



**TRANSPORT
FOR LONDON**

EVERY JOURNEY MATTERS

London Overground Serving West Croydon

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Questions Raised...

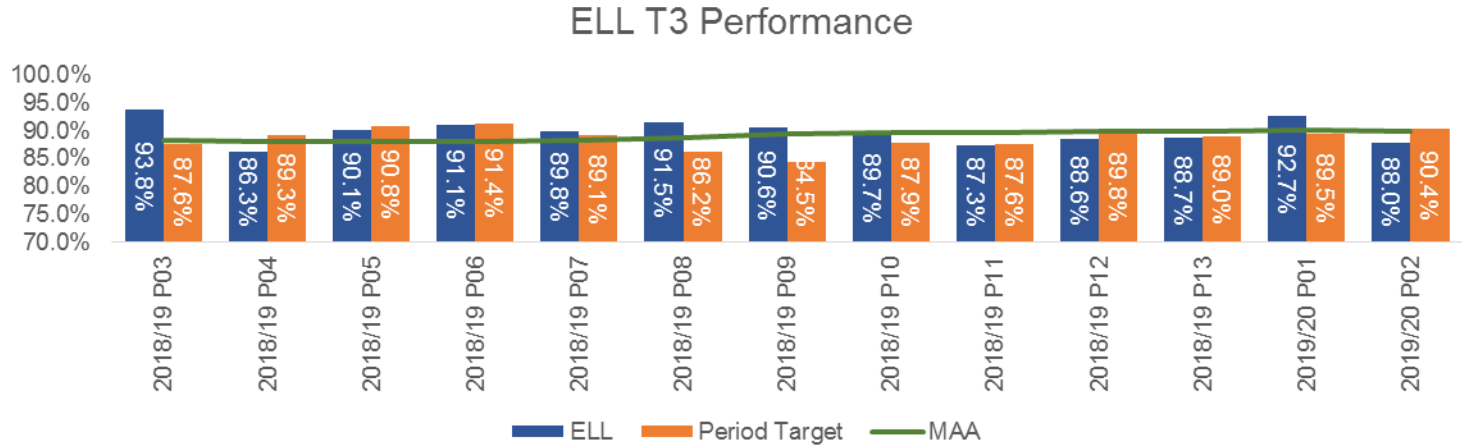
- **Service performance at West Croydon**
 - Service Reliability
 - Trains running fast from Norwood Junction to New Cross Gate or turning short at Crystal Palace
- **Using Platform One**
 - Why was this change implemented?
 - What were the benefits?
 - How did we consider the impact on customers requiring assistance?
- **Ticket Acceptance & Refunds during disruption**

Service Performance at West Croydon

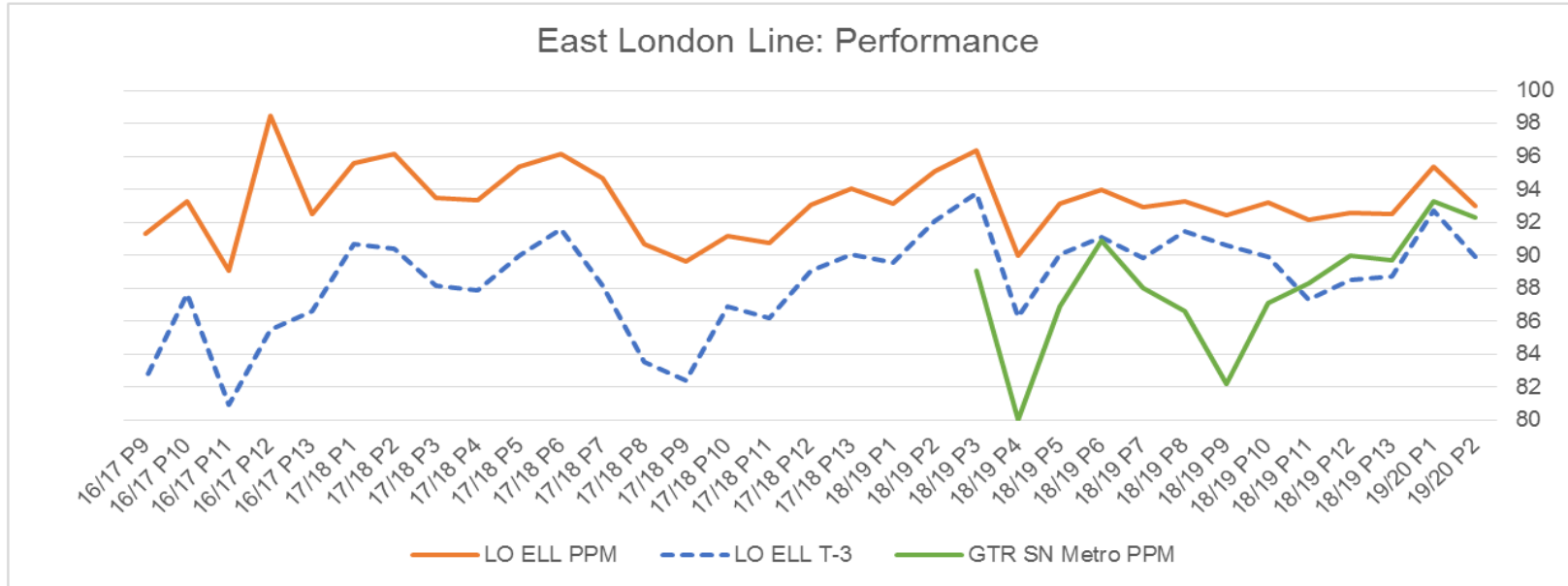
- Performance on London Overground is measured in two ways:
 - Public Performance Measure (train arrives within 5 min of timetable)
 - T-3 (train arrives within 3 min of timetable)
- TfL hold the operator (Arriva Rail London) to T-3, with penalties applied for poor performance
- This is one of the most robust performance contracts of any operator in the UK
- Both PPM and T-3 are shown, to allow for comparison with other train operators



General performance – last 12 months



Since the new Concession: Nov 2016



Trains running fast

- We do not separately record every train that runs fast
- However, it is possible to robustly show where trains have run fast using publically available data
- This is achieved by showing the performance of trains from a station that would normally be skipped (Anerley) into and out of West Croydon



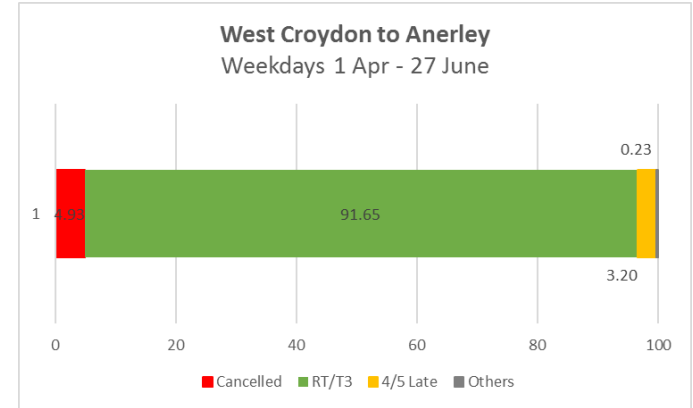
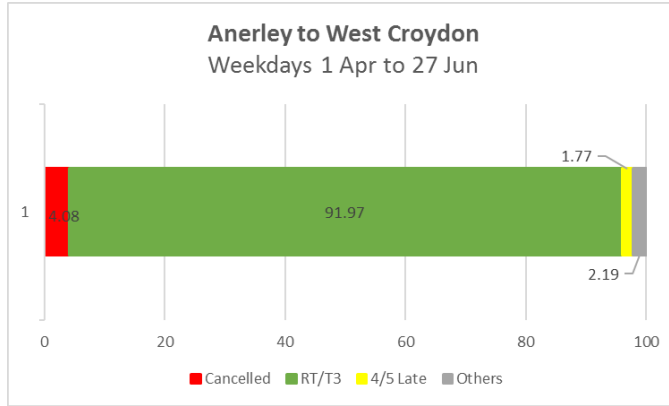
Trains running fast

- If a train runs successfully between Anerley and West Croydon, it is extremely likely to have stopped at every station along the route
- If a train has not stopped at Anerley (either because of fast running or diversion), it will register as a cancellation on the data

[data]



Trains running fast



- Approximately 4,500 trains between 1st April and 27th June
- Not including Bank Holidays or Weekends

Cancellations at Norwood Junction

- Given the complexity of the track layout around Norwood Junction, trains are not routinely cancelled at the station
- Service alterations at Norwood Junction normally result from:
 - An amendment to a Southbound Train which diverts it to Crystal Palace
 - Running fast between Norwood Junction and New Cross Gate



Overground services at Platform One

- London Overground services moved from Platform Four to Platform One at West Croydon to facilitate the May 2018 Network Rail/Govia Thameslink Railway timetable change
- This change brought many benefits to customers, not only through the facilitation of new services by GTR but also by providing a single, standalone platform at West Croydon for London Overground services
- This also avoided the performance/reliability risk of detraining on Platform Four and reversing via the sidings beyond the station



Overground services at Platform One

- However we were very mindful of the impact that the platform change could have for customers requiring assistance to complete their journey
- Prior to the change, colleagues throughout London Overground (TfL and ARL) assessed the impact and the changes necessary
- We put measures in to place to mitigate the impact as much as possible, including:



Overground services at Platform One

- **An analysis** of the time between a terminating LO train and the following SN service towards Sutton, to allow staff to inform customers how long they have
- **Investigating** alternative changing locations for customers requiring assistance to minimise their inconvenience
- **Communication** about the changes being made via information posters along the route
- **Replacement or amendment** of signage at the station to reflect the new walking routes
- **Information** shared via TfL with LB Croydon for appropriate meetings



Overground services at Platform One

- We know that the interchange at West Croydon is not ideal
- We have supported LB Croydon's efforts to unlock additional funding for improvements via the DfT Access for All scheme
- We are keen to have a continuing dialogue about how we can make incremental improvements to the station and position it as an effective interchange for Tram/Bus and the Town Centre



Ticket acceptance during disruption

- Our position is simple – during disruption, ticket acceptance is available via any reasonable route
- Train Operators have agreements to accept each other's tickets during disruption – although there is less of a ticketing distinction in our part of London
- In the scenario described (Norwood Junction to Forest Hill via a train run fast to New Cross Gate), we would consider this to be a reasonable route and would not expect customers to have tickets from Forest Hill to New Cross Gate



Passenger refunds: finding out more

- If an Overground service is delayed by 30 minutes or more, for a reason within our control our customers may be able to get a refund
- www.tfl.gov.uk/service-delay-refunds
- Customers should wait 48 hours for an automatic refund
- But must claim within 28 days of the delay if an automatic refund is not received
- Refunds are given as [pay as you go](#) credit, web credit or by bank transfer



When refunds won't apply

- Delays outside our control include strikes, security alerts, bad weather, customer incidents (including falling ill on a train), engineering works
- We do not offer refunds to Freedom Pass, 60+ Oyster, Veterans photo card holders, or customers aged 11 or under



Questions



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