

Dear DfT and TfL,

Thank you for the opportunity to respond to this historic new approach.

We at the [REDACTED] have launched a campaign - [REDACTED]  
[REDACTED] - in response to our local train service.

Our focus is for Crofton Park station, however our campaign supports all stations on the Catford Loop, including Catford, Bellingham, Beckenham Hill, Ravensbourne and Shortlands with related impacts on the bookending stations of Bromley South and Nunhead.

Crofton Park station suffers particularly with:

- Significant overcrowding - Some of our services are running at 128% capacity according to official figures;
- Chronic reliability issues - Just 55% of services arrive at their scheduled time, and this dips substantially from that average in the morning peak.

Our station is Zone 3, south east London. There are 149 such stations. But only seven - most of whom are on the Catford loop - have such a sparse timetable as we do.

The service was substantially better in the 1950s:

- In 1956, there were 62 trains to Blackfriars - today there are only 39;
- In the morning peak in 1956 there were 14 trains north to Blackfriars - today there are just 8.

Passenger numbers growth has been dramatic, even on the official figures: from 570,771 in 2011-12 to 780,524 in 2014-15; an increase of 36%.

We say 'even' because Crofton Park does not have barriers and has a ticket office that is frequently not open. When we did a passenger count in 2013, controlling so far as we could for any extraneous factors, we found much higher passenger numbers. Extrapolating from this number on a conservative basis and updating in line with the increase from 2011 to 2015 gives a 'real' figure of just over 1 million passengers.

Yet there has been no response in train provision.

Worse, the reliability of the service is poor, extremely so in the peaks - and especially in the morning peak.

Looking across the last 12 weeks, the 06:25 is the last train with good reliability (defined as arriving at Blackfriars within 5 mins of booked time; figures are averages of right time arrivals). From there, the 06:57 and 07:29 manage 64% and 65% respectively.

From there, reliability deteriorates rapidly: 51% for the 07:56; just 25% for the 08:10; 55% for both the 08:36 and 08:58.

You can read more about our campaign at:

[REDACTED]  
[REDACTED]  
[REDACTED]  
  
[REDACTED]  
[REDACTED]  
  
[REDACTED]  
[REDACTED]  
  
[REDACTED]

[REDACTED] want to see can be defined in two broad categories:

- An improvement in our day to day experience, improving reliability, reducing overcrowding and keeping the station in better repair (the stairs to platform 1 have just received emergency repairs to wet rot which has been left without attention for many years).
- A better timetable, more appropriate to the regeneration and economic growth the area is seeing.

We therefore see this partnership approach between DfT and TfL as a very positive step. But it has a fatal flaw from our point of view – our Thameslink services are not included in it.

We think this is utterly wrong, and must be corrected. Our service is very much a metro/commuter one, and we want to see the democratic accountability, improved service and focus on customer service and performance that has come with the devolution of other rail services to TfL.

It seems to us to be purely an accident of history that our services are not being devolved to TfL. Until 2014, the service to Blackfriars was operated by Southeastern (although the trains themselves continue on through the Thameslink core). Had services been devolved then, as was feasible given TfL's ambitions, our services would have been devolved. But by the accident that they have been taken into the TSGN franchise, we are now disenfranchised.

We urgently want to see improvements to our service, which is no less than what is deserved by the users of Crofton Park Station. Honor Oak Park, for example, is also in zone 3 and very close by. It has 12 trains per hour to our 3 (and mostly 2). Its passenger numbers have surged in recent years, partly because it has London

Overground standards of station upkeep, lighting, CCTV and staffing. According to your document, the rest of its services will pass to TfL by around 2021.

Yours faithfully,

A thick black horizontal bar used to redact a signature.