

Public Transport Liaison Panel

Meeting held on Tuesday, 18 June 2019 at 10.00 am in Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX

MINUTES

Present: Councillor Muhammad Ali (Chair);
Councillor Nina Degradis (Vice-Chair);
Ian Plowright (Planning and Strategic Transport)
Rachel Carse (Dementia Action Alliance & Social Inclusion Coordinator)
Thomas Downs (Clerk)

East Surrey Transport Committee

Charles King, John Rapp

Mobility Forum

Stephen Aselford

Tram Operations Ltd

Ian Sutcliffe

First Group

Helen London

Transport for London

Michelle Wildish

London Trams

Mark Davis

Govia Thameslink Railway

Yvonne Leslie

Go Ahead London

Allan White

Arriva London

Nick Bland, Richard Simmons

Also

Present: Lindsay Williams (Resident), Rae Goonetilleke (Resident)

Apologies: Councillor Simon Hoar, Yvonne Leslie (GTR) & John Osborne (Planning and Strategic Transport)

PART A

10/19 Appointment of Chair and Vice-Chair

Councillor Degradis nominated and Mark Davis (TfL) seconded the motion to appoint Councillor Muhammad Ali as Chair for the remainder of the 2019/20 municipal year.

Councillor Ali nominated and Michelle Wildish (TfL) seconded Councillor Nina Degradis to be Vice-Chair for the remainder of the 2019/20 municipal year.

11/19 Introductions

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

12/19 Disclosures of interests

There were none.

13/19 Minutes of the previous meeting

The minutes of the meeting held on 27 February 2019 were agreed as an accurate record.

14/19 Croydon Dementia Action - Action Plan Update

The Dementia Action Alliance and Social Inclusion Co-ordinator introduced the item and went through the attached slides. The Panel heard that the Alliance's role was to support Croydon in being dementia friendly, an aspect of which was to examine all areas of public transport in the borough.

13.1% of Croydon residents were over 65, with an estimated number of 3,611 living with dementia, and only 2,322 having been diagnosed (as of 2017). Around a third of dementia sufferers lived in the community, with many of these in the south of the borough, but a not insignificant number living in the north.

Croydon had been awarded the Dementia Friendly certification for 2018-19, but additional evidence would need to be submitted later in 2019 to keep this.

The Alliance was made up of a number of large and small organisations who were working to make themselves dementia friendly, and together to make Croydon dementia friendly. The Dementia Action Alliance and Social Inclusion Co-ordinator explained the Herbert Protocol which had been developed by the

police, which involved carers submitting a form with a photo of individuals when they planned to go on a solo excursion. This meant that if the individual went missing whilst out, information about them could quickly be disseminated throughout the police network. It had been named after George Herbert who had been a World War II veteran, who regularly left his care home to travel to Normandy. The Panel heard that lost individuals with dementia could be difficult to spot, as they often travelled with purpose.

The Alliance worked through three main strands, and these were 'People, Place and Process'. 'People' involved educating people on dementia and raising awareness and understanding to create 'Dementia Friends'. Training could be delivered to drivers, revenue and station staff for free.

'Place' involved working with businesses and public spaces to make these more accessible to people with dementia. Examples given of this were a Sainsbury's store where 'Way Out' signs had been installed in toilets to help stop people becoming confused, and dementia friendly screenings of films were regularly shown at the David Lean Cinema.

'Process' involved supporting people through implementing procedures to assist people with dementia. Some shops had designated workers who had been given training to support people with dementia, and banks had been given training to help identify possible instances of fraud and withdrawals under duress. Having both visual and audible announcements about the next stop or station were valuable to those using public transport as they could be reassuring. The Dementia Action Alliance and Social Inclusion Co-ordinator informed the Panel of plans to provide training to First Group's revenue team.

The Dementia Action Alliance and Social Inclusion Co-ordinator explained that public transport was a lifeline for those who could not, or chose not to, drive; it allowed for people to keep in touch with family and friends, and to access healthcare easily. Access to healthcare was especially important, as journeys to unfamiliar facilities could be stressful, and lack of accessibility could cause people to miss appointments or arrive in a state of distress. This could influence treatment decisions and assessments.

The Chair thanked the Dementia Action Alliance and Social Inclusion Co-ordinator, and stressed that the role of public transport in making Croydon accessible to those with dementia could not be emphasised enough.

The Chair queried whether the operators present provided training, or whether there would be capacity to provide some in the future. The London Trams representative informed the Panel that they had done training around 'Dementia Friends' but that more could be done, and invited the Dementia Action Alliance to deliver additional training for their staff.

The Tram Operations Ltd representative stated that their revenue teams often encountered service users with dementia, and had delivered some training on invisible disabilities, with plans to provide additional training on dementia.

The TfL representative specified that there was a training module on dementia for staff, and there had been attempts to deliver additional training in bus stations, however, this had been difficult due to staff rotas. There had been consideration of training supervisors who could then disseminate the information to their staff, and the TfL representative agreed to discuss this with the Dementia Action Alliance and Social Inclusion Co-ordinator after the meeting.

The East Surrey Transport Committee representative queried what passengers should do if they encountered someone with dementia, and learned that remaining calm, being kind and chatting to people went a long way; if the passenger felt it was appropriate they could call the police.

A resident asked if any collaborative work had been done with any other mental health charities to increase the reach of the Alliance. The Dementia Action Alliance and Social Inclusion Co-ordinator agreed this was a good point as there were many commonalities between dementia and other mental health awareness training programmes. Mencap were in the alliance, and Mind had also been involved.

Action Point – For the Dementia Action Alliance and Social Inclusion Co-ordinator to report back on the outcome of discussions with TfL and London Trams.

15/19 **Trams**

a) Sutton Link

The London Trams representative informed the Panel that a public consultation had taken place between October 2018 and January 2019, setting out three possible options for the Sutton Link. There had been over 6,000 respondents which had showed broad support for the proposals. Some had raised concerns over the environment, funding and other road users.

A final decision on the plans and funding would be made in autumn 2019, and an update would be provided to the Panel following this. There were still decisions to be made over the exact route the link would follow.

The East Surrey Transport Committee representative queried whether the link would join up with the existing routes, and stressed the benefit this could provide for those with reduced mobility. The London Trams representative responded that they hoped it would, but if not that any changes would be as short as possible. Full accessibility of the network would be maintained.

b) Tram Strikes – Update

The First Group representative informed the Panel that the strikes had been suspended following talks with the union, which had concluded in an offer being made. Ballots on the offer had been sent to union members, and the outcome of this vote would be known by early July 2019.

The Chair queried what had triggered the strike, and learned it was a pay dispute. The East Surrey Transport Committee representative asked if pensions had been a factor, and heard that while there had been changes to pensions, these were not a factor.

c) Ticketing, Income and Enforcement

The London Trams representative stated that they hoped to get the correct number of Oyster readers for the network, and there had been some queries about installing card readers onboard trams. This was not something that could be done with the current tram fleet, but it would be looked at when future fleets were commissioned. The London Trams representative informed the Panel that some signage around readers needed to be improved, and that readers were centrally monitored for issues, so that engineers could be dispatched for repairs. The Chair queried if there were any tram networks in the country with onboard validators, and heard that with the exception of Sheffield who had conductors, there were none. The East Surrey Transport Committee representative stated that there were onboard validators in Germany, but that they could be unreliable and took up space that could have been used for seats. The Panel also heard that they had seen people on the new buses with readers at the back, not tap unless they saw an inspector get on. The Chair agreed that the visibility of inspectors helped to decrease fare evasion.

London Trams were looking to raise funding for areas that needed additional readers, and the example of East Croydon was given. There were known issues with the tram stop at Wimbledon, with this being the only stop where service users needed to tap their card to exit, and resolutions were being looked into; these included new posters and the possibility of relocating validators. There were some issues with people being double charged as they were tapping when alighting, but it was hoped as these fares were included in the hopper scheme that this would reduce these incidents. Passengers could contact TfL if they found they had been double charged to request a refund.

The East Surrey Transport Committee representative raised the issue of passengers not being aware they needed to revalidate when changing between the underground and the tram at Wimbledon, with similar issues at Elmers End between rail and tram. The London Trams

representative responded that additional signage was needed at Elmers End, and that validators had been wrapped in green to make them more obvious.

A further issue was raised with regard to passengers using the tram to transfer between East and West Croydon rail journeys, and being fined by revenue inspectors; this had been a suggestion that appeared through National Rail Enquiries, but which did not indicate the additional tram fare would be required. The London Trams representative informed the Panel that they had been engaging with National Rail Enquiries over correcting this on their app and on ticket machines, and that conversations would be had with First Group over use of discretion by revenue officers. The East Surrey Transport Committee suggested negotiating to include the tram journey in some ticket prices, and heard this had been considered.

The Mobility Forum representative stated that there had not been enough information at stops to indicate where trams were going, and suggested that arrival boards scrolled the stops on the incoming tram's routes (as on train platforms). The London Trams representative responded that all stops were being reviewed to make sure they had full network maps.

The Mobility Forum representative queried how passengers could validate tickets when the tram was used as a rail replacement service. The Panel heard that in these instances that First Group revenue inspectors were informed, but that communication with passengers needed to be better.

The London Trams representative explained that the trams brought in a revenue of £24 million a year, from 29 million passengers, with approximately 8000 penalty fares. It was important that users did pay for the service, but this was difficult with an open system, and there needed to be a balance between too few and too many ticket inspections.

The East Surrey Transport Committee representative raised a question over how penalty fares worked for contactless debit and credit cards. The Panel learned that when contactless cards were inspected, the inspection machine could only tell if a card was valid, not if it had been validated at the beginning of the journey. This would mean if the passenger had not tapped in at the beginning of the journey, then they would be charged a maximum fare of between £7.50 and £8.00. Penalty fares could still be issued if the card was not valid (not in date, or with no funds).

A resident stated that they thought the number of evaders on the network had been underestimated, with many people not tapping on,

and leaving trams when inspectors got on. The London Trams representative explained that there were efforts to cover as much of the network as possible with inspectors, but that inspectors could not chase people who had alighted. Some of the people not tapping on may have had travel cards.

d) Tram stop accessibility and legibility (network maps, signage, general legibility of network, small access improvements to accommodate continued growth)

The London Trams representative informed the Panel that new signage, posters and poster frames would be put up across the network; these would be more resilient, informative and clear. Signage onboard trams would also be looked at.

Onboard announcements had been reset, and GPS beacons were being repaired, but passengers were encouraged to report any ongoing issues. The London Trams representative stressed the importance of correcting these, and that work would be done with First Group to ensure drivers made announcements at stops themselves, when needed to maintain accessibility.

The Mobility Forum representative asked whether the new route maps would be as clear as the Underground, and learned that they were much clearer.

e) Tram replacement programme

The Panel learned that the current tram fleet were 20 years old, but that they were still reliable. Despite this they would not last forever, and work would be done with TfL to present a business case to secure funding for a new tram fleet. The timescale for this would be three to four years from the date of approval, but this was dependent on the procurement process.

The Chair queried if there were major differences between the Croydon network and tram networks in other parts of the country, and whether there would be chances to collaborate with other authorities or private companies around this commissioning. The London Trams representative informed the Panel that there were differences between the networks, and fleets would not be entirely compatible, but that the setting up of UK Trams may help with this, although it would need to be looked into further.

a) Updates from TfL Actions arising from last meeting

➤ Outcome of the 468 Bus Review

The TfL representative stated that overcrowding had not been identified on this route to the extent that it had caused passengers to miss buses, or wait more than 10 minutes for another bus. The Panel were encouraged to report any instances that did occur.

➤ Outcome of consultation concerning 404 and 434 Buses

The TfL representative explained the intention of providing a bus service to the Cane Hill development and some areas of Lower Coulsdon; the consultation in January and February 2019 had received mixed responses, and so other options would be considered. There was a possibility of a consultation on rerouting the 404 to Cane Hill and Tollers Estate, with increased frequency.

The East Surrey Transport Committee stated that they had identified issues with school travel capacity on the 434 if frequency was not increased, and the TfL representative responded that this would be looked into to inform the final decision.

The Head of Transport informed the Panel that a consultation on parking restrictions on Tollers Estate had taken place to allow better access for buses. Additional parking bays and changes to corners were being implemented, but parking restrictions would not be implemented until there had been action from TfL.

➤ Update on changes made to 466 and 60 Buses concerning Oasis School and Coulsdon Sixth Form

There were two additional 466 buses serving Oasis School on weekday afternoons to alleviate safety concerns with Lacey Drive. The change had improved safety and allowed teachers to more easily monitor pupils. During summer 2019 the second bus would be replaced by a 60 bus, with the overall frequency of the 466 increasing. This would also help pick up additional pupils from Coloma School.

➤ Update on any planned changes to the 166 route during summer

From the 22 June a shuttle bus would run between Purley and Banstead on Saturday and Sundays to cater for the extra demand to reach the lavender fields.

The Chair and Panel welcomed this.

b) Bus Services in the Town Centre

The TfL representative explained that proposed changes were intended to make the network simpler and more efficient, and to alleviate the effects of town centre development. 1500 responses had been received to the consultation, and these were being analysed and fed into a report. The report would be reviewed internally and published in early July 2019, after discussions with the council. Feedback on the report would be given at the next meeting of the Panel in October 2019.

The East Surrey Transport Committee representative expressed concerns over the distances that passengers may have to travel to change between bus lines, with the effect of this falling primarily on service users with reduced mobility. It was stated that there were opportunities for more buses to serve East Croydon, to improve the network and not to cut it. In response to this the TfL representative stated that mitigations would be made to address these concerns.

Action Point – for the TfL representative to give feedback on the report at the next meeting of the Panel in October 2019.

c) Performance of the 433 Bus Route

The TfL representative acknowledged that there had been complaints of irregular service of the 433 bus route through Selsdon. Discussions with the operator had revealed that these had mostly been during May and June 2019, owing to a burst water main in the Park Hill area.

Frequency of the route had been reduced in September 2018, and this had meant that disruption to the service caused longer waits for service users; this had been exacerbated by the limited opportunities on the route to curtail buses early and get back on schedule. The East Surrey Transport Committee representative queried whether this would be possible through Addington Village, to assist with peak flow in the opposite direction, and the TfL representative said they would feed this back.

d) 130 Bus Route – Rerouting in New Addington

The TfL representative stated that extending the route to King Henry's Drive would require an additional bus on the route, or a reduction in frequency, and that the demand for this had been too low.

The East Surrey Transport Committee representative explained that some residents had to walk 400m uphill to the nearest bus stop, with many of these being quite elderly. It was suggested that the whole route be reviewed to fill gaps in the service.

The TfL representative informed the Panel that these issues had been raised at the Mobility Forum, and that they would be taken back to TfL who had already begun looking at many Croydon routes.

e) Plans to reinstate the Central Hill Bus Stop

The TfL representative stated that this bus stop had been removed around 15 years ago, and that there had been no plans for it to be reinstated. The site was in Lambeth, who could go through the process of requesting a stop be implemented.

The Chair stated that there needed to be continued investment in buses, with the overriding message of the Mayor's Strategy being to get people out and using public transport.

f) Thornton Heath bus garage – (Update)

The resident stated that they had been under the impression after the last Panel meeting that lasting changes would have been implemented, however they had only lasted a couple of evenings. There had still been a lot of run-ins and buses having to be left outside the garage due to capacity issues. Passengers still often had to get onto buses in the middle of the road; there were noise issues with tests being done in the street and instances of idling.

The second resident agreed and added that the location of the garage was residential, not industrial, with these issues going from morning to late evening and having a huge impact on residents. The problems did not seem to be recognised by the operator. The residents in attendance were not the only ones concerned with the site; one had been in the area 35 years and felt it was worse than it had ever been, with more cars and residents in the area than before.

The Arriva representative informed the Panel that there had been room in the garage to accommodate all necessary buses. Promises had been made to see if some buses could be accommodated in the Norwood garage; this had taken longer than expected, but four routes had been moved across. Night services of the 64 route had been rescheduled; the bus wash had been replaced; feasibility studies and fuelling systems had been looked at. An air pollution awareness event had been put on for drivers, and the recovery company had been talked to to ensure noise would be reduced. There was an appreciation

that the site was in a busy area, and that observations had not been as frequent as desired, but this had mainly been down to temporary staff shortages. A new contract had been signed with the cleaning company, and this allowed for noise penalties. There had been limited access to CCTV to investigate all complaints, but efforts would continue to be made.

In response to questions from the Chair about whether there had been a capacity issue at the site, and whether the lease specified a number of buses that could be accommodated, the Panel heard that there was not a restriction on the lease, but that it had been an obligation of the operator to their staff to ensure the garage had not been overcapacity, due to safety concerns, and to avoid damage to buses. In response to whether TfL had imposed a restriction on the number of buses, the Panel learned that when tenders were submitted they contained where buses would be stored, and where they would operate from.

There were 99 buses stored at the site, with the Arriva representative asserting that none were kept on the road, although this had been disputed by the resident who responded that some had been on the street as late as 2.00am. The Arriva representative stated there were times when buses were changing on the street, but this should not have occurred overnight and this might have been the fault of the contract cleaners.

The Chair asserted that issues with the garage had been ongoing for a long time, and suggested Arriva invite residents in to discuss issues, to give both parties a better understanding of each other's perspectives. There could be an opportunity for Arriva to share its schedules and procedures to assist in finding a way forward. The Chair hoped that this would be resolved in the coming few months, and suggested that TfL, Arriva and residents meet to agree actions, and that they would be happy to attend.

g) Faulty Bus Stop Countdown Timers – Wellesley Road and East Croydon

The East Surrey Transport Committee representative stated that countdown timers on southbound stops on Wellesley Road had been damaged by leaks in late 2018 and removed; they had not been reinstated. The Head of Transport informed the Panel that the repair of the bus stop could be the responsibility of the council and that they would see what could be done. There were a number of other faulty timers around the borough.

The TfL representative agreed to note this and take it back to TfL. The Mobility Forum representative raised if the position of some stops on Wellesley road could be reconfigured, and the TfL representative

acknowledged that this had been raised at the previous Panel meeting and agreed to see if any progress had been made.

17/19 **Trains**

a) Updates from TfL Actions arising from last meeting

➤ Update on Overground performance

Performance had been steady with some variation not producing any identifiable trends. There had been better performance in April, but this had likely been due to decreased demand. Some trains had been struggling due to increased demand. Since the timetable had changed, the service had been better with less disruption from signals.

The Chair requested whether figures could be shared, as cancellations, congestion and some early terminations had been noticed. The TfL representative agreed to request these and share them with the Panel.

The Head of Transport shared that they had taken a train which skipped their station, going on to New Cross Gate. This had resulted in a higher fare and seemed to be a fairly common occurrence. The TfL representative stated that more in depth data would be shared at an upcoming Scrutiny meeting.

b) Extension of Oyster to Reigate

There was a possibility of Oyster being extended to Reigate, and plans were already in place to expand to include Hertford North, Welwyn Garden City, Luton Airport Parkway and Epsom.

The East Surrey Transport Committee expressed frustration on behalf of Reigate College students commuting from Croydon who could not use their Oyster cards, and suggested money from the GTR Passenger Benefit Fund be used to implement the extension.

c) GTR Passenger Benefit Fund

The Head of Transport stated that there would be a council response to this, and that the chosen method for distributing the funds seemed odd. The East Surrey Transport Committee representative agreed, and noted that it would be better to use the money on the network in general instead of individual stations. Some stations needed improvements, but would not be included as they were not GTR.

The Chair stated that the funding allocation had been submitted in a written response (appended to these minutes).

d) Croydon and Windmill Bridge Junction (Untangling the tracks)

The Head of Transport updated the Panel regarding the Croydon and Windmill Bridge Junction and explained that a new Network Rail project named “Unblocking the Croydon Bottleneck” focused on the improvement of the Brighton mainline, tackling the congestion caused in the “Selhurst Triangle”, the junctions north of East Croydon, and through East Croydon station.

It was noted that a key element to the project was to improve the capacity constraints in Norwood Junction; the proposal was to rebuild platforms, introduce an additional track and ensure the station was fully accessible by introducing a bridge with a lift. The feedback from the first public consultation had been positive.

In response to the Panel, the Head of Transport explained that through engagement with Network Rail regarding the bridge, there would be ongoing forward planning for the traffic, pedestrian access, cycle routes and bus routes that may be affected by the work. He assured the Panel that it would be a large project, which had not yet received funding, and that the Panel would be informed of any updates.

e) Update on Access for All bids – Selhurst, Coulsdon South, Reedham, Waddon, West Croydon and Norwood Junction Stations

The next round of bids for Access for All would be in four years, and would follow the same criteria. West Croydon had not met the criteria for TfL to raise a bid as it was already considered step free.

Bids for Norwood Junction and West Croydon made by the council and Network Rail had been unsuccessful. A development plan for West Croydon would be worked on in conjunction with TfL and Network Rail.

f) West Croydon Station Signage and Crossing

The Chair stressed the need for improved signage around the step free access. The London Trams representative informed the Panel that the signage had been amended, but agreed if this was not noticeable then this was a problem; support would be needed to change signage on the highway.

The Mobility Forum representative asked whether new signage could detail the services on each platform, and heard that the signs should

not be too specific in case of service changes or disruption. The East Surrey Transport Committee representative noted that there was no step free access on Sundays, or after 19.00.

The TfL representative had visited the crossing recently with Vision Zero, and it had been established that a crossing route needed to be established to stop people crossing wherever they liked. A zebra crossing could not be installed over the tram track, and a signaled crossing would need more research. At a minimum, additional signage would be installed, and TfL would collaborate with the council to encourage people to use existing crossing points.

The Head of Transport informed the Panel that previous work on a signal crossing had not proceeded, but that they were glad TfL had been looking at a solution.

g) Staff Training on Wheelchair Ramps Stations

The East Surrey Transport Committee representative claimed that one of the GTR contractors had not been trained to assist with wheelchairs at stations.

The Chair had been made aware of problems by emails from a resident, and informed the Panel that a written response from GTR would be included with these minutes (appended).

The TfL representative stated that all staff were trained to assist with wheelchairs and that it should be a turn up and go system. The Head of Transport asked how the systems linked up, having seen various results in different areas. The East Surrey Transport Committee representative informed the Panel that Network Rail had to phone the station where the service user wished to alight to inform them; the message did not always seem to get through.

18/19 Any other business

Extension of 312 to Crystal Palace

The Extension of 312 to Crystal Palace was raised by the Vice Chair as opposed to the existing route which finished at South Norwood. The TfL representative responded that the whole route had been looked at, and that the suggestion seemed sensible.

Central Croydon Road Changes

The East Surrey Transport Committee representative stated that plans to close half of Katherine Street would negatively affect buses, and that these

plans needed to be better coordinated. The Head of Transport explained that this had been part of the Mid Croydon Masterplan; TfL had worked with the council to feed this into the consultation on Central Croydon bus routes. There were plans to remove some routes from the Town Centre, and to move towards implementing a needs based service. The East Surrey Transport Committee representative explained that there needed to be routes to the town centre, and similar needs based schemes trialled in Sutton had been unsuccessful.

Road Closures to carry out Tram track works

The TfL representative informed the Panel that parts of the A232 and Chepstow road would be closed in August 2019 to carry out works.

Sandilands Tram Tunnel & Blackhorse Lane Bridge

The TfL representative informed the Panel that there would be information sessions in July 2019 in Croydon Clocktower to discuss the works planned.

19/19 Items for next meeting

The Chair invited the Panel to submit any items they would like discussed before the 5 September 2019 for the next meeting.

The Mobility Forum representative submitted the following:

- Norwood Junction – Issues boarding buses at close of school times, with secondary and primary schools overcrowding buses. (South Norwood Clock Tower Bus Stops, Grovener Road 130 & 160 Bus Stop, Portland Road Northbound Bus Stop).

20/19 Dates of future meetings

- 1 October 2019
- 11 February 2020

The meeting ended at 12.47 pm

Signed:

Date:

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