

Merton Council

Public Transport Liaison Committee Agenda

Date: Tuesday 17 October 2017

Time: 7.00 pm

Venue: Council chamber - Merton Civic Centre, London Road, Morden SM4 5DX

This is a public meeting and attendance by the public is encouraged and welcomed. For more information about the agenda please contact chris.chowns@merton.gov.uk or telephone [020 8545 3830](tel:02085453830).

All Press contacts: press@merton.gov.uk, 020 8545 3181

Public Transport Liaison Committee Agenda

17 October 2017

- | | | |
|---|---|---------|
| 1 | Introductions - opening remarks from Chair | |
| 2 | South Western Railway Franchise Presentation plus Q&A | 1 - 20 |
| 3 | TfL Presentation on the Mayor's Draft Transport Strategy plus Q&A | 21 - 32 |
| 4 | Electric vehicle charging points and Blue City Car Club plus Q&A | 33 - 56 |
| 5 | Cashfree Trams consultation plus Q&A | 57 - 74 |
| 6 | General Q&A (as time allows) | |

Note on declarations of interest

Members are advised to declare any Disclosable Pecuniary Interest in any matter to be considered at the meeting. If a pecuniary interest is declared they should withdraw from the meeting room during the whole of the consideration of that matter and must not participate in any vote on that matter. If members consider they should not participate because of a non-pecuniary interest which may give rise to a perception of bias, they should declare this, withdraw and not participate in consideration of the item. For further advice please speak with the Assistant Director of Corporate Governance.

South Western Railway

The journey starts here



FirstGroup is a leading surface transport group

- UK-listed, operate throughout the UK and North America
- Around 2.2 billion passengers a year
- Revenues of more than £5.2bn a year
- Approximately 110,000 employees
- Five divisions:
 - UK Rail
 - UK Bus
 - First Student
 - First Transit
 - Greyhound



FirstGroup is one of the largest rail operators in the UK

- We run every type of overground passenger rail service in the UK, from high speed inter-city trains and overnight sleepers to local branch lines, regional, commuter and open access services
- We operate:
 - Great Western Railway
 - TransPennine Express
 - Hull Trains (open access operator) – Rail Operator of the Year
- Considerable experience in introducing new rolling stock
- Franchises are achieving around 90% punctuality
- Launching another open access operator, East Coast Trains, by 2020.

MTR is a leading rail operator

- One of the world's leading operators of metro, commuter, intercity and airport rail
- Rail operations in Hong Kong, Australia, Sweden and the UK
- In the UK, MTR is an established operator with a high quality track record:
 - TfL Rail services between Liverpool Street and Shenfield (since 2015)
 - TfL's Crossrail concession – the Elizabeth Line (from 2018)
 - Formerly, London Overground with Arriva (2007 to 2016)



South Western Franchise - DfT Objectives

- Support the regional economies within the South Western Franchise
- Deliver excellent experiences and improve overall quality for passengers
- Secure whole industry efficiencies
- Secure benefits through collaborative working and partnering with Industry (NR & TfL)
- Work with Stakeholders (LA's, LEP's & MP's) to support local communities to deliver local transport integration, local regeneration and investment
- Improve Social and Environmental Sustainability

Change is coming to South Western Railway ...

- Franchise started 20th August 2017
- Seven year franchise length (possible 11 month extension)
- Services from London Waterloo to destinations throughout south west London and southern and south west England
- Key termini include Portsmouth, Weymouth, Exeter, Bristol, Reading and Southampton, Windsor, Dorking & connections to the Isle of Wight



More seats across the franchise ...

- 52,000 extra seats, 30% more peak capacity into Waterloo
 - Suburban services: 750 new carriages
 - Portsmouth fast: 90 carriages for fast services to Waterloo
 - Remaining fleet refurbished
- All our fleet will have modern interiors:
 - Free Wi-Fi up to five times faster than today
 - Charging points accessible from every seat
 - Infotainment installed
 - Real-time information on our trains

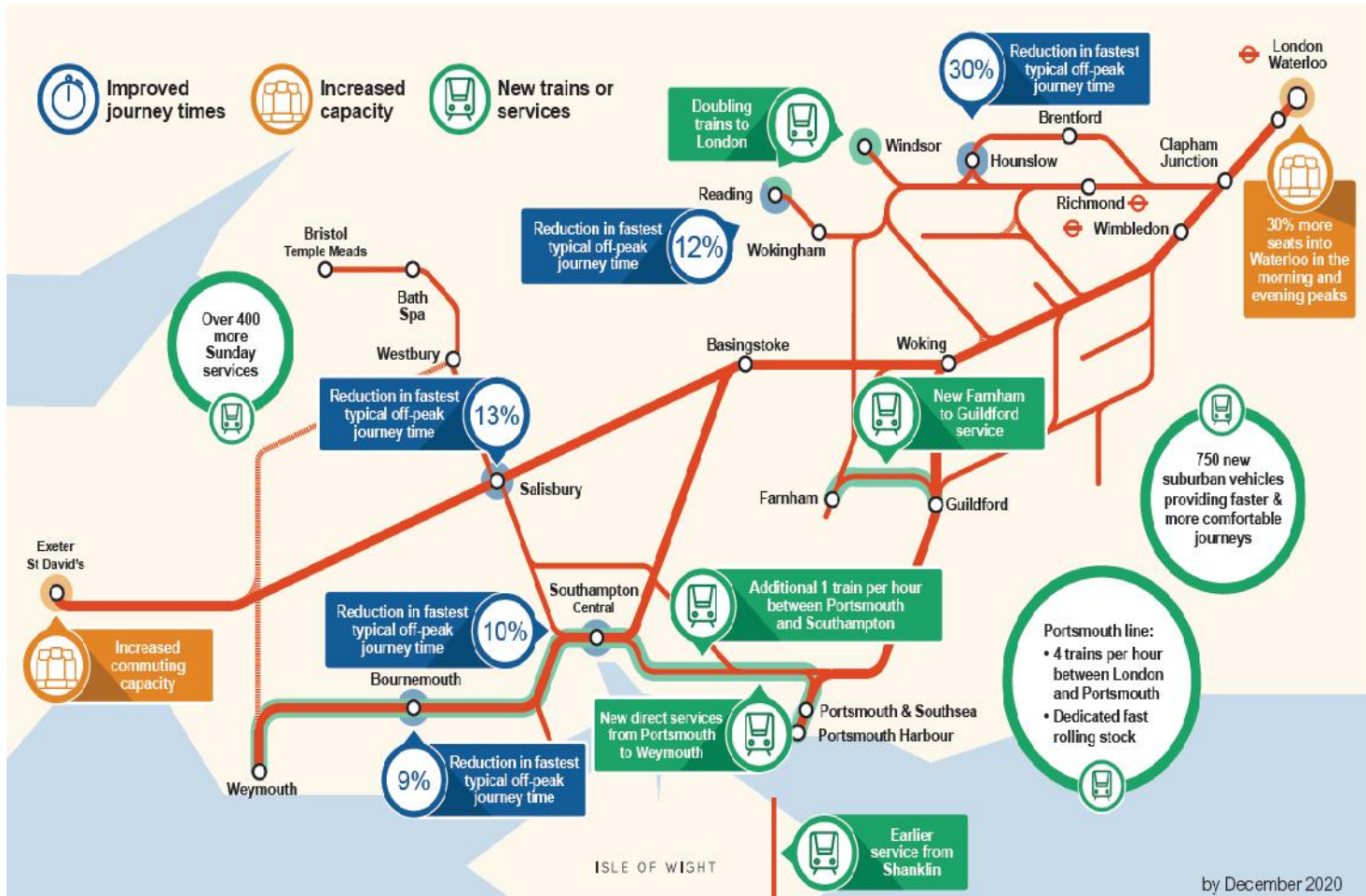
... with increased frequency, better weekend services and quicker journeys

- Our new timetable means a step-change in customer experience
- Journey times reduced across the franchise:
 - Mainline services to the South and South West
 - Reading, Windsor and Suburban services
- New journeys introduced:
 - Farnham to Guildford; Weymouth to Portsmouth
- Sunday afternoon services will match weekdays on most routes
- Improve late evening frequencies and later last trains
- Four trains per hour Windsor & Reading to Waterloo
- Four trains per hour Portsmouth to Waterloo
- Delivering these changes through disciplined operations and shorter dwell times, benefiting the whole franchise

... Locally

- Peak services will be lengthened to 10 cars progressively from Dec 17 to Dec 20
- Class 456's used to strengthen trains initially
- New trains of 10 car lengths from Dec 19
- Dec 18 Chessington South frequency maintained to service close (unlike now)
- Last trains Waterloo to Wimbledon, Raynes Park & Motspur Park slightly later
- Sunday PM improved frequency on Epsom route to four trains per hour (Dec 18)
- Delivering these changes through disciplined operations and shorter dwell times, benefiting the whole franchise
- December 2018 timetable consultations on the proposals above

.. as we deliver a £1.2bn investment for our customers



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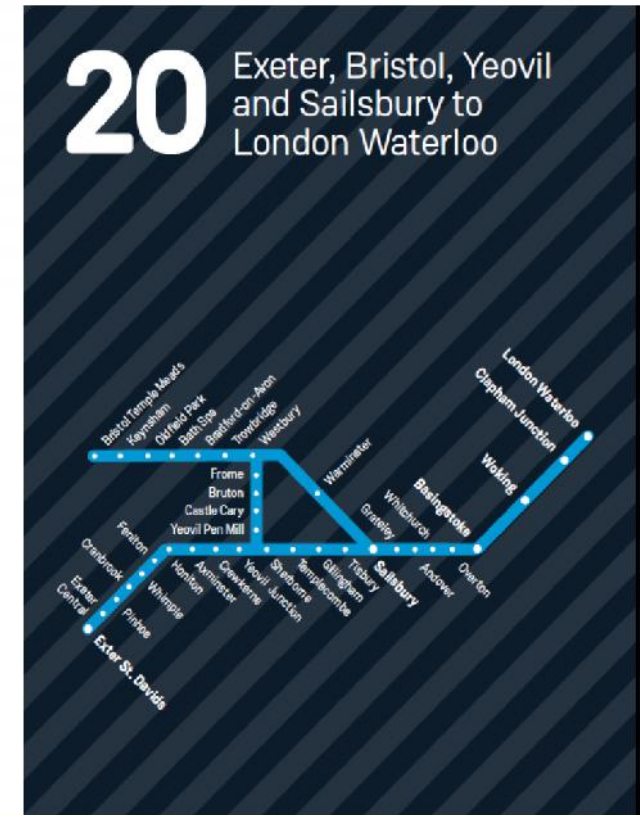
Future Services

- Refurbished trains
- Comfortable two by two seating on all Portsmouth fast trains by December 2018
- Toilets on all mainland trains
- Free Wi-Fi at all stations and on mainland trains
- Live information on seating availability and crowding levels via a new mobile phone app
- New customer App to make it easier for customers to use our trains pointing people towards quieter trains or carriages within trains.
- Live updates to passenger information screens on our mainland trains by December 2020
- Free Infotainment on all mainland fleets

December 2018 Timetable – Public Consultation

- Opened 29th September
- Open until 22nd December
- Available through South Western Railway website
- Will show all the timetables for December
- A number of questions to aid discussion
- A link will be sent to stakeholders
- Dedicated manager
- Results will be collated during 2018

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Making ticketing more intuitive

- Mobile phone barcode tickets will be available on the network for the first time, covering a wide range of journeys
- We will implement our smartcard scheme across the franchise including pay-as-you-go functionality
- We will offer flexible season products (including monthly direct debit 11/12)
- We will bring in Delay Repay for the first time, making it simple and easy for our customers to claim for late trains, moving towards an automated process for those buying season and advance tickets direct on smartcards
- Introduce discounted tickets 16-18 year olds
- Introduce more Advanced Purchase fares to/from more destinations

Investing in your stations, communities & our people

- £90m station investment programme
- This includes Southampton Central & Wimbledon
- At least 1,500 new car parking spaces across the network and 60 Electric Vehicle charging points at stations
- Work with stakeholders to progress plans for new station schemes during the franchise (ie Accessibility, Retail and Passenger facilities)
- Biggest rail operator apprenticeship in UK
- Installing new gatelines
- Staffing of gatelines 06.00 to midnight Mon-Sat within London Travel Zone area
- Annual fund for community projects across the franchise from 2020/21
- Appoint an Accessibility Manager
- Carrying out Accessibility surveys at stations

Our modified trains

New look exteriors...



Our new train

Class 701 UK built and maintained by SWR



- Fleet of 90 units (60 10-car and 30 5-car)
- Delivery August 2019 to December 2020, replacing all of the Class 455, 456, 458 and 707 units
- 100mph high performing trains
- 2+2 seating arrangement
- Wi-Fi and at-seat USB charging points
- Real-time passenger information screens, air conditioning and accessible toilets for disabled passengers.

Other initiatives

What else has been happening?

- Now have 8 Community Rail Groups
- Increased our cycle portfolio to 11,700 cycle spaces
- Seven new cycle hubs
- 100,000 half price advance tickets
- Swanage Railway Trial service to Wareham (see video)
- More to come as plans put in place to invest the £1.2Bn



Waterloo Upgrade

- 180,000 hours worked
- 1,270 metres of track laid
- 230 metres of pre-cast concrete installed
- 160 metres of new platform built
- 7 miles of cable laid
- Transport Focus review
- Communications 2 years out
- Platforms 1-4 extended
- Platforms 5-6 upgraded
- Platform 20/21 in use
- Concourse Plaza area now being completed ready for Dec 18



Image courtesy of Network Rail

Questions?

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Mayor's Transport Strategy

London Borough of Merton
Public Transport Liaison Committee
17th October 2017

Tim Williams
Borough Engagement Manager
Transport for London



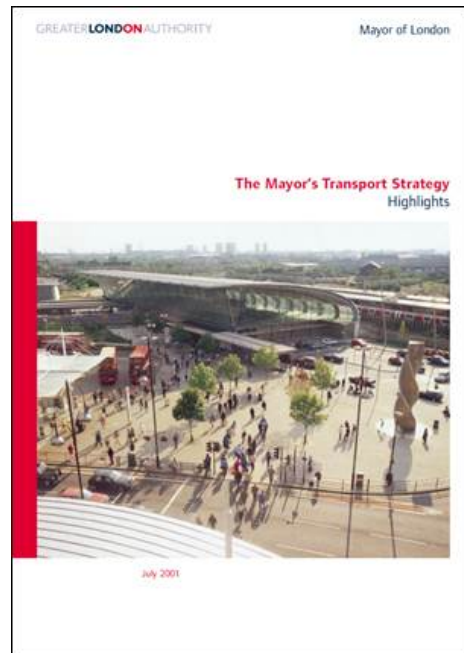
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Agenda Item 3



This will be the third Mayor's Transport Strategy

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- Congestion Charging
- Transformation of the bus network
- Established TfL's multi modal role for transport in the capital



- Enabled removal of the Western extension
- Smoothing traffic and modally agnostic
- Less prescriptive



The challenge: changing the way we travel is essential

Streets and cars: London's streets should be for active travel and social interaction, but too often they are places for cars, not people.

Public transport and quality of life: Most people already use public transport regularly, but too often Londoners are not getting the quality of experience they are entitled to expect.

Future growth: Unless new ways are found to plan the city as it grows, overcrowding will see some public transport lines and stations grinding to a halt, air quality will get worse and streets and public places will become ever-more dominated by motor traffic.



Healthy Streets Approach

- The Healthy Streets Approach will ensure that transport decisions prioritise human health and quality of life.
- This is the first transport strategy anywhere in the world to apply the Healthy Streets Approach to the entire transport system of a city like London.
- Using the approach to create a city that is not dominated by traffic will improve the city in a whole range of ways.

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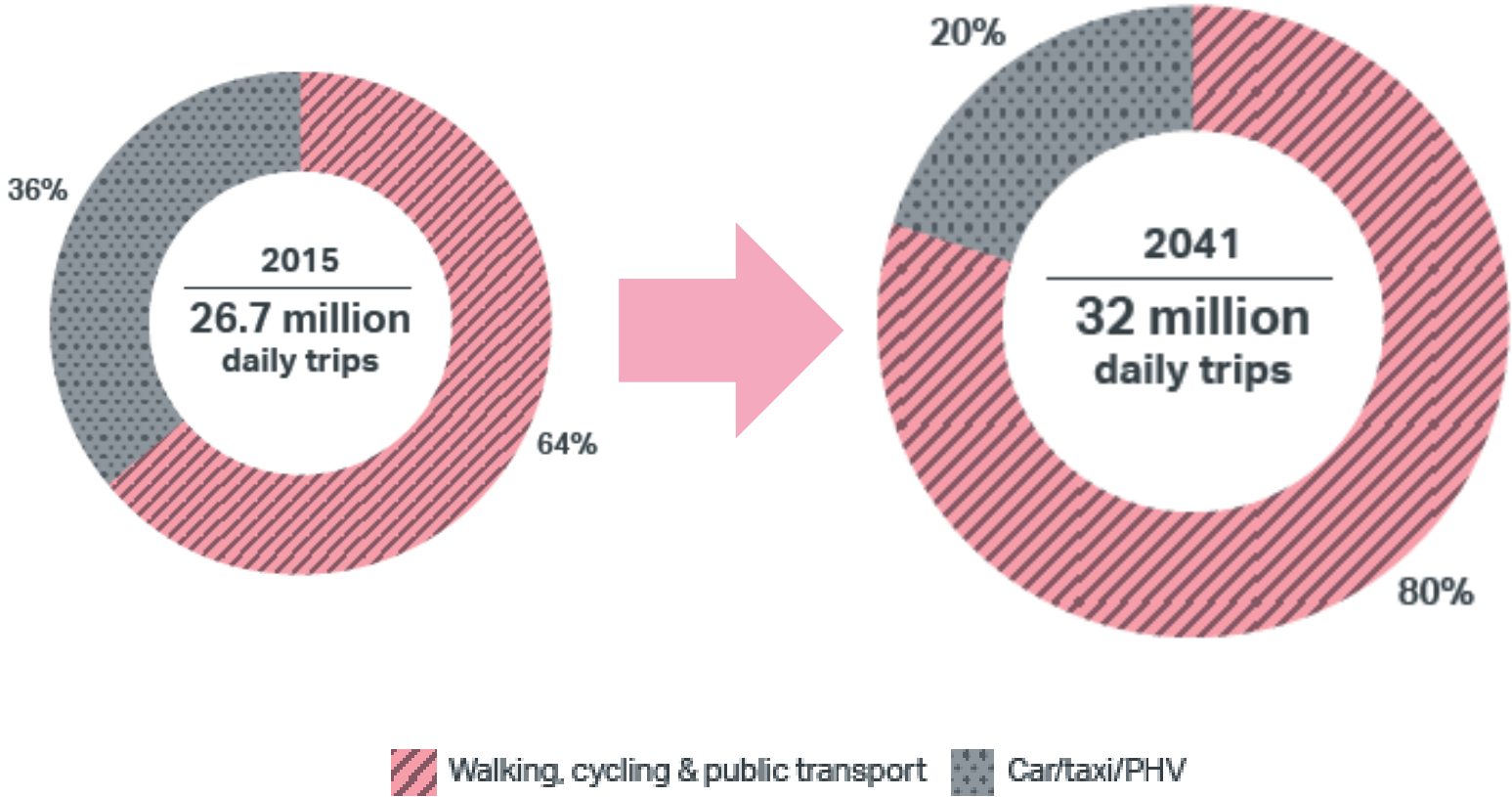


Source: Lucy Saunders



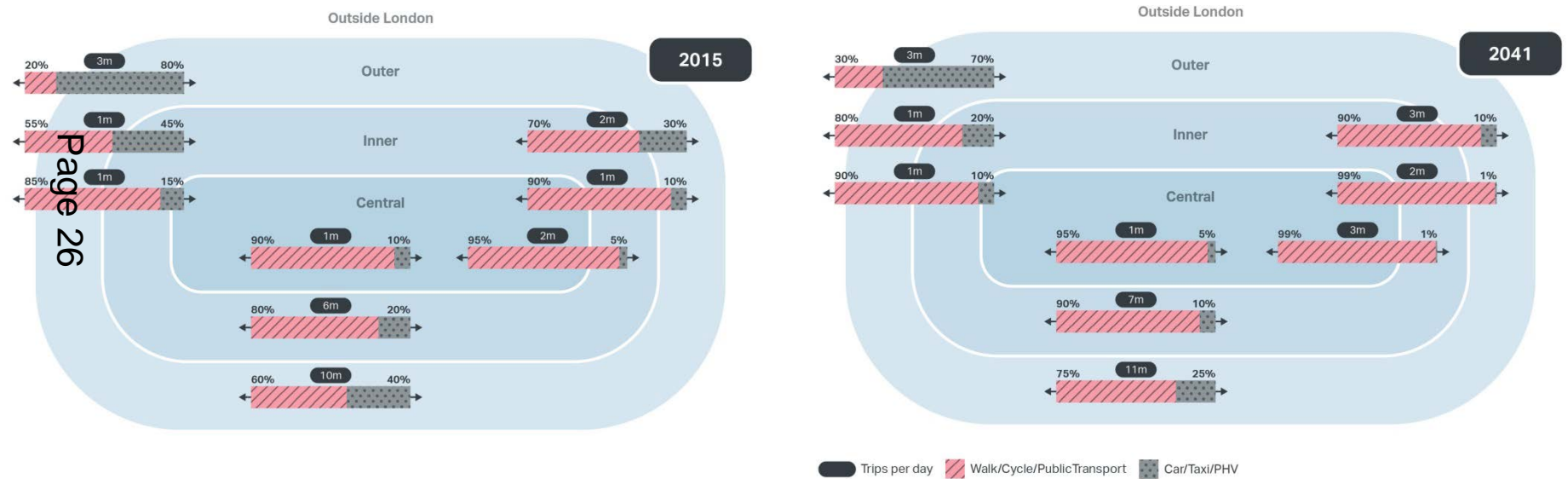
By 2041 the aim is for 80% of Londoners' trips to be on foot, by cycle or using public transport

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Changing mode shares across London

FIGURE 57: MODE SHARES FOR TRAVEL WITHIN AND BETWEEN CENTRAL, INNER AND OUTER LONDON





Healthy Streets and healthy people



20 minutes of active travel by 2041

Vision zero for road danger by 2041



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Zero emission by 2050



10% less in central London am peak 2026



3 million less daily car trips by 2041



A good public transport experience

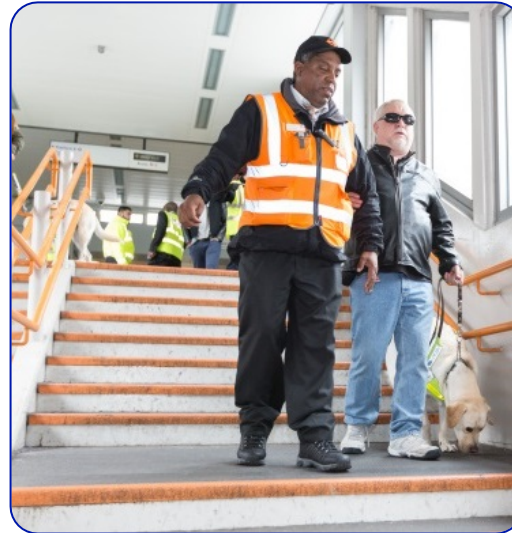


London suburban metro by the late 2020s

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Crowding on rail and Underground will reduce by around 10-20 per cent



Improve accessibility - halve additional journey time by 2041



Bus speeds will improve by 10-15 per cent London-wide



The Thames will be used more for passengers and freight



New homes and jobs: transport principles of 'good growth'

Good access to public transport

High density, mixed use developments

People choose to walk and cycle

Car-free and car-lite places

Inclusive, accessible design

Carbon-free travel

Efficient freight



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Mayor's Transport Strategy consultation timeline

Date	Activity
21 June	Launch of public consultation
2 October	Consultation closes
January 2018	London Assembly review period
Early 2018	Launch Final Strategy

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Find out more

Visit: <https://tfl.gov.uk/corporate/about-tfl/how-we-work/planning-for-the-future/the-mayors-transport-strategy>

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Or search “*Mayor’s Transport Strategy*”

Home About TfL How we work Planning for the future The Mayor's Transport Strategy

THE MAYOR'S TRANSPORT STRATEGY

Draft Mayor's Transport Strategy

Transport is at the heart of the vision of the Mayor, Sadiq Khan, to create a city for all Londoners.

The new draft Mayor's Transport Strategy (MTS) sets out his plans to transform London's streets, improve public transport and create opportunities for new homes and jobs. To achieve this, the Mayor wants to encourage more people to walk, cycle and use public transport.

Our public consultation on these plans is now open until 2 October 2017 - take part and give us your views.

Draft MTS documents

Read the full draft MTS and the Executive summary on the Mayor of London's website

Have your say

We want to hear from Londoners. What do you think about the Mayor's draft strategy?

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What m...
your que...
London
Join th...
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Embracing the electrical Revolution with the London Borough of Merton

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Public Liaison Transport Committee – Merton October 17th



Agenda Item 4





- Bolloré Group
- Where we are / Vision
- Focus on Merton – Step Changes
- Vision for Merton
- Q & A

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About us

- Created in 1822, Bolloré Group ranks among the 500 largest companies in the world
- Managed by Vincent Bolloré since 1981
- Majority owned by the Bolloré family
- Stable, long term, ambitious & diversified strategy



Bluefram Proposal June 2017

Key figures (2016)

80,000

Employees in 154 countries

20 billion

Revenue in Euros

1.6 billion

Net profit in Euros

38 billion

Market capitalisation in Euros (June 2017)





Transportation and logistics



- Leader in transport and logistics in Africa
- One of the leading groups in freight forwarding and logistics
- Airport and rail concessions operator in Africa
- Leader in heating oil distribution in France with a strong presence in oil logistics in France and Europe

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Communications



- One of the world leaders in communication and advertising
- Vivendi, the parent company of Universal Music, Studio Canal and Seatickets
- Bolloré Telecom, Wifirst: wifi and 4G operator



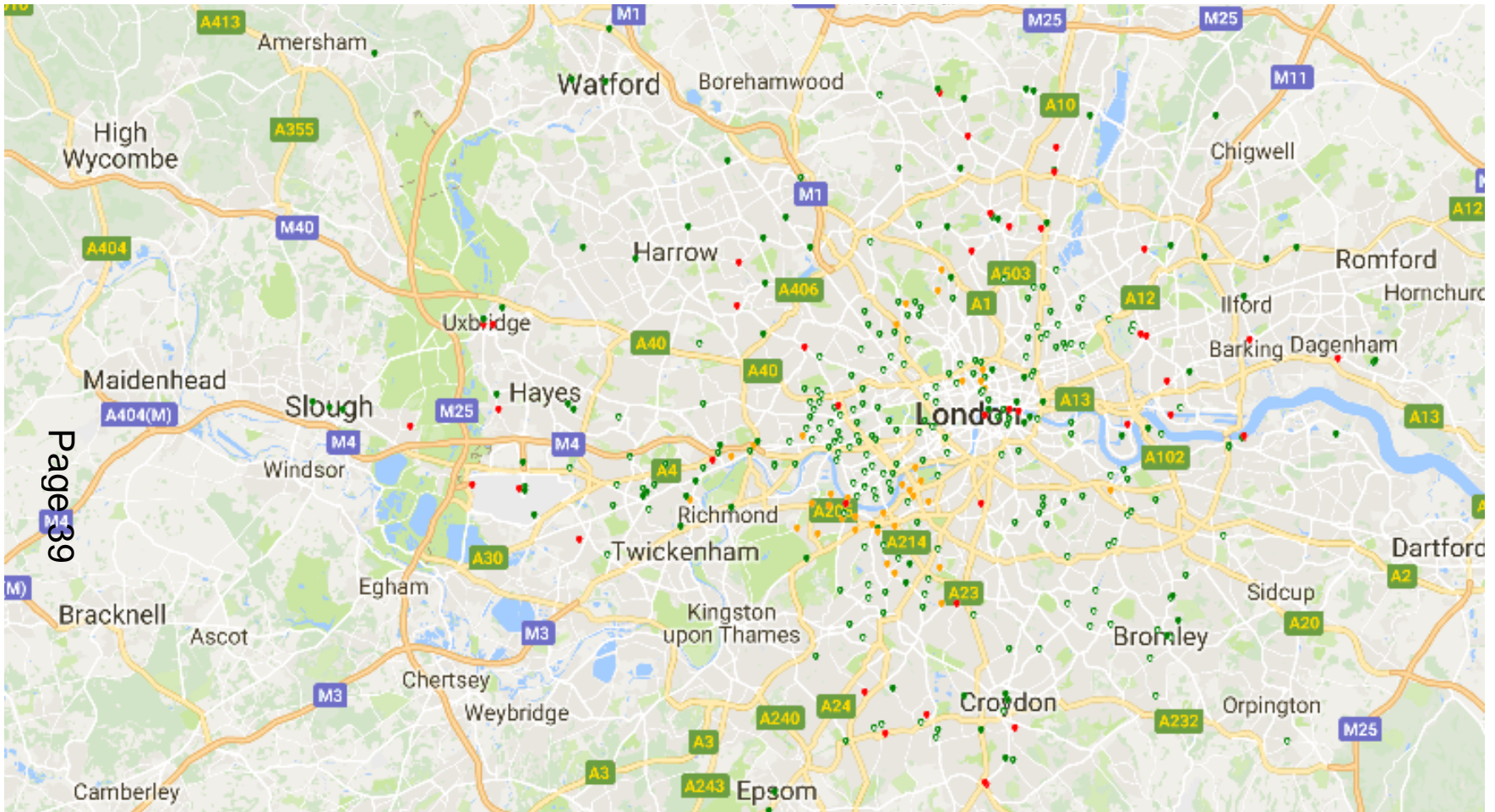
Electricity, Storage & Solutions



- BLUE APPLICATIONS**
- Mobility Applications
 - Electric buses and trams
 - All electric Cars
 - Electric Car sharing
 - Stationary Applications
 - Bluezone
 - Bluestorage







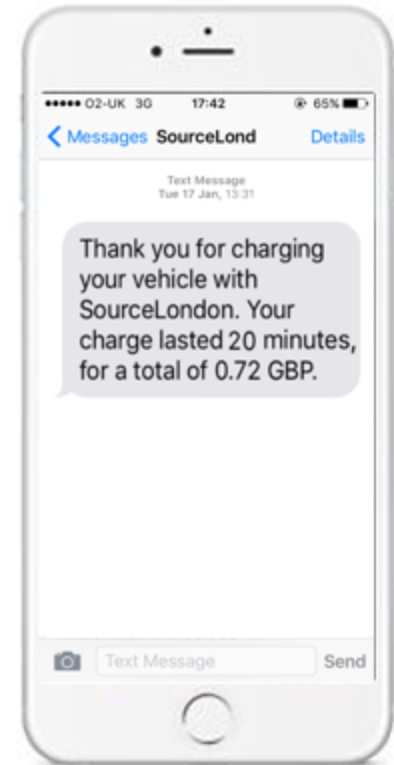
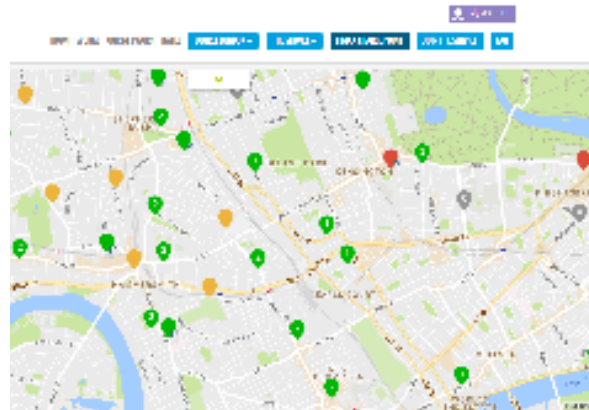
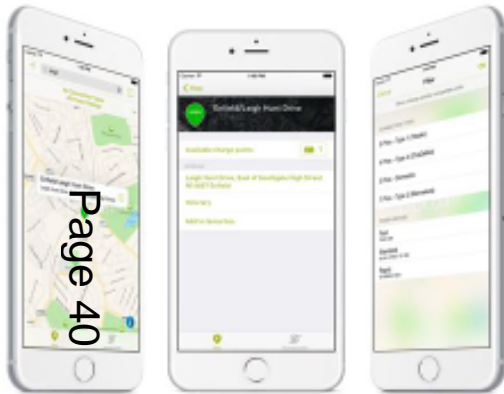
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reservation
system

live
availability

real time
notifications





600 new points



fast and rapid integration



business & resident rates



partnership deals



ad hoc payment



wifi hotspots

>> By 2020 : One charge point every 0.5 miles <<





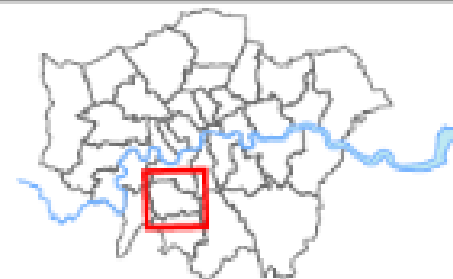
- Current Situation
- Demand/Usage
- Roll out Plan
- Vision
- How can we help more?



SSE Borough Outlook

Source London Upgrade

MERTON



Legend

Merton Borough Boundary

EV Charge Points

- Complete sites
- Sites in Planning

SMMT Data - Dec 2016

- Total LEV's registered by Postcode Sector

0 1 2 4 Km



DOC NAME:

Merton Sites with SMMT

DATE SAVED:

29/09/2017

DRAWN BY:

SSE Planning
Author: SFS

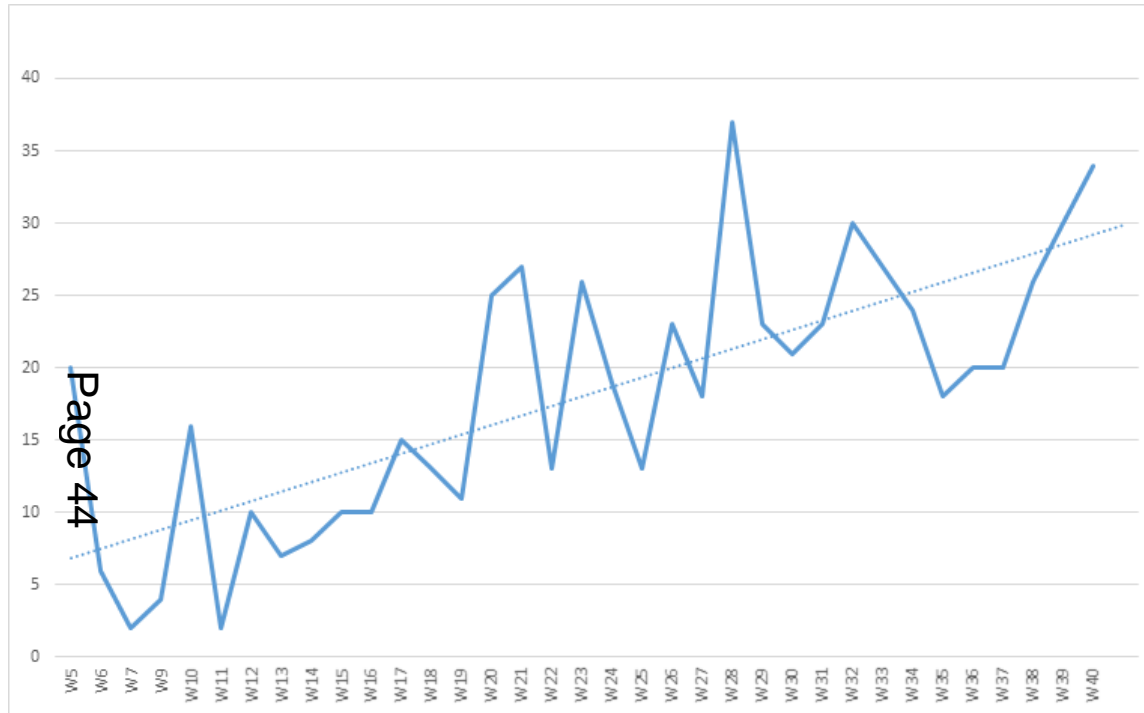


Proposed Sites

No.	Street
12	Elmwood Road
13	Acacia Road
14	Raven Crescent
16	Caesar's Walk
17	Haslemere Avenue
18	Yerston Close
19	Pepys Road
20	Woodside
21	Grand Drive
22	Gleestone Road
23	Band Road
24	Blenheim Road
25	Castle Way
26	Kingston Road
27	Hebros Avenue
28	Ashbourne Road

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Source: ERI, HERE, DeLorme, USGS, Intermap, INCREMENT P, NRCan, Esri Japan, METI, Esri China (Hong Kong), Esri Korea, Esri (Thailand), MapmyIndia, NGCC, © OpenStreetMap contributors, and the GIS User Community



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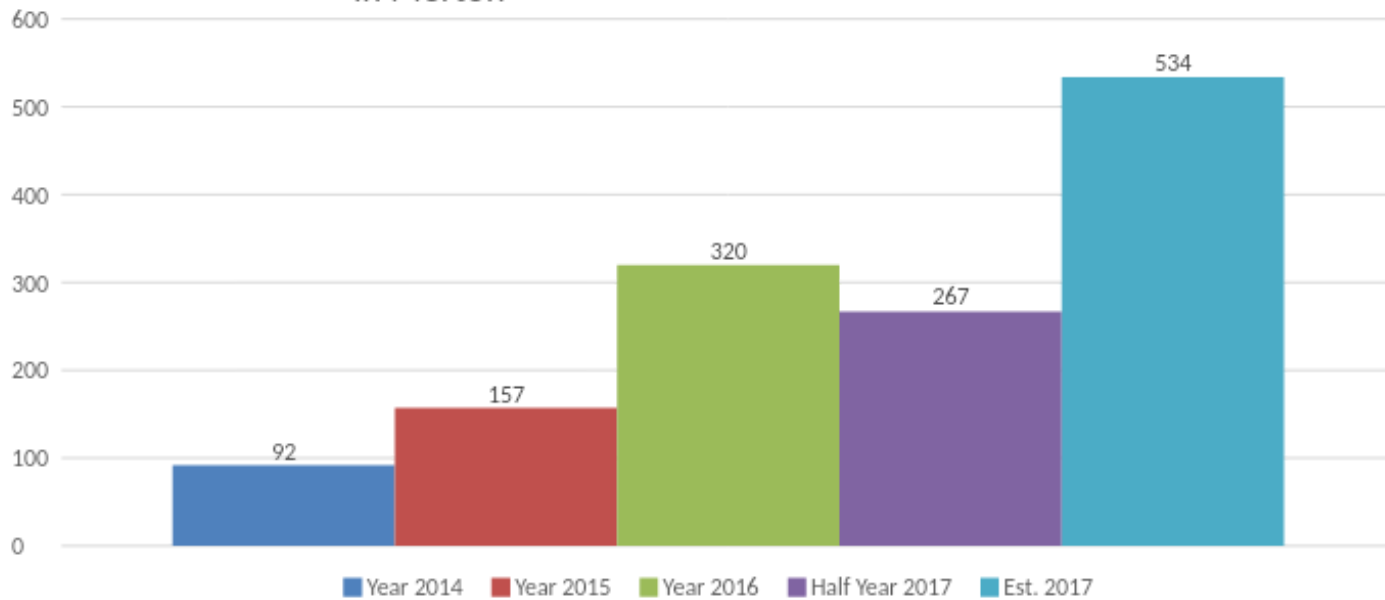


Number of charging event per week since April 2017





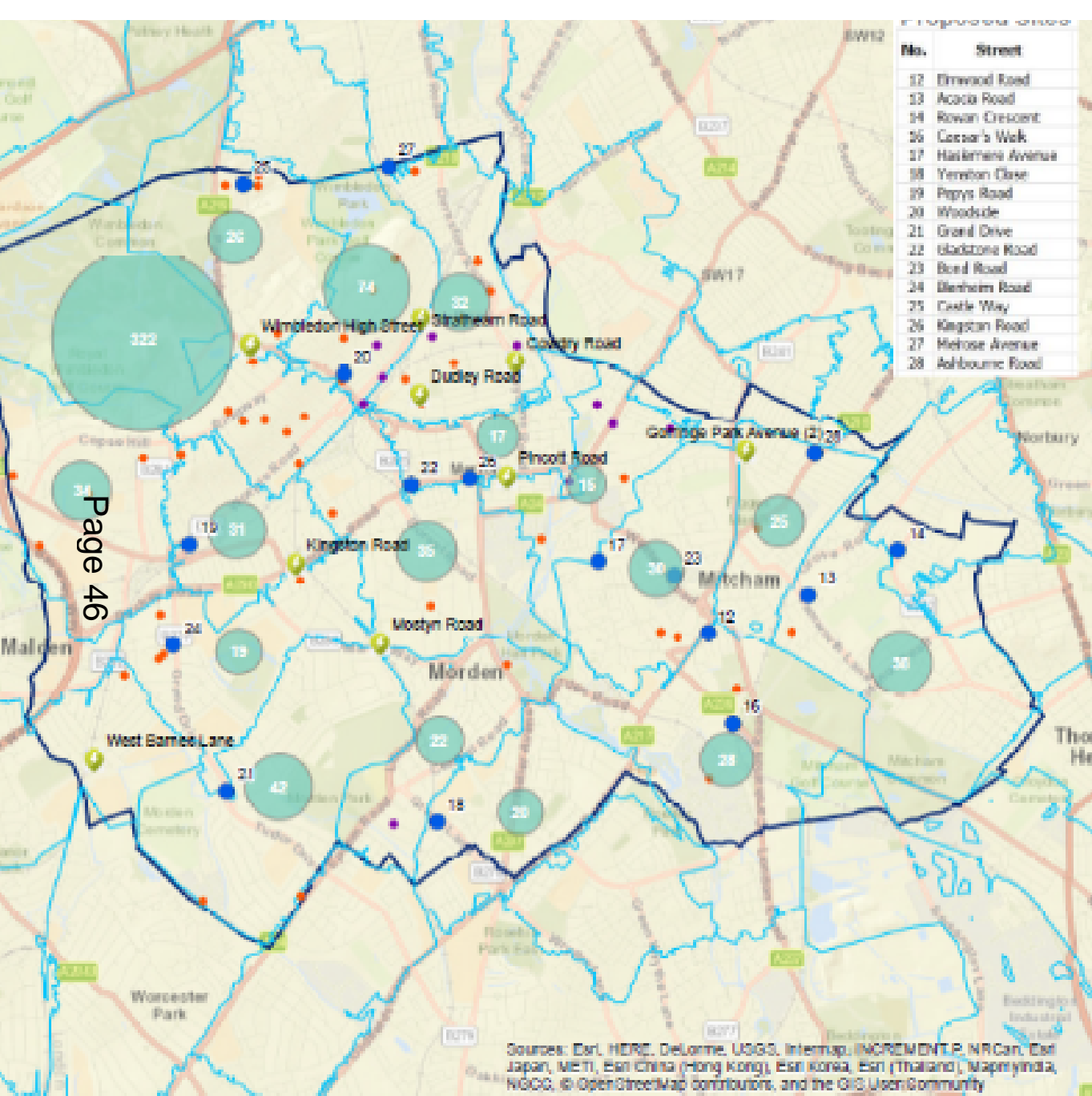
Number of Low Emission Vehicles
in Merton



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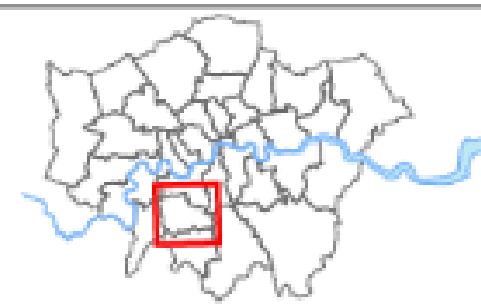
Source : SMMT





Source London Upgrade

MERTON



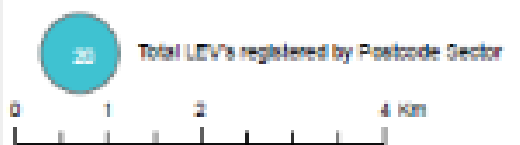
Legend

- Merton Borough Boundary
- Merton Postcode Sectors

EV Charge Points

- Complete Sites
- Sites In Planning
- Source London Members
- Source London Member Requests

SMMT Data - Jun 2017



DOC NAME: **Merton Summary with SMMT**

DATE SAVED: **29/09/2017**

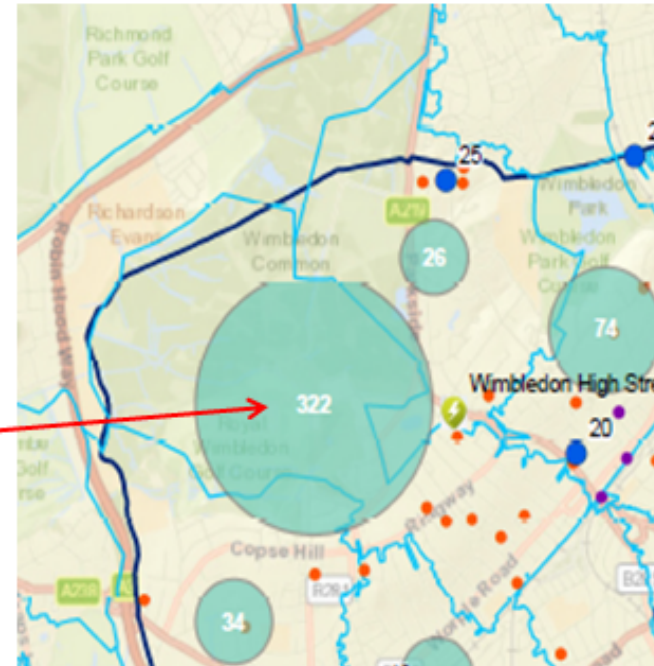
DRAWN BY: **SSE Planning**
Author: *SFS*



Sources: Earl, HERE, DeLorme, USGS, Intermap, INCREMENT P, NRCan, Esri Japan, METI, Esri China (Hong Kong), Esri Korea, Esri (Thailand), Swisstopo, VGCOS, © OpenStreetMap contributors, and the GIS User Community



Row Labels	Sum of Year 2014	Sum of Year 2015	Sum of Year 2016	Sum of Half Year 2017	TOTAL
CR 41	6	11	11	10	38
CR 42	8	9	5	3	25
CR 43	3	11	12	4	30
CR 44	3	6	15	4	28
SM 44	1	11	15	15	42
SM 45	3	5	6	8	22
SM 46	1	10	5	4	20
SW191	5	3	5	4	17
SW192	4	4	3	4	15
SW193	9	6	10	10	35
SW194	6	26	122	168	322
SW195	8	5	5	8	26
SW196	5	8	13	1	27
SW197	5	6	59	4	74
SW198	7	10	6	8	31
SW200	6	9	16	3	34
SW208	10	11	7	3	31
SW209	2	6	5	6	19
Total	92	157	320	267	836





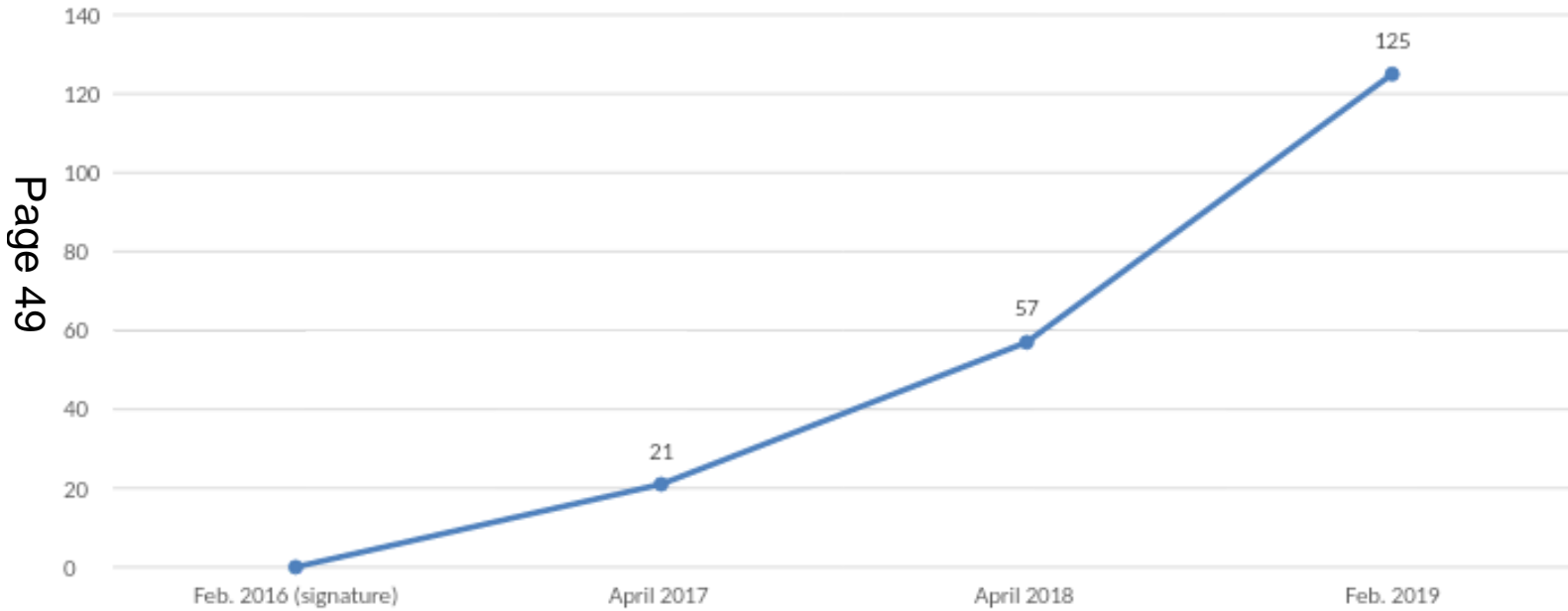
Borough	Postcode Sector	Site Name	Postcode	Growth in number of low emission vehicles in postcode sectors 6 months after Source London charging points installed
MERTON	CR4 2	Gorringe Park Avenue	CR4 2DG	3
MERTON	SW19 2	Pincott Road	SW19 2XE	4
MERTON	SW19 3	Strathearn Road	SW19 3LH	10
		Mostyn Road	SW19 3LS	
MERTON	SW19 5	Wimbledon High Street	SW19 5AX	8
MERTON	SW19 8	Cowdry Road	SW19 8TU	8
		Cowdry Road	SW19 8TU	
		Dudley Road	SW19 8PN	
MERTON	SW20 8	Kingston Road	SW20 8JT	3
				36

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Total number of charge points in Merton



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How can we best support Merton to improve air quality ?

- Developing a reliable smart infrastructure network to meet demand and create step change in behaviour
- Powering the Source London network using renewable energy
- Promote the uptake of Evs
- Provide a 100% electric car sharing service to normalize Electric cars and reduce car ownership
- Suggestions welcome!



100% electric cars



Zero noise, zero fumes.

A network of smart charge points



*Ability to drive and park anywhere.
A complement to public transport solutions.*

A point to point model



*No need to return the car
to where you picked it up!*



Live Connectivity



*View and book in real time.
Use our tablet and smartphone app or a computer
to reserve a car or parking space.*





**FREE
1 YEAR MEMBERSHIP
& THE FIRST 10 HOURS
OF DRIVING***

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Have you always wanted to
try an **electric** car?



28th September 2017



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Thank you!



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Cashless Trams

London Borough of Merton
Public Transport Liaison Committee
17th October 2017

Tim Williams
Borough Engagement Manager
Transport for London

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Agenda Item 5

Cashless trams

- London Trams is intending to move to cashless ticketing and is seeking your views
- Trams currently accept variety of ‘tickets’
 - Paper single tickets issued at the tram stop at a tram Ticket Vending Machine (TVM)
 - Paper Day Travelcard that includes Zone 3, 4, 5 or 6
 - Paper One Day Bus & Tram Pass
 - Bus & Tram Pass on your Oyster card
 - Contactless Payment Cards (CPCs) on debit and credit cards
 - Cards issued by Integrated Transport Smartcard Organisation Cards (ITSO) such as the Southern KeyCard
- Electronic tickets - Oyster, and other Contactless Payment Cards are very popular ways of paying for travel on trams, so use of TVMs has declined dramatically, with less than 0.3% of journeys undertaken with a ticket purchased at a TVM



Paying for tram travel today

- In 2016 c30 million passenger journeys were made on Trams. In December 2016 99.7 per cent of journeys undertaken without using the tram TVMs, 0.3 per cent are using tickets from tram TVMs
- Each stop has at least one TVM (70 across the network)
 - Installed when system opened in 2000, so now over 15 years old
 - 8 of every 10 tickets issued is a single
 - Do not accept credit or debit cards for payment
 - Do not service Oyster
 - Do not sell child or concessionary fares or non-Travelcard tickets to National Rail
 - Average of six tickets purchased from each TVM per day
- One of the machines at King Henry's Drive only sells 3 tickets a fortnight

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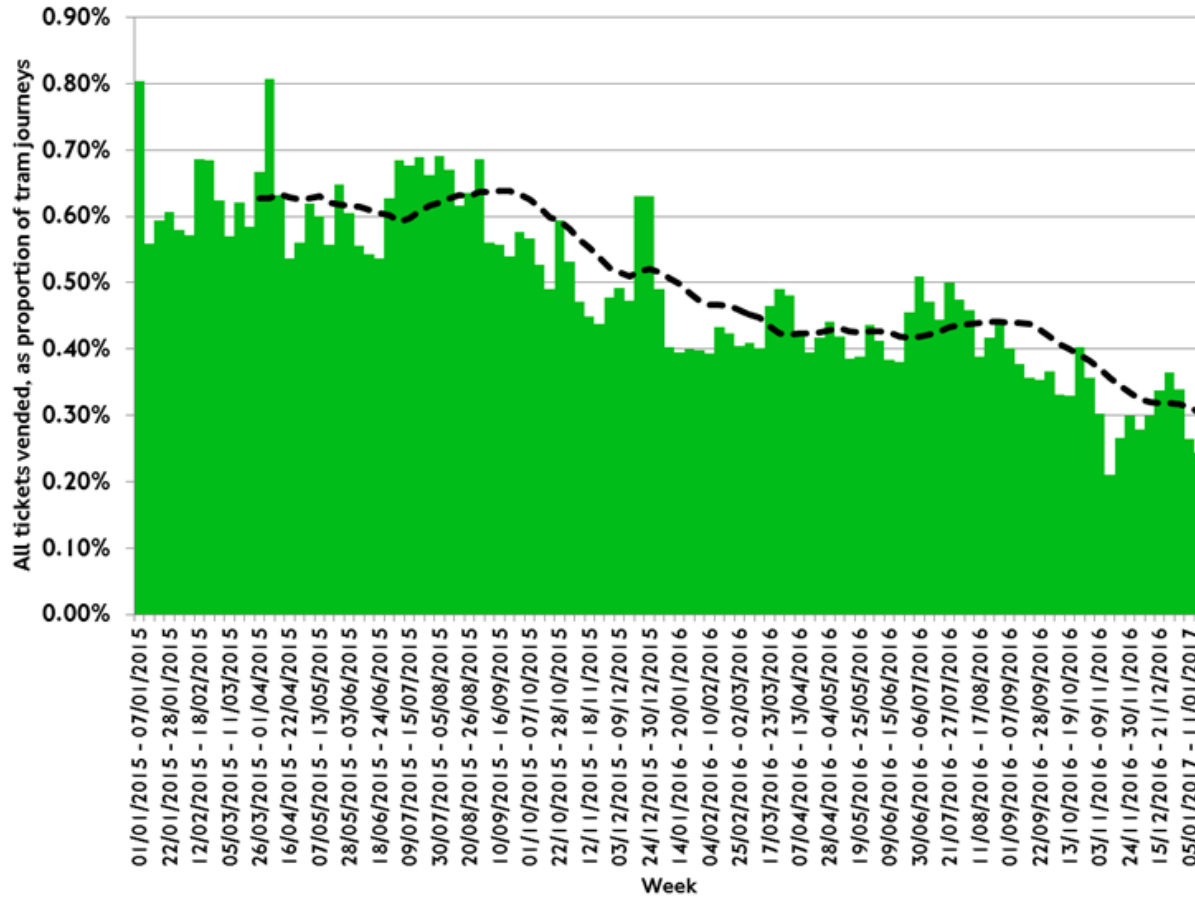


Is 'cashless buses' a model suitable for trams?

- Similar issues were emerging at London Buses before cash free ticketing was introduced in 2014, with declining use of cash
- Consultation conducted in 2013 concluded that removal of on-bus ticket sales appropriate
- successful conversion to Cashless in 2014
- 2016 less than 0.09 per cent of customer complaints related to lack of ability to pay cash to driver.
- In light of declining use of TVMs, we are intending to move all customers to electronic tickets and remove TVMs from tram stops



Ticket sales on trams (proportion of journeys)



Why are electronic tickets popular on trams?

- Over 99.7% of journeys use them for tram travel
- Contactless is convenient to use
 - 20.7 million Oyster cards are registered
 - 106 million (increase of 23 per cent in a year) CPC enabled payment cards
- Journeys are cheaper.
 - Paper single £2.60 - £1.50 on CPC/Oyster
 - Daily capping means many journeys can be free
 - Hopper only available on contactless and Oyster
- Safer way of paying
 - No need to carry cash
 - Lost cards can be cancelled

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Who uses a tram TVM ?

- Independent research undertaken in 2015 interviewed passengers using TVMs
- 92% of those interviewed had another means of payment available to them, using the TVM as a 'back-up' - vast majority (over 80%) had forgotten cards or not topped up their Oyster
- 8% of users use TVMs less than once a week
- Of the 8% who don't currently have another means of payment
 - 80% use less than once a week
 - Less price aware - 61% didn't realise TVM more expensive
 - Older, less frequent travellers likely to live outside London. Probably a National Concessionary Bus Pass holder
 - 70% said they didn't use the trams enough to justify an Oyster Card or didn't live in the London area.



Lessons learned from Buses

Focus on passenger benefits of converting to non-cash payments

- Importance of better value for money
- Technology and availability – contactless payment card acceptance on all TfL modes
- Fare simplicity and added features, such as capping and Hopper.

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Once decision has been made, deploy the strategy as quickly as possible:

- Buses - Mayoral Approval - May 2013; Consultation process – Autumn 2013; Mayoral Approval of mitigation methods - Jan 2014; implementation July 2014
- If consultation positive, and approval given from Mayor, anticipate changing relevant legislation and deploying marketing campaign to support the move to full electronic ticketing mid 2018
- Marketing, staff and stakeholder communications essential, with high levels of awareness



Key issues

- Equality impact assessment
- Security – am I advertising where my wallet is ?
- Removal of ‘last resort’ payment
- Fear of being left behind and feeling vulnerable if you only have cash
- Access and range of alternate payment methods
- Access to information
- Arrangements for tourists & visitors (can apply in advance for Oyster card by post)
- Temptation to fare evade
- Recognise need for time for people to adapt to the change
- Some locations have sparse ticket sale options ‘off-network’

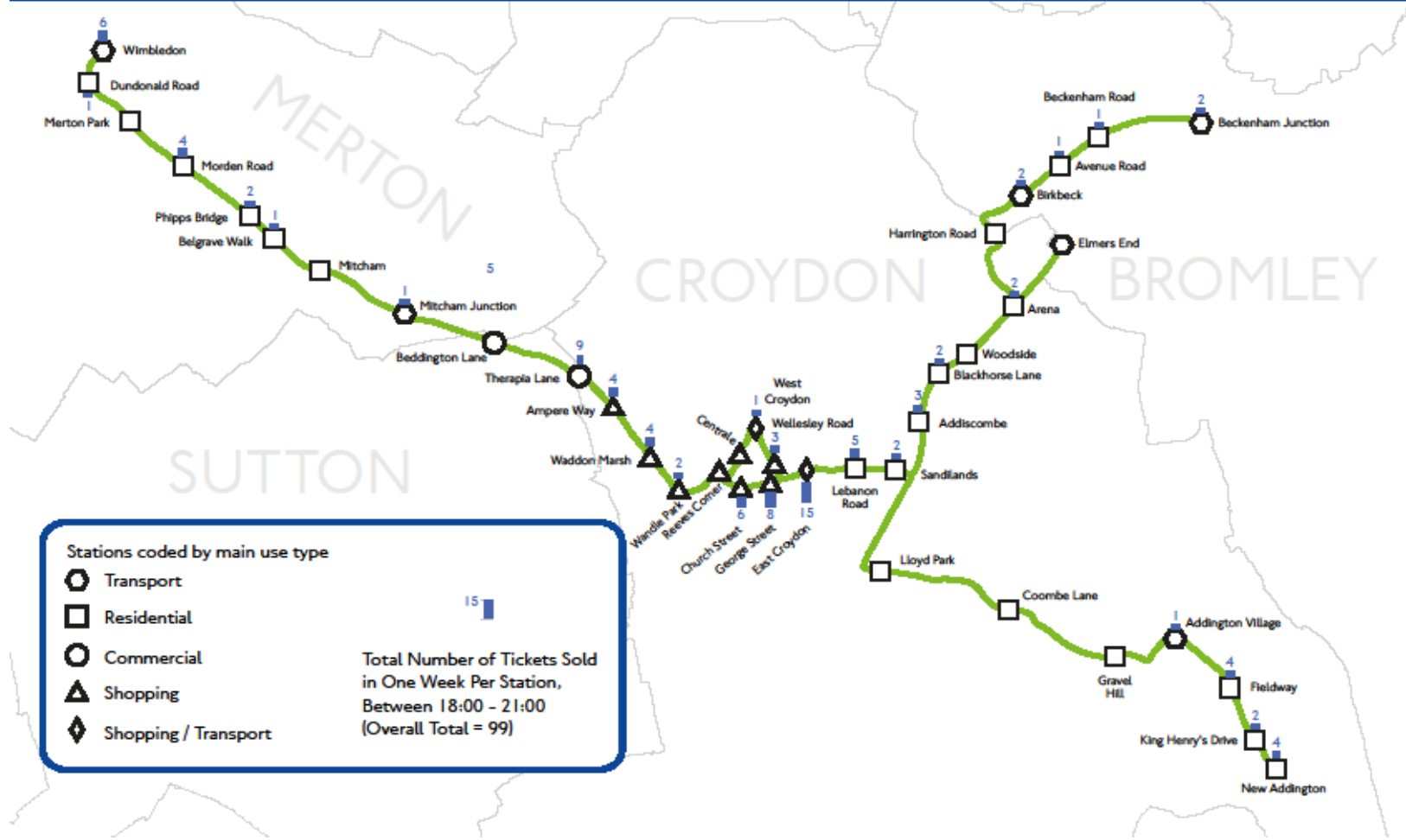
Key issue – Ticket Stops

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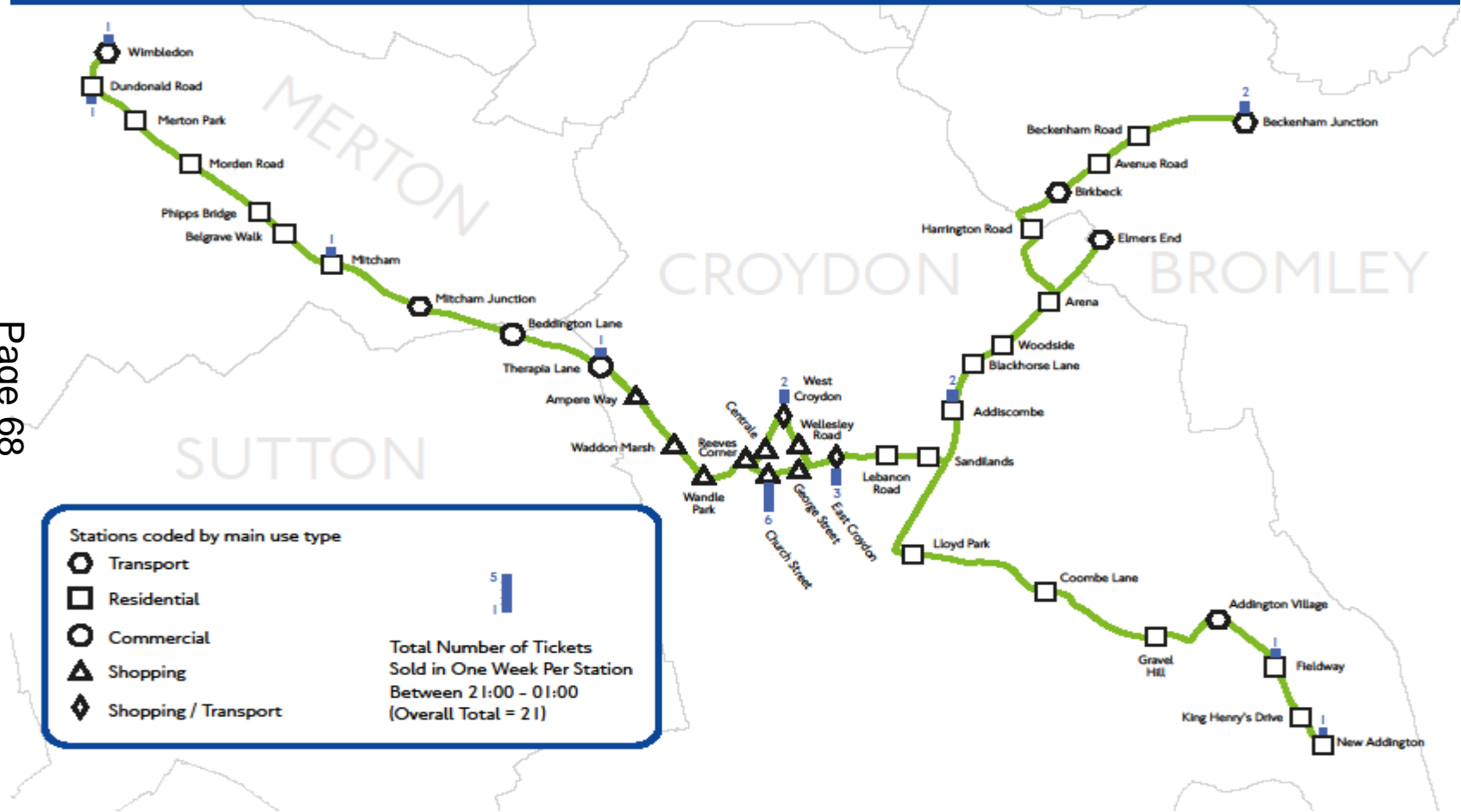
Total Number of Ticket Sales Per Station, between 18:00 - 21:00 1st - 7th February, 2017

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Total Number of Ticket Sales Per Station between 21:00 - 01:00 1st - 7th February, 2017

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Off peak demand is very low

Between 18:00 – 21:00

- 10 stops do not sell a ticket at all
- 8 sell just one
- 21 sell 2 or more, Maximum 15 at East Croydon

After 21:00

- 28 stops did not sell a ticket
- 6 sold just one
- 5 sell 2 or more, Maximum 6 Church Street.



Boost awareness of and access to range of alternate payment methods

Ways
to
pay

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Promotion of alternative methods of payment, eg. Apple pay, Android pay

Oyster Ticket Stops



Mitigations - information

Targeted marketing and communications campaign

Reconfirm Trams vulnerable passenger procedure

Targeting visitor / tourist websites



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MAYOR OF LONDON



TRANSPORT
FOR LONDON
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Next Steps

- Public consultation – for 8 weeks – start in September 2017
- Consultation results published – January 2018
- 'Go live' (subject to a decision to proceed following consultation) – 8 April 2018
- 'Go live' publicity campaign - February to May 2018
- TVMs decommissioned and removed from tram stops – April to September 2018





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