PECKHAM RYE RAIL COMMUNITY EVENT
18TH February 2020

WELCOME!
## AGENDA FOR THIS EVENING

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>WHO</th>
<th>TIMING</th>
</tr>
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<tbody>
<tr>
<td>TEA AND COFFEE</td>
<td></td>
<td>19:00-19:15</td>
</tr>
<tr>
<td>WELCOME &amp; INTRODUCTION</td>
<td>CARL FERGUSON</td>
<td>19:15-19:20</td>
</tr>
<tr>
<td>GTR UPDATE ON SERVICE AND STATION PLANS (INCLUDING PLATFORM 4 STAIRS)</td>
<td>ANDREW SIDGWICK</td>
<td>19:20-19:30</td>
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<tr>
<td>SOUTHEASTERN SERVICE UPDATE &amp; PLANS</td>
<td>GEORGE PATERSON</td>
<td>19:30-19:40</td>
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<tr>
<td>LOCAL UPDATE INCLUDING STATION SQUARE</td>
<td>NEIL KIRBY</td>
<td>19:40-19:50</td>
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<tr>
<td>PECKHAM RYE BUILDING &amp; RESTORATION (UPDATE ON LEAK ISSUES AND RESTORATION)</td>
<td>BENNY O’LOONEY &amp; TONY MARTIN</td>
<td>19:50-19:55</td>
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<tr>
<td>LONDON OVERGROUND UPDATE &amp; LONGER TERM RAIL STRATEGY</td>
<td>JOSEPH CHROSTON-BELL &amp; ALEX PHILLIPS</td>
<td>19:55-20:10</td>
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<tr>
<td>ENHANCING PECKHAM RYE STATION FOR THE FUTURE</td>
<td>ANDREW WOOD</td>
<td>20:10-20:25</td>
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<tr>
<td>PANEL QUESTION &amp; ANSWER / FEEDBACK SESSION</td>
<td>ALL PANEL</td>
<td>20:25-20:55</td>
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<tr>
<td>THANKS &amp; CLOSE (NEXT STEPS &amp; MAILING LIST)</td>
<td>CARL FERGUSON</td>
<td>20:55-21:00</td>
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Peckham Rye Railway Station
Community Rail Event
18<sup>th</sup> February 2020
Topics Covered

• Station and Route specific information
  - Background
  - Footfall,
  - Train Service specification
  - Customer Satisfaction,

• Current works
  - Platform 4 staircase reopening
  - Passenger Benefit Fund
Background

Made up of Thameslink, Southern, Gatwick Express, Great Northern services

Southern and Thameslink run services from Peckham Rye, Southern leases and manages the station

GTR passenger journeys 341.5m – 19% of all UK journeys

Increasing passenger numbers
Journeys have doubled in the last 20 years across the UK – even faster on our routes
Footfall

Passenger interchange has risen from 2.392m to 2.874m in the last two annual surveys.
Train Service Specification

Weekday planned GTR services – trains per hour (tph).

**10tph AM Peak**
- 2tph Sutton to London Bridge
- 2tph Beckenham Junction to London Bridge
- 2tph Sutton to London Bridge
- 2tph Orpington to Luton
- 2tph Sevenoaks to Blackfriars (from Dec 2020 this will run through to Welwyn GC)

**8tph Off Peak**
- 2tph Beckenham Junction to London Bridge
- 2tph Caterham to London Bridge
- 2tph Orpington to Luton
- 2tph Sevenoaks to Blackfriars

**10tph PM Peak**
- 2tph London Bridge to Sutton
- 2tph London Bridge to Beckenham Junction
- 2tph London Bridge to Selhurst
- 2tph Luton to Orpington
- 2tph Blackfriars to Sevenoaks (from Dec 2020 this service will start from Welwyn GC)
Customer Satisfaction

- **Southern** - 7 year high, continued improvement trend
- **Thameslink** - Continued steady improvement trend

<table>
<thead>
<tr>
<th>Brand</th>
<th>Overall Journey Satisfaction</th>
<th>Overall Station Satisfaction</th>
<th>Overall Train Satisfaction</th>
<th>Punctuality &amp; Reliability</th>
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<tbody>
<tr>
<td>Southern</td>
<td>Up 8% to 82%</td>
<td>Up 5% to 80%</td>
<td>Up 7% to 75%</td>
<td>Up 7% to 73%</td>
</tr>
<tr>
<td>Thameslink</td>
<td>Up 4% to 82%</td>
<td>Up 3% to 82%</td>
<td>Up 4% to 82%</td>
<td>Up 3% to 69%</td>
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Current Works - Additional egress from Platform 4

Works commenced on-site to bring back into use a disused staircase leading from Platform 4 to the public passageway.

Expected bringing into public use in April 2020.
Peckham Rye was allocated £30,000 under the Passenger Benefit Fund regime. This fund was established in response to a ‘Fine’ levied by DfT on the Train Operator following the introduction of the May 2018 timetable change.

Passenger consultation was undertaken and the following areas were identified by stakeholders as areas for improvement.

1. Toilet refurbishment
2. Refurbishing/ Painting/ Tiling of passageway area
3. Living Wall
4. Improvements to Cycle Parking
5. Waiting Shelter/ improvements

Survey works being undertaken to determine optimum expenditure of this fund during Spring 2020.
Southeastern update
February 2020
A look back over 2019

- Nearly **10% increase** in punctuality since 2017*
- **76.2% Right Time** in May 2019
- Successive years of record-breaking Autumn performance
- Strong correlation between punctuality/reliability of trains and customer satisfaction
- **Highly Commended** passenger operator in the National Rail Awards
- A very wet winter has caused a number of problems

*Right Time MAA
Collaborative working to drive performance

Collaboration between Southeastern and Network Rail

- Better collaborative working among signalling teams, train planners and train controllers
- Investment in additional train dispatch teams, improved infrastructure and train maintenance
- New teams to safeguard passenger welfare and reduce trespassing incidents
- Oversight by a new Joint Performance Team of Southeastern and Network Rail managers
- Driven a cultural change among frontline employees.
- Network Rail and Southeastern have invested millions to improve the resilience and reliability of infrastructure and improve performance
Improvements to smart ticketing

- **Interoperable smart-ticketing** between Southeastern and GTR now fully launched
- **Singles** and **Returns** on the Key and top-up by your phone
- Means passengers can buy and top-up tickets without visiting a ticket office or vending machine
- More features to be rolled-out over the next few years
WhatsApp alerts

New service allows passengers to ask questions directly to staff in the KICC on a 1-1 basis

Passengers can also use hashtags to get immediate information on:

- Live departures at any station #TunbridgeWells
- Latest information on engineering works #engineering
- Latest disruption information #disruption

07971 360 467

Current Disruption:

There is disruption in the Sydenham Hill area because of a power cut at the station. More details: https://www.msgp.pl/J8EnhXw
Real Time Information on SE Motion

New enhancement allows passengers to see:

- Details of the train they are travelling on and the current location
- The calling pattern of their train and expected arrival times at each station
- Details of any delays, including revised arrival times and the reason for delay
- Details of other transport connections, including the status of relevant London Underground connections
Pilot scheme for hidden disabilities

Schemes piloted to help those with hidden disabilities

In October 2019 Southeastern launched pilot schemes for two initiatives that aim to generate increased awareness of the best way to support independent travel for passengers with hidden disabilities, autism and learning difficulties.

Southeastern is the first train operator to do this and hopes it will encourage industry best practice

As part of wider measures being rolled out across its extensive train network, Southeastern has launched a trial of both the JAM card and Sunflower Lanyard scheme, to support passengers who require more time or assistance when travelling across services.

Currently piloted on the Tonbridge to Hastings route, with the intention of rolling out across the whole network.
Delay Repay 15

• Introduced a faster way of claiming Delay Repay, significantly reducing the time and effort it takes to make a claim

• Future improvements include speeding up how quickly a passenger receives payment

• On September 11th we launched Delay Repay 15
What next?

- Capacity is the number one issue across our whole network
- Current Southeastern franchise expires 1 April 2020
- We expect an announcement from the Department for Transport on its plans next month
Southwark Council: Regeneration South

Peckham Rye Station
Peckham Rye Station Square
Blenheim Grove
Programme

- Phase 1 completion May 2021
- Phase 2 South Arcade demolition start August 2021
- Phase 3 North Arcade demolition start May 2021
- Phase 2 completion (including landscaping and arches) September 2022
- Phase 3 completion (including landscaping and arches) September 2022
Phasing Plan

Phase 1:
Iceland Back of House relocates to new ‘Pod’ (above)

Phase 2:
South Arcade removal, South Square, Arches Retail Units

Phase 3:
North Arcade removal, Platform supports, North Square

Phase 1:
Blenheim Grove Building modification and extension, adjacent public realm
London
Overground
update & longer-term rail strategy

Alex Phillips, TfL & Joseph Chroston-Bell, NR
London Overground Update
Context - London is growing

London is growing by 9 residents every hour.

- That's a full car every 26 minutes.
- Or 2 buses every day.
- Or 2 Tube trains every week.

Today the population is 8,600,000 and by 2030 will be around 10,000,000.

2016
2030
Improving the rail network is a key aspect for delivering against London’s strategic objectives

- Healthy Streets
- Active, inclusive, and safe travel including improved accessibility.
- Making efficient use of the street network.
- Improving air quality and the environment.
- A zero-carbon city.
- Harnessing new technology.
- New infrastructure.
Mayor - Primary objective to achieve 80% sustainable mode share by 2041.
Million Passenger Journeys (per annum)

Demand on selected LO Services

- NLL/WLL
- DC
- GOB
- ELL
- WA

Long-term strategy
Joint London Rail Strategy - TfL and NR working together

Why produce one?
• Many documents exist, but need single shared vision to reference.
• Take account of new policy environment and housing challenge within London.

What will it contain?
• Refresh of growth projections and a corridor by corridor review of capacity.
• Outline of workstreams, including:
  • London Rail Freight
  • Services in south London & on Thameslink
• Used to inform funders of long-term investment opportunities
Peckham Rye is the busiest rail interchange in the UK without lifts.
The housing challenge - expectations

No. of homes by line by period

- Clapham Jn corridor
- E L L Core
- Crystal Palace/West Croydon corridor

No. of homes by line by period

- Peckham Rye catchment
- Rest of E L L Clapham Jn line
Emerging opportunities for improvement

Near-term priorities (<5 years)
• Increasing Overground frequencies (+2tph)
• Completion of Thameslink
• Upgrade to Denmark Hill Station, new entrance

Mid-term opportunities (5-10 years)
• New high-capacity rolling stock on Southern and Southeastern.
• Capacity upgrade to Peckham Rye Station, with lifts.

Long-term visions (5 years+)
• ‘Metroisation’ with more frequent rail services in south London.
• Lengthening, with longer high-capacity rolling stock on key routes.
Enhancing Peckham Rye Station for the Future

Andrew Wood
Lead Development Manager
Southern Region
Network Rail
1. Recent History
2. Government Remit
3. Issues to Fix at the station
4. Integrating with the local area & community
5. Working with you going forward
6. Future plan
7. What are the local communities needs and wants from the station?
Lost loos

Some recent history...

A block of 1930s public toilets at Peckham Rye Station that were forgotten for 50 years have been rediscovered.

The gents toilets are located on the right-hand-side as you enter the station, in the newly-refurbished unit that is set to become a restaurant or café.

They were boarded up in 1962, when the ticket hall was reduced in size to create a betting shop. Metal plates were bolted over the doors and the loos were left, frozen in time, for the

Network Rail signals £25m London station revamp

Network Rail is pressing ahead with plans to redevelop Packham Rye station in south-east London.

Plots drawn up by Wates Willmott and Partners for the £25m project have gone out to public consultation.

The station gateway project will also include developing space around the station area for commercial use and creating a new square in front of the Grade 2 listed building, which has been hidden for many years.

Arches buildings around the station will be demolished to make way for two new buildings to restore existing railway arches.

Design Proposal

New lifts at Peckham Rye Station delayed
What is the Government’s Remit for Peckham Rye station?

1.6. Objectives

1.6.1. Peckham Rye Station Enhancement Objectives

The following objectives have been established to guide the project’s development and are captured in the Client Requirements Document (CRD):

<table>
<thead>
<tr>
<th>Objective</th>
<th>Description</th>
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<tbody>
<tr>
<td>Objective A</td>
<td>To provide sufficient capacity to meet forecasted 2038 pedestrian entrance, exit, and interchange volumes.</td>
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<tr>
<td>Objective B</td>
<td>To provide accessibility for all from street to all four platforms.</td>
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<tr>
<td>Objective C</td>
<td>To reduce the risk to passenger and staff safety.</td>
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<tr>
<td>Objective D</td>
<td>To significantly improve passenger satisfaction.</td>
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</table>
What issues do we need to fix at the station?
What issues do we need to fix at the station?

Provide Lifts to all platforms
What issues do we need to fix at the station?

Concourse & Gateline
What issues do we need to fix at the station?

Platform 1/2
What issues do we need to fix at the station?

Platform 4
What issues do we need to fix at the station?

Let's not forget Platform 3!
What issues do we need to fix at the station?

Narrow access corridors
How should the station integrate with the local community?
How will we continue to work with you in the station development

Our aim is to involve and work with the local community during development & design

Share future station design options with you, to see what you think - Expected early in 2021

Share architectural proposals for the station with you - Expected towards end of 2021

Share likely construction proposals
Expected in 2022
What’s the plan going forward?

Awaiting Funding from Government

Develop Options
Choose Single Option

March 2020 January 2021 May 2021

DEVELOPMENT STAGE FUNDING

Planning Consent
Detailed Design
Potential Construction

2023 ? 2024 ?

DESIGN STAGE FUNDING

Outline Business Case to Government

Final Business Case to Government

NetworkRail
What would you like to see at the station?

Feedback needed! – Panel Q&A
Thank you for coming!
nrsouthernprojects@networkrail.co.uk