

## London TravelWatch's Crossrail 2 consultation response

London TravelWatch is the official body set up by Parliament to provide a voice for London's travelling public.

Our role is to:

- Speak up for transport users in discussions with policy-makers and the media;
- Liaise with the transport industry, regulators and funders on matters affecting users and respond to their consultations;
- Investigate complaints users have been unable to resolve with service providers, and;
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience all those living, working or visiting London and the surrounding area.

We represent passengers on the entire London Underground network, including those lines and stations that are outside the Greater London boundary.

London TravelWatch fully supports Crossrail 2 and welcomes the opportunity to respond to this consultation. We would like to thank Transport for London (TfL) for giving a presentation on Crossrail 2 at our recent board meeting, and would like to ensure that this positive working relationship continues throughout the development of the scheme, as this will make sure that the needs of passengers are fully considered along with engineering criteria at a stage which will allow mutually beneficial changes to be incorporated before the plans are too far developed.

While both the metro and the regional schemes fulfil London TravelWatch's general priorities for investment to reduce overcrowding, reduce journey times and improve connectivity within and around London, we note that the regional scheme offers notably more benefit to passengers than the metro scheme. We would therefore like to see the regional scheme being developed further, with more meaningful consultation with London TravelWatch regarding potential route options.

We acknowledge that the scheme is being consulted on at a relatively early stage, with little by way of detail, but understand that more detailed work is going on behind the scenes. Much of this response is focussed on the detail that will be crucial to get right before the plans are developed too far to alter at a later stage. It is important therefore that TfL engages constructively with London TravelWatch, as the statutory consumer body representing all passengers on both the options, on the detail of proposals to ensure that potential opportunities to maximise the benefits of the scheme are not overlooked.

One of the biggest keys to the success or otherwise of Crossrail 2 will be the interchange stations. The interchange at Clapham Junction, particularly under the metro option, will need to be completely altered, as will Wimbledon under the regional option. The interchange connecting Euston, St Pancras and Kings Cross, with or without HS2, will become one of the busiest interchanges in the world, and the works currently underway at Victoria will need to be built upon to allow Crossrail 2 to learn the lessons from the Victoria reconstruction with regards to passengers.

If the regional scheme is developed further, we would wish to see greater consideration of an intermediate station south of Clapham Junction. While we acknowledge that this would increase journey times compared to not having the station, this is also the case with Kings Road Chelsea, which both requires a longer tunnel and increases journey times. We would wish to see any potential station south of Clapham Junction analysed using the same criteria as Kings Road Chelsea to compare and contrast the costs and benefits of having either, both or neither of the stations.

Consideration of the routeing and final destination of services under the regional scheme in South-West London, including the level of overlay on residual Waterloo services, needs to be carefully

managed, with discussion with London TravelWatch regarding options. Along with possibilities to improve service levels on certain routes that do not currently have a “turn up and go” frequency, either with Crossrail 2 services or with Waterloo-bound services that can run with the extra capacity freed up there, there are also opportunities to consider improving connectivity to the Leatherhead area, including an “M25 parkway” station, by completing the alignment that was abandoned after the second world war between Chessington South and Leatherhead.

There will also need to be a discussion on the balance of services at the northern end of the route, between the Alexandra Palace and Lea Valley corridor, potentially including services to Stansted Airport. The benefits of the Lea Valley route enhancements being combined with Crossrail 2 would provide a huge improvement to a neglected corridor with substantial planned growth.

It is vital that London TravelWatch is consulted throughout the development of the process, as the statutory body for passengers in and around London, we are uniquely placed to offer advice and propose beneficial ideas for the scheme. This opportunity was sadly missed during Crossrail 1, and this must not happen again.

While the North-East to South-West alignment of Crossrail 2 is supported, there are other areas in London that are also crying out for similar investment. With the point well made by TfL that all the committed investment in London, along with Crossrail 2, will largely only cater for the increase in demand with a growing population and current suppressed demand, it is crucial that further schemes are being developed including a potential Crossrail 3, with a package of long-term proposals being developed quickly so the experience and skills picked up with the construction of Crossrail 1 and 2 are not lost.

London TravelWatch welcomes the consultation on Crossrail 2 and supports the regional scheme. We would like to work more closely with Transport for London as a key stakeholder in the project, and wish to see this relationship develop in the near future.

Many Thanks,

Robert Nichols  
Policy Officer Rail  
London TravelWatch