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Public Transport Liaison Panel

Meeting of held on Tuesday, 1 October 2019 at 10.00 am in Council Chamber, Town Hall,
Katharine Street, Croydon CR0 1NX

MINUTES

Present: Councillor Muhammad Ali (Chair);
Councillor Nina Degrads (Vice-Chair);
Councillor Simon Hoar
Ian Plowright (Head of Transport)
Anoushka Clayton-Walshe (Clerk)

East Surrey Transport Committee

Charles King, John Rapp

Transport for London

Michelle Wildish

Abellio

Emmanuel Ajibode

London Trams

Mark Davis

Govia Thameslink Railway

Yvonne Leslie

Gatwick Express

Rob Whitehead

Go Ahead London

Allan White

Arriva London

Nick Bland, Richard Simmons

Also Present: Alice Mc Donnell (Arriva London observer), Lindsay Williams (resident) and
Rae Goonetilleke (resident)

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Introductions

The Chair welcomed participants to the meeting and those present introduced themselves.

2 **Disclosures of interests**

There were none.

3 **Minutes of the previous meeting**

The minutes of the previous meeting held on 18 June 2019 were agreed as an accurate record.

4 **Trams**

a) **Current works in progress**

The London Trams representative updated the Panel on the major renewal work that was in progress between 23 August 2019 and 2 September 2019. This affected 2/3 of the London Trams network including Chepstow Road and its significance was marked as the largest project to date of planned maintenance and upgrading works in Croydon. Delivery had been delayed resulting in the works being extended for a week beyond the planned date. This was due to the need for emergency utility works caused by gas and water leaks in the area which were discovered in the week leading up to the work. Residents and stakeholders were kept informed during the process and were provided with regular live updates.

In response to the Chair asking to what extent of the work was a part of the planned maintenance programme and whether it was necessary to be completed within that time period, the London Trams representative stated that the Chepstow Road and the bridge work had been planned and because the surrounding junctions were closed that it made sense to schedule additional work to avoid other future closures.

b) **Phipps Bridge London Trams derailment**

The London Trams representative appealed to the Panel for further information to support the formal investigation taking place. The incident occurred at approximately 3.50pm on 29 August, the affected tram boarded approximately 100 passengers and there were no persons injured. During the tram recovery response, London Trams and emergency services staff were attacked via stone throwing by unknown residents and the British Transport Police were leading an investigation to find the persecutors. No links had yet been found despite holding footage and receiving enquiries, however London Trams had written to members and colleague operators in Merton for support. There was a £10,000 reward offered to a person that provided

information that enabled the identification of the offender that would lead to prosecution. Consequentially from the incident, London Trams were examining fencing improvement solutions which were inherently challenging due to the nature of the system.

The Chair thanked the London Trams representative for the update and stated that the Panel supported the apprehension of the offender and that they would raise the appeal internally. The Chair agreed that many areas were at risk of such intrusion and that fencing solutions would prove difficult.

In response to the East Surrey Transport Committee representative suggesting that installing permanent CCTV akin to the TfL red routes which provided high coverage should be considered, the London Trams representative said that they were exploring surveillance and fencing options. The Police have said that there was currently not sufficient CCTV coverage for the targeted area, however they could see that the persecutors were not hiding next to the track in this incident.

In response to the Chair asking for an update on the matter in a future meeting, the London Trams representative agreed and stated that they would update the Panel if anything were to surface in the interim. A risk assessment was scheduled for the next 6-8 weeks to be completed by 2020.

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Buses

a) Bus services in the Town Centre

The TfL Croydon Town bus changes presentation could be found attached to the minutes.

The TfL representative introduced the presentation which outlined the central Croydon bus changes from 2 November 2019. The changes followed public consultation from November 2018 to January 2019 and the results were published in July 2019. TfL was committed to working with the council to keep the bus network under review and adapt to growth. The aim of the changes was to allow for a simpler and more efficient bus network by ensuring that resources were invested in locations of the highest user demand. Customer information on the changes were provided in leaflets, as bus stop notices, in web page updates, from travel ambassadors in the town centre and from public drop in sessions which were scheduled at the end of October and in the first week of implementation at the central library.

The East Surrey Transport Committee representative stated that the current plans were a significant improvement to the original suggestions, however small adjustments would improve the plans. The 405 and the

412 route change to curtail at Katherine Street were poor arrangements because this forced passengers to walk approximately 150m between connections. Providers should have listened to passenger suggestions to extend the service to Park Street and to provide double decker buses during peak demand. The 264 bus was the main route to the Tooting St Georges Hospital which now curtailed in West Croydon instead of Croydon Library, this would result in only one bus that connected to this service and all passengers taking this route would be affected.

The TfL representative stated that routes 405 and 412 would now only operate to Katherine Street although they would continue to operate seven buses per hour on Pampisford Road using routes 405 and 455. Passengers from Redhill still had the opportunity to change for West Croydon using the route 60 or 166 in Coulsdon. In relation to route 264, it was understood that many passengers would need to make a second change to reach the hospital however the route would be under review.

In response to the Chair asking what the planned timescale of the review would be in relation to the changes that may be necessary, the TfL representative stated that review would be continuous and the number of passengers waiting at stops would be monitored, however judging those patterns would commence over several weeks.

Councillor Hoar indicated that the changes seemed to deter residents from using bus services even though Croydon was one of the few boroughs where bus use had increased. Many of the provision changes seemed to require extensive bus timetable knowledge from users and some services would see such a reduced frequency that passengers would be completely discouraged, which could lead to services being totally withdrawn. For more vulnerable users the changes could mean that they could potentially be forced to stand after their first or second change in their journey. Plans included implementing more passenger changes at Katherine Street whereas the logical changeover would be at the West Croydon interchange therefore making passenger journeys more difficult.

The TfL representative stated that the changes were intended to improve the network by increasing ridership across Croydon which would be aided by decreasing the number of empty buses travelling through central Croydon. The savings made from reducing some routes would be reinvested in to other areas of the borough and used to address other challenges.

A resident suggested that overtime the public would get used to changing buses and that the transport was wheelchair accessible. After changes, improvements could only be made if problems were flagged to TfL believing that there was goodwill to make improvements and respect of duty of care for passengers. The planned public engagement sessions would include journey planning exercises for passengers that would explore alternative routes and they highlighted that passengers were not

limited solely to bus services and they should explore other public transport options such as the tram network.

The East Surrey Transport Committee representative welcomed the investment in resources and the focus interest was helping passengers travel between boroughs and districts, not exclusively to the town centre. The reasoning to reduce busses in the town centre due to empty buses was not airtight because the centre was where the three main destinations in Croydon were, therefore reasoning would suggest that high number of passengers would alight around the centre resulting in empty buses.

The Chair stated that it was important for TfL to robustly communicate all of the impending changes to passengers and suggested that there could be an on-board bus notification system to inform and remind users if a route was to terminate earlier than the historical route and promote alternate journeys during the first month of service changes because the biggest worry for passengers would be not being able to reach their destination. The Chair invited the TfL to return to the next meeting to update the Panel on the feedback and monitoring data which would be useful to analyse after three months of implementation.

b) Liveable Neighbourhood Bid

The Head of Transport stated that council would be investing in projects for the Old Town and the flyover, from the received Liveable Neighbourhood funding, in the effort to make the areas more pedestrian friendly and less car dominated. Bid suggestions included running a bus services along the Roman Way to normalise the route and to improve the accessibility to the Old Town, which was part of the town centre bus review and would be facilitated by road changes.

The East Surrey Transport Committee representative welcomed the planned improvements to bus services to Old Town. Changes to improve the connections for the area could be easily implemented prior to the longer term regeneration plan because the 264 already travelled down the Roman Way, though without stopping, and that the 433 route could be easily extended to service the area. The Head of Transport responded that options would be explored in partnership with TfL.

c) Advance notice of timetable changes

The TfL representative gave apologies to the Panel for the timetable disruption and said that wherever possible TfL would provide as much notice as possible to passengers when bus routes had to be diverted. In normal circumstances there would be bus stop notices and email notifications circulated to passengers that had subscribed to updates approximately five day in advance, however this was not always possible for unplanned works. The Norbury case related to Thames Water sewer works scheduled for a six week period from 22 July. There were

discussions with Thames Water leading up to the works however their road closure application had not included Merton Road therefore was not publicised which resulted in emergency diversions.

In response to the East Surrey Transport Committee representative explaining that occasionally during works single decker shuttle services were assigned to routes normally served by a double decker buses and asking why there was no shuttle route provision at all in some cases, the TfL representative said that in cases of zero provision the planners would not have been given the required notice and often there were no spare buses available at a later stage and that it was not clear in some instances who would foot the bill.

d) Norwood Junction – Issues boarding buses at close of school times, with secondary and primary schools causing overcrowding

The TfL representative stated that they would explore the issue in greater detail, contact Councillor Jewitt who was a ward member for the area and provide a written response for the Panel.

e) Route 130

The TfL representative informed the Panel that additional buses had been provided to cater for bulge times of school commutes into the evening from Monday to Friday. They were also exploring the feasibility of a new bus stop for the route where they were currently executing a road safety audit and at this stage they could not progress further until a safe position was identified. Route 130 would not be diverting to serve Kestrel Way because there was insufficient demand to justify additional resources.

In response to the East Surrey Transport Committee representative conveying their disappointment at the balance between business cases, available resources and the real changes implemented, the TfL representative stated that the logic and costings of the business case had to be considered and that they planned to meet with a business panel and speak to experts to agree a sensible destination.

In agreement with The Head of Transport's view that the passenger and individual had their own case alongside the financial business case for service provision feasibility, the Chair stated that TfL could return to a future meeting with details of the business case and that the plan should account for the Mayor's Transport Strategy.

f) Update on 404 and 434

The TfL representative stated that following the development of the Cane Hill area in Coulsdon they had worked with the council to provide a bus service to the new area. There was also ambition to improve

services to both west and eastern sides of Coulsdon and that local engagement on the matter had generated mixed feedback.

The Chair praised the move to increase public transport services which encouraged people away from car travel. This ambition would be supported by good passenger experiences therefore meaningful customer feedback was crucial and if benefits were not found there should be further consultation.

6 Trains

a) **Siemens Govia Thameslink trains unexpected reactions to electrical disturbances**

The Govia Thameslink Railway (GTR) representative informed the Panel on the details of how the national power outage affected services across the country including; Kings Cross, Siemens, Network Rail and GTR. After the outage only half of the effected trains could be re-booted which left the remaining trains requiring repair from technicians. Beyond the entire incident there was an initial report published by National Grid on the OFGEM website and a wider investigation and review was to follow.

In response to the Chair asking the operator whether their service was prepared for an event of this nature and secondly whether there were any passengers that were held stuck on the train carriages and had tried to evacuate themselves, the GTR representative stated that the operators had evacuation and communication procedures in place for these scenarios and that they were not aware of any passengers performing evacuations independent to the formal process.

b) **Update on Passenger Benefit Fund**

The GTR representative stated that there had been 3-4 user engagement sessions to collate ideas on how to spend the £25 million fund. The online survey closed at the end of August and the feedback was currently being analysed to balance factors of popularity, affordability and feasibility alongside talks with DfT on how to take the project forward. Once proposals were drafted they would be fed back into the engagement process. Improvements being explored included cycle hire and smart card extensions.

In response to the Chair asking what the fund could mean for Croydon in particular and which stations would see the benefit, the GTR representative said that most stations, including GTR stations, would be allocated funding as part of the special industry compensation scheme.

The East Surrey Transport Committee representative welcomed the plans and stated there would be many wider benefits felt by the

community as part of station improvements which would result in increased public transport usage and environmental gain.

c) Rebuilding Gatwick Airport Station

The GTR representative explained to the Panel that to respond to the current and increasing passenger volume there was a £150 million investment to expand the Gatwick Airport Station with planned work due to commence within the next two years. There were ongoing discussions with Network Rail and the proposed timetable was under review and further updates would be communicated to the next Panel.

d) December 2019 Timetable Proposals

The GTR representative told the Panel that the December 2019 timetable proposals were not substantial and would not affect Croydon; the main lines to be affected were between London and Peterborough.

The East Surrey Transport Committee representative said that there would only be two fewer trains per hour to Gatwick therefore little affect to local train services.

e) Replacement of Sanderstead Railway Bridge

The East Surrey Transport Committee representative enquired how long the Sanderstead Railway would need to be shut in future works to the bridge whilst the compound was being constructed. In past waves of construction the length of time the station had been closed ranged greatly between half-day and four day spans and the TfL representative replied that they would investigate this further and return with information.

A resident stated that National Rail had provided a detailed letter to the local residents advising of road and rail closures and that progress so far had been good in that construction was managed on a part and part basis so that services were running at all times. The resident said that he would share the letter with the Clerk to circulate with the Panel.

Councillor Hoar informed the Panel that construction had meant that the children's play area in the South Croydon Recreation Ground had been reduced and hoped this area would be available for use and without any damage in the near future.

f) Selhurst Station Lift Work

The GTR representative spoke on the disruption caused from closing the rear entrance during works on match days at Selhurst Station and stated that after speaking to the area manager that the entrance was no longer usable so passengers were now required to walk around the station.

The Head of Transport stated that potential problems on match days had not been fully considered and that they had asked advice from the council on any other unintended consequences from the works that could be a concern, to which there was no other response. The Head of Transport asked the GTR representative what was the progress of the response or if any problems had arisen and they agreed that the area manager would be asked to contact the Planning and Strategic Support team for more information on the matter.

7 **Any other business**

a) **West Croydon Station redevelopment**

The Chair told the Panel that the West Croydon Station redevelopment, which had as part of the West Croydon Masterplan, and queried what was the current progress.

The Head of Transport representative replied that the council was leading on the project development in partnership with National Rail and TfL and currently the first stage of financial and technical feasibility was being analysed. The next design phase and future track configuration was waiting on the assessment from National Rail which would become clear in the new few weeks.

In response to the Chair stating that previous accessibility discussions had agreed routes through the National Rail carpark and that TfL would help the Council to erect signage and asking whether there was any further discussion, The Head of Transport said they had been in discussions with TfL and that they were still awaiting signs outside the station and an officer had now been identified in the Traffic Management team who was able to organise the signs.

The Chair stated that an update on discussions should be brought to the next meeting and that the signs should be erected within the interim.

b) **Thornton Heath Bus Garage**

The Chair updated the Panel on the history of issues created by the bus garage for local residents which included the Garage being situated in the middle of a residential area and that the air quality needed to be controlled. The journey to solve these problems would be enabled by continued conversations with TfL.

A resident stated that since the last meeting it had taken two months to investigate and they needed a resolution because the disruption had occurred for approximately three years. The two major issues with the garage was that buses were left parked on the surrounding roads which caused congestion and the loud bus operator shift transfers.

The TfL representative replied saying that were finding a mutually convenient meeting date and that a resolution was desired by all parties involved.

c) Vision Zero - West Croydon Station

The Chair stated that council and TfL would investigate the need to introduce signage on transport routes for St Michaels Square and they believed there was a strong bus route business case.

8 Items for next meeting

The Chair invited the Panel to submit any items they wanted to be discussed at the next meeting on 11 February 2020 and that the deadline for submission would be mid-January with a specific date to follow.

9 Dates of future meetings

- 11 February 2020
- 16 June 2020

The meeting ended at 11.40 am

Signed:

Date:

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**TRANSPORT
FOR LONDON**

EVERY JOURNEY MATTERS

**Croydon town centre
bus changes**

wef Saturday 2 November 2019



Background

- **From Saturday 2 November bus services in central Croydon will change**
- **Following public consultation from November 2018 to January 2019**
- **Results published in July**
- **We are committed to working with London Borough of Croydon to keep it's bus network under review and to adapt to future growth**



Aims

- **A simpler and more efficient bus network to ensure our resources are invested in the locations where passenger demand is highest**
- **Maintain reliability of bus services during the development works taking place in Croydon town centre**
- **The ability to increase bus kilometres elsewhere in the borough to support recent growth in demand for buses**



Changes

50	Curtailed at Fairfield Halls instead of Fell Road
109	Will stand at Fell Road (no route change)
197	Curtailed at Fairfield Halls instead of Park Street
250	Curtailed at West Croydon instead of Fairfield Halls
264	Curtailed at West Croydon instead of Croydon Library
405 and 412	Curtailed at Katherine Street instead of West Croydon
433	Curtailed at St George's Walk instead of West Croydon



Reinvesting bus resources

- On 31 August we increased frequencies on six bus routes
 - **127** Purley to Tooting Broadway
 - **130** New Addington to Thornton Heath
 - **154** West Croydon to Morden
 - **314** Eltham to New Addington
 - **463** Coulsdon South to Pollards Hill
 - **633** Coulsdon to Church Road, school service



Reinvesting bus resources

- In October and November we will increase frequencies on four more bus routes:
- Saturday 12 October
 - **249** Anerley to Clapham Common
 - **289** Purley to Elmers End
- Saturday 2 November
 - **60** Old Coulsdon to Streatham Station
 - **466** Caterham to Addington



Customer information

- **Leaflets**
- **Bus stop information**
- **Web page updates**
- **Travel ambassadors in the town centre**
- **Public drop in sessions, central library, end of October and in the first week of changes**



Questions





tfl.gov.uk

