a quick and easy journey back to Clapham without having to wait at night for a bus.

TfL are considering this, and we have examined paths taken by freight trains in the area, and are pleased to conclude our findings indicate a late night Battersea Park-Clapham High Street shuttle is indeed possible at very minimal cost with no pathing problems. However, it is not possible for such a service to extend beyond Clapham High Street. We hope TfL will introduce the Clapham Shuttle in time for May 2013.

Rebuilding Clapham High Street/Wandsworth Road

We feel that the potential for both stations lies in a) making both accessible and b) lengthening platforms for both stations to 6-cars to enable longer Overground and other train services to call. Long-term Clapham High Street needs to have four platforms and two entrances to make it a real multi-service hub.

Short-term the lighting and signage of Clapham High Street must be improved. Too often the station, which lies off Clapham High Street has a 'blink and you miss it' side sign. There needs to be better promotion of the station in the area – such as on the rail bridge over Clapham High Street – and proper illuminated side signage.

There is also ironically perhaps, a lack of communication between Clapham High Street Overground and Clapham North Underground, In the foyer of Clapham North Tube is a rather careworn sheet of paper directing passengers to Clapham High Street – but not giving precise directions, Nor, crucially does Clapham North provide a poster explaining why people might want to use the Overground at Clapham High Street. That is a missed opportunity. Another missed opportunity is not to do the same at Clapham Common Tube – which is about 10 minutes' walk away. Despite both Overground and Underground being part of TfL, there is a dysfunction beneath the all-embracing TfL roundel that must be addressed

The Future Spread of Overground: ELLX3 and ELLX4

Leaving Clapham High Street/Wandsworth Road, we would like to finish with a brief examining of the future scope of Overground. There is of course the obvious case for TfL taking over suburban rail networks. But, as also argued, we feel there is a strong need for new services also.

ELLX3 looks to us like an obvious project for TfL that requires no additional construction. ELLX takes the existing ELLX1 service to Crystal Palace and extends it upwards to Wandsworth Common, Balham before terminating at Clapham Junction. This would be a two trains per hour operation

This has great benefits for South London, bringing the East London Line deeper into South London whilst giving new areas direct links to the City (Shoreditch High Street) or Docklands (via the DLR at Shadwell or Jubilee Line at Canada Water).

It also has another benefit: we have argued that the four trains ELLX service to/from Clapham Junction is not sustainable in its current form. ELLX3 would enable Clapham Junction to keep a 4 trains per hour service eastbound to Canada Water and Shoreditch High Street etc whilst releasing capacity from a reduced ELLX2 branch service to enable other services to run (eg Clapham High Street-West London etc)

ELLX4 is another possibility. Originally ELLX was to run to East Dulwich, then Streatham out to Wimbledon. ELLX 4 to Wimbledon via Streatham would key in a large swathe of South London with core ELLX destinations. However that would also result in the cutting of the Thameslink Metro service and hence is a long distance possibility that CTUG has previously argued against. It is a matter for local stakeholders

Brixton High Level Station

CTUG has been asked from some in Brixton to raise the issue of Brixton High. This is a proposal by Lambeth Council to build a Brixton-area station on the rail pathway used by the ELLX2 (and South London Line before it). Brixton used a station on this pathway before – East Brixton (closed in 1976).

The Lambeth Council proposal is for a new station adjacent/above the current Brixton overland station. This would require lifts to the existing station from the new station and complicated interchange arrangements.

Despite the loss of Victoria services from Clapham High Street/Wandsworth Road, Lambeth Council has been largely indifferent to the issues for Clapham and appears to regard 'Brixton High' as the sole transport priority.

Brixton is a busy, bustling area. It has 3 bus links to the City (Clapham, despite far more demand for the City has just one), several direct bus links to Central London (to ten railway termini, whereas Clapham has direct bus links to just 3), overland rail links to Victoria (Clapham High Street/Wandsworth Road no longer do) and a fully accessible empty Tube which as a terminus has no overcrowding (by contrast Clapham Common and North Tubes are narrow island platform stations that severely overcrowded, inaccessible with trains that arrive packed out).

The political significance of Brixton to Lambeth is as the headquarters of the Council. Yet this means transport policy is not done objectively to obtain capacity where it is most needed.

For example the Cross River Tram was outlined as a means of relieving pressure on the Tube in South London, yet Lambeth Council lobbied to divert the routeing away from Clapham North/Common (with the worst station overcrowding) to Brixton (which has no such problems) which has less commuter need of such a service.

The Council's support for Brixton High must be seen in this context. The Council has suggested such a station would cost £30 million: however other estimates including those by TfL suggest £70 million is a more realistic figure. We do not think that Brixton High has a strong case to recommend it as an urgent priority. The Overground ELLX's project is to provide good orbital links where bus links are weaker and to give new radial links where the Tube is saturated (eg in Clapham). Brixton does not fall into either category, with an abundance of bus routes and an accessible uncrowded Tube.

This does not mean we are in any way opposed to Brixton High, but that TfL/London Overground has other priorities which must be ahead of the queue for funding. We do not wish to see Brixton High for example take away potential funding for lifts and longer platforms at Clapham High Street/Wandsworth Road. We strongly feel that the Borough of Lambeth as a whole would benefit more from Overground expansion such as ELLX3 and new links at Clapham High Street/Wandsworth Road to Victoria and West London than sacrificing these objectives for the sake of funding another station in Brixton. Once these other priorities are achieved first, then we would consider supporting Brixton High.

Conclusion and Summary

The arrival of the Overground has given major advantages but also drawbacks, reflecting the complex nature of commuter aspirations in London. Our submission here has attempted to demonstrate how the Clapham perspective captures much of the issues in South London and reflects the various needs. Orbital on its own cannot supplant the primacy of radial travel, and it is this where the ELLX to Clapham Junction is deficient. Equally, the vision for orbital needs to be considered more radically - by providing links to/from West London that by-pass Clapham Junction. We therefore have shown how Overground must develop and how: principally that westbound services need to diversify and replace the 4 trains an hour block to Clapham Junction. Re-instating the Victoria link either as an ELLX link or new Overground is a priority, with new West London Line services running directly to Clapham High Street also required. This combination of orbital and radial is what is needed if the real potential of Overground is to be realised. Overground has now completed the circle: it is now time to complete the picture.

Our summary for Clapham High Street/Wandsworth Road is as follows, based on the premise that both stations have capacity for a total of six trains an hour in each direction:

- 1) By 2016 TfL to reinstate the Victoria all-day service at Clapham High Street/Wandsworth Road by either running 2 additional ELLX trains to Victoria or by introducing new all-day Victoria services in the new Southeastern franchise, such as Victoria-Bromley South, and/or Victoria-Bellingham

- 2) Running direct Overground services between the West London Line and Clapham High Street as Willsden Junction-Surrey Quays WLLX services in the evenings and very early mornings. This could be in place of some of the Clapham Junction services or new services. This could be done from May 2015
- 3) Running Clapham Shuttle between Battersea Park and Clapham High Street late night weeknights from May 2013
- 4) ELLX 3 to Clapham Junction via Crystal Palace to be instigated by 2016: this would be followed by a reduction of the ELLX2 service to 2 trains an hour
- 5) In turn Clapham High Street/Wandsworth Road could then have at peak times 2 ELLX trains an hour to Clapham Junction, and EITHER 2 trains an hour to Victoria plus 2 trains an hour to Willesden Junction OR 4 trains an hour to Victoria

Clapham Transport Users Group February 2013

Simon Fisher

As an independent West London Line passenger representative, I am pleased to offer a few thoughts to the London Assembly Transport Committee's forthcoming discussions re the future of rail in London:

Future Role of TfL London Rail

TfL should continue to be an important player in London Rail but not the dominant force. Well-regulated healthy competition between rail operators in London offers passengers greater choice and raises the bar in terms of service delivery.

I do not therefore support a monolithic TfL-controlled London rail network.

There may however be benefits in London Overground taking over Greater Anglia and Southeastern commutes services – specifically between Liverpool Street/Stratford and Chingford/Enfield Town/Cheshunt and between Bromley North and London Blackfriars when the current franchises are up for renewal.

Fares and Ticketing

TfL cannot go it alone on fares and ticketing, especially on shared routes like the West London Line and East London Line.

Agreed zonal fare arrangements should be adhered to for Oyster PAYG, Travelcards and point-to-point fares

To take a West London Line example:

Streatham Common to West Brompton via Southern/London Overground weekly peak ticket options are:

RAIL SEASON TICKET - £11.70

ZONE 2 and 3 TRAVELCARD - £23.00

10 PEAK OYSTER PAYG JOURNEYS - £21.00

An enormous difference in cost, which highlights the continued importance of point-to-point season tickets to single mode rail commuters.

For single journeys, it is absurd that a single from Caterham to Shepherd's Bush costs £4.40, whereas a single from Kensington Olympia to Shepherd's Bush costs £4.50! PAYG is valid on both journeys, so this is not the issue here – TfL fares policy is!

All LO and National Rail Oyster PAYG should be identical for equivalent zonal journeys. The present dichotomous PAYG fares regime is confusing to passengers and undermines the credibility of the product.

A single penalty fare regime based on £20 penalty plus the full single fare should be agreed between TfL and other London train operators.

The excessive £80 LO penalty fare makes joint revenue initiatives with other operators on shared routes impossible and undermines the perceived fairness of the entire penalty fare regime in London.

Station Management

The transfer of former Silverlink platforms at West Brompton, Highbury & Islington and Blackhorse Road to London Underground via short leases from Network Rail to TfL in 2007 has proved disastrous, creating a breed of "cinderella" stations at key interchanges on the Overground network

At West Brompton and Blackhorse Road, staffing, ticketing, passenger facilities, assistance for mobility-impaired passengers and information provision have been woeful, causing distress to passengers and embarrassment to London Overground.

Highbury & Islington has enjoyed the benefit of substantial Olympic and ELL station upgrade investment, but LU staffing, ticketing and information provision to Overground passengers remains lamentable. Similar issues have arisen at Canada Water.

Shared LU/LOROL platform stations (e.g. Gunnersbury or Stonebridge Park) have fared a little better but have not been without their problems under LU management..

The most urgent station management priority is for TfL to transfer the leases on the London Overground platforms at West Brompton, Highbury & Islington and Blackhorse Road to LOROL and to include them in future LOROL station upgrades. The current leases to LU expire in 2014, so there is no reason or justification for delay.

West London Line/North London Line Service Development

The introduction of 15-minute frequency all-day Clapham Junction to Stratford via Willesden Junction service is a top priority for WLL and NLL passengers, who intensely dislike being forced to change trains at Willesden Junction, particularly at night or in inclement weather.

The use of Willesden Junction Low Level Platform 2 as a terminal for additional peak services to/from Stratford and/or Barking should be introduced to increase core NLL capacity.

Platform lengthening at Shepherd's Bush, West Brompton, Imperial Wharf and Clapham Junction is scheduled for completion in May 2014 as part of Network Rail's CP4 Strategic Business Plan. TfL should pressurise Network Rail to ensure that this deadline is met in order to enable the introduction of longer Overground and Southern trainsets on the WLL in 2014/2015.

In the longer term, an interchange with HS2, Crossrail and Heathrow Express/Connect at Old Oak Common should be pursued by TfL. My preference would be for 2 terminating platforms for London Overground/Southern services from Clapham Junction/Croydon alongside the new Old Oak Common platforms, rather than a High Level/Low Level solution.

These terminating platforms would be accessed via the disused Eurostar chord from the West

London Line.

West London Line Ethos

The West London Line is a success story for passenger power, which has successfully overcome hostility and indifference from the rail industry to become an integral part of the London rail network. No multi-billion pound over-investment or self-indulgent rail planning here! Just commuters, businesses, venues and London Boroughs asking for and supporting a north-south Centre West London rail link to complement existing rail and tube links. TfL and London Overground have successfully plugged in to this passenger-led agenda and taken it to a higher level.

Future improvements should continue to be grassroots-based not over-strategic..

I hope that the Transport Committee will take up at least some of these ideas in its recommendations on the future of rail in London.

Yours sincerely

Simon Fisher

West London Line Group

I am writing following Jo's recent phone call to me seeking the West London Line Group's views on rail developments in the London area.

I apologise for not writing beforehand with a targeted document for the Transport Committee meeting today. However, we have communicated our major concerns to Jo, Caroline Pidgeon and Val Shawcross by copying them in to our e-mails to the Office of Rail Regulation on the Ealing Broadway – Wandsworth Road service (20 Feb 13) and on Network Rail's Business Plan for 2014 – 2019 (21 Feb 13).

In relation to the Committee Agenda our concerns are:-

(a) (not raised in the above e-mails)

Under "4. Summary List of Actions"

There is no mention of West Brompton becoming fully step-free – Platform 1 is the only one of the four platforms which does not yet have lift access – despite the proximity in space and time of the Seagrave Road car park site (part of the Earls Court & West Kensington redevelopment), whose completion is expected in the next five years. Installation would need to respect the Listed status of the station building.

(b) (In our e-mail dated 20 Feb 13)

Under "7. The Future for Rail in London"

The Group believes that the DfT should follow its own guidance and look for ways, in conjunction with rail industry and local authority partners, to re-invigorate the daily Kensington Olympia – Wandsworth Road service to:-

- (i) avoid a closure procedure for passenger services over this link,
- (ii) open up new direct rail travel opportunities between and beyond the west, south and south-east sectors of inner London,
- (iii) replicate the amazing success of similar routes in London (notably the East London Line) and elsewhere,
- (iv) relieve pressure on road traffic across the areas and on the central parts of the Underground, and
- (v) provide new direct links to Crossrail, HS2, GWML and other lines at Old Oak Common (see below)

In the e-mail, the Group suggested a number of possible terminals south-east of Brixton for a direct service to Shepherd’s Bush and (in due time) Old Oak Common and that such a service now be incorporated within the specification for the revived Thameslink Southern and Great Northern franchise.

c). To quote directly from our e-mail dated 21 Feb 13, the Group’s concerns arising from the Network Rail Business Plans (2014 – 2019) are:-

- (i) the 16 significant pressures expected on the West London Line (WLL) during CP5 and beyond, plus possible rail projects that would impact on these;

Two comments here would be:-

- (a) the draft London & SE RUS estimates 185% capacity utilisation by 2031, and
- (b) welcome though NR’s complete turnaround is on 8-car platforms on the WLL, there is a need for these to accommodate 12-car trains, so as to keep in step with train lengths north and south of the Thames and ensure the WLL plays its full role in the London and UK rail network
- (ii) the need for these Business Plans to accommodate development of the appropriate links between Crossrail, HS2 and the established networks at Old Oak Common to achieve the optimal transport solutions from this hub;
- (iii) the opportunity for, and the benefits to result from, a supplementary link between HS2 and HS1 via the WLL, Clapham Junction, the Brighton Main Line to East Croydon and Merstham (for Gatwick and the M23/M25 intersection) and then east to Tonbridge and Ashford; and
- (iv) the need to think radically in terms of double-deck passenger and Continental-size freight rolling stock to meet the future demands of both sectors.

d). Our stance on other key issues relayed to the ORR that we believe would be of particular interest to the Committee include:-

- (i) Proposed stations (a) in North Battersea and (b) under Westway Circus (A40(M)) (between Shepherd's Bush and Old Oak Common).
- (ii) Supporting a replacement crossover into Lillie Bridge Depot (LUL) to allow direct access for material transfer by WLL (and not road) during demolition and redevelopment of Earl's Court and West Kensington OA site. However, this may need significant co-operation between Network Rail and LUL/TfL.
- (iii) Interlacing Crossrail and HS2 platforms at Old Oak Common to allow cross-platform interchange between southbound HS2 services from Birmingham and westbound Crossrail services to Heathrow and vice versa, avoiding the expense of an HS2 – Heathrow spur.
- (iv) Extension of Crossrail services on HS2 axis to a new station at Denham Parkway (next to A412) to provide a fast rail link to the West End, City and Docklands for the Slough/Aylesbury/Amersham/Watford catchment.
- (v) Our regret that Greenford services will now be terminated at West Ealing.
- (vi) Development of HS2 could allow Birmingham Airport to serve also as an airport for London, especially in its central and inner NW sectors.
- (vii) Need, given increased speeds of the London Midland units, for even just one WCML-WLL service in the present 73-minute southbound gap in the middle of the weekday morning peak. Given that both LM and Southern are in the same group and, we are assured, work well together, we would urge that just one WCML-WLL path be found in the peak of this period.
- (viii) Restoration of direct rail services between the WCML corridor, north-west and inner west London and Gatwick. Indeed, these should be extended to both Brighton and Birmingham and that funding for such improvements is in CP5, or at least CP6.
- (ix) There needs to be discussion as to how double-deck passenger trains, plus freight trains of Continental dimensions, powered by OHLE, might be accommodated across the network. We feel that it would be fruitful to conduct a study at least in outline to determine the needs, benefits, costs and other issues in developing the network (or key parts of it) to accommodate continually rising demands from both sectors.
- (x) We fully support the electrification of and platform extensions on the Gospel Oak – Barking Line as this would allow the whole of the London Overground network to be operated by electric trains instead of LOROL bearing the inefficiencies inherent in keeping a small fleet of diesel trains. We would also welcome the extension of these passenger services to run direct to the Old Oak Common HS2/Crossrail/GWML/WLL hub and the provision of another through electrified freight route across London, which we trust could help alleviate freight demand on the WLL.
- (xi) We would also want all London Overground services to be increased on Sundays, and trains to run later every evening, with no final departures before midnight.
- (xii) We would also comment that CP5 could provide the right opportunity to study the transport options for Lewisham, particularly – as far as the West London Line Group is concerned – in accommodating improved orbital rail links with south-west and west London. Concentration on the various corridors between Lewisham and Bromley, particularly the Mid-

Kent Line, could result in ideas such as a greater transport hub at Lewisham with its existing rail services augmented by:-

- (a) extension of the DLR to Catford Stadium, the Bellingham and Downham estates and Bromley North/South;
- (b) extension of the Bakerloo Line to Beckenham Junction and Hayes; or
- (c) Tramlink/train operation between Croydon, Beckenham and Lewisham (for Docklands).

Many thanks

Mark Balaam
Chairman
West London Line Group
7 March 2013

James Ayles

Dear Caroline,

I am emailing to make a point to you as chair of the Transport Committee that I noticed while watching the meeting earlier. I write simply as a London resident and occasional user of the service concerned. The point was mentioned by the gentlemen representing Network Rail. I am not sure whether it was taken in the meeting but I think it might be interesting for your committee in their discussion of London Rail.

The point follows a question from Val Shawcross regarding the decision of the Department for Transport to reverse their decision to stop 'Wimbledon Loop' trains from continuing through the Thameslink Core and instead terminate at Blackfriars. I fully accept that a lot of passengers are against this change and there has been a great deal of campaigning to lobby the DfT to continue through services from the affected stations.

When answering the the question from Val Shawcross on the affect of the DfT's decision the representative from Network Rail made the point that while the infrastructure changes at Blackfriars would allow this change it is at the cost of an increase in the frequency of service.

The point of the email is to ask that the Committee might discuss whether this is really such a great result for passengers on the line. It seems to me that a majority of users would benefit from a reliable service with increased frequency only running to Blackfriars. The new DfT decision which is seen as a success for users does help those who commute to City Thameslink and Farringdon. The downside is that the service will stay at 2 trains an hour each way on the Wimbledon Loop (stations beyond Streatham - particularly those between Sutton and Wimbledon).

Perhaps you/ the Committee had already noticed this but I thought it might have got lost in the bonanza of rail information this morning. It just seems to me that a more frequent service for South London passengers is worth the inconvenience created by those travelling to Farringdon having to change at Blackfriars.

Kyle Yeldon
Passenger Focus
PO BOX 4257
Manchester
M60 3AR

14th March 2012

Dear Kyle

Joint Thameslink, Southern and Southeastern Rail Franchise 2012

The East Surrey Transport Committee (ESTC) represents passengers and Residents' Associations in the London borough of Croydon and in North East Surrey who use rail services from the following stations. East Croydon to Coulsdon South, Merstham and Redhill on the Brighton line, from East Croydon to Oxted on the East Grinstead line and all the stations on the Caterham and Tattenham Corner branch lines. We would like to offer the following comments on the Joint Thameslink, Southern and Southeastern Rail Franchise 2012

General

We welcome the new franchise covering a larger area and will offer many new journey opportunities. We also believe that this new franchise will enable services on the Brighton Line South London Metro and Thameslink to be coordinated and offer a better spread of services to the benefit of all passengers not those just using the larger stations, with one franchise cooperating rather than two different ones in competition with each other. This new franchise should enable a better spread of services on the Redhill corridor in particular and also at stations between Haywards Heath and Brighton.

Local versus long distance services & Reliability

We also have some concerns about the number of services that will be routed over the two track section of railway in central London. Existing experience show us that a train or track failure north of West Hampstead can mean no local services south of the Thames even though other trains may still be running through the station.

We take the view that local services should be a mixture of through Thameslink services and other services originating from either Victoria or London Bridge. So that no set of stations are entirely reliant on cross London services or the two track section in central London.

Central London Terminals

We are also of the view that Victoria will remain a prominent destination for many passengers in our area both in the peak and off-peak and we would be concerned with any reduction in trains to Victoria. We also believe the new Franchise should allow the stations on the Redhill corridor such as Coulsdon South, Merstham and Purley to have their semi-fast off-peak service to Victoria reinstated.

To this end we would expect all services in our area to be a mixture of through trains and trains originating from Central London.

For example in our area if Horsham trains calling at the same stations as now south of the Thames are to be extended to Cambridge all day, then the existing Reigate and Tonbridge should continue starting and terminating in London preferably Victoria and also run in the evenings. If the Caterham trains are extended to St Albans then the existing Victoria to Caterham stopping service should continue as now.

Loss of Services

In the London and South East RUS the specification is suggests that a number of existing service would be lost, these include.

The existing London Bridge all stations Caterham is replaced with a St Albans to Caterham fast between London Bridge and Norwood Junction. We are concerned that this will remove journey opportunities between Purley and East Croydon to local stations north of Norwood Junction. If this the case then the existing London Bridge to Caterham all stations service should be continued but diverted to Tattenham Corner to maintain an all stations service across East Croydon and to ensure that the Tattenham Corner branch has trains that start from central London.

Through Thameslink services to Sutton via Carshalton. We are of the view that at least a half hourly service through Thameslink service should be maintained to Hackbridge, Carshalton, Sutton and possibly on to Epsom. While the Wimbledon Loop stations should be transferred to London Overground.

A new semi-fast service should operate from Epsom to London Bridge calling all stations Epsom to Norwood Junction then New Cross Gate. Epsom Downs would be served by a half hourly service from Victoria via West Croydon providing Carshalton Beeches, Wallington, Waddon with 4 TfL Overground trains and 4 Southern South London metro trains.

Twelve coach trains.

Although we very much welcome 12 coach trains we are very concerned that twelve coach units are more likely to be out of service due to minor faults rather than run as a shortened eight coach unit.

A lot of our existing train services are made up of trains that split and join on their journey at Purley, Redhill and Three Bridges. We are also concerned that fixed twelve coach units will reduce the flexibility to split and join services at these locations and this could lead to the loss of through trains being replaced by shuttle connections. We would object very strongly if our through services were replaced by shuttle services.

Existing Services to station in our area

We would expect no reduction in services levels at stations in our area in fact we would like to see the new franchise address a number deficiency in service levels in our area that one combined franchise should be able to address.

Service Levels specification

We are of the view that the DfT or Transport for London in the London area should specify the first and last trains and the service frequency, but the precise timetable and stopping

service should be left to the Franchise. We would expect the DfT or ORR to have the final say in any dispute between operators or requests from passenger and stakeholder groups

We have long supported the views put forward by London Travelwatch that there should be a minimum of 6 trains per hour throughout the off-peak day in the inner London Zones and at least 4 trains per hour in the outer London Zones and busy interchange stations such as d Redhill on the main line should have at least 6 trains per hour. East Croydon should have at least 6 trains per hour to and from Victoria and London Bridge. As many stations as possible in the London zones should have a minimum 6 trains per hour in the peak.

Deficiencies in the existing services that we would like to see addressed.

Sunday Services : We would expect to see improved services at stations in our area especially on those services on the Redhill corridor and East Grinstead Line which are in the London zone 6 Coulsdon South, Sanderstead and Riddlesdown and Upper Warlingham which at present have only have hourly services on Sundays compared to many less well used stations that have at least 2 trains per hour or frequently 4 trains per hour. This should be improved to at least 2 trains per hour.

Redhill to Brighton : There should be an all day semi-fast service linking Redhill and Brighton.

Redhill Night Service : The existing Gatwick to Victoria night service should also stop at Redhill as well as Horley and Purley. Redhill is a busier station than both Horley and Purley.

East/South Croydon to Watford : Should be increased to 2 trains per hour everyday with addition trains in the peak. To allow passengers from south London and west London to the Midlands and north west the ability to avoid changing in central London and having to use the tube between London terminals.

New Station at Old Oak Common

We would also like to see a new connecting station at on the West London line at Old Oak Common to connect with the new High Speed 2 line in order to interchange without th need to cross central London.

Gatwick Airport Services We are of the view that the Gatwick Airport market has changed and the passenger base is spread throughout London and the south east. The existing 4 trains per hour on the Gatwick Express should all be 10 coaches extended to Brighton all day and merged with the existing fast Brighton service. Alternate trains should call at Clapham Junction and East Croydon to avoid overcrowding between East Croydon and Clapham Junction. This would maintain the pristine London market but also provide additional journey opportunities throughout the network. This would also free up paths to Victoria.

Stations able to take at least 8 Coach Driver Only Operated Trains (DOO)

All stations in our area should be adapted in order to be able allow at least 8 coach DOO trains to stop, as many at the moment only have equipment to take 4 coach DOO trains. This is important in times of disruption.

Station Staffing

We believe that even in today's technological age there is a need for staffed booking offices, the railway is complex and has a very complex fares structure and a lot of passengers and potential passengers require assistance from staff. We welcome the existing commitment in the GLA/TfL area of the Southern franchise to provide station staffing throughout the day and booking offices open for longer hours. We believe that this has improved passenger information and security. This principle should be extended throughout the franchise area.

Automatic Ticket Machines

We are of the view that the existing Southern automatic ticket machines are more user friendly than those on other franchises, they are much easier to use while selecting and purchasing a ticket. They also offers the user a range of ticket at a much earlier stage and on the same screen which enable the passenger to make choices without having to move forward and back through different screens.

Penalty Fares : We have been concerned that penalty fares are often used to raise revenue rather than to police the fares system. We do not condone fare evasion in any way but believe where a genuine passengers offers to pay their fare they should be allowed to pay it without penalty.

We also believe that the combining of these franchises will reduce the confusion of FCC and Southern only tickets on trains going to the same destinations were it is not easy to distiquish who is operating the service especially with trains in varies different colours and liveries.

Changes to the Franchise area

Reading to Redhill and Gatwick services within the present franchise.

We are concerned that existing service does not fit well in the Great Western Franchise and is often not a priority or sometime not even mentioned even though it provides a very important cross country link between Gatwick, Redhill Guildford and Reading avoiding central London.

We believe this would fit better in the Thameslink/Southern Franchise and should be electrified with 3rd rail consistent with other services operating on parts of the route..

Wimbledon loop we believe this would be better transferred to TfL Overground network by extending the existing Islington West Croydon service to Blackfriars via Sutton, Wimbledon and Tooting.

Disruption

At times of disruption all stations should have a guaranteed minimum level of service, only when the line is completely blocked should the service revert wholly to substitute buses. Also tickets should be made more readily available on local buses.

Drivers sufficient train crew should be trained in diversionary routes in order to implement diversions and alternative routes within 30 minutes of major disruption.

Engineering Works

We would like to see the effect on the train service reduced as much as possible. Also there should be much greater use of diversionary routes.

Thank you for asking us for our comments and we hope you will include them in your submission.

Charles King

Charles King MBE

Chair: East Surrey Transport Committee

The Combined Franchise Replacement Sponsor
Department of Transport
Zone 3/15
Great Minster House
London SW1 P 4DR

5th August 2012

Dear Sir or Madam

Combined Thameslink, Southern and Southeastern Rail Franchise 2012

The East Surrey Transport Committee (ESTC) represents passengers and Residents' Associations in the London borough of Croydon and in North East Surrey who use rail services from the following stations. East Croydon to Coulsdon South, Merstham and Redhill on the Brighton line, from East Croydon to Oxted on the East Grinstead line and all the stations on the Caterham and Tattenham Corner branch lines. We would like to offer the following comments on the Combined Thameslink, Southern and Southeastern Rail Franchise 2012

General

We welcome the new franchise covering a larger area that will offer many new journey opportunities. At present the two different train companies are in competition with each other and this often acts as a barrier to cooperation. We also believe that this new franchise will enable services on the Brighton Line, South London Metro and Thameslink to be better coordinated and offer a better spread of services to the benefit of all passengers at all stations not those just using the larger stations.. This new franchise should enable a better spread of services on the Redhill corridor in particular and also at stations between Haywards Heath and Brighton.

We are appreciative of the work that Southern has done to improve the both stations and services in our area including the off-peak Reigate and Tonbridge services serving Coulsdon South, Purley and Merstham along with the improved late night and Sunday Metro services. We are appreciative of the improved station staffing agreed between Southern and TfL and believed this has improved both passenger experience and security.

However, with increasing demand there is still further to go. We believe that passengers in our areas of outer London and East Surrey want to see both reliable and frequent services on other non-metro services such as the Redhill corridor and the Oxted line. This includes evenings and weekends especially on Sundays which can now be as busy as any other day. We would also like to see an improved Boxing Day service.

We also believe that the Thameslink franchise should allow many more stations south of the Thames to have through trains to Farringdon for Crossrail, to St Pancras for Eurostar and trains to the Midlands, Luton Airport, and to Kings Cross for the North East and Scotland. .

We have three major concerns with the new Thameslink Franchise :

1. Reliability & Local Versus Long Distance Services

We have some concerns about the number of services that will be routed over the two track section of railway in central London. Existing experience show us that a train or track failure north of Blackfriars frequently means that there are no services to local stations south of the Thames even though other trains may still be running through the stations (this has been a regular problem of late due to signal failures, passenger incidents and cable thefts).

We take the view that all local services should be a mixture of through Thameslink services and other services originating from either Victoria or London Bridge, in order that no set of stations on any one line are entirely reliant on cross London services and the two track section in central London.

Central London Terminals We are also of the view that Victoria and Charing Cross will remain prominent destinations for many passengers in our area both in the peak and off-peak. We would be concerned with any reduction in trains to Victoria and also believe that on completion of the rebuilding of London Bridge that South London metro services should be restored to Charing Cross.

We also believe the new Franchise should allow the stations on the Redhill corridor such as Coulsdon South, Merstham and Purley to have their semi-fast off-peak service to Victoria reinstated. *An independent survey by London Travelwatch conducted at Coulsdon South and Merstham indicated that the central London destination of over 60% of off-peak passengers was Victoria.*

To this end we would expect all services in our area to be a mixture of through Thameslink trains and trains originating from Central London with a preference for Victoria.

For example in our area if Horsham trains calling at the same stations as now south of the Thames are to be extended to Cambridge via Thameslink all day, then the existing Reigate and Tonbridge should continue starting and terminating in London preferably Victoria and also run in the evenings. If the Caterham trains are extended to St Albans then the existing Victoria to Caterham stopping service should continue as now.

2. Loss of Services

In the London and South East RUS the specification suggests that a number of existing service would be lost, these include.

The existing London Bridge all stations Caterham, in the London and Southeast RUS this is replaced with a St Albans to Caterham fast between London Bridge and Norwood Junction. We welcome running this service fast north of Norwood Junction as this will improve journey times from the Caterham Branch.

However we are concerned that this will also remove journey opportunities between Purley and East Croydon to local stations north of Norwood Junction. We would therefore suggest that the existing London Bridge to Caterham all stations service should be continued, but diverted to Tattenham Corner to replace the existing shuttle service from Purley. This will maintain an all stations service across East Croydon and ensures that the Tattenham Corner branch has trains that start from central London (*this could also be extended to Charing Cross*).

Through Thameslink services to Sutton via Carshalton. We are of the view that at least a half hourly through Thameslink service should be maintained to Tooting, Wimbledon, Hackbridge, Carshalton, Sutton and possibly on to Epsom, ensuring that passengers on these routes have a through service to Farringdon for Crossrail, to St Pancras for the Midlands, Luton Airport, and to Kings Cross for the North East and Scotland

3. Twelve coach trains & Splitting and Joining.

We note that only the new Siemens fixed formation trains equipped with the automatic driving facility will be allowed through the central London section. This will prevent existing 377 units using the central sector. Therefore no trains through the centre will be able to split and join on route.

A lot of our existing train services are made up of trains that split and join on their journey at Purley, Redhill and Three Bridges. We are also concerned that restriction on trains using the central London section and fixed twelve coach units will reduce the flexibility to split and join services at these locations and this could lead to the loss of through trains with some routes being replaced by shuttle connections. **We would object very strongly if our through services were replaced by shuttle services.**

Although we very much welcome 12 coach trains we are very concerned that twelve coach units are more likely to be out of service due to minor faults rather than run as a shortened eight coach unit.

Questions

1. *What improvements do stakeholders believe could be made on the combined franchise through partnership working between Network Rail and the new operator?*

Ans:

- We believe that working with Network Rail the new franchise should provide the maximum number of journey opportunities without the need to change or where a change of trains needs to take place this is made as easy as possible for passengers and where possible at the same or across platform.
- We are of the view that as the combined franchise will not have to work in competition and will be able to offer a better range of services to all stations in the franchise this should lead to less opposition to changes to stopping patterns and should also lead to efficiencies and a better spread of services.
- **Driver route knowledge** the Franchise should be able to work with Network Rail to reduce the inconvenience of engineering work and closures and the better use of diversionary routes. This should include improving **driver route knowledge of alternative diversionary routes**, so that in times of disruption drivers are quickly available and able to drive on diversionary routes.
- **Diversionary routes** the Franchise and Network Rail should undertake a review of rolling stock and routes that they can be used on, so that at times of disruption trains are not prevented from using diversionary routes
- **Driver Only Operated Trains (DOO)** All stations in our area should be adapted in order that at least 8 Coach Driver Only Operated Trains (DOO) can stop in service. At

present a number of stations only have equipment to take 4 coach DOO trains preventing other trains being timetabled to stop or stopped in times of disruption.

- **Connections** We would like to see the Franchise and Network Rail work together to improve onward connections not only within the franchise area *particularly at East Croydon after 20.00* when the train service reduces in frequency, but also with other train operating companies such as Great Western, Southwest trains and Southeast trains. At the following stations Redhill, Epsom, Tonbridge and St Leonards Warrior Square. This would include trains waiting a few minutes for delayed connecting trains.
- **Engineering Works** We would like to see the effect on the train service reduced as much as possible. There should also be much greater use of diversionary routes as alternatives to replacement buses. Although replacement buses will always be needed the diversion of trains to other routes can reduce the number of passengers that need to use them.
- **Engineering Works on parallel lines** should not be undertaken on at the same time to ensure that there is a least one rail operated route in all areas. e.g. Caterham and Oxted Line, Redhill and Tattenham Corner and West Croydon to Sutton and Mitcham Junction to Sutton.
- **The diverting train to other destinations during engineering works** - the Franchise and Network Rail should be more proactive in keeping trains running by diverting trains to other destinations. e.g. When East Grinstead line is closed Victoria trains should be diverted to Caterham and when Redhill line is closed London Bridge to Reigate and Tonbridge trains should be diverted to Coulsdon Town and or Tattenham Corner..
- **Engineering works on the Brighton Line** there should also be one through rail route to Brighton direct, via Lewes or Barnham/Littlehampton
- **Step Free Access** the Franchise and Network Rail **should improve step free access to as many stations** as possible. They should also eliminate where possible poor access between trains and the platform which present difficulties to passengers especially those with restricted mobility at places such as the very large gap at platform 2 at East Croydon or the large height difference at South Croydon.
- **Electrification** : The Franchise and Network Rail should look at improving the infrastructure by electrification of both the North Downs Line from Reigate to Reading (*initially to Guildford*) and on the Uckfield Line from Hurst Green to Uckfield.

Electrification of North Downs to Guildford would allow the existing London Bridge to Reigate trains to be extended to Guildford releasing the existing diesel trains to provide two semi-fast Gatwick to Reading trains per hour.

Electrification of the Uckfield line would eliminate the use of diesel trains into London terminals. It would allow a number of Uckfield trains to attach to East Grinstead trains at Oxted thus eliminating a number of shuttle services and also

restoring a service to Victoria from Uckfield. *We also support the extension of the Uckfield line to Lewes as useful diversionary line for Brighton services during engineering works and at times of disruption*

- **Line speed** Network Rail should look at improving line speed on the main line from 90mph to 100mph on the mainline south of Purley. It should also look at increasing lines speeds on the Arun Valley line
 - **New Station at Old Oak Common** : We would also like to see a new connecting station on the West London line at Old Oak Common to connect with the new High Speed 2 line and Crossrail in order to interchange without the need to cross central London.
2. *Do consultees have any other specific aspirations for the new franchise that they wish to bring to the Department's attention?*

Ans: We have a number of aspirations (*this also answers questions 4, 7 & 21*)

- **Sunday Services** : We would expect to see improved services at stations in our area especially on those services on the Redhill corridor and East Grinstead Line which are in the London zone 6: **Coulsdon South, Sanderstead and Riddlesdown and Upper Warlingham along with Merstham** which at present have only have hourly services on Sundays compared to many less well used stations that have at least 2 trains per hour or frequently 4 trains per hour. **These stations should be improved to at least 2 trains per hour** and where possible 4 trains per hour.

The existing Victoria to Caterham service should also stop at **South Croydon and Purley Oaks** as they do Monday to Saturday. And the existing summer Sunday **Tonbridge to London Bridge** service should continue all year (*Appendix show annual usage for these stations*).

- **Existing Tattenham Corner to London Bridge** semi-fast service should continue as now, but be extended to Charing Cross.
- **Replace Tattenham Corner** shuttle services with a through London service, this could also be extended to Charing Cross.
- **Reigate and Tonbridge** off-peak services should be diverted to Victoria.
- **Redhill to Brighton** should be served by an all day semi-fast service linking Redhill and Brighton. If possible this should also call at Coulsdon South and Purley
- **Redhill Night Service** : The existing Gatwick to Victoria night service should also stop at Redhill as well as Horley and Purley. Redhill is a busier station than both Horley and Purley.
- **East/South Croydon to Watford** : Should be increased to 2 trains per hour everyday with addition trains in the peak. This service allows passengers from south and west London travelling to the Midlands and The Northwest the ability to make these journeys without changing in central London and having to use the tube between London terminals. However, the existing hourly service leads to long waiting times and missed connections at Watford

- **Sutton** is one of the busiest stations after Brighton and East Croydon in the Southern network and an important destination in itself yet it has only a restricted number of off-peak metro services (*Appendix show annual usage for these stations*). Therefore two new services should be introduced.

A new semi-fast service should operate from Epsom and Sutton to London Bridge calling all stations Epsom to Norwood Junction then New Cross Gate.

A Sutton to the south coast service via Horsham calling at Epsom and Dorking providing new direct links. This could be achieved by extending one of the off-peak Victoria semi fast services to Littlehampton or Bognor in place of one of the existing portion working from the Portsmouth train this would still give cross platform interchange at Horsham for Gatwick (*this would also increase the number of drivers with alternative route knowledge*).

3. *Are consultees aware of any other rail or non-rail development schemes that might affect the new franchise?*

Ans: There are a number of significant housing projects in Central Croydon and on the Redhill corridor between Coulsdon South and Redhill (*such as Cane Hill in Coulsdon and the Holmthorpe estate in Redhill*) which will continue to increase demand at these stations.

4. *What increments or decrements to the specification would stakeholders wish to see and how would these be funded?*

Ans: We would expect no reduction in existing services levels to station in our area - in fact we would like to see the new franchise address a number deficiency in service levels in our area that one combined franchise should be able to address. These are listed in the answer to Question 2. These will be funded by increased ticket sales and partly by local authority or TfL input using such schemes as the new London Community Infrastructure Levy (CIL)

5. *Which aspects of the specification, other than for those services operating through the Thameslink core route, would stakeholders wish to see mandated and which aspects of the specification could be left to the discretion of the operator?*

Ans: We are of the view that the DfT or Transport for London in the London area should specify the first and last trains and the service frequency, but the precise timetable and stopping service should be left to the Franchise. We would expect the ORR, TfL in conjunction with Passenger Focus and London Travelwatch to have the final say in any dispute between operators and/or stakeholder groups

We have long supported the views put forward by London Travelwatch that there should be a minimum of 6 trains per hour throughout the off-peak day in the inner London Zones and at least 4 trains per hour in the outer London Zones and surrounding area. busy interchange stations such as Redhill on the main line should have at least 6 trains per hour. East Croydon should have frequent fast and metro services to and from Victoria and London Bridge. As many stations as possible in the London zones should have a minimum 6 trains per hour in the peak.

We are of the view that the three Zone 6 London stations for which TfL did not specify the service levels - Coulsdon South, Riddlesdown and Sanderstead - should in future have their

service levels agreed with TfL. This should also apply to the existing metro stations on Thameslink part of the network.

6. *Are there other approaches to train service specification which you would prefer?*

Ans: For all routes no more than half the trains should progress beyond central London through the two track central Thameslink section. We have some concerns about the number of services that will be routed over the two track section of railway in central London. Existing experience shows us that a train or track failure north of Blackfriars could mean no local services south of the Thames even though other trains may still be running through the stations.

We take the view that local services should be a mixture of through Thameslink services and other services originating from either Victoria or London Bridge, so that no set of stations are entirely reliant on cross London services or the two track section in central London.

7. *What changes to services would stakeholders propose, what is the rationale for them and would these provide economic benefit?*

Ans: For all routes no more than half the trains should progress beyond central London through the two track central Thameslink section (*see answers to Question 2*).

8. *How might better use be made of the capacity currently available?*

Ans : We strongly support the concept of through trains as this makes continuity of journey much better for passengers. Where change of trains is necessary it should be at larger stations and were possible with same or cross platform interchange.

A rearrangement of some stopping patterns when it is a single franchise will improve this. At present Thameslink trains with spare capacity are not allowed to stop at certain Southern stations north of Gatwick. This causes frustration with passengers when these trains pass through crowded stations.

We also believe that such a wide network where demand drops as you get towards end destinations is best served by a **mixture of longer trains and trains that split and join towards the end of their destinations**. This works well in our area at Purley where Caterham and Tattenham Corner trains split, at Redhill where Horsham, Reigate and Tonbridge trains split. This ensures all sections of route are served by through trains and trains have sufficient capacity north of these stations while only taking one path. The same applies at Haywards Heath, Horsham and Three Bridges. We strongly believe that splitting and joining is in the best interest of passengers and should continue.

9. *What steps might bidders be expected to take to meet passenger demand and what might be the most appropriate mechanisms for managing demand?*

Ans : Sensible rearrangement of the timetable and stopping patterns and a revised Gatwick Express service that matches demand better. We are strongly opposed to the concept of pricing people off trains. We support a reduction in early morning fares similar to the Oyster off-peak fare before 6.30am. We would also support the use of off-peak fares on longer distance trains leaving London before 6.45am.

10. *What destinations on the current Southeastern network do respondents think should be served by the combined franchise's services and what is the rationale for such proposals?*

Ans: We take no view on this other than they should not be to the detriment of through services on the Sutton, Wimbledon loop.

11. *How might better use be made of the capacity available on the Brighton Main Line?*

Ans: A rearrangement of some stopping patterns when it is a single franchise. At present, Thameslink trains with capacity are not allowed to stop at certain Southern stations as this causes frustration when these trains pass through crowded stations.

Brighton is an important destination not only for commuters, but for business, conference delegates and leisure traffic. It should have 4 fast and 4 semi-fast trains per hour. This could be best achieved by extension of Gatwick Express trains to Brighton in the off-peak with 10 coach trains splitting and joining at Gatwick and 5 coaches continuing to Brighton. Also two semi-fast trains to Victoria calling at most stations to Haywards Heath then Gatwick and East Croydon and Clapham Junction. Also two semi-fast Thameslink trains at least one train per hour of which should provide a through service to Brighton from stations between Gatwick and East Croydon.

We also believe that such a wide network where demand drops as you get towards end destinations is best served by a mixture of longer trains and trains that split and join towards the end of their destinations. A rearrangement of some stopping patterns when it is a single franchise should obviate current experience when Thameslink trains with capacity are not allowed to stop at certain Southern stations which causes frustration when these trains pass through crowded stations.

12. *What steps should bidders be expected to take to improve performance on the route?*

Ans : They should work with Network Rail to reduce track and signalling failures. Line speed should be improved where possible. They should also improve driver route knowledge of alternative routes.

13. *What destinations on the Great Northern route do respondents consider would be appropriate to become destinations for trains which serve the core Thameslink route?*

Ans : Of the destinations provided in the London and Southeast RUS we support the following :

- Brighton semi-fast Bedford semi-fast
- Horsham to Cambridge semi-fast stopping existing stations to Norwood Junction.
- Caterham fast north of Norwood Junction St Albans. We would prefer extension to Luton or Welwyn Garden City.
- Three Bridges via Redhill to Peterborough semi-fast. We would prefer this to start from Brighton and call additionally at Coulsdon South and Purley.
- East Grinstead Bedford semi-fast Peak only.
- We also support retention of through Thameslink services to Sutton and Wimbledon

We would not support the following :

- Tattenham Corner to Welwyn Garden City stopping. We are of the view that it would be better to divert this service to Sutton and Epsom. The existing semi-fast Tattenham

Corner to London Bridge service should remain as now although we would like it to return to Charing Cross.

14. *Do respondents believe Great Northern trains which do not serve the Thameslink core route should remain as part of this franchise or be transferred to the new Inter City East Coast franchise?*

Ans : We do not have a view as this is outside our area.

15. *What improvements would respondents like to see made to Great Northern services as part of the combined franchise and what is the rationale for this?*

Ans : We do not have a view as this is outside our area.

16. *What services would be appropriate to serve the Airport market?*

Ans : Airport services need to be the right mixture of fast (but not necessarily non-stop) services to and from London and major conurbations and local services to provide both local passengers and airport workers with services. These need to run at convenient times to coincide with shift starting and finishing times

There should be at least a half hourly night service connecting the airport with local destinations and central London.

17. *What improvements could be made without adversely affecting the service provision on the remainder of the franchise?*

Ans : **Gatwick Airport** has a passenger throughput of 33.5m in 2011 and in the Gatwick Master Plan this is forecast to grow to 40m by 2020 and 48m by 2030. Gatwick Airport's market has changed as a result of Open Skies and the transfer of nearly all the US business flights to Heathrow. At present 71% of passengers fly to and from destinations in the UK and the Europe. Today the biggest operator at Gatwick is Easyjet and many more passengers arrive and depart Gatwick and return the same day or within a couple of days. Although the predominant passenger market is central London, the change of destinations and airlines has expanded train usage to destinations throughout London and the southeast.

Gatwick Express Services we are of the view as indicated in the in the Gatwick Master Plan

The existing 4 trains per hour on the Gatwick Express should all be 10 coaches with 5 coaches extended to Brighton all day and merged with the existing fast Brighton service. Alternate trains should call at Clapham Junction and East Croydon to avoid overcrowding between East Croydon and Clapham Junction. This would maintain the pristine London market, but also provide additional journey opportunities throughout the network. This would also free up paths to Victoria.

Local services all Southern stations should have at least a half hour direct service to Gatwick or the ability to travel to Gatwick with only one change at Clapham Junction, Norwood Junction, East Croydon, Redhill, Brighton or Horsham

Reading services We would like to see the Reading to Gatwick service at present operated by Great Western transfer to the franchise with an increase to two semi-fast trains per hour between Gatwick and Reading. This could be achieved by Thameslink franchise operating a Redhill, Guildford stopping service and SWT trains operating a Stopping service from Reading to Guildford and Thameslink operating a Gatwick to Reading semi-fast service twice per hour (alternatively this could be operated by Cross Country) These trains could use 171/172 diesel units allowing existing diesel units to transfer to elsewhere on Great Western (TfL may soon have a number of spare 172 units).

The night service There is no demand for the Gatwick Express service after late evening After 23.00 there should a local service serving all stations to East Croydon and all stations to Brighton up to midnight. After midnight and until 05.00 the night service to London should be a mixture of Victoria and Thameslink services proving a combined 30 minutes to Horley, Redhill, Purley, East Croydon and Clapham Junction. In the southern direction an hourly service should run to Brighton all year round.

Luton Airport has a passenger throughput of 9.5m in 2011 making it the UK 5th busiest airport and in the Luton Master Plan this is forecast to grow to 16m by 2028. The majority of airlines at Luton are low cost airlines and 85% of passengers flew to and from the UK and Europe.

This is an important airport for passengers in South London and should continue to have at least 4 fast and 4 all stations trains per hour that originate south of Blackfriars with the ability to increase this to 6 trains per hour at peak times. It is important that there are both fast and all stations service to ensure that both passengers and workers are catered for.

The night service should ensure that both passengers and workers are catered by being at least half hourly through the night calling at both major and local stations.

St Pancras International

This station also provides international and long distance journeys and should also be included in this section. The use of Eurostar has now reached 9.7m passengers per year with the biggest increase in leisure passengers and the majority going through St Pancras with luggage it is important that the maximum number of stations are served by through trains.

18. What services that run via Elephant & Castle do respondents think should run via the Thameslink core route?

Ans : It is important that both Wimbledon and Sutton arms of the Wimbledon Loop maintain services north of Blackfriars to maintain connections with Farringdon for Crossrail, St Pancras for Eurostar and intercity trains to the Midlands, Luton Airport, Kings Cross for the Northeast and Scotland..

However, bearing in mind our previous comments on not having all trains through the centre we would suggest the following service pattern.

- A service from Luton to Wimbledon returning via Sutton to Blackfriars only. This would have the benefit of maintaining a through service to Tooting and Wimbledon

and Sutton via the loop. It would also be consistent with our view that no route should be totally dependent on services through the core two track central section.

- This would be supplemented by a service from Luton or Welwyn Garden City to Epsom via Sutton and Carshalton. This would be a better destination than Tattenham Corner and would provide Sutton and Epsom (two of the busiest stations after East Croydon) with through services to Farringdon, St Pancras. This would have the added advantage of providing 6 trains per hour between Streatham and Blackfriars.
- If demand continues to increase on the Wimbledon Loop, this could be supplemented by extending existing trains that terminate at Sutton to Blackfriars via the Wimbledon loop, another alternative to this would be to extend the London Overground services from West Croydon to Blackfriars via Sutton and the Wimbledon Loop.

19. *Recognising that not all of these services can run via the Thameslink core route, what would be the most satisfactory way of managing the interchange at Blackfriars?*

Ans : Even though Blackfriars has just been rebuilt it only provides reasonable interchange from the bay platforms to the northbound through platform. However, in the southbound direction it will still be a poor interchange with the need to use either stairs or the lifts.

If the services suggested above in answer to 18 this would greatly reduce the need for interchange at Blackfriars.

20. *What improvements would respondents like to see made to Coastway East and West services, the rationale for such proposals and the economic benefit expected to be delivered from these changes?*

Ans :

- Faster Journey times where possible.
- We believe that both Sutton and Epsom are important destinations in their own right and should have a through service to the south coast

We would like to see one of the Bognor services instead of splitting and joining with the Portsmouth/Southampton trains to provide cross platform interchange at Horsham and then run to Victoria via Epsom Stopping at Dorking, Epsom, Sutton and Clapham Junction. The alternative would be to provide a new Littlehampton to Victoria via Epsom and Sutton service.

We believe this would have a number of advantages such as :

1. Linking Sutton and Epsom with the south coast and vice versa.
2. It would provide a scheduled alternative service at times of disruption or engineering works.
3. It would also increase the number of drivers with alternative route knowledge that could be used at times of disruption.

21. *What improvements would respondents like to see made to other Southern services as part of the combined franchise from 2015, what is the rationale for such proposals and the economic benefit expected to be delivered from these changes?*

See answers to question 2

22. What are respondents' views on the practice of splitting trains at stations such as Haywards Heath?

Ans : .We also believe that on such a wide network demand drops as you get towards a lot of end destinations. This is best served by mixtures of longer trains and trains that split and join towards the end of their destinations, this allows a number of destinations to have through trains which are much preferred to shuttle services and reduces the need and inconvenience of having to change trains especially if that involves change of platform.

This works well in our area at Purley where Caterham and Tattenham Corner trains split, at Redhill where Horsham, Reigate and Tonbridge trains split. This ensures all sections of route are served by through trains and trains have sufficient capacity north of the stations while only taking one path. The same applies at Haywards Heath, Horsham and Three Bridges.

23. Do respondents feel that the Newhaven Marine branch line and station should be kept open and maintained or should the rail industry deploy the relevant funding elsewhere on the rail network?

Ans : We do not have a view as this is outside our area.

24. How would you like to see performance information published?

Ans : We would like to see it published in the following formats: by Franchise as a whole; by section such as metro, Sussex coast etc. and also by individual station

25. How frequent should its publication be?

Ans : It should be produced monthly, quarterly and annually

26. What level of disaggregation of performance do you believe is reasonable?

Ans : We would also like to see performance measured and published by individual station.

27. What are the priorities that respondents consider should be taken into account to improve the passenger experience of using these services?

Ans :

- Improved reliability and improved frequency especially on Sundays.
- **Booking Offices and stations** staffed for longer.
- **A wider range of tickets** sold at the booking office.
- **Fair Penalty Fares** to be apply only to those who are trying to avoid paying their fare and not as a method of raising revenue. We have been concerned that penalty fares are often used to raise revenue rather than to police the fares system. We do not condone fare evasion in any way but believe where a genuine passenger offers to pay their fare they should be allowed to pay it without penalty.

We also believe that the combining of these franchises will reduce the confusion of FCC and Southern only tickets on trains going to the same destinations where it is not easy to

distinguish who is operating what service especially with trains in various different colours and liveries.

28. *What do stakeholders see as the most important factors in improving security (actual or perceived) and addressing any gap between the two?*

Ans : Stations staffed at all times with well trained and pleasant staff.

29. *What is important to stakeholders in the future use and improvements in stations?*

Ans : Pleasant atmosphere and less overcrowding combined with a well trained and pleasant staff. We believe that even in today's technological age there is a need for staffed booking offices and the sale of paper tickets, the railway is complex and has a very complex fares structure and a lot of passengers and potential passengers require assistance from staff.

We welcome the existing commitment in the TfL area of the Southern franchise to provide station staffing throughout the day and keeping booking offices open for longer hours. We believe that this has improved passenger information and security. This principle should be extended throughout the franchise area.

Automatic Ticket Machines We are of the view that the existing Southern automatic ticket machines are more user friendly than those on other franchises, they are much easier to use while selecting and purchasing a ticket. They also offers the user a range of tickets at a much earlier stage in the process and on the same screen which enable the passenger to make choices without having to move forward and back through different screens.

30. *What priorities would respondents give to car parking and cycling facilities at locations where these are fully used?*

Ans : This should be increased where it is feasible, but prices should kept to a reasonable level and there should be varying prices at different times of the day and on different days of the week.

31. *What sort of ticketing products and services would you expect to see delivered through 'smart' technology on this franchise?*

Ans : We support the introduction of ITSO smartcards and the use of Oyster. However, these need to provided with adequate the backup and support at stations. Station booking offices need to be able to deal with these smart cards and be able to provide refunds or credit at time of disruption or when mistakes have been made.

For example at present when things go wrong with Oystercards booking offices are unable to deal with it and you are just referred to a premium line phone number. This is not satisfactory.

However, we are of the view that paper tickets and ticket purchased at booking office will remain a major method of purchasing railway journeys for the foreseeable future.

32. *What local accessibility and mobility issues do stakeholders see and how they might be addressed.*

Ans : For many years we have been concerned over the height of the step down and the gap from trains on **platform 2 at East Croydon**. This makes boarding and alighting from trains both difficult and frightening for people especially those with reduced mobility and young children. This should be addressed very early in the Franchise.

At **South Croydon** the height of the step down from the train is also very large. This makes boarding and alighting from trains both difficulty and frightening for people with reduced mobility and young children. This should be addressed early in the Franchise.

We would also like to see improvements to step free access to other stations in our area such as **Coulsdon South, Chipstead, Reedham and Upper Warlingham** which all have only one step free platform.

Priority Seats : We have supported the introduction of priority seating and priority seat card that is now used on Southern trains for passengers with reduced mobility and this should be extended to all trains in the new franchise.

33. What environmental targets would stakeholders like to see within the franchise specification?

Electrification : As electric traction is more efficient, cleaner and more environmentally friendly we would like to see a commitment to electrify the North Downs and Uckfield lines. We also support the extension of the Uckfield line to Lewes as useful diversionary line for Brighton during engineering works and at times of disruption.

Environmental management : We support the increased use of electric traction and of regenerative braking by trains. We strongly support the use of renewable energy at stations including photovoltaic and solar water heating panels. We also support the increase in provision of cycle storage at stations and the use of station access and travel plans to promote walking, cycling and public transport.

Others Issues : On Board Refreshments : We would support the continued use of refreshment trolleys on all fast and semi-fast services between East Croydon and the south coast. We believe that it may be better to provided refreshment trolleys south of Croydon and north of St Pancras rather that in the more crowded sections between, East Croydon and Victoria, London Bridge and St Pancras.

Thank you for asking us for our comments and we hope you will include them in your submission.

Charles King

Charles King MBE

Chair: East Surrey Transport Committee

Appendix	Charles King East Surrey Transport Committee August 2012.						
	Nat psn	code	Station	2010/11	2009/10	% Change	locl Postn
	16	ECR	East Croydon	20100638	19881243	101.1	1
	19	CLJ	Clapham Junction	19671342	17758808	110.8	2
	25	BTN	Brighton	14493010	13741582	105.5	3
	28	GTW	Gatwick Airport	13128956	12814802	102.5	4
	58	SUO	Sutton (Surrey)	5768694	5687112	101.4	5
	89	HHE	Haywards Heath	4081456	3744214	109.0	6
	98	EPS	Epsom	3611680	3553416	101.6	7
	101	RDH	Redhill	3544050	3431894	103.3	8
	107	WCY	West Croydon	3323197	2556270	130.0	9
	128	NWD	Norwood Junction	2987668	2716052	110.0	10
	135	NRB	Norbury	2908954	2572018	113.1	11
	151	TBD	Three Bridges	2701820	2475106	109.2	12
	152	PUR	Purley	2675454	2578022	103.8	13
	159	TTH	Thornton Heath	2633274	2383818	110.5	14
	232	CRW	Crawley	1953778	1819720	107.4	15
	254	WLT	Wallington	1847892	1772890	104.2	16
	289	BUG	Burgess Hill	1645870	1517066	108.5	17
	320	CDS	Coulsdon South	1490036	1420670	104.9	18
	324	OXT	Oxted	1470108	1431390	102.7	19
	357	REI	Reigate	1313872	1286604	102.1	20
	375	SRS	Selhurst	1242846	1168506	106.4	21
	393	CSH	Carshalton	1186776	1145582	103.6	22
	402	HSK	Hassocks	1170806	1069348	109.5	23
	417	SCY	South Croydon	1127554	1130468	99.7	24
	445	CHE	Cheam	1051736	1052920	99.9	25
	446	SNR	Sanderstead	1050698	1047336	100.3	26
	488	CAT	Caterham	967400	909838	106.3	27
	521	HOR	Horley	883908	900184	98.2	28
	547	HCB	Hackbridge	828022	822308	100.7	29
	567	CSB	Carshalton Beeches	790764	760434	104.0	30
	601	UWL	Upper Warlingham	729680	676520	107.9	31
	657	MHM	Merstham	657236	606192	108.4	32
	702	PUO	Purley Oaks	588500	547398	107.5	33
	725	WDO	Waddon	561316	537692	104.4	34
	798	WVF	Wivelsfield	484170	444034	109.0	35
	813	KLY	Kenley	474008	458624	103.4	36
	849	MTC	Mitcham Eastfields	443026	301702	146.8	37
	890	ELD	Earlswood (Surrey)	412378	369922	111.5	38
	907	EWE	Ewell East	400368	428444	93.4	39
	941	WME	Woodmansterne	377918	358840	105.3	40
	981	RDD	Riddlesdown	355002	342238	103.7	41
	1016	PRP	Preston Park	335272	322778	103.9	42
	124	MIJ	Mitcham Junction	330750	298016	111.0	43
	1082	WHY	Whyteleafe	298572	318304	93.8	44
	1116	CDN	Coulsdon Twn	279496	255166	109.5	45
	1118	KND	Kingswood	277904	259178	107.2	46
	1130	SUC	Sutton Common	272680	237740	114.7	47
	1137	WSU	West Sutton	270438	249282	108.5	48
	1147	WOH	Woldingham	264058	253152	104.3	49
	1148	RHM	Reedham (Grtr Lndn)	262344	256652	102.2	50
	1174	TAD	Tadworth	247420	234450	105.5	51
	1182	TAT	Tattenham Corner	244492	239366	102.1	52
	1416	CHP	Chipstead	150828	154002	97.9	53
	1418	SIH	St.Helier	150520	120348	125.1	54
	1456	BLM	Belmont	139754	132436	105.5	55
	1539	BAB	Balcombe	118202	103042	114.7	56
	1546	WHS	Whyteleafe South	116808	111918	104.4	57
	1555	BAD	Banstead	115680	108084	107.0	58
	1558	SAF	Salfords	114712	111604	102.8	59
	1627	NUF	Nutfield	99230	103982	95.4	60
	1744	GDN	Godstone	74154	74032	100.2	61
	1762	EPD	Epsom Downs	69672	67916	102.6	62

Usage from ORR 2012 station usage statistics www.raileg.gov.uk/server/show/nav.1529

Notes : 1 Mitcham Eastfields is first full year of operation;

2 East Croydon passes 20m passengers although low increase may reflect passengers moving to Overground at West Croydon

3 Coulsdon Town was still recorded as Smitham, but increase may reflect name change

4 In the GLA area Travelcard is not accounted for all journeys and Freedom Pass is not included.