

Public Document Pack

Public Transport Liaison Panel

To:

Councillors Robert Canning, Pat Ryan and Chris Wright

A meeting of the **Public Transport Liaison Panel** will be held on **Tuesday, 17 October 2017** at **9.30 am** in **F10, Town Hall, Katharine Street, Croydon CR0 1NX**

JACQUELINE HARRIS-BAKER
Director of Law and Monitoring Officer
London Borough of Croydon
Bernard Weatherill House
8 Mint Walk, Croydon CR0 1EA

Ilona Kytomaa
02087266000 x62683
020 8726 6000
ilona.kytomaa@croydon.gov.uk
www.croydon.gov.uk/meetings

AGENDA

Item No.	Item Title	Report Page nos.
1.	Introductions To invite all attendees to introduce themselves.	
2.	Apologies for absence To receive any apologies for absence from any members of the Committee.	
3.	Disclosures of interests In accordance with the Council's Code of Conduct and the statutory provisions of the Localism Act, Members and co-opted Members of the Council are reminded that it is a requirement to register disclosable pecuniary interests (DPIs) and gifts and hospitality to the value of which exceeds £50 or multiple gifts and/or instances of hospitality with a cumulative value of £50 or more when received from a single donor within a rolling twelve month period. In addition, Members and co-opted Members are reminded that unless their disclosable pecuniary interest is registered on the register of interests or is the subject of a pending notification to the Monitoring Officer, they are	

required to disclose those disclosable pecuniary interests at the meeting. This should be done by completing the Disclosure of Interest form and handing it to the Democratic Services representative at the start of the meeting. The Chair will then invite Members to make their disclosure orally at the commencement of Agenda item 3. Completed disclosure forms will be provided to the Monitoring Officer for inclusion on the Register of Members' Interests.

- 4. Minutes of the previous meeting** 5 - 12
- To approve the minutes of the meeting held on 13 June 2017 as an accurate record.
- 5. Presentation on consultation on cashless trams and publicity on the use of one-day passes on trams**
- 6. Discussion on ticket machine performance and capabilities across modes**
- 7. Presentation on public transport implications of proposed pedestrianisation of Croydon High Street**
- 8. The Mayor's Transport Strategy**
- The Council's response to the consultation
 - Exclusion of Metro services in the south of the borough
 - Issues with taxi services and licensed car hire
- 9. Update on New Addington bus performance and diversion of the 130 bus route**
- 10. Update on noise from Thornton Heath bus garage**
- 11. Update on GTR performance, industrial action and new timetable**
- 12. Consultation on Sunday services and late night services**
- 13. Update on "Access for All" and step-free access at railway stations**
- 14. Bus issues**
- Update on 289 and 455 bus route changes
 - Bus route 407: capacity issues from Croydon to Sutton
 - X26: Update on the introduction of new buses in

December 2017 – Should there now be a night service on this route?

15. Any other business

To consider any other business at the Chair's discretion.

16. Items for next meeting

To suggest items to be discussed at the next meeting of the panel.

17. Dates of future meetings

- 17 October 2017
- 27 February 2018

This page is intentionally left blank

LONDON BOROUGH OF CROYDON PUBLIC TRANSPORT LIAISON PANEL

Meeting held on Tuesday 13 June 2017

Present:

Councillor Robert Canning
Councillor Chris Wright
Malcolm Smith
John Osborne
Ilona Kytomaa (Clerk)

TfL

Tim Williams (Borough Engagement)

East Surrey Transport Committee

Charlie King

Mobility Forum

Stephen Aselford

First Tram Operations Ltd

Andy Morgan
Caroline Stewart

Arriva

Khalid Watfa

Go Ahead London

Eric Dale
Alan White

GTR

Yvonne Leslie

Network Rail

Ben Craig

Also in attendance: Cllr Bernadette Khan, Inspectors Henry Beresford and Martin Grayton (British Transport Police), Richard Dargan (observer) and Naomi Owolabi (work experience)

11/17 **Appointment of Chairman and Vice-Chairman for the ensuing year (Agenda Item 1)**

Cllr Chris Wright nominated Cllr Robert Canning as Chairman and Charlie King seconded this nomination.

Cllr Robert Canning nominated Cllr Chris Wright as Vice-Chairman and Charlie King seconded this nomination.

Cllr Robert Canning and Cllr Chris Wright were therefore elected Chairman and Vice-Chairman respectively.

Councillors confirmed that their disclosures of pecuniary interest were up to date.

12/17 Apologies for absence and introductions (Agenda Item 2)

All participants introduced themselves.

Apologies were presented for Ian Plowright

13/17 Notes of the Public Transport Liaison Panel meeting held on 21 February 2017 (Agenda Item 3)

The notes were signed as an accurate record.

There were a number of matters arising from the notes:

- An area adjacent to the booking office at East Croydon railway station needs a wash down – council officers undertook to check whose responsibility this was **Action: council officers**

- The Arriva representative announced that the company proposed to introduce an additional 64 bus at its own cost, starting on 2 September to coincide with the beginning of the autumn school term

- The lack of temporary bus stops was raised again and the TfL representative announced that there was insufficient funding to put these in when a bus stop was temporarily put out of use because of road works.

- The TfL representative announced that he would circulate the link to information on the outcome of consultation on the 289 and 455 bus route changes **Action: TfL representative**

- Panel members heard that Arriva had agreed to new arrangements for the 412 bus route terminus in Purley, but that TfL had not agreed to these. The TfL representative agreed to ascertain the current position on this issue **Action: TfL representative**

- Council officers are due to meet with TfL Tramlink and signals staff to agree a solution to the request for a crossing at West Croydon station **Action: council officers to report back**

14/17 Presentation by British Transport Police (BTP) including advice on personal safety in the light of recent terrorist attacks (Agenda Item 5)

Inspectors Beresford and Grayton were in attendance for this item.

They explained that the work of the organisation had been reorganised and that “sector policing” had been introduced in April 2017, providing a more coordinated approach for the Croydon area. This area now stretches from Streatham, Beckenham and Wimbledon to the north, all the way down to Uckfield in the south. Counter-terrorism is the top priority for the force. Other priorities include violent crime and sexual offences and working with the Director of Public Health and her team on the impact of the tram crash and particularly on how it affected BTP staff.

The inspectors explained that the key advice given by BTP on how to react to a terrorist attack was encapsulated in the words “**Run, Hide, Tell**”.

Panel members were advised that BTP now policed their sector 24/7 and that officer numbers were up and due to increase further. A great deal of joint planning takes place in partnership with key local agencies such as the police, the council, football clubs, etc. The organisation also carry out a lot of resilience planning, and are working to apply the lessons learnt from recent disasters.

BTP officers explained that their work involved dealing with significant numbers of incidents related to mental health issues. In 2016-17, they had tackled 107 mental health related incidents, with 17 life-saving interventions.

BTP officers stated that they worked closely with Crystal Palace Football Club as large numbers use public transport to get to their matches, with an emphasis on crime prevention and “designing out crime”.

Panel members heard that there had been a 8% increase in crime from last year, but that this was from a low base. Criminal damage and graffiti constitute the most common types of crime perpetrated on trains and trams.

Panel members highlighted high levels of bicycle theft in the vicinity of Coulsdon South railway station in the summer and asked officers if there was any action they could take to tackle this. They explained that the police had a Cycle Crime Unit, which employs technical experts who use the internet to catch offenders attempting to sell stolen bikes through sites such as Ebay. Panel members suggested that the police should promote the prosecutions resulting from police investigations on cycle theft at locations with high levels of bicycle theft, such as the area in the vicinity of Coulsdon South railway station.

BTP officers were thanked for their detailed presentation to the Panel.

15/17

Noise from Thornton Heath bus garage

Cllr Bernadette Khan reported that for over a year, residents living on London Road opposite the bus garage have been subjected to loud noise at night-time, revving of bus engines, testing of alarms, etc. One resident had reported this noise nuisance to the garage manager but no improvement had ensued. Cllr Khan stated that environment health officers know of it as it had also been reported to them by local residents.

The TfL representative undertook to investigate.

Action: TfL representative

16/17 New Addington bus performance

This item was also brought forward as the TfL representative had another meeting to go to. Panel members highlighted the fact that the loss of the Kestrel Way bus stop was the main problem for residents. They suggested that the simplest solution was to reroute the 130 bus the other way within the existing schedule or to add one minute to the schedule to accommodate the change. It was highlighted that there would be a contract change in August and that this might be a good time to implement this suggested change.

It was also highlighted that when it was running late, the 64 bus route stopped at Addington Village bus station and not at the Parade, over a mile away. The bus company was willing to terminate the route at the Parade but it appeared that TfL was not. The TfL representative undertook to investigate.

Action: TfL representative

17/17 Bus driver training

The TfL representative gave a presentation on the organisation's buses customer experience programme. This includes the "hello London" driver behaviour training programme, with a two day interactive course for every London bus driver and a one day course for operator support staff and TfL buses frontline staff. The programme focuses on tackling the concerns expressed by customers captured through satisfaction surveys. Officers established links between this programme and the previous "Getting on Board" campaign, which was also fed into driver training.

A presentation was also given by the representative of "Go Ahead London", the biggest bus operator in London, operating 25% of the bus routes in London. Panel members heard that it has 7 bus garages across Greater London and a central recruitment centre in Camberwell. In answer to a panel member's question, he stated that the fail rate at recruitment was 75-77%, and 25% at the end of training. On the subject of assistance to disabled passengers, he explained that training on this was given through a stand-alone one day training course. The organisation also runs a buddy/mentoring programme scheme for up to five days to ensure that drivers are implementing their training properly. The officer also pointed to a City and Guilds training course, "Professional bus driving for London", which has been running since January 2016.

Both officers were thanked for their presentations.

18/17 Update on GTR final consultation on new timetable

Panel members were informed that following delays due to the general election, the new timetable consultation would start soon. E-mails would also be sent out to stakeholders to publicise the timetable and consultation period.

Panel members expressed concerns regarding the fact that consultation would

take place over the summer as many people would be away on holiday.

19/17 Removal of late night services from Victoria and lack of rail replacement buses to local stations

The GTR representative explained that late notice had had to be given to provide access to railway lines to Network Rail operatives. Works will continue until December 2017. Panel members were advised that further consultation would take place if works need to continue beyond that deadline.

Panel members expressed their disappointment at the fact that there was hardly any consultation at all on these proposed changes.

It was announced that there would be a replacement bus from Clapham Junction to Croydon, for which Panel members expressed their appreciation. However, they observed that there did not appear to be any alternative services for intermediate stations.

The GTR representative undertook to explore the possibility of other mitigation measures to enable passengers to cope with these changes over the next six months. The Chair suggested that the 50 bus route be diverted as a temporary measure to pick up affected passengers during that period.

Action: GTR representative to report back

20/17 Update on Southern Rail's performance and Govia industrial dispute (Agenda Item 9)

Panel members were advised that 84.8% of Thameslink trains had arrived on time over the last 12 months, and 88.6% of Southern trains had arrived on time over that period.

As regards the industrial dispute, talks are currently on hold.

Panel members pointed to the number of trees blown over railway lines during week commencing 2 June, thus impacting on performance. They called for contingency plans to be reviewed.

21/17 Update on Brighton Main Line Upgrade (Agenda Item 9)

A presentation was given by Ben Craig (Network Rail).

Panel members were advised that the objective of the upgrade was to provide a permanent solution to the bottleneck between London and the south coast, i.e. the Croydon area, which is suffering from severely constrained infrastructure.

The drivers for investment are a need for operational resilience to maintain the existing level of service and Thameslink service resilience to 2018. Stage 1 of works will focus on enhancing current infrastructure and stage 2 will address key bottlenecks. Panel members were advised that by far the biggest component of works was the "Croydon area remodelling scheme" and that the scheme had the

council's full support.

It was explained that early work would include improving connectivity between West Croydon and Wallington and improving Norwood Junction track layout capacity. These works would be followed by East Croydon expansion and grade separation, which would benefit a wide area. The works would present an opportunity to carry out signalling renewals and redevelop East Croydon station. It has also been concluded that "Access for All" improvements were achievable at South Norwood station.

There would be an "offline" approach to construction aiming to minimise disruption to passengers during the eight years or so these works would take. A transport and works act order would be needed to get these works under way.

Panel members were advised that these plans presented a number of challenges:

- the need to identify and secure funding sources
- the need to keep East Croydon station safe and operational during the works
- the need to rebuild Lower Addiscombe bridge as part of the works
- the impact of lorry movements
- the logistics process
- diminishing land availability in the area concerned

Panel members warmly welcomed the news about the feasibility of Access for All works at South Norwood station. They also warned that public relations and communications would have to be managed carefully as the commuting public had suffered a lot from recent disruptions to services.

It was suggested that the scale of the works might call for a "construction job academy", possibly to be based in Croydon, to secure a sufficient work force for the project.

The officer was thanked for his presentation.

22/17 Progress on "Access for All" lifts at Selhurst and Coulsdon South

Panel members were advised that outline designs for Selhurst and Coulsdon South had been completed and that the detail of plans was now being considered. Delivery was not likely to start for another year.

Access for All at South Croydon station were discussed. It was remarked that this was a very difficult station to improve.

23/17 Opening of new East Croydon bus station

Panel members felt that the location of the electronic bus panel had to be changed as the information displayed was very difficult to read when the sun shone on it. Alternatively, it was suggested that the panel might need some shading.

In addition, there did not appear to be a “page 2” on the bus panel for services 433, 466 and X26. Council officers undertook to investigate these issues.

Action: Council officers

24/17 Issues relating to bus routes

Panel members were advised that Norbury Residents' Association had asked for the 50 bus to run along the length of Melfort Road on Friday and Saturday nights when the tube runs all night. This is a request to be discussed with TfL.

Remaining queries are to be raised with TfL before the next meeting.

25/17 Any other business

There was none.

26/17 Items for the next meeting

The following items were suggested:

- Bus stop hump review
- Update on step-free access
- Access to Heathrow from South London

27/17 Dates of future meetings

- Tuesday 17 October 2017
- Tuesday 27 February 2018

The meeting ended at 12.15 pm.

This page is intentionally left blank