

Response to rail passenger services in London and the south east: a new approach

Friday 18th March 2016

This response to the current consultation on the proposal for TFL to run suburban rail services is made with relation to services affecting rail services currently running through Bexley.

1. [REDACTED] supports the opportunity to increase accountability of rail services to TFL, to drive better service standards and better infrastructure improvements.
2. [REDACTED] supports the direct accountability to the elected Mayor of London, which allows elected representatives to raise issues and concerns in public meetings to resolve better outcomes. London Borough Transport Users meetings should have stronger powers to hold TFL to account for rail services.
3. [REDACTED] seeks clarification on the maintenance arrangements of the rail infrastructure, whether this will stay with Network Rail or will Metronet be involved. It is important that both partners work in a cohesive way to reduce delays, at present between 60-70% of delays are Network Rail related, it is unclear in the document what measures will take place to improve this situation
4. [REDACTED] emphasizes the need to see substantial investment in new signalling, capacity improvements, point improvements, conductor rail insulation which date back to the 1960's, capacity improvements, point improvements, conductor rail insulation and better asset management (i.e. Barnehurst embankments) unless this is forthcoming then delays will continue to impact on service delivery.
5. [REDACTED] is cognizant of the challenges of capacity on the existing network to further improve services, we would support a significant scheme to create a Lewisham hub, linking with a Bakerloo line extension, looking to substantially increase capacity at this junction, potential new platforms on up/down fast lines, better links with buses, cycling provision and improved pedestrian access.
6. [REDACTED] supports a more cohesive, joined up approach to a more regional based London and South East partnership, reviving the former Network South East, to bring together different funding sources and quicker delivery of service improvements.
7. [REDACTED] would like to see fully staffed stations at all times to increase security, reduce fare evasion and accessibility, 12 car trains becoming the norm and more frequent trains to more diverse locations.

8. [REDACTED] supports a more closely integrated fare structure, which encourages more flexible working and simplifies the fare price structure, which will reduce the financial burden on passengers who have seen substantial fare increases in recent years. Fare refunds should become automatic and reduced to 15 minutes, rather than the present lengthy process.
9. [REDACTED] supports progress in making all stations and trains accessible to all disabled residents
10. [REDACTED] supports better partnership working, to deliver better services to more locations, Thameslink is an opportunity to bring services, in the future to residents in Bexley to more locations reducing the need for passengers changing trains
11. [REDACTED] emphasises the need for better information at all times across a range of different communication channels, to allow passengers to have the tools to make better travel choices at times of delays. Better Wi-Fi access on stations, trains and mobile apps to access information.

[REDACTED] *commits itself to supporting the proposal for TFL to take responsibility for more inner suburban rail services. [REDACTED] is convinced that, if done correctly, the investments in infrastructure will bring about a positive transformation for rail services in the South East.*

[REDACTED] *looks forward to working positively with Transport for London as the representatives of the areas affected by these proposals to work towards better public rail services in Bexley.*

[REDACTED]

[REDACTED]

[REDACTED]