

A Rail Manifesto for London



The new covered walkway linking Hackney Central and Hackney Downs stations creates an interchange which provides a better connection and more journey opportunities

March 2016

railfuture

A Rail Manifesto for London

Railfuture¹ seeks to inform and influence the development of transport policies and practices nationally and locally. We offer candidates for the 2016 London Mayoral and Assembly elections this manifesto², which represents a distillation of the electorate's aspirations for a developing railway for London, for delivery during the next four years or to be prepared for delivery during the following period of office.

Executive Summary

Recognising the importance of all rail-based transport to the economy of London and to its residents, commuters and visitors alike, Railfuture wishes to see holistic and coherent rail services across all of London, integrated with all other public transport, with common fares and conditions.

Achieving this is covered by the following 10 policy themes:

- 1. Services in London the Mayor should take over.** The 2007 transfer of some National Rail services to TfL has been a huge success, transforming some of the worst services in London into some of the best performing. Railfuture believes it is right that the Mayor should take over responsibility for more rail services in London, either by transferring service operation to TfL or by TfL specifying service levels to the operator, and that this must benefit all of London.
- 2. Improved Services.** Frequencies play an important role in the success of metro and suburban train services. We believe that the Mayor should set out the minimum standards of service levels across London seven days per week for all rail services.
- 3. Missing Links, New Stations and Services.** TfL should take a holistic view to identify missing links in the present London rail system and what services are required that TfL could provide.
- 4. Improved Stations and Staffing.** Stations need to be seen as friendly places, where passengers can wait in a safe, clean and attractive environment with adequate staffing and information. All stations should be staffed from first to last train, and staff should be able to sell the full range of TfL and National Rail tickets.
- 5. Accessibility.** As many stations and services as possible should be step-free and be able to provide turn-up-and-go services for those with mobility difficulties and wheelchair users.
- 6. Fares, Ticketing and Ticket Retailing.** Railfuture welcomes cashless ticketing, and believes there may also be a need for some conventional ticketing. One-day travel passes and Oyster caps are high and may be discouraging travel. Existing zone boundaries, and an extension of the zones, should be reviewed. TfL Rail and London Overground must act as part of the National Rail network; current issues over ticketing for cross-boundary and group travel must be resolved.
- 7. Visitors to London** are an important part of the London economy. Tourists and other visitors should be given every encouragement to use public transport for ease of travel, and to reduce road congestion and air pollution, with a range of attractive and affordable fares.
- 8. Information** should be provided on stations and in trains and on other local transport encompassing complete journeys.
- 9. Punctuality/Performance and Compensation.** Current PPM and CaSL measures are general and often disguise bad performance on individual lines and at individual stations. The Mayor should require performance data measured and publicised by individual routes and stations.
- 10. Governance** should be through the TfL Board and the Greater London Assembly. The TfL Board should include at least two representatives of the Home Counties to ensure their views are heard.

Background

The Mayor of London took office in 2000 with responsibility for what was then London Transport - London Buses, the Underground and Docklands Light Rail. The Mayor has developed more influence over Transport in London and now has full responsibility for London Trams, the creation and development of London Overground - which has taken over some National Rail services - and more recently the creation of TfL Rail in preparation for Crossrail. In the future TfL's Crossrail 2 will also take over some National Rail services in South West London.

The Mayor and TfL have responsibility for setting fare levels on all its services in London, and on National Rail services serving London in negotiation with the Association of Train Operating Companies (ATOC). It has introduced Oyster and contactless pay-as-you-go cards throughout London, and now beyond as far as Dartford, Gatwick Airport, Grays, Hertford East and Shenfield.

What are the results of this change?

The main difference and experience for passengers between the Train Operating Companies (TOCs) and TfL Rail and London Overground running services in London is best summed up as *"TfL is focused on passengers travelling in and around London, while the TOCs are focused on passengers travelling to and from London"*.

What have been the advantages?

The evidence to date has shown that when TfL has taken over services, after their initial settling in period, the services have been transformed into some of the most well-used and reliable services in London, often achieving punctuality/reliability over 90% - constantly above the DfT-franchised TOCs. Stations that have been long run down have been deep cleaned, renovated, staffed, fully equipped, and with safety and security improved to the benefit of local passengers.

Have there been any disadvantages?

The main downside is that TfL Rail and Overground do not always see that they are still part of the National Rail network and this has led to issues over ticketing, fares and special offers especially when it comes to cross-boundary and group travel. The definition of group travel has been reduced to three or more people by the TOCs while in London on the Overground, DLR and the Underground it remains at ten or more people. This has led to a number of fare anomalies where a group of people can travel more cheaply from outside London than from inside London. Another example is the removal of cheap-day tickets. Pay-as-you-go Oyster has a fare supplement applied to National Rail journeys through zone 1 London terminals which no longer applies on TfL services.

The reduction in the number of types of and the increase in price of one-day Travelcards have resulted in London being the most expensive city in Europe for the casual visitor and tourists alike.

A New Approach

In January 2016 the Transport Secretary Patrick McLoughlin and Mayor of London Boris Johnson launched "A New Approach to Rail Passenger Services in London and the South East" proposing the transfer of more Metro services and some suburban services from DfT franchises to TfL Overground³.

Public Transport features strongly in all the leading Mayoral candidates' election manifestos, and a range of organisations are calling for the Mayor to take over London rail services from the franchised Train Operating Companies (TOCs). These include The GLA⁴, London Chamber of Commerce, the Centre for London⁵ and a number of London MPs, London Boroughs and Rail User Groups.

It is clear that the previous transfer of National Rail inner/metro services to TfL has been a huge success, transforming some of the worst services in London into some of the best performing. Many long-forgotten stations have been deep-cleaned and renovated to the benefit of all. TfL has extended London Zones to more logical locations just outside, and amended zone boundaries within, London.

Railfuture has produced this **Rail Manifesto for London** covering National Rail, TfL Rail, London Overground, London Underground, Docklands Light Rail, and London Trams. Recognising the importance of rail transport to the economy of London and to its residents, commuters and visitors alike, we wish to see a holistic and coherent rail service across all of London integrated with all public transport. This should provide a safe, reliable, frequent, and affordable integrated rail service to, from and across central London, within and around London and across the GLA border to the Home Counties, with the same fares and conditions regardless of operator.

1 - Services in London the Mayor should take over

Railfuture believes it is right that the Mayor should take over responsibility for rail services in London. This can be achieved in two different ways:

- TfL take over the complete operation, as has happened with the existing London Overground where there is a complete transfer of the service including operation of the train service, stations, supply and maintenance of the rolling stock, all being transferred in full to TfL.
- When it may be difficult to separate the service into two clear London and non-London elements of the franchise, TfL control should be undertaken as happened in the previous Southern franchise. In that the existing operator continues to operate the route, train service, stations along with supply and maintenance of the rolling stock, but with TfL specifying the service level and frequency, the station facilities, staffing and opening times.

This leads to three possible methods of operation

- Complete operation by TfL as with London Overground
- Continued operation by a TOC, eg. c2c, where TfL specifies the service level within London.
- Mixed operation as on the South London and West London lines, but with TfL specifying the total service levels.

From passengers' perspective there should be little difference. It is important that fares are the same within the zones as those on the TfL services. The same fare should apply regardless of operator.

Where to?

Railfuture supports the Mayor taking over metro and suburban services in all the zones and to logical stations outside the zones such as Dartford, Swanley, Sevenoaks, Epsom, Redhill, Shepperton, Hampton Court, Welwyn Garden City, and Hertford North in the following franchises, as and when they come up for renewal: South East Trains, South West Trains, GTR Southern, Great Northern and Thameslink. The Mayor will gain control of most GWR suburban services on completion of Crossrail.

We are of the view that c2c and London Midland are self-contained networks and for these franchises the Mayor should specify the service levels within the zones and station opening hours. Stations such as Tilbury and Watford Junction should be moved into the zones.

In the longer term this should also apply to Chiltern, although track capacity is already a constraint in the London area. Until it becomes possible to increase services within the zones, which will require additional infrastructure, the Mayor should press the case for more Chiltern trains to serve South or West Ruislip for interchange with London Underground's Central line.

2 - Improved services

The population of London has already reached 8.6 million and is forecast to reach 11 million by 2050. It is important that all parts of London have a frequent, punctual train service as well as those served by Underground, DLR and Crossrail. It is clear that on metro and suburban train services frequencies play an important role in their success and a true turn-up-and-go service requires a frequency of six trains per hour. However, this is not yet possible on much of London's crowded rail network.

We believe that the Mayor should set out the following minimum standards of service levels across London seven days per week for all rail services:

- Zones 1-4 a minimum 6 trains per hour
- Zones 4-9 a minimum 4 trains per hour
- Beyond the zones a minimum 4 trains per hour
- A minimum of 2 trains per hour only where passenger demand is very low or track capacity and infrastructure prevents higher frequencies.
- First trains to arrive in London early enough for early-morning Intercity and Eurostar trains.
- Last trains from London terminals departing no earlier than midnight.
- All-night weekend services of 2 trains per hour to serve strategic outer London locations.
- All-night service linked to the London Night Bus network.
- Boxing Day services should operate throughout London.
- New Year's Eve all-night services should operate throughout London.

Provision of new and improved services will be dependent on increased infrastructure capacity in some areas. The Mayor must press for the capacity enhancements already identified in the Network Rail Route Studies to be implemented in their Control Period 6 (2019 – 24), including for example the additional platforms at East Croydon and the grade separation at Windmill Bridge Junction.

Docklands Light Rail and London Trams

The Mayor should also review the operation of Docklands Light Rail and London Tram services with a view to introducing all-night weekend services to serve strategic locations.

3 - Missing links, new stations and services

There are a number of missing links in the London Rail network that could be completed using both existing rail lines and constructing some new short links and extensions. By the Mayor taking responsibility for more services within London, TfL will be able to look at the rail network as a whole rather than in its traditional areas. This would provide an excellent opportunity to take a fresh look at the existing services to simplify service patterns, improve connectivity, and to create new journey opportunities, especially for orbital travel.

Bakerloo Line Extension beyond Lewisham

TfL consulted last year on extending the Bakerloo Line from Elephant and Castle to Lewisham via either Old Kent Road or Camberwell and Peckham. The outcome of the consultation favoured the route via Old Kent Road to Lewisham with new stations in the Old Kent Road. TfL will undertake further consultation in 2016 and would like construction of the final route to Lewisham to start in 2023 for completion in 2030. Further extension beyond Lewisham may then be considered, for example by taking over the Hayes branch from South Eastern trains and running Bakerloo line trains to Hayes and also via the connection at New Beckenham to Beckenham Junction and Bromley town centre.

We advise that extension beyond Lewisham would overload the Bakerloo line's central section and deprive TfL of the opportunity to create a new metro route linking the economic centres of Croydon, Docklands and Stratford, but strongly support the provision of new stations in the Old Kent Road.

Thameslink 2

Railfuture believes that as London's population grows the existing lines north of Croydon will be at capacity and then there will be need to provide additional north-south links. We believe that the Mayor should look at the provision and safeguarding of a new Thameslink 2^o route linking north-east London and beyond with East Croydon and further south via Stratford, Canary Wharf, and Lewisham.

Northern Line Extension to Vauxhall Nine, Elms and Clapham Junction

The Northern Line extension of the Charing Cross branch to Nine Elms and Battersea was granted its Transport and Works Act Order in 2015 and work should be complete by 2020. However, Battersea is not a natural transport terminal or interchange and consideration and consultation should be given to a further extension to Clapham Junction.

Crossrail 2

Consultation on Crossrail 2 took place during 2015. Railfuture supports Crossrail 2 taking over South West train services west of Wimbledon in order to provide more direct journeys into central London zone 1 and to provide additional paths into Waterloo for main line services. We support extending Crossrail 2 services to Shepperton, Hampton Court, Chessington, Epsom with a minimum of four trains per hour on each branch. All the stations on these branches must be brought into the zones.

We also believe that provision must be made to continue the existing level of service and if necessary improve it at Earlsfield, Clapham Junction and Vauxhall stations to the east of Wimbledon.

In the north-east the spur towards Hackney Central should form the basis of an East London Riverside route, via Stratford International, Barking and Grays. The incoming Mayor should instruct TfL and Crossrail 2 to develop this route, as the means to support the long-term growth of London in an area not served by Crossrail and where the only other mainline route, Essex Thameside, faces finite limits to its capacity. The Crossrail 2 Stratford International station would best interchange not only with the HS1 and DLR stations but also with new platforms on the adjacent Lea Valley-North London lines link to afford sorely-needed additional capacity and resilience to those routes.

London Bridge to Sutton and Epsom via Norwood Junction off-peak

Although there are peak hour services on this route there are no through services during the off-peak or at weekends. During these times a change is required at Norwood Junction or at Norwood Junction and West Croydon, which are not step-free stations. The Mayor should seek to address this.

Blackfriars to East Croydon via Herne Hill, Tulse Hill and Crystal Palace

Although these stations have had a regular Thameslink service passing through the stations from Gatwick and Croydon, there has only been the odd peak-hour stop at Herne Hill. When the main Thameslink services are transferred back to the main line via London Bridge in 2018 there should be some spare paths along this route. This would enable a metro service to operate from the terminal platforms at Blackfriars via Herne Hill to East Croydon to provide connections to Gatwick and the South Coast. This service could be extended to Coulsdon Town and Tattenham Corner to provide an alternative service to the Thameslink service from Cambridge.

Camberwell Station

Now the preferred extension of the Bakerloo line is via the Old Kent Road rather than Camberwell and Peckham, this leaves the large area of Camberwell without a rail link. A new station should be constructed in Camberwell on the existing Thameslink route.

Extension of Overground services from West Croydon to Sutton and Wimbledon

Two of the existing Overground services per hour that terminate at West Croydon could be extended to Sutton. This could be the first step in creating an outer orbital route for South London. In the short

term these services could continue on to Wimbledon via the Wimbledon Loop line to increase the frequency to four trains per hour, and could be extended from Wimbledon to Blackfriars via Herne Hill, to provide many new direct journey opportunities. The transfer of Thameslink services from the Herne Hill route to London Bridge route in 2018 would provide some additional paths across Herne Hill and Tulse Hill.

Surrey Canal Road station. Railfuture supports a new station planned on the South London line section of the Overground at Surrey Canal Road in Lewisham. Provision has been made in the original Overground infrastructure works. Lewisham Council are hoping funding for completion of the station will be secured from new building projects in the area, now known as New Bermondsey.

Heathrow to Staines

A key missing link to Heathrow is from the south via the South Western lines from Woking, Clapham Junction and Waterloo to improve airport connections from south London, Surrey and the south coast.

Western Rail Link to Heathrow

An application for a Development Consent Order is due to be submitted by Network Rail in late-2017 for a rail link, east of Langley, to Terminal 5 for services to/from Reading via Slough. With construction possibly starting in 2019, the Mayor should seek to ensure this project proceeds expeditiously as a contributor to reducing road traffic congestion and air pollution around the airport.

Greenford to West Ruislip

When Crossrail services start, Greenford branch services will cut be back from Ealing Broadway to West Ealing. A small extension of the route from Greenford to West Ruislip would create new journey opportunities between the Chiltern route, Crossrail and Heathrow.

Docklands Light Rail

Railfuture particularly encourages the Mayor to include a DLR extension in the planned river crossing at Gallions Reach.

London Trams

Croydon Tramlink, now London Trams, has gone from strength to strength with usage now exceeding its design capacity of 30 million journeys per year. As well as the line capacity to Wimbledon being increased, by double tracking a number of the long single track sections, new additional route 4 being introduced from Elmers End to Therapia Lane and additional trams being purchased to allow a further extension of route 4 to Wimbledon in 2016, a number of extensions are being considered:

Dingwall Road Loop Croydon to increase capacity in the town centre, on which public consultation has taken place. TfL anticipate making an application for a Transport and Works Act Order in 2016.

Harrington Road to Crystal Palace and Crystal Palace to Beckenham Junction taking over the Southern rail route between Birkbeck and Beckenham Junction. Public consultation took place over this route in 2006. It is still favoured by Croydon and other Councils along with many others. The outgoing Mayor has agreed that this route be looked at again by 2020.

Beckenham Junction to Bromley. This has also been looked at a number of times and has generally been rejected on the cost of actually getting the tram to Bromley town centre. The outgoing Mayor has agreed that this route be looked at again by 2020.

Sutton Town Centre to Wimbledon, Morden, South Wimbledon and Tooting via St Helier Hospital have all been considered previously but rejected due to problems of capacity on the existing network west of Mitcham Junction; the increased capacity has now been created to Wimbledon. The outgoing Mayor has agreed that routes from Sutton to Morden Road, South Wimbledon and/or

Wimbledon via St Helier hospital be looked at again. This route also has the possibility to be extended in the south to Belmont to serve new housing and the Sutton branch of Royal Marsden hospital.

London Underground

It is vital that the planned upgrades of the Tube continue and are completed, but Railfuture recognises that around the time Crossrail 2 is due to open, the Tube network is likely to have reached the physical limits of its capacity and capabilities. If London's population and employment continue to increase as currently forecast, it is no less vital that plans to accommodate the associated travel demand continue to be developed. That is why Railfuture gives a broad welcome to "A New Approach to Rail Passenger Services in London and the South East", recognising that expanding the capacity and capability of the National Rail network is likely to be the major long-term contributor to absorbing those growth pressures cost-effectively, as new lines face even greater affordability challenges.

4 - Improved stations and staffing

Stations are an important part of the railway environment, as they are where most passengers spend time. Stations therefore need to be seen as friendly places, where passengers can wait in a safe, clean and attractive environment with adequate staffing and information. The major improvements that London Overground has made to many long-neglected stations by deep cleaning and providing essential passenger facilities have set a new benchmark which the Mayor should make universal.

Railfuture believes the following should apply to National Rail stations in London:

- Booking offices and sufficient ticket vending machines able to sell the full range of TfL (including one day bus and tram passes) and National Rail tickets.
- All stations staffed from first to last trains, with staff able to resolve Oystercard problems.
- Ticket gatelines staffed all day and not left open.
- Adequate ramps for wheelchair access.
- Full range of poster timetables and line/network maps.
- Real-time arrival/departure and summary CIS on all platforms and in booking offices.
- Information about alternative services if within a 15-minute walk.
- Information about onward bus connections and taxis.
- Adequate sheltered waiting areas with adequate seating.
- Toilets at all major interchange and other busy stations where the train service does not provide toilets on the trains.
- Sufficient safe, secure cycle storage.
- Adequate waste bins, emptied frequently.
- Free Wifi.

5 - Accessibility

Accessibility is becoming ever more important as London's older population increases, and people with mobility impairments rightly expect equality of access. The Mayor should commit to more services and stations being step-free, and able to provide turn-up-and-go services for those with mobility difficulties and wheelchair users. Bakerloo and Piccadilly lines modernisation represent specific opportunities to make more stations step-free.

The Mayor should commit to an accelerated programme of step-free access to stations in London through funding by TfL and DfT's Access for All. The Mayor should negotiate with the ORR such that when it fines Operators or Network Rail for poor performance the money is reinvested in the rail industry, and in particular used to support the Access for All programme.

6 - Fares, ticketing and ticket retailing

The introduction of modern forms of ticketing such as Oyster and other smart cards, contactless cards, smart phone, and on-line booking with the ability to print tickets at home is welcome. However, Railfuture believes there may continue to be a place for face-to-face sale of some conventional tickets, especially for cross-boundary journeys, add-on journeys and for casual travellers and visitors.

The introduction of Oyster and contactless cards has been a huge success, improving the use of the network and making travel in London much easier and quicker for regular travellers within the zones. However, there are some disadvantages for visitors, casual users and for cross-boundary journeys.

Introduction of Oyster and contactless payment has reduced the cost of single fares, especially in the off-peak, but there have been major changes to the pricing of the one-day Travelcard and its Oyster day-cap equivalent. The cost of the one-day off-peak Travelcard has risen by over 100% and the variety of off-peak Travelcards has been reduced to the all-zones version - zones 1-6 in the GLA area, 1-9 for beyond the GLA area. The worst example is the loss of the zones 2-6 off-peak Travelcard which has raised the cost of Travelcard in the outer boroughs almost three-fold.

London Travelwatch undertook research on low-paid workers and their travel costs from the outer London zones to the centre⁷. This showed that the high cost of accommodation in central London was forcing low-income families to move to outer London. As a result their cost of travelling back to the centre has risen sharply and this high cost of travel was a problem to many low-income workers who frequently used the bus taking double the time rather than the train as they can't afford the train fare.

Railfuture believes that:

- Customers must receive the information they need to choose the best value ticket for their journey and fully understand any limitations applying to the use of the ticket, irrespective of where or how they buy it
- For customers to have confidence that they are being treated fairly, the anomalies in the fares system must be resolved
- There will continue to be requirement for some conventional tickets.
- Staff should be available to sell tickets face-to-face.
- Staff and ticket vending machines should sell all TfL and National Rail, bus and tram tickets.
- There should be no National Rail terminal supplement on Oystercard fares in the zones.
- There should be re-examination of the present London Zones boundaries.
- More use should be made of Zones 7, 8 & 9 for areas outside the GLA area.
- TfL should reintroduce an outer London zone 2-6 off-peak Travelcard.
- The price of the off-peak Travelcards should be reviewed.
- Oyster should be extended further out to locations such as Luton Airport and Windsor.
- TfL should find a way to include Railcard discounts in contactless payments.

TfL is still part of the National Rail network. One of the downsides of TfL Rail and the Overground is that they do not always see that they are still part of the National Rail network, which has led to issues over ticketing, fares and special offers especially when it comes to cross-boundary and group travel. Examples are the removal of cheap-day tickets, removal of family tickets and the definition of a group travel which has been reduced to three or more people by the TOCs while in London on both the Overground and the Underground it remains at ten or more people. This has led to a number of fare anomalies where a group can travel more cheaply from outside London than from inside London.

We welcomed the 2015 reintroduction of a one-day bus and tram pass for passengers without Oyster and contactless cards, which can be purchased from station booking offices and ticket vending machines at all stations within London.

Railfuture believes that:

- TfL should have common definitions of Group Travel with the TOCs.
- TfL should reintroduce Family Travelcards.
- TfL should also participate in National Rail special offers.

Table 1: Comparison of cost of One day Off-peak Travelcard for 2 Adults and 2 children from Zone 6 stations compared with stations outside London.

Zone 6 Station	Cost	Notes
Coulsdon South	£36.20	
Cheam	£36.20	
Surbiton	£36.20	
Orpington	£36.20	
Upminster	£36.20	
Enfield	£36.20	
West Drayton	£36.20	
Station outside the Zones		
Epsom	£23.20	<i>Southern only and zones</i>
Iver	£26.20	
Grays	£27.20	
Tilbury Town	£27.20	
Woldingham	£27.80	
Merstham	£28.00	
Redhill	£29.60	

Note: Free travel for children under 11 with Oyster Zipcards was introduced by the Mayor on National Rail within the zones from January 2016.

Penalty Fares

Railfuture is concerned that Penalty Fares are not seen as fair by some passengers. Although there is discretion within Revenue Inspectors powers, this is not always used to the degree that it could and should be. Penalty fares should not for example be used against passengers who are willing to pay their fares, but have just found it difficult to do so. The Mayor should ensure that the full independence of appeals bodies Transport Focus and London Travelwatch is safeguarded.

7 - Visitors to London

The London economy is not only dependent on business and commuters to central London and the outer boroughs. It has a huge leisure and tourist market and in 2014 it was one of the most visited cities in the world with more than 4.9 million visitors from home and abroad.

Table 2: Cost comparison of the London Travelcard price with a number of major European cities

City	Ticket	Cost (£ equivalent)	Cost (euro equivalent)
London	All Day Travelcard	£17.20	€23.00
London	Off-peak Travelcard	£12.10	€16.00
Amsterdam	24hr OV Chipkaart	£5.68	€7.50
Berlin	Zone A&B day ticket	£5.23	€6.90
Paris	Mobilis zone 1-3	£7.04	€9.30
Madrid	Tourist Pass Zone A	£6.06	€8.00

Note: In all these cities there is only one ticket valid all day. The comparison was for a ticket that allowed travel to the outer zones, but not with an add-on to an airport or tourist attraction outside the city zones.

Tourists and other visitors need to be encouraged to use public transport both for ease of travel and also to reduce congestion and air pollution in the centre. London now has the highest public transport fares in Europe and only Japan rivals it in the world. Foreign tourists can find the concept of Oyster confusing when it does not yet go to tourist locations just outside London such as Luton Airport and

Windsor Castle. As a result of these changes London now has the most expensive one-day multiple journey ticket fares in Europe.

Railfuture believes that:

- TfL should review the price of the off-peak Travelcards
- TfL should reintroduce an outer London off-peak zones 2-6 Travelcard.
- Extension of Oyster to locations such as Luton Airport and Windsor

8 - Information

Some recommended common standards:

Information at Stations

- Real-time arrival/departure and summary CIS on all platforms and in booking offices.
- Announcements of next trains and calling points – visually-impaired people-friendly.
- Station clocks in booking offices and on all platforms.
- Information about alternative services if within a 15-minute walk.
- Information on onward bus connections and taxis.
- Poster timetables and line/network maps.
- Map of surrounding area with key points of interest.
- Free Wifi.

Information on Trains

- Scrolling display in each carriage and announcements of:
 - final destination, next and all calling points and interchange points.
 - length of mainline trains and current coach number.
 - which side train doors will open at the next station.
 - how to communicate with staff in an emergency.
- Free Wifi.
- Route/network maps.

9 - Punctuality, performance and Compensation

The existing industry standard measurement of performance, the public performance measure (PPM) shows the percentage of trains which arrive at their terminating station 'on time' which combines figures for punctuality and reliability into a single performance measure. A second measure is Cancellation and significant lateness (CaSL) where a train is counted as being a CaSL failure if:

- It is cancelled at origin.
- It is cancelled en route.
- The originating station is changed.
- It fails to make a scheduled stop at a station.
- It is significantly late (ie.it arrives at its terminating station 30 minutes or more late).

These standards are measured and published in set four-week periods and also on a rolling annual average by the TOCs and Network Rail. These measures and results can however be far too global and can often disguise very bad performance on individual lines and at individual stations.

Railfuture believes that performance should also be reported on individual lines and stations.

Compensation

The existing compensation schemes do not work well in the London area where journeys are frequently of 30 minutes or less. The present most generous schemes offer partial or full repayments after a delay of a minimum period of 30 minutes, meaning that a journey in London has to be 100% longer or more before compensation is paid. This period for a refund for delayed travel inside the London zones should be reduced to 15 minutes, the interval of a four trains per hour service.

The Train Operating Companies also need to be more proactive with passengers to enable them to claim compensation. Automatic reimbursement of season ticket and advance ticket holders is a good step forward, but automatic reimbursement may not be as easy to implement for many passenger who make varied journeys. Better and more proactive use of "Delay Repay" schemes is important.

TfL should maintain an adequately staffed passenger information call centre with well trained staff available throughout every day. It is essential that the call centre can deal with all journeys within the London area regardless of operator.

10 - Governance

Governance would be through the TfL Board and the Greater London Assembly. The TfL Board should include at least two representatives of the Home Counties to ensure their views are heard.

© Railfuture 2016

www.railfuture.org.uk

 [@Railfuture](https://twitter.com/Railfuture)

Railfuture is the trading name of The Railway Development Society Limited. Registered in England and Wales No: 5011634. A Company Limited by Guarantee. Registered Office: 24 Chedworth Place, Tattingstone, Suffolk IP9 2ND

¹ Railfuture is a national voluntary organisation structured in England as twelve regional branches, and two national branches in Wales and Scotland. We are completely independent of all political parties, trades unions and commercial interests, and funded entirely from our membership. We campaign for better services for passengers and freight over a bigger rail network. Whilst pro-rail, we are not anti car or aviation.

² This manifesto may be downloaded at <http://www.railfuture.org.uk/DL1211>

³ DfT/London Mayor, A New Approach to Passenger Services in London and the south east: <http://www.gov.uk/government/news/transport-secretary-and-mayor-set-out-vision-for-rail-travel-across-london-and-the-south-east>

⁴ Devolving London's Rail service to London: http://www.london.gov.uk/sites/default/files/devolving_rail_services_to_london-final-report.pdf

⁵ Turning South London Services Orange: <http://centreforlondon.org/event/turning-south-london-orange/>

⁶ <http://www.railfuture.org.uk/Thameslink+2>

⁷ London Travelwatch, Living on the Edge: http://www.londontravelwatch.org.uk/documents/get_lob?id=4101&field=file