

South London Line Research Study



FINAL REPORT

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Executive Summary

- E1 Several major London rail investment projects are being delivered between now and 2017, providing much needed additional capacity and very significant passenger and regeneration benefits. As a result of two of these projects (the Thameslink programme and the East London Line (ELL) extensions), there are a number of proposed changes to train services in South London. Moreover, because of changes in layout and capacity at London Bridge during the construction phase (2012-2015) of the Network Rail-sponsored Thameslink Programme, South London Line (SLL) services are unlikely to be able to call there. Additionally, the 10 car suburban platform extension project is likely to result in the inability of current SLL services to call at Battersea Park.
- E2 The second phase of the extension of the East London Line (ELL) will be to Clapham Junction, replacing part of the current service pattern of the South London Line. Whilst this provides a wide range of benefits, it is proposed that there will be a reduction in some journey opportunities (specifically to Victoria), with some disbenefits to passengers as a result. A new service between Victoria and Bellingham had been previously proposed to provide mitigation of the disbenefits caused by this change; specifically the loss of direct services between Victoria and Clapham High Street / Wandsworth Road and the reduced frequency of services between Denmark Hill / Peckham Rye and Victoria. However, discussions between Transport for London (TfL) and the Department for Transport (DfT) have resulted in this additional service being withdrawn from future proposed service changes, due to concerns about affordability.
- E3 In order to quantify the likely impact on passengers due to the reconsideration of the Victoria to Bellingham service, London TravelWatch issued a competitive tender for the provision of research into the usage of part of the rail network of inner South London. This comprised part of the South London Line (hereafter referred to as SLL), and Southeastern services from Peckham Rye and Denmark Hill to Victoria (SET), as well as considering the attitudes of users of Clapham North Underground (CN) to the nearby Clapham High Street station. After submitting a successful bid, The Railway Consultancy Ltd. (RCL) was contracted by London TravelWatch.
- E4 Having agreed the formats for questionnaires, RCL carried out surveys on 24 and 25 June 2009, by handing out pre-printed cards of which three versions were produced for the three different surveys. The numbers of distributed cards was 2,549 (SLL), 2,002 (SET), 622 (CN). Response rates were 24.2%, 25.7% and 11.9% respectively.
- E5 The quantitative element of the survey was a disaggregated, revealed preference sample. This is a robust method of compiling a database detailing usage of the line, which can be used to draw general conclusions. The qualitative element is less robust, as it reflects passengers' stated intentions, which are subject to a degree of bias and inaccuracy. However, the individual nature of passengers' responses provides a degree

of colour and interest to the base numbers, as well as broadly supporting the data analysis.

E6 An extensive breakdown of the postcode origins, station origin and destination, ticket type, age and gender was obtained from respondents and is included in full in the main body of the report. A space was also allowed for comments about how the proposed service changes might affect passengers. (In the case of the Clapham North study, this was about whether passengers were aware of Clapham High Street, whether they used the station and what reasons might deter / encourage use.)

E7 Key findings from the study include the following;

- A large proportion of users of Clapham North, the SET services and the SLL are local, with only a small proportion travelling from further afield
- Some modal shift from Clapham North to Clapham High Street will be achieved through the ELL service, but there will also be modal shift *towards* the underground station for central London destinations
- Denmark Hill is a very significant origin and destination on the route
- Passengers travelling directly from Battersea Park to SLL destinations would be particularly badly affected, if current or future services using the SLL route were not able to call at the station. Journey times using alternative rail routes via Clapham Junction or London or by available bus routes are significantly longer and less convenient than the current direct rail journeys
- Many respondents to the survey took up the opportunity to include comments about how they believe the changes to train services might affect their journey. (A sample of these is included as Appendix D of this report). It was clear from the feedback received that there is a general lack of accurate information (and, indeed, some misinformation) about the proposed changes, which means that a more substantive communications exercise by TfL is likely to be beneficial in the near future. Therefore, there were many misconceptions in passengers' responses, primarily that there would be no direct services from Denmark Hill and Peckham Rye to Victoria. This means that the disbenefits are overstated by respondents and the benefits are understated.

E8 Of the large majority of respondents who believed they would disbenefit, our independent analysis demonstrates that many of these people would indeed experience a reduced frequency and/or worse crowding, if the loss of the direct SLL services to Victoria was not mitigated. Options for this include stopping other trains at the affected stations, or re-instating the Victoria – Bellingham shuttle, especially for the period 2012-2015, until other planned service enhancements take place.

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1 Introduction

The Client

- 1.1 London TravelWatch is the official independent watchdog organisation representing the interests of transport users in and around the capital, sponsored and funded by the London Assembly. London TravelWatch promotes integrated transport policies and presses for better public transport, with higher standards of quality, performance and accessibility. It has been a consultee of proposed changes to train services in South London, in the light of the Thameslink Programme and East London Line extensions. This process has led to a requirement for research to determine the characteristics and opinions of users of the South London Line. A brief background to these service changes is provided below.
- 1.2 Passenger Focus, as the official independent watchdog organisation representing the interests of rail users nationally, and another consultee on proposed train service changes, has also financially supported the production of this report.

Proposed Changes to South London Line (SLL) services

- 1.3 A number of significant issues will affect train services in South London in the next few years. The Thameslink project, which will link a wider range of services North and South of the river and enable higher frequencies on the core section (Blackfriars – St Pancras), will inevitably cause some disruption at London Bridge whilst new tracks and platforms are constructed. Railway planners are looking at ways in which some services could avoid using or reaching London Bridge during the relevant period; because they are relatively lightly-loaded, SLL services are amongst those being investigated for such treatment.
- 1.4 The East London Line is currently closed whilst extensions are constructed to Dalston and Highbury in the north and to Crystal Palace and West Croydon in the south. These are expected to become operational in 2010. A further branch is planned to Clapham Junction in 2012, replacing part of the service pattern of the current South London Line, which operates between London Bridge and Victoria via Peckham Rye.
- 1.5 East London Line services will enter the current SLL route at Queens Road Peckham and exit at Wandsworth Road, where they will continue to Clapham Junction and terminate at a newly-reinstated platform 1. Owing to Network Rail proposed platform extension works at Battersea Park associated with achieving 10-car trains on South London Metro services, the junction where the SLL currently serves Battersea Park and continues to Victoria is likely to be severed. Additionally, as noted above, in order to accommodate work as part of the Thameslink Programme, the SLL will not be able to

access London Bridge and will therefore not be able to continue running in its current form.

- 1.6 Overall, the East London Line extensions clearly bring significant benefits in terms of new orbital journey opportunities, and the diversion of some traffic out of London Bridge (which is particularly helpful during its reconstruction). However, there are a few traffic flows which are disadvantaged as a result of the package of services described above.
- 1.7 It was therefore proposed by Network Rail¹, the sponsors of the Thameslink Programme, that an additional service between Bellingham and Victoria via Peckham Rye be provided, also stopping en route at Clapham High Street and Wandsworth Road. However, the funding package agreed between DfT and TfL for the ELL extension to Clapham Junction includes a capital sum from the DfT equivalent to their cost savings from NOT introducing the Bellingham service. Faced with this offer, and taking the view that a decision to go ahead with the ELL extension was urgent, TfL accepted it.

¹ See excerpts from Network Rail South London RUS in Appendix A

2 Study Brief

2.1 In the light of the background described above, London TravelWatch required a study to be carried out to identify the characteristics and opinions of users of the portion of the South London Line between Peckham Rye and Victoria, Southeastern services from Peckham Rye and Denmark Hill to Victoria, and Clapham North Underground (which is close to Clapham High Street SLL station). The overall aim of the work was to understand the magnitude and characteristics of the traffic flows noted above to be disadvantaged, which would have benefited from the Victoria to Bellingham service. The section between Peckham Rye and London Bridge was specifically excluded, since the inability of SLL services to call at South Bermondsey and London Bridge is due to the Network Rail-sponsored Thameslink project, which itself provides wide ranging and substantial benefits to passengers. No such mitigation for any disbenefits resulting from the loss of services to London Bridge had been previously proposed or is currently obvious.

2.2 The Project Specification was as follows:

To undertake a full day survey of the users of all trains on the South London Line between Victoria and Peckham Rye and of users of Victoria – Dartford services between Victoria and Peckham Rye (or other convenient point). In addition passengers entering and leaving Clapham North underground station were surveyed between 0700 and 1000, and 1600 to 1900. These surveys were intended to establish:

- a) the current usage patterns of the relevant section of the South London Line,
- b) the ultimate destinations and origins of users of this section of the South London Line,
- c) the impact on passenger journeys of the introduction of East London Line phase 2b (to Clapham Junction), withdrawal of the London Bridge – Victoria via Peckham Rye service, and the reduction in frequency of trains between Victoria, Denmark Hill and Peckham Rye, and
- d) whether services to Clapham High Street station could assist in reducing overcrowding at peak times on the Northern Line from Clapham North.

2.3 Importantly, it should be understood that our work has started from the premise that the ELL will be extended to Clapham Junction, but that no mitigating measures have yet been agreed. Our analysis therefore looks at the type and level of problems that this would cause, so that appropriate mitigating measures can address these issues.

3 Methodology

- 3.1 Taking for granted the overall major scheme benefits of the ELLX, the Railway Consultancy (RCL) therefore proposed two activities which would support the objective of understanding better the groups of potential disbeneficiaries of the service changes. Two strands of work were undertaken – a survey of existing users, and an analysis of a sample of typical journeys. Whilst these two activities are clearly related, it should be stressed that the journey analysis did not follow directly from the surveys, but was based on a theoretical analysis of typical journeys. Nevertheless, as the typical journeys selected included those actually found from the surveys to be made, it was thought to provide some useful additional insights. The surveys constituted the majority of our work, and are described below and in sections 4 and 5. The journey analysis is set out in section 6.
- 3.2 There are a number of ways of eliciting information about passengers' rail journeys. We have traditionally used 'revealed preference' techniques, in which passengers are asked to describe journeys they have recently made (or, indeed, are making at the time of the survey), and that is the main approach used here. However, even asking relatively simple questions about journeys currently being made does not always lead to perfect answers being received; passengers may not be familiar with terminology (e.g. what services comprise "the SLL"?), may wish to reply in regard of their normal behaviour (as opposed to what they did on that particular day), or wish to express views which they think will achieve their desired outcome.
- 3.3 In general, though, this general 'revealed preference' approach should provide more robust data than asking passengers questions about their possible behaviour in the future, although sometimes this has to be done. Such is the case in trying to understand what passengers might do if their current (preferred) SLL alternative were to be no longer available. Some of the responses given here clearly reflected mis-information or a lack of information both about current journey opportunities and (more particularly) about likely service plans. Transport for London, Network Rail and train operators clearly need to consider a communications programme to publicise future train service plans and the improved journey opportunities afforded.
- 3.4 All these issues are in addition to the complications of sampling (i.e. only getting responses from some of the passenger group of interest), although there are statistical methods of minimising any bias from this.
- 3.5 We therefore proposed a methodology whereby survey cards would be distributed to as many passengers on the services as possible. The available options for passengers to return these would be:
- Return directly to RCL survey staff

- Post using the freepost address on the reverse of the card
- Complete the survey online using the web address on the survey card

3.6 Web services were provided by Corporate Mailing Solutions, a specialist company in the field on online surveying. They established a web address www.railcons.castavote.co.uk which was available to holders of a survey card number (to prevent multiple or spurious entries) and subsequently to email applicants who could demonstrate their relevant journey credentials.

3.7 In discussion with London TravelWatch, RCL produced three different survey cards, which contained a series of questions designed to elicit the required information. RCL then planned and delivered the surveys as set out below. We also issued instructions to our survey staff, including a proposed script for any verbal explanation required by passengers, encouraging them to take a survey card. This is attached as Appendix C.

South London Line

3.8 For the surveys of the SLL, RCL survey staff boarded the first two trains, being the 06.20 and 06.50 from Peckham Rye to Victoria. Staff remained on each train as far as Battersea Park. During the journey, survey staff walked through the train, handing out survey forms for completion, with a short verbal briefing to passengers about the background to the survey and that our intention was to capture their origin and final destination. Survey staff were then provided on every SLL train between Battersea Park and Peckham Rye in each direction. Alighting at Battersea Park on Victoria bound services had the advantage of not contaminating the integrity of the data sample by surveying Battersea Park to Victoria passengers (for whom the SLL is only one of several Victoria services) and also allowing the survey staff to cover the SLL platform at Battersea Park before the train arrived, maximising distribution. Whilst peak trains were heavily loaded, a good level of distribution was achieved and 2,549 survey cards were handed out, with 615 surveys completed, a response rate of 24.1%. The survey card is reproduced in Appendix B.

South Eastern Services

3.9 Following an advance 'dry run' it was decided to carry out the SET surveys on the platform at Peckham Rye and Denmark Hill. This was because the loadings of the SET services were already significant when Victoria-bound trains arrived from Nunhead, thereby presenting difficulties in finding passengers originating at Peckham Rye and Denmark Hill for survey staff going through the trains. If survey cards had been handed out to all passengers, there was the potential for a large number of responses to be received from passengers originating at stations between Dartford and Nunhead. Whilst these could have been discarded, it would have reduced the number of surveys able to be distributed in the available time to the target audience. In practice, this

distribution method worked well and a total of 2002 survey cards were distributed, with 514 being returned, a response rate of 25.7%. The survey card for this is also reproduced in Appendix B.

Clapham North

3.10 Two members of RCL survey staff stood at the entrance to the underground station between 07.00 and 10.00 and 16.00 and 19.00 offering survey card to all passengers entering the station. This proved challenging for a number of reasons:

- The speed and volume of passenger entry, within a relatively constrained space
- Competition with a 'Big Issue' magazine seller and an operator of a local Yoga class handing out advertising cards in the morning, and the free London Lite and London Paper distributors in the afternoon
- Passenger resistance to taking a card

3.11 However, following the initial lack of response to the opportunity to win a monthly Travelcard, passengers responded well to surveyors requests to incoming passengers to 'help improve local train services'. Several people even turned back from the barrier line to come and take a survey card after hearing this. In all, 622 survey cards were distributed, compared to a daily usage of approximately 8,000 passengers. The survey card distributed is reproduced in Appendix B, and the number of responses received was a disappointing 74 (11.9%). Whilst this is small, the main reason for it not being statistically-representative of all users of the station is that surveys were limited to peak periods. However, the views captured are useful in understanding peoples' attitudes towards Clapham High Street station. In order to gain a better understanding of people actual end destinations from Clapham North, Transport for London provided actual origin and destinations for a typical day. We have carried out a comparative analysis in section 5.4.

4 Data Analysis and Reporting

Summary of Response Rates

Total Responses	Clap North	SET	SLL
Total Issued	622	2002	2549
Total Reponses	74	514	615
Percentage	11.9%	25.7%	24.1%

4.1 The total response rates for this survey are encouragingly high, suggesting a level of interest and concern in the future of train services on the South London Line corridor. The lower figures for Clapham North reflect the greater commitment to tube services that were evident from the findings of the survey. However, the sheer number of responses, and their recent (June 2009) collection date, means that they may well reflect current travel behaviour at least as well as larger but more dated datasets which underpin some of the larger transport models.

Postal Responses

4.2 Forms either handed to RCL surveyors or returned to the freepost address were entered into a specially constructed spreadsheet as soon as received.

Data Input and Analysis

4.3 The survey data was input into spreadsheets that enabled the calculation of the passenger characteristics that London TravelWatch required, as well as scoring the qualitative responses according to a weighting matrix. The results were then analysed and a series of tables and charts produced, which are outlined in the next section of this report.

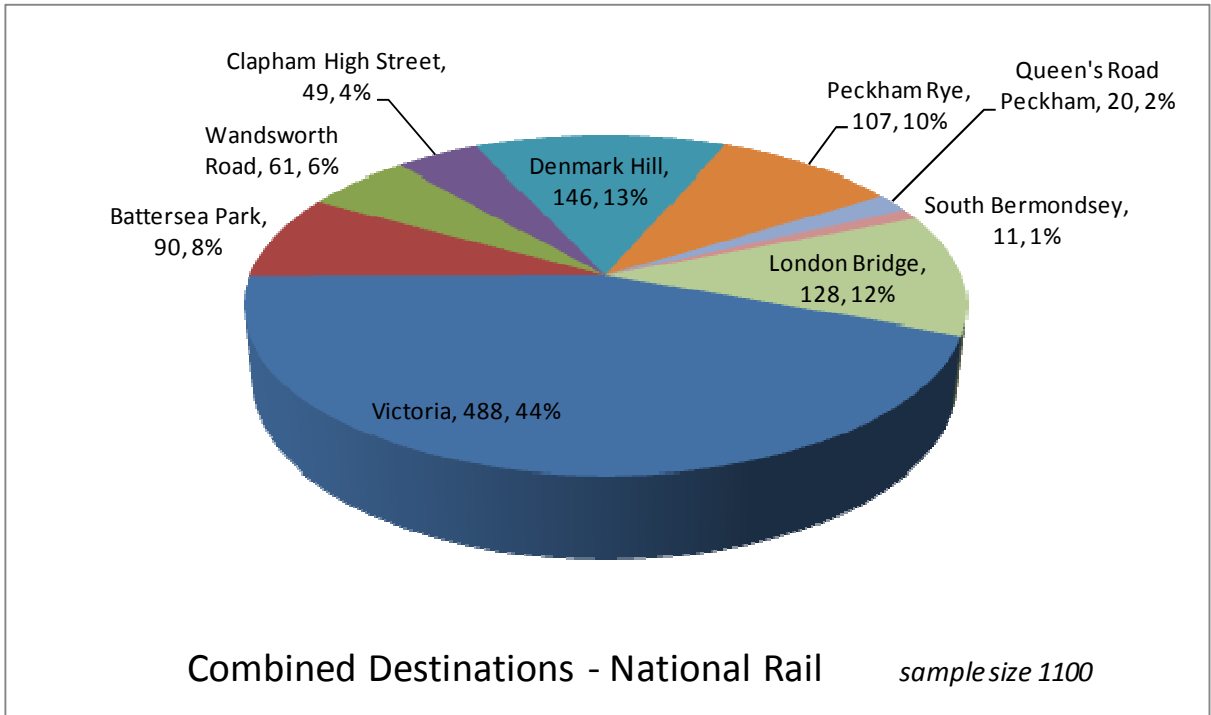
5 Passenger Profiles and Journeys

5.1 The Passenger Surveys covered trips associated with services operated by Southeastern Trains, Southern (the ‘South London Line’) and London Underground (to and from Clapham North). The first two of these are described as ‘National Rail’ below.

National Rail Combined Totals

5.2 The individual responses are separately analysed in paragraphs 5.11 ff. However, it is worth looking at some general data from all three surveys. First, we have looked at the combined origin and destination totals of the SET and SLL responses, given the mixed use of both train services by passengers. Of the 1129 total respondents within these two groups, origin and destinations responses were given by 1100 of them.

National Rail Destinations within the SLL Route



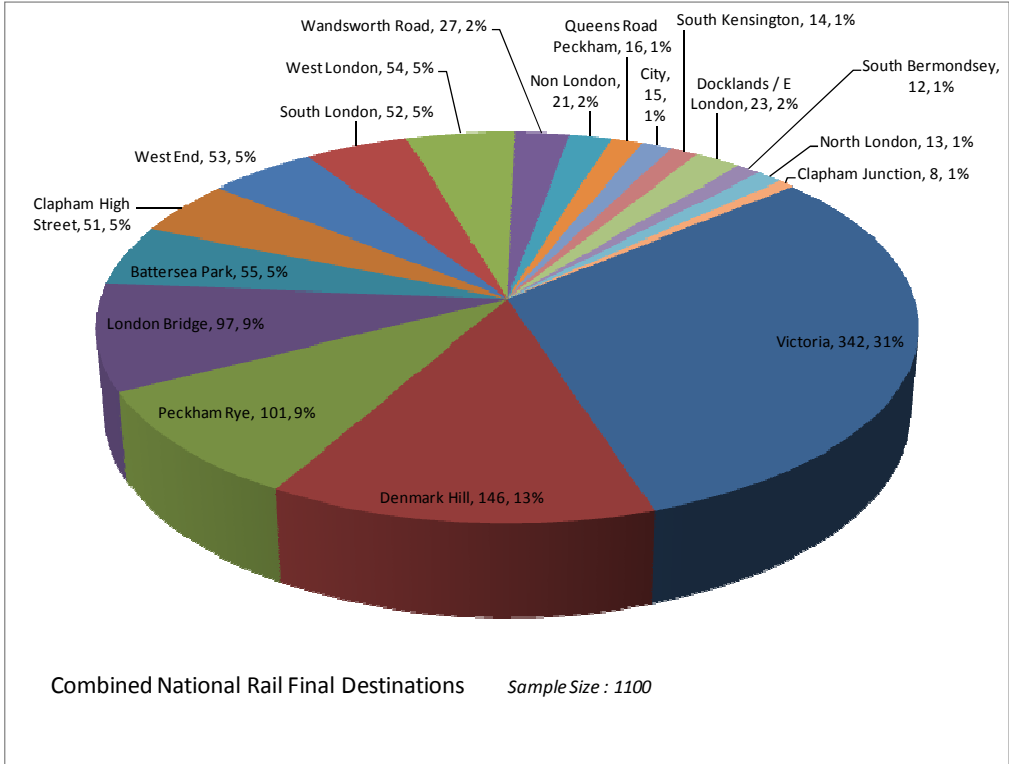
National Rail Destinations of Surveyed Passengers within the South London Line route

5.3 By far the biggest destination is Victoria, with Peckham Rye and Denmark Hill the highest origin stations. Given that the SET survey focused specifically on passengers from these two stations into Victoria, this is not wholly surprising. However, this pattern is broadly consistent with the SLL survey as well, although the spread of origins is much wider.

5.4 It is worth noting that the number of passengers stating their destinations as London Bridge, Queens Road Peckham and South Bermondsey within this survey, is limited to those originating from stations between Victoria and Denmark Hill on SLL services going towards London Bridge. This is likely to be a very small percentage of all passengers undertaking these journeys, because there are a much larger number of passengers travelling to these destinations on other services which were outside the remit of this survey.

National Rail Final Destinations

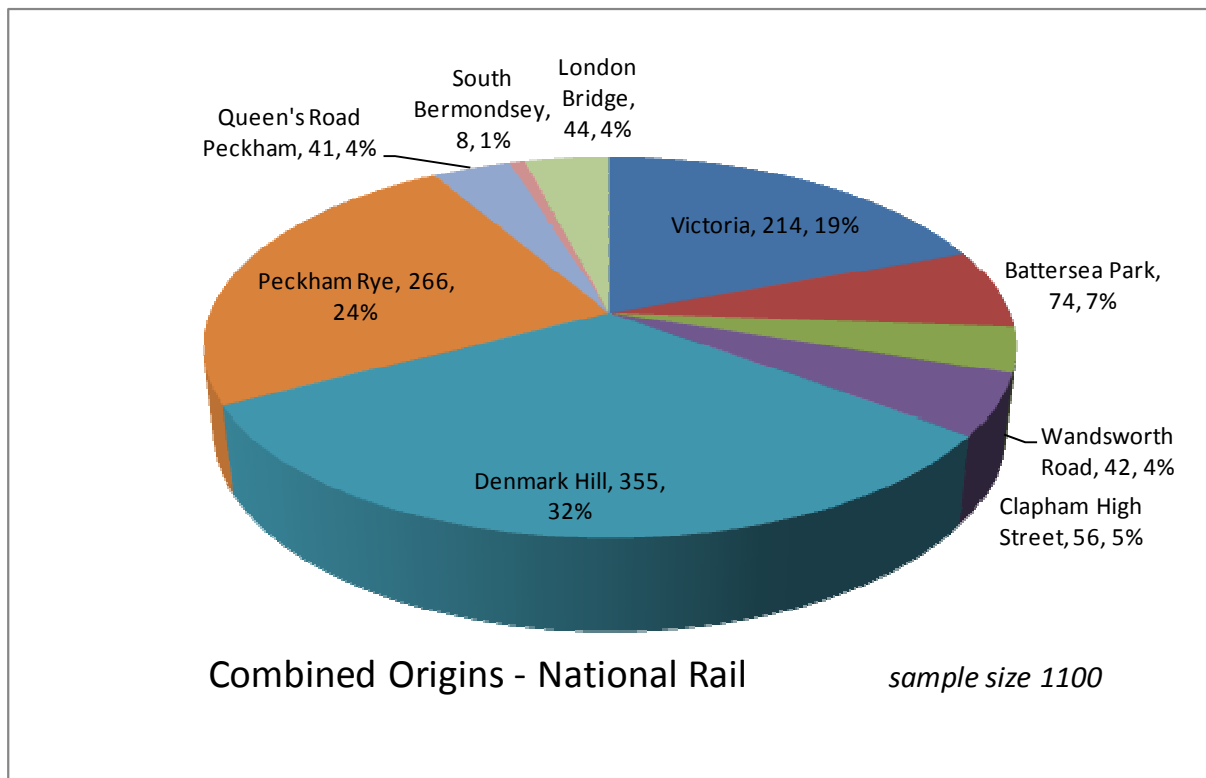
5.5 It is notable from the chart and tables below that a large number of users report that they do not take further public transport modes beyond London Bridge or Victoria. Destinations within the SLL route account for 80% of the total, dominated by Victoria with 31%. (It is of course possible that some passengers responding to the survey may have misread the survey cards and actually do travel further by another mode of transport.) Of other destinations reported, South and West London as well as the West End are all important destination areas.



Combined National Rail Final Destinations of Surveyed Passengers

National Rail - Combined Origin Stations

5.6 As the graph below shows, Denmark Hill and Peckham Rye are the predominant origin stations. The lower figures reported from Battersea Park reflect the conscious decision not to target users from Battersea Park, as Victoria services will not be significantly affected by the current proposals. Likewise, the London Bridge to Queens Road Peckham section of the route is under-represented compared to the stations between Peckham Rye and Victoria due to the requirement to target passengers on the latter section of the route.



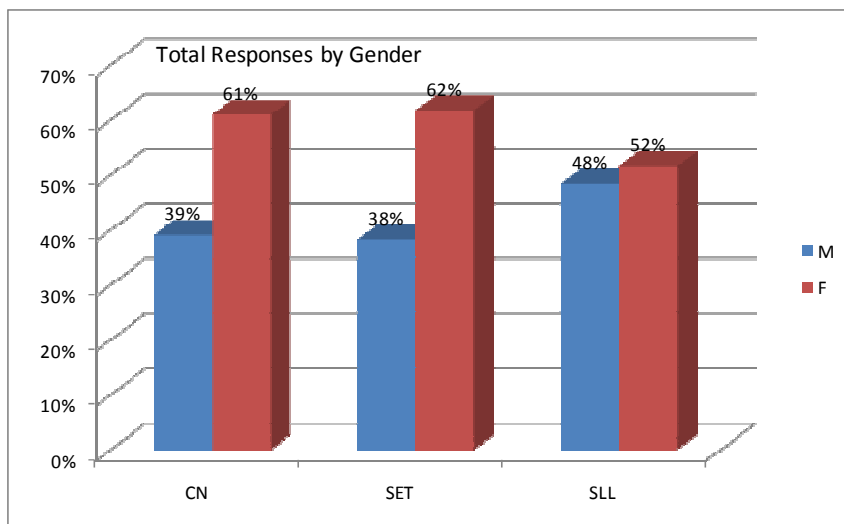
National Rail - Origin Stations of Surveyed Passengers

National Rail - Responses by Gender

5.7 Before setting out our results on these variables, it should be noted that survey response and non-response studies have shown that trends in respondents to surveys do exist. In general, more educated and more affluent people are more likely to participate in surveys than less educated and less affluent people (Curtin, Presser, and Singer, 2000; Goyder, Warriner, & Miller, 2002; Singer, van Hoewyk, & Maher, 2000), women are more likely to participate than men (Curtin et al 2000; Moore & Tarnai, 2002; Singer et al 2000), younger people are more likely to participate than older people (Goyder, 1986; Moore & Tarnai, 2002). The age and gender splits of

respondents from our surveys may be influenced by some of these characteristics. Additionally, it is not appropriate to assume that the commuting population is 50/50. National Rail Travel Survey data, collected between 2000 and 2005, reported a 55% to 45% split of commuters in favour of men.

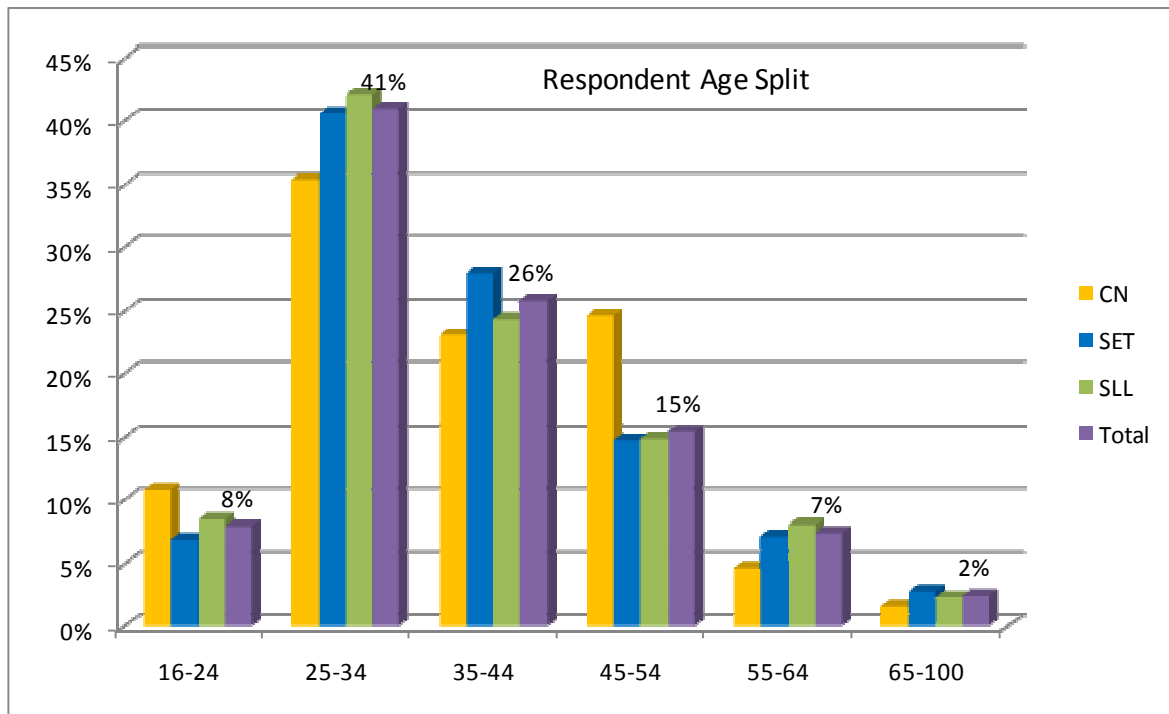
5.8 Despite these caveats, it is interesting to look at the gender split of responses. All three surveys had a greater proportion of female responses, but the Clapham North and SET surveys had a similar significant majority. The SLL had a much closer gender spread. This might indicate that the SLL respondents felt a greater importance to be attached to their survey responses, thus partially overcoming the reluctance of men to respond.



Gender Split of Survey respondents

Total Age Ranges

5.9 The graph below shows the age ranges of respondents. It can be noted that the age range spread was very close for all three surveys. Therefore, we do not discuss age specifically within the sections looking at the three surveys individually. As we can see below, the majority of respondents are in the 25 – 54 age range, which might be expected of the predominantly commuter target audience.



Age Range of Survey Respondents

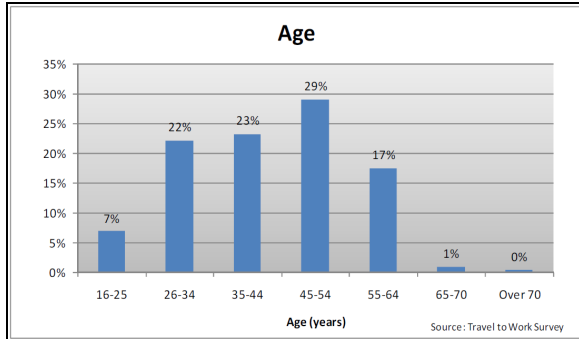
5.10 However, compared to the age ranges within the 2001 census Travel-To-Work survey data shown below, our survey respondents were somewhat younger. This fits with the demographic profile of Lambeth and Southwark shown in the graphs and tables also shown below.

Age	CN	SET	SLL	Total
16-24	11%	7%	8%	8%
25-34	35%	41%	42%	41%
35-44	23%	28%	24%	26%
45-54	25%	15%	15%	15%
55-64	5%	7%	8%	7%
65-100	2%	3%	2%	2%

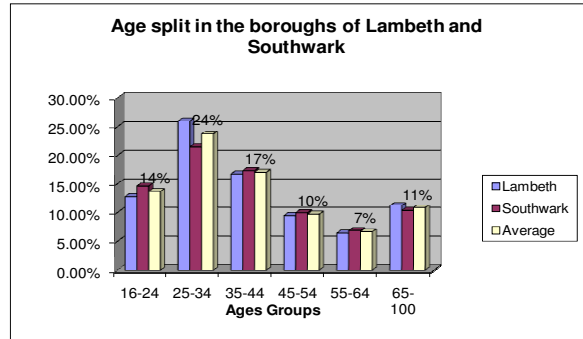
Age Range of Survey Respondents

Age	Lambeth	Southwark
16-24	12.80%	14.63%
25-34	26%	21.56%
35-44	16.80%	17.35%
45-54	9.50%	9.97%
55-64	6.50%	6.94%
65-100	11.30%	10.35%

Age Range of Borough Residents



Travel to Work Survey age split

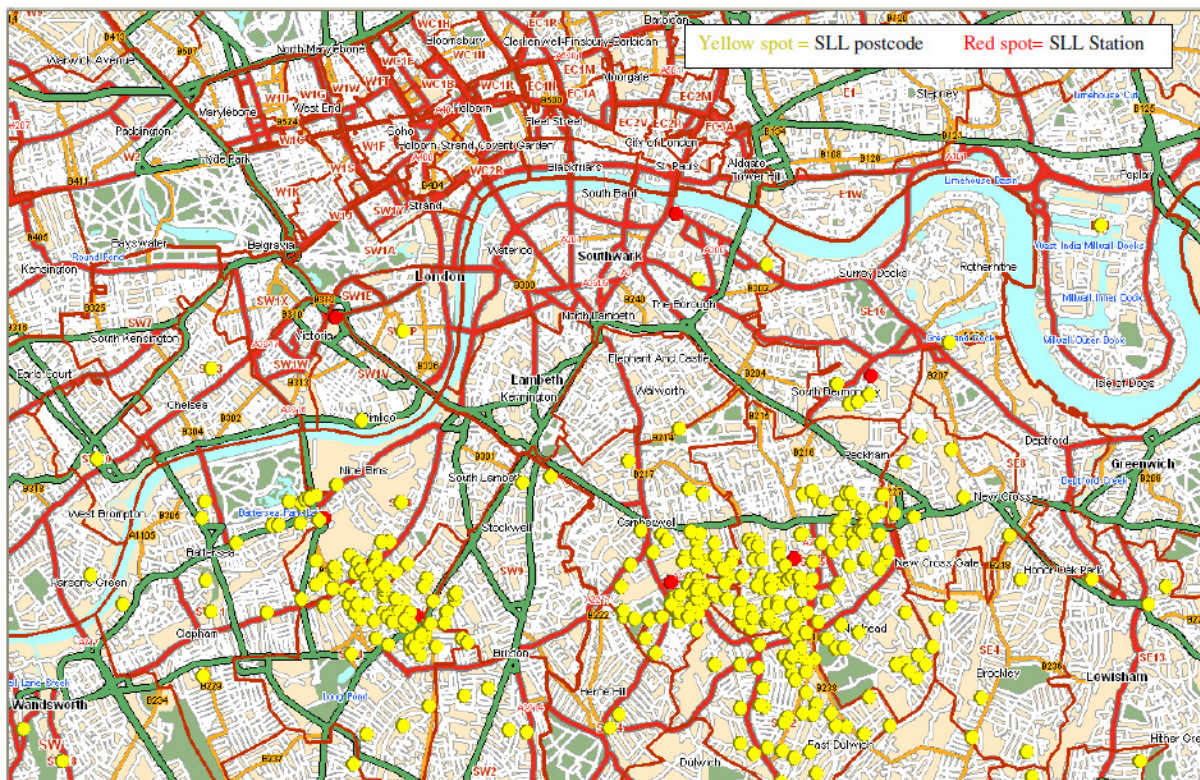


Lambeth and Southwark age split

South London Line

SLL Postcodes

5.11 The postcode origins of surveyed SLL users are spread across the route but closely mirror the location of the key suburban stations.



SLL – Postcodes of Surveyed Respondents

5.12 The map above shows the origins of local passengers responding to the SLL survey, and the dominance of responses from SW4 (Clapham), SE5 (Denmark Hill), SE15 (Peckham) and SE22 (East Dulwich). There were also a much smaller number of passengers originating outside the local area, as shown in the tables below.

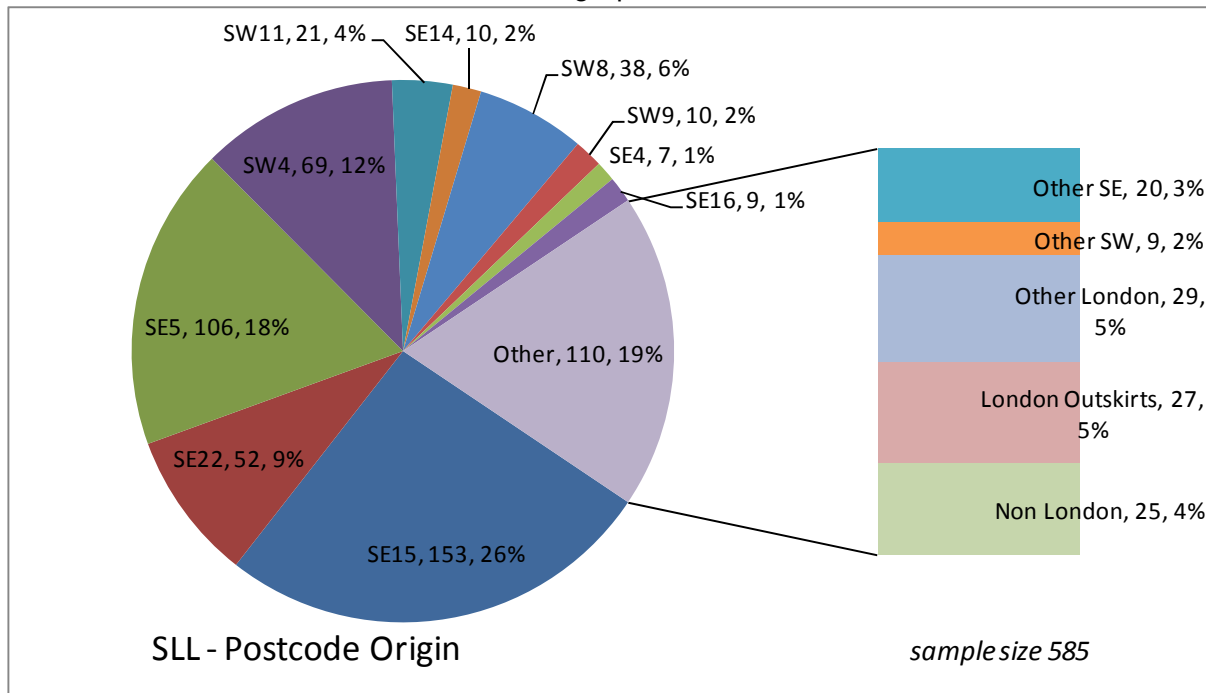
Postcode	District	Number
BR	Bromley	4
CR	Croydon	5
DA	Dartford	4
HA	Harrow	1
KT	Kingston	3
SM	Sutton	2
TW	Twickenham	5
UB	Uxbridge	1
WD	Watford	1

Postcode	District	Number
AL	St Albans	1
BN	Brighton	2
CM	Chelmsford	1
FY	Blackpool	1
GU	Guildford	2
ME	Maidstone	2
MK	Milton Keynes	1
RH	Redhill	5
RM	Romford	1
SN	Swindon	2
SO	Southampton	1
TN	Tonbridge	2
RG	Reading	2

SLL Outer London origins

SLL Non London origins

5.13 Ultimately, 81% of the users of the line could be described as local, with 19% split across other inner London postcodes and the outer and non London postcodes shown above. This is further illustrated in the graph below.



SLL Postcode origin of Surveyed Respondents

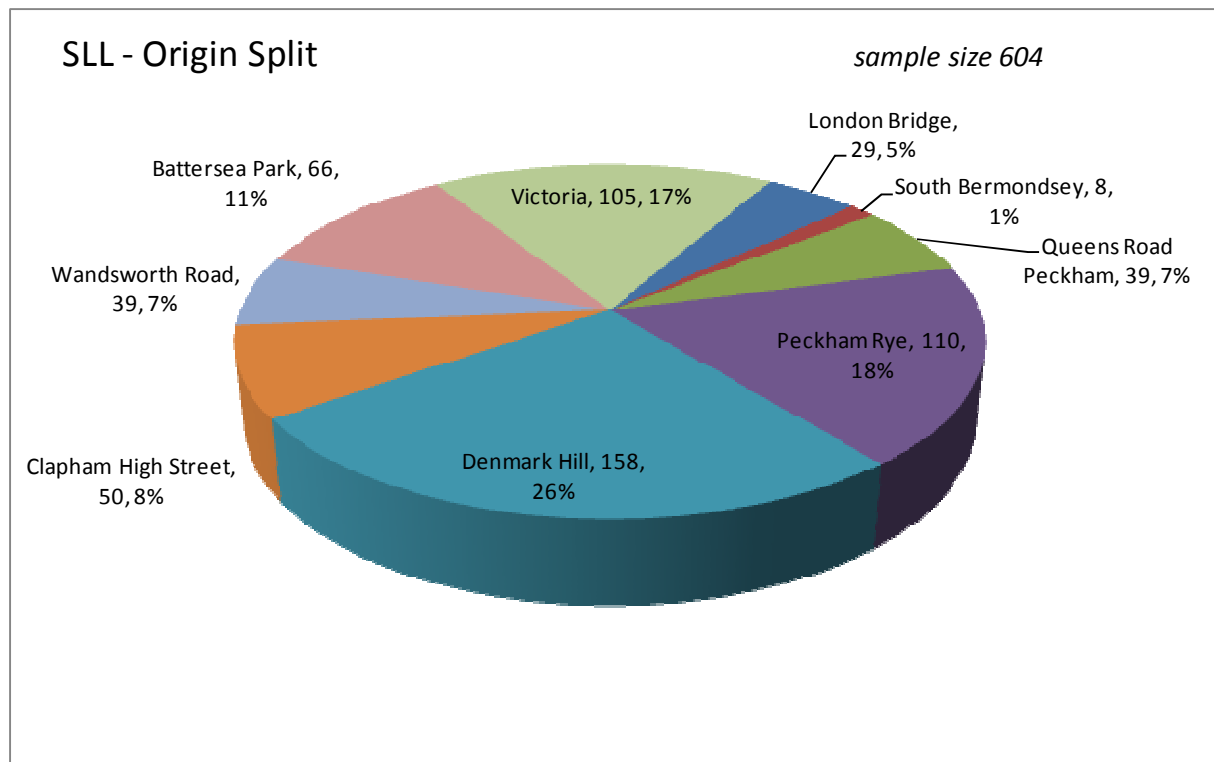
SLL - Gender Split

5.14 It is interesting and not immediately obvious why the gender split on the SLL survey was much closer than the others. It might be reasonable to conclude that the survey evoked a stronger response, thereby generating a higher level of interest from the male recipients. However, the response rate as a whole is similar to the SET survey response rate, which would weaken this conclusion.

Gender	Number	Percentage
M	266	48%
F	284	52%

SLL - Station Origin

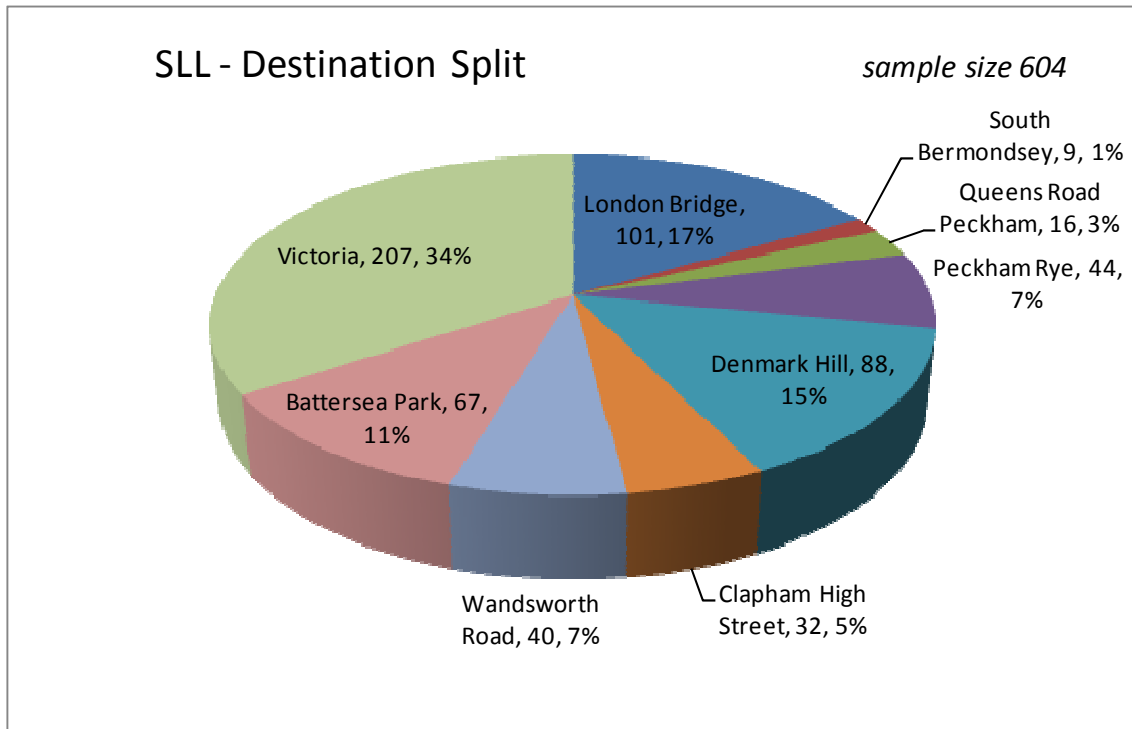
5.15 The origin station of users is spread across the route. However, Denmark Hill (26%) and Peckham Rye (18%) are the highest, with Victoria (17%) next. Battersea Park (11%) is also significant.



SLL Origin Stations of Surveyed Respondents within the route

SLL - Destinations

5.16 Whilst Central London figures highly on the list of destinations, with Victoria at 34% and London Bridge at 17%, Denmark Hill once again remains a very significant destination for passengers.

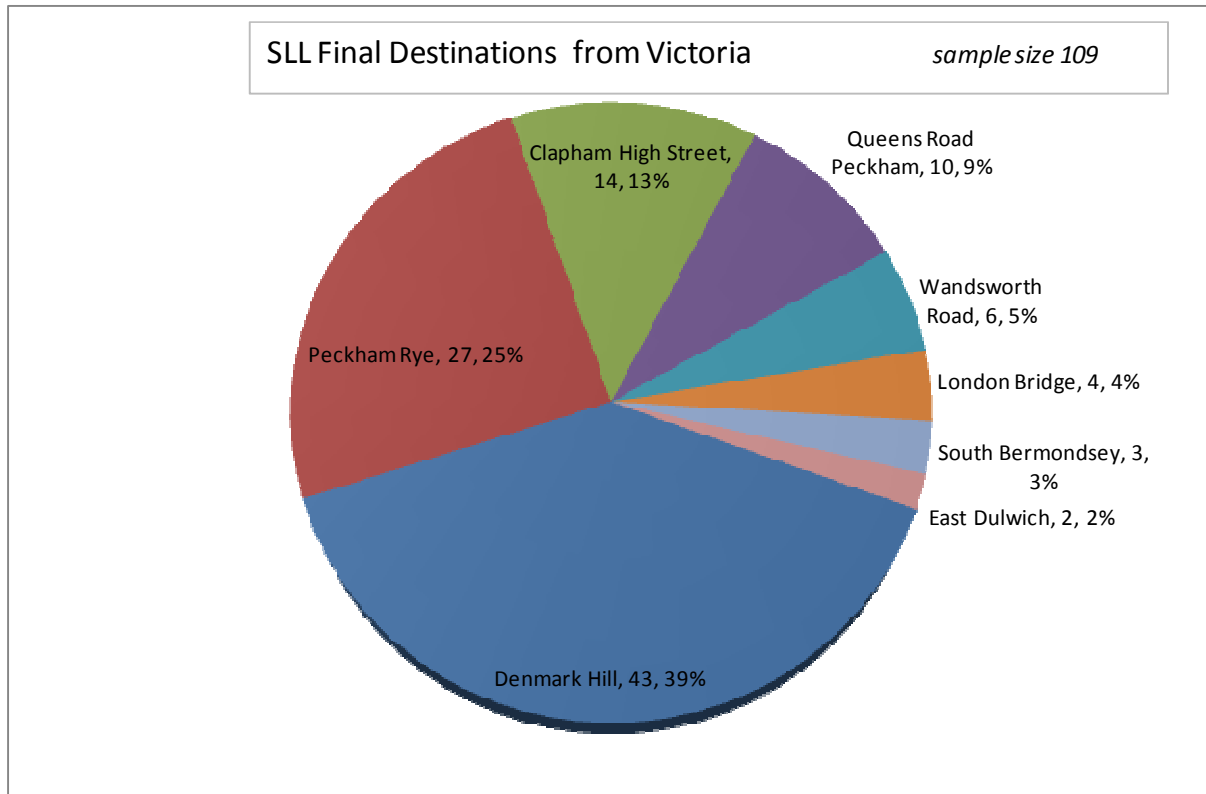


SLL – Destinations of Surveyed Respondents

SLL – Final Destinations

5.17 In the following sections, we describe the trip patterns revealed by the survey by outlining passengers' final destinations for each originating station.

Victoria



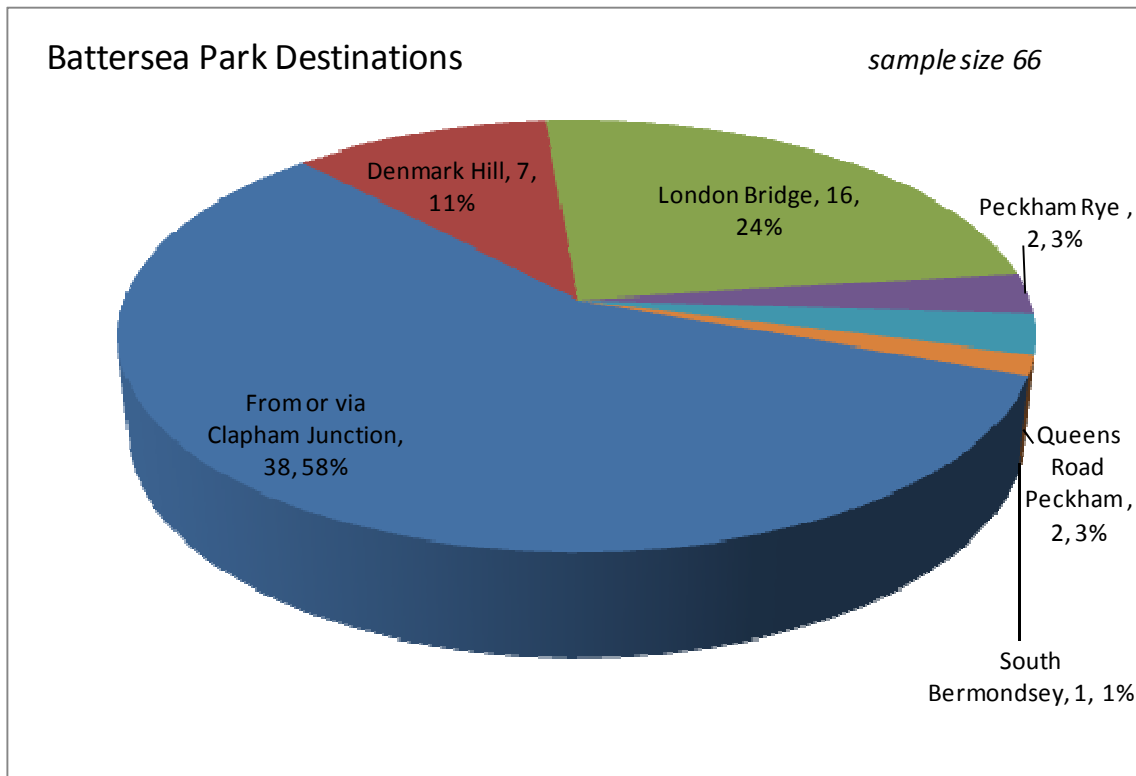
SLL – Victoria Final Destinations

5.18 Denmark Hill features as the single biggest destination on the route for passengers originating at Victoria, followed by Peckham Rye. The only SLL respondents reporting Victoria as their origin who did not have an SLL destination, were travelling to East Dulwich. It can also be noted that comparatively few respondents were travelling to South Bermondsey or London Bridge directly from Victoria.

Battersea Park

5.19 As noted in paragraph 1.5, there are two reasons why it is unlikely that the SLL will continue to be able to serve Battersea Park. First, Network Rail-sponsored platform lengthening works to enable 10-car services to operate on services from Victoria to Selhurst etc. will sever the junction currently used by SLL services. Secondly, the diversion of the SLL to Clapham Junction will mean that trains are no longer passing anyway. Many (58%) of the Battersea Park passengers who responded to our survey originated either from Clapham Junction, or from stations where interchange at Clapham Junction would be equivalent or better than Battersea Park, therefore there will be a large number of passengers currently interchanging at Battersea Park who will benefit. However, there are also a significant minority of passengers who will be disbenefited from this change if nothing is done, and understanding more about them is

therefore helpful, so we have undertaken specific analysis looking at the range of destinations from Battersea Park. From the survey the destinations of Battersea Park users of the SLL were as shown in the graph below.



SLL - Battersea Park Final Destinations of Surveyed Respondents

5.20 If we acknowledge the benefits of the new service to users who currently originate from Clapham Junction or stations where an interchange at Clapham Junction would be easier, we are left with users travelling within the SLL route itself. These journeys will become more difficult. A change at Clapham Junction will add a minimum of 3 minutes journey time, plus an inconvenient interchange from platform 15 to platform 1 at Clapham Junction, which may add an estimated further 5 minutes, plus waiting time.

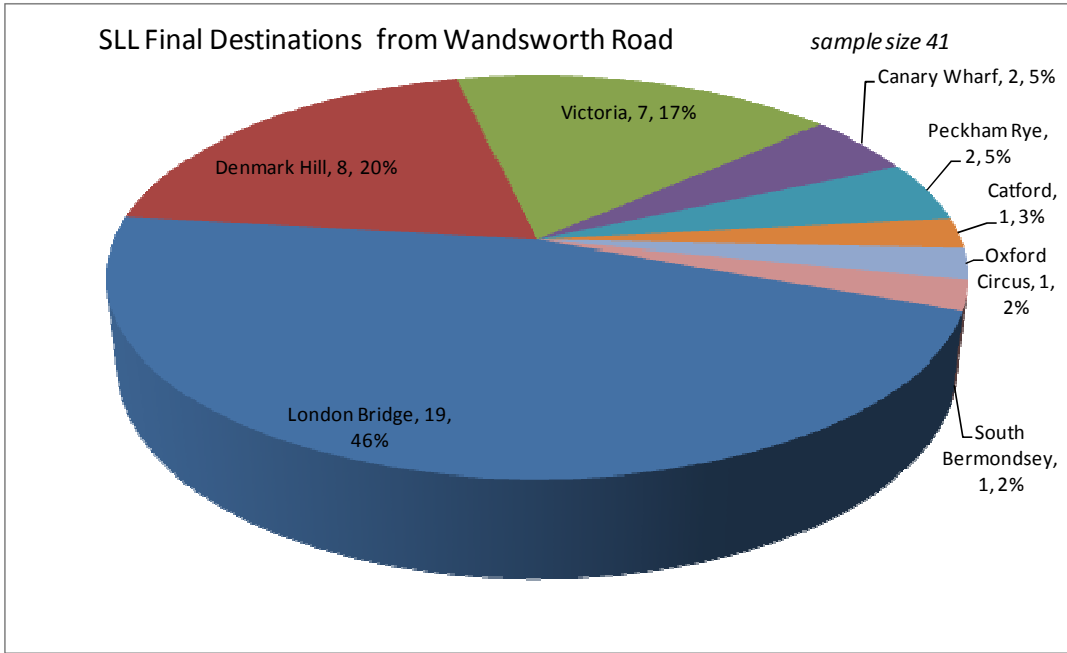
5.21 Whilst there are bus options for many of these destinations, many of these will require one or more changes of bus. Although a more theoretically-correct 'generalised cost' analysis is set out in section 6, it is helpful to understand the potential impact just on journey times. We have therefore used the current TfL website journey planner as shown below and undertaken an indicative disbenefit calculation for key journeys, in minutes. In reality, the bus would not be a viable alternative for many of these journeys, so we have also noted the future rail options. Passengers would be required to travel via Clapham Junction, via Victoria or via Queenstown Road and Waterloo. In the latter two cases, these would add to existing congestion at London termini. The most

extended journey time is from Battersea Park to South Bermondsey, which would increase by 36 minutes by bus, with one change, or by 41 minutes using the ELL train service and changing at Clapham Junction and again at Peckham Rye. It may be possible to undertake this journey slightly more quickly via Queenstown Road and Waterloo, but at the cost of travelling via Central London.

Bus Alternatives from Battersea Park to SLL Destinations								
Destinations	JT (mins)	Bus changes	Bus Interchange Locations	SLLJT (mins)	Disbenefit (mins)	Future Rail Alternative route	Future Rail Alternatives JT (mins)	Disbenefit (mins) compared to current SLL
Clapham High Street	32	1	Clapham Common	4	-28	Via Clapham Jct	22	-18
Denmark Hill	49	1	Vauxhall	9	-40	Via Victoria	23	-14
Kidbrooke	96	3	Elephant and Castle, New Cross Gate, & Lewisham	37	-59	Via Victoria	40	-3
Lewisham	87	2	Vauxhall & New Cross Gate	31	-56	Via Victoria	34	-3
London Bridge	41	1	Elephant and Castle	23	-18	Via Queenstown Road and Waterloo	22	1
Nunhead	81	2	Elephant and Castle & Peckham Rye	18	-63	Via Victoria	28	-10
Peckham Rye	56	1	Elephant and Castle	11	-45	Via Victoria	26	-15
Queens Road Peckham	56	1	Vauxhall	14	-42	Via Clapham Jct	46	-32
South Bermondsey	52	1	Elephant and Castle	16	-36	Via Clapham Jct	57	-41
Wandsworth Road	17	0	N/A	2	-15	Via Clapham Jct	21	-19

TfL Suggested bus alternatives for Disadvantaged Battersea Park passengers (note: JT = journey time)

Wandsworth Road

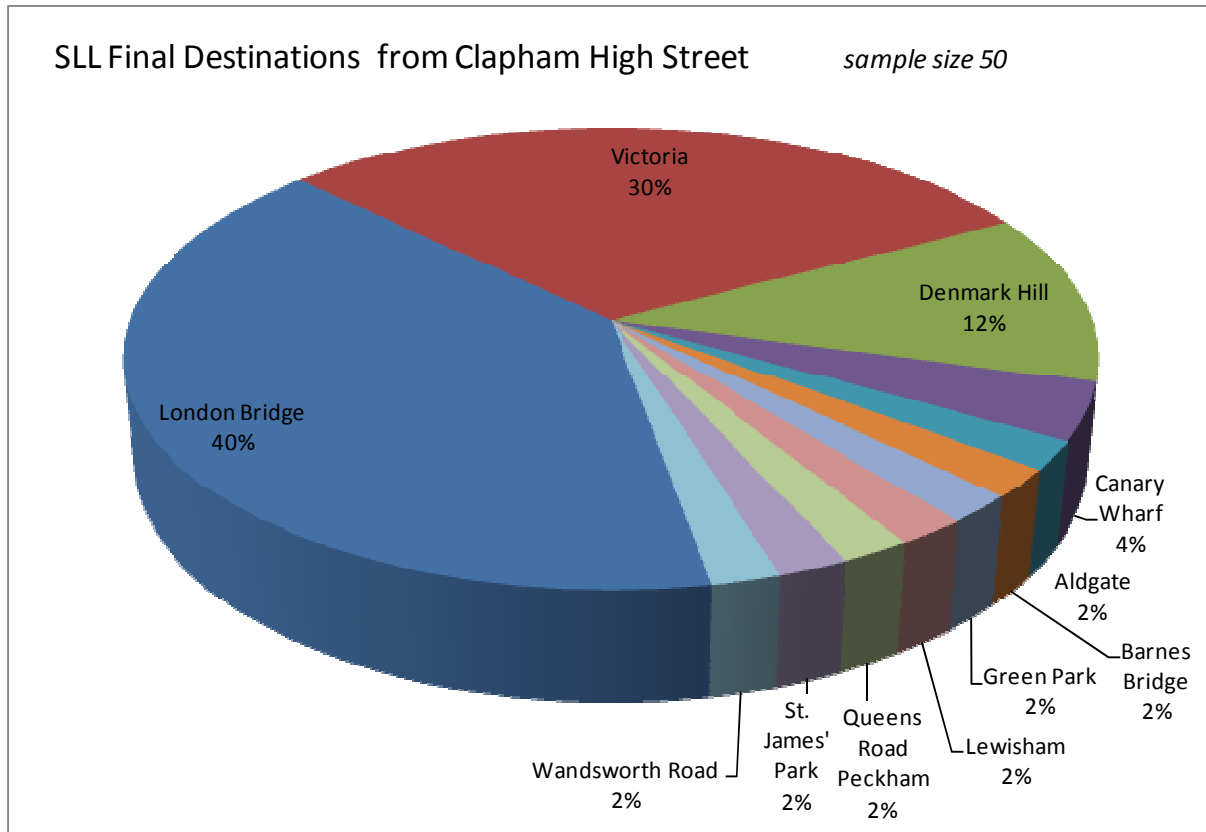


SLL – Wandsworth Road Final Destinations

5.22 Notable here is the large number of London Bridge destinations reported by passengers from Wandsworth Road. This may be due to the relative ease of survey card distribution on the London Bridge bound SLL trains. In the Victoria direction, these services are very crowded on arrival at Wandsworth Road and therefore it is more difficult to reach those boarding, during the remaining duration of the journey. However, despite its relative infrequency, the SLL may be attractive to passengers for Victoria who do not like bus travel and/or interchange.

5.23 The large number of passengers who have Denmark Hill as their final destination would actually benefit from increased frequency of services from Wandsworth Road to Denmark Hill that the ELL will bring.

Clapham High Street



SLL – Clapham High Street Final Destinations of Surveyed Respondents

5.24 Again, the large number of respondents who have London Bridge as their final destination is notable, as this is a journey that will require an interchange after the ELL extension.

5.25 There is a higher percentage of Clapham High Street respondents noting Victoria as their final destination compared to those boarding at Wandsworth Road. This supports the idea that Victoria services were already very crowded on arrival at Wandsworth Road and therefore it was more difficult for surveyors to reach those boarding during the remaining journey.

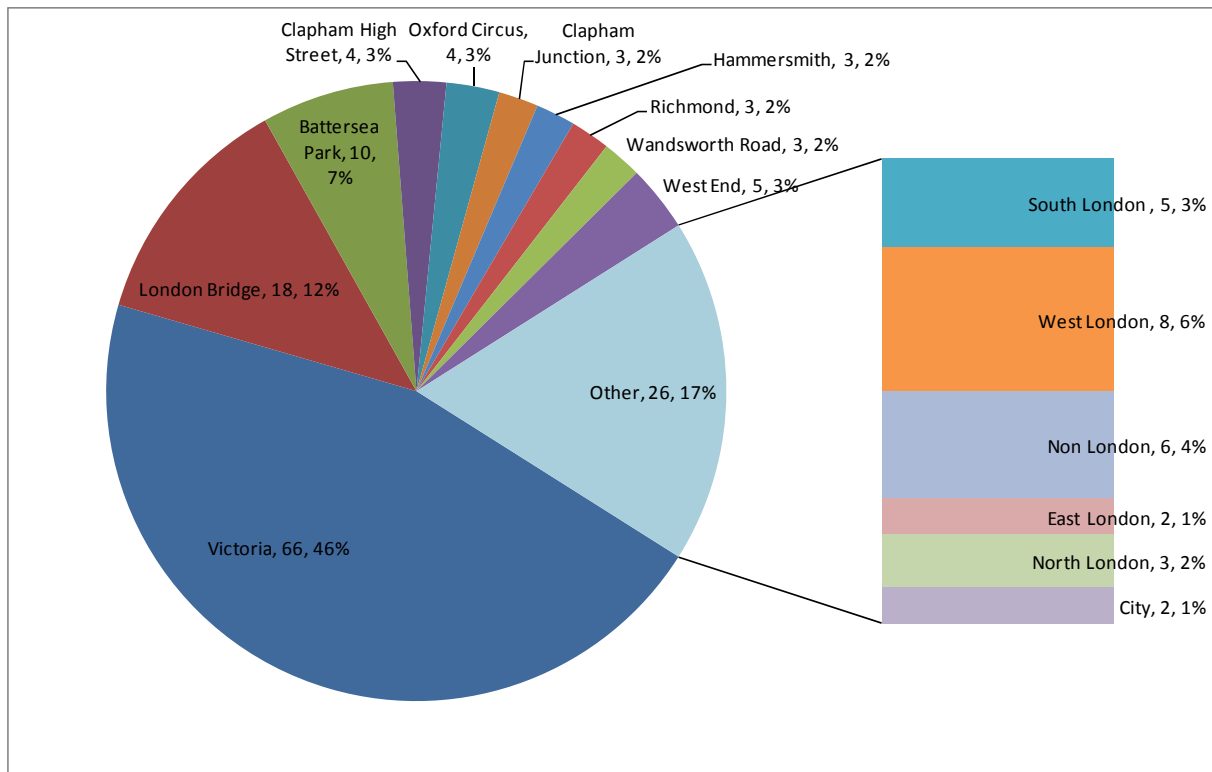
5.26 The significant number of journeys to Victoria would be substantially lengthened if passengers had to change at Clapham Junction, and it might be expected that passengers would switch to using the tube from Clapham North, as this is (if anything) slightly quicker anyway. However, the fact that they do not do this at present suggests that issues such as crowding, interchange or even a dislike of being underground are behind their choice of mode. Alternatively, it may be that (especially in the morning)

they are able to time their journeys to take advantage of SLL services, thereby waiting rather less time for the half-hourly service than would normally be the case.

5.27 Although the Northern line upgrade will reduce the amount of crowding on the tube (thereby encouraging a shift away from the SLL), improvements to the station environment at Clapham High Street, and the extension of Oyster fares system to the SLL will tend to counter this.

5.28 The 6% of respondents travelling to Docklands or Aldgate will benefit from the new ELL route. As with Wandsworth Road, a significant proportion of people have Denmark Hill as their final destination, this group of passengers would receive a significant benefit from increased frequency on this section of the SLL after the ELL extension.

Denmark Hill



SLL – Denmark Hill Final Destinations of Surveyed Respondents

5.29 The range of passenger destinations from Denmark Hill includes a number for whom implementation of the East London Line extension without any mitigation for the withdrawal of the South London Line service would lead to a disbenefit, in terms of reduced frequency. The table below quantifies the numbers of surveyed passengers involved, annotating this by colour, with beneficiaries shown in green and

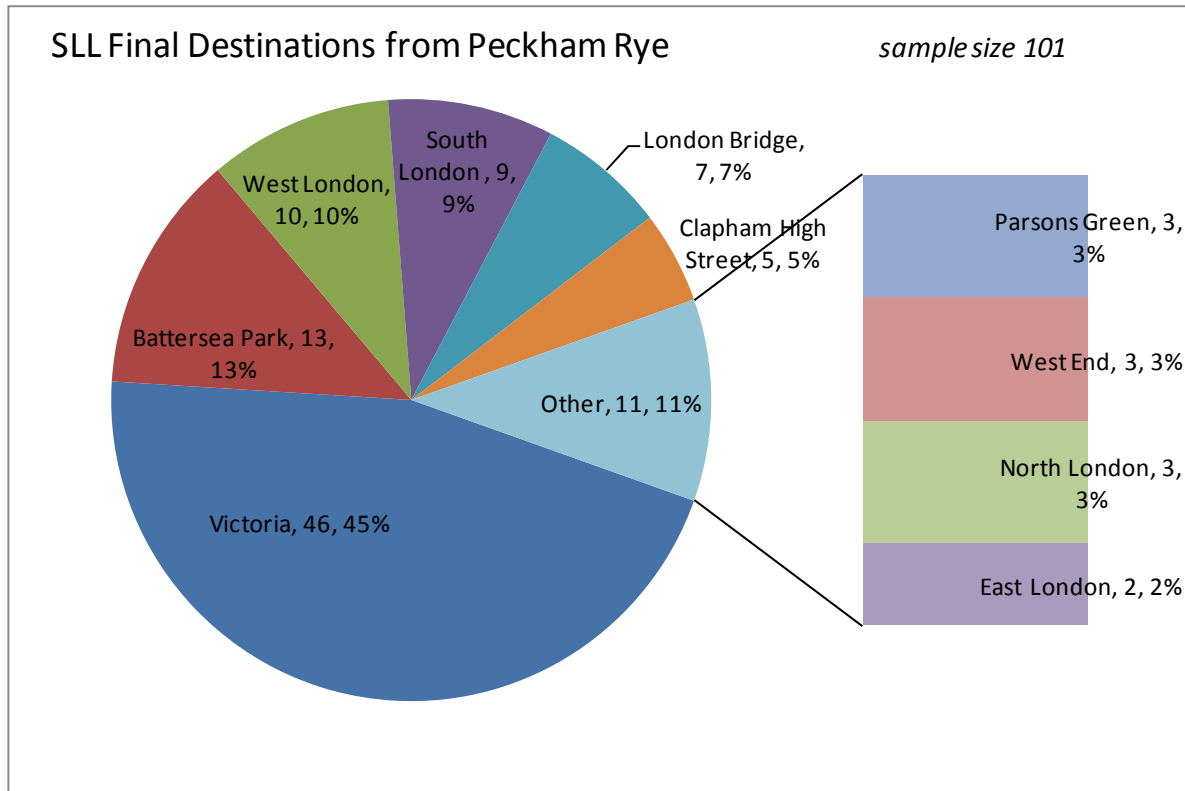
disbeneficiaries in red. Trips to places shown in yellow are little changed, whilst the adjacent figures quantify the number of trips recorded to each destination.

Victoria	66	Canary Wharf	2	Earls' Court	1	Streatham Hill	1
London Bridge	18	Green Park	2	East Croydon	1	Syon Lane	1
Battersea Park	10	Warren Street	2	Finsbury Park	1	Wandsworth Town	1
Clapham High Street	4	Balham	1	Gatwick Airport	1	White City	1
Oxford Circus	4	Bond Street	1	Haywards Heath	1	Willesden Green	1
Clapham Junction	3	Bracknell	1	Ladbroke Grove	1		
Hammersmith	3	Brixton	1	Liverpool Street	1		
Richmond	3	Charing Cross	2	Mansion House	1		
Wandsworth Road	3	Chiswick	1	Oxford	1		
Brighton	2	Ealing Broadway	1	South Kensington	1		

5.30 It can be considered that the reduced frequency between Denmark Hill and Victoria results in a disbenefit to the significant majority of respondents who are travelling to Victoria and onwards destinations, if their journey is currently via London Bridge, they will require an additional interchange or will change route. Those travelling via Clapham Junction will benefit as will journeys to other destinations such as Liverpool Street (Shoreditch High Street) and Canary Wharf. The impact on some journeys is uncertain. For example, White City may be accessible via ELL services to Clapham Junction and WLL services to Shepherds Bush, more conveniently than travelling via Victoria and the underground. Overall, however, a large majority of the passengers we surveyed are expected to receive a disbenefit, as shown below, unless mitigating service measures are put in place.

Likely Negative Impact	106	73.1%
Likely Positive Impact	29	20.0%
Uncertain or neutral impact	10	6.9%

Peckham Rye



SLL – Peckham Rye Final Destinations of Surveyed Respondents

5.31 A similar matrix of final destinations of the Peckham Rye passengers surveyed, shows a range of potential impacts, broadly consistent with those of Denmark Hill passengers. Again, a large majority disbenefit, as shown below.

Victoria	46	Hammersmith	2	Chiswick	1	Shepherds Bush	1
Battersea Park	13	High Street Kensington	2	Denmark Hill	1	South Ealing	1
London Bridge	7	Marylebone	2	Euston	1	St Margarets	1
Clapham High Street	5	Putney	2	Feltham	1	Stepney Green	1
Parsons Green	3	South Kensington	2	Finsbury Park	1	Strawberry Hill	1
Canary Wharf	2	Wandsworth Road	2	Ladbroke Grove	1	Turnham Green	1
Charing Cross	2	Warren Street	2	Oxford Circus	1	Twickenham	1
Clapham Junction	2	Barons Court	1	Richmond	1	Vauxhall	1

Likely Negative Impact	80	72.1%
Likely Positive Impact	26	23.4%
Uncertain or neutral impact	5	4.5%

The proportions of disbeneficiaries and beneficiaries are consistent with those reported at Denmark Hill.

Stations Queens Road Peckham – London Bridge

5.32 Relatively few responses were picked up for passengers originating at these stations, as this was not the main focus of the survey. Nevertheless, trips to Victoria were identified from the two smaller stations; as noted earlier, the number of respondents travelling across the whole SLL (i.e. London Bridge – Victoria) is relatively small.

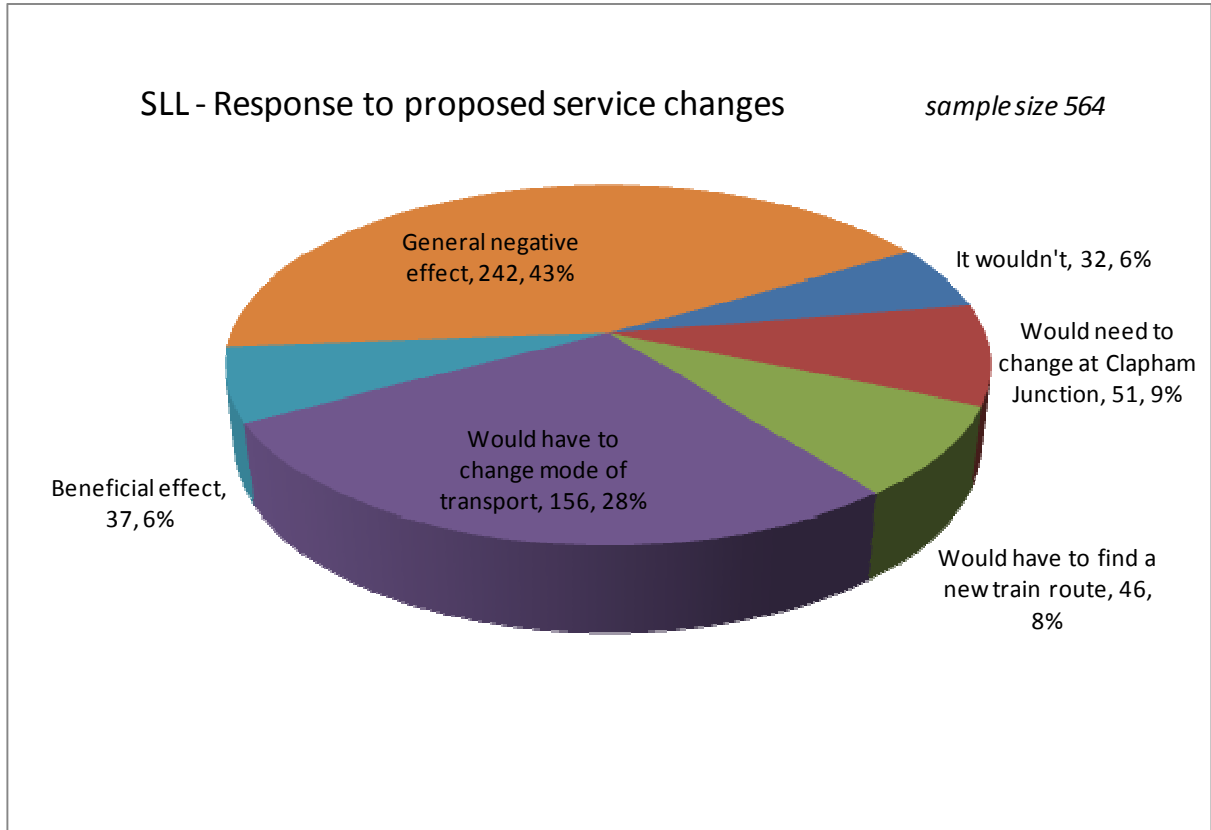
5.33 The survey also identified trips to Battersea Park from all three of these originating stations. However, it should be noted that, were the SLL not available, passengers from London Bridge for Battersea Park might find it more convenient to travel via Waterloo to Queenstown Road Battersea.

SLL – Responses to Proposed Changes

5.34 Whilst 6% of respondents reported a benefit (mostly by having direct access to Clapham Junction), and a further 6% said it would not change their journey, there was a generally hostile reaction to the proposed replacement of the SLL by ELL services. The impacts described by passengers have been categorised as follows;

- 9% would change at Clapham
- 8% would find a new rail route
- 28% would change mode
- 43% general negative impact

5.35 A total therefore of 88% of current SLL users perceive that the proposed service changes would result in a disbenefit to them. Whilst most of these perceptions are accurate (given the lack of mitigation of the loss of direct services to Victoria), it must be noted that some of these perceptions are not correct. This is due to the lack of awareness amongst rail passengers of the details and benefits of the ELL extension. Nevertheless, our analysis of reported trips suggests that around 72% - 73% of surveyed passengers making journeys from Peckham Rye and Denmark Hill have trips which will be disbenefited, unless other service improvements are implemented. However, analysis suggests that a much larger proportion actually benefit (between 20% and 34%) than the perceived 6% of respondents.



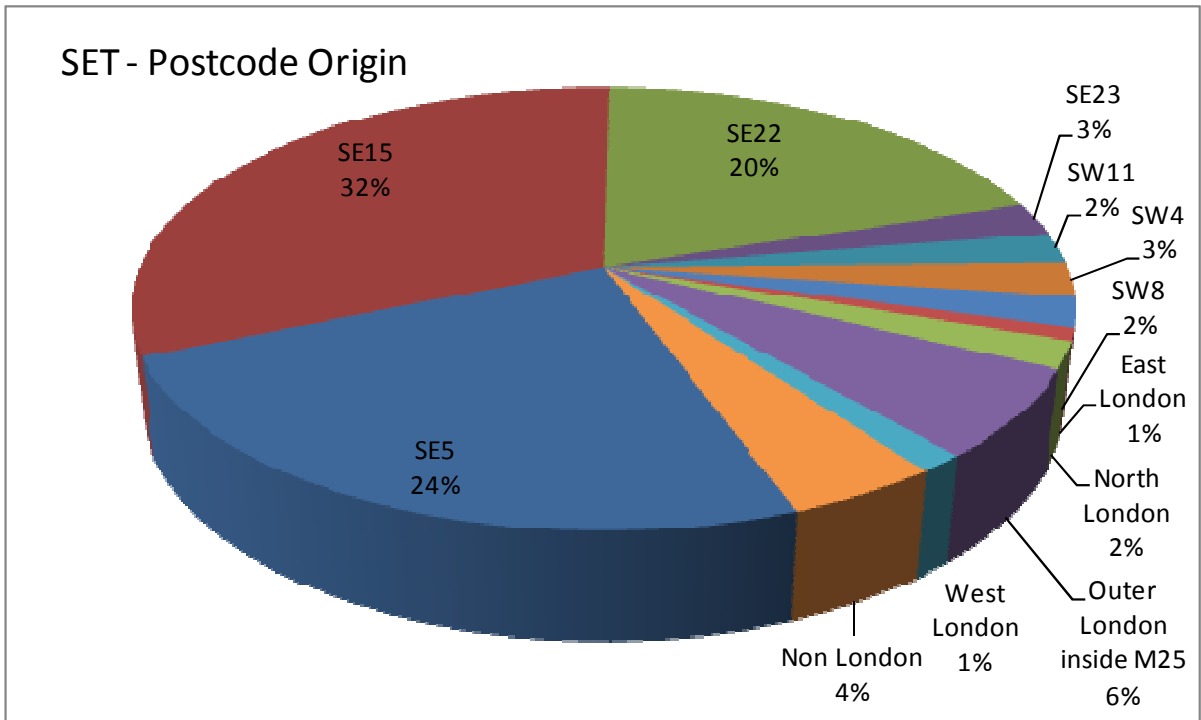
SLL – Stated Responses to Proposed Service Changes

When looking at the perceptions of survey respondents shown above, it is important to note that there is a significant lack of information about the changes to train services and therefore inevitably people do not have the ability to make truly informed predictions about their future journey opportunities. This context is important to consider when looking at the summary above of how people surveyed believe their journey will change. This is further discussed in Appendix D – survey responses.

Southeastern Passengers from Denmark Hill / Peckham Rye

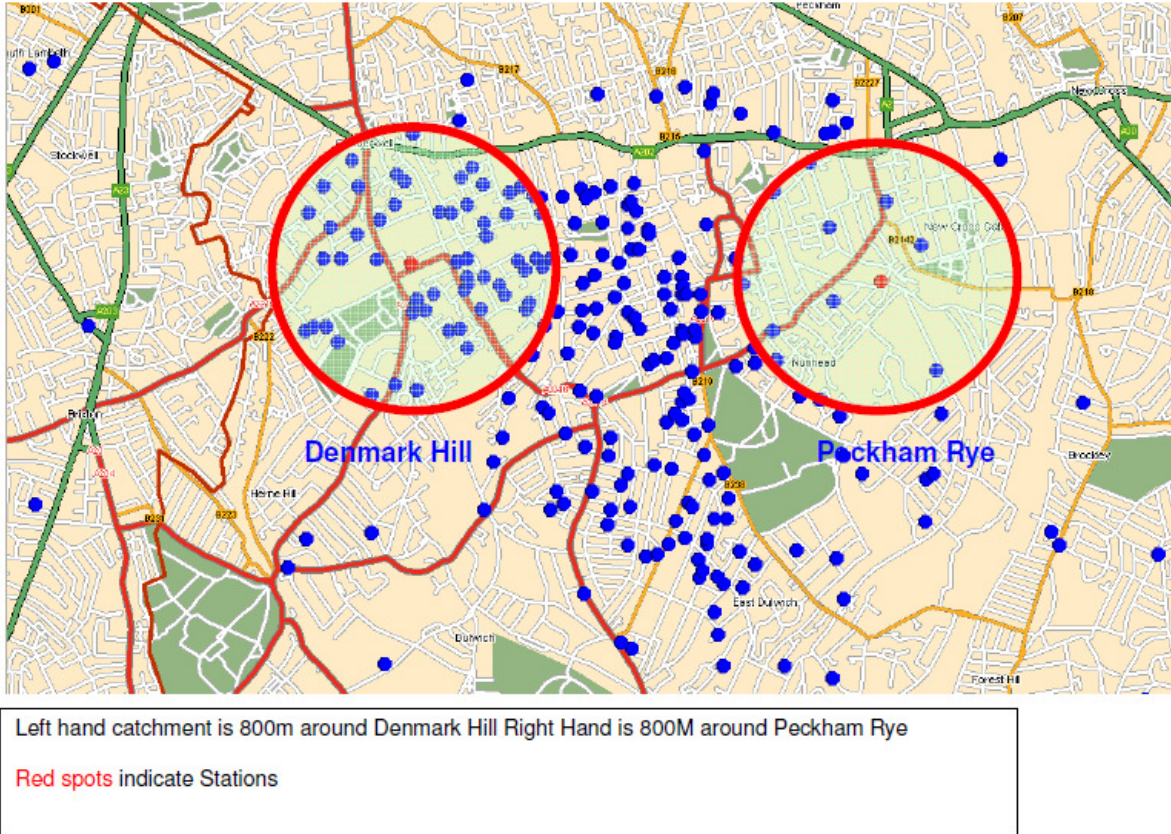
SET Postcode Origins

5.36 The Southeastern survey results are in keeping with the South London Line findings in terms of the local catchment for passengers. 87% of respondents are within the local catchment area. Of these, the postcode origins of the three closest postcodes to Denmark Hill and Peckham Rye (SE15, SE5 and SE22) account for 88%. The remaining 12% are split between other local postcodes.



Postcode origin of SET respondents

5.37 It is interesting to note from the postcode map below, that there are a substantial number of passengers who live beyond the normal walking catchment area for Peckham Rye and Denmark Hill. Given the lack of parking opportunities in the streets surrounding the stations, it is likely that these users are likely to access the station through bus, cycle and kiss and ride.



Postcode map showing Respondents using Peckham Rye and Denmark Hill

5.38 As the above map shows, Denmark Hill and Peckham Rye Stations are centrally located within SE5 and SE15 respectively. Perhaps the number of SE22 postcodes is higher than one might expect given the proximity of North and East Dulwich. It could be surmised that it is the direct Victoria services which is the key difference that might justify the additional distance travelled to the origin station.

SET Gender split of users

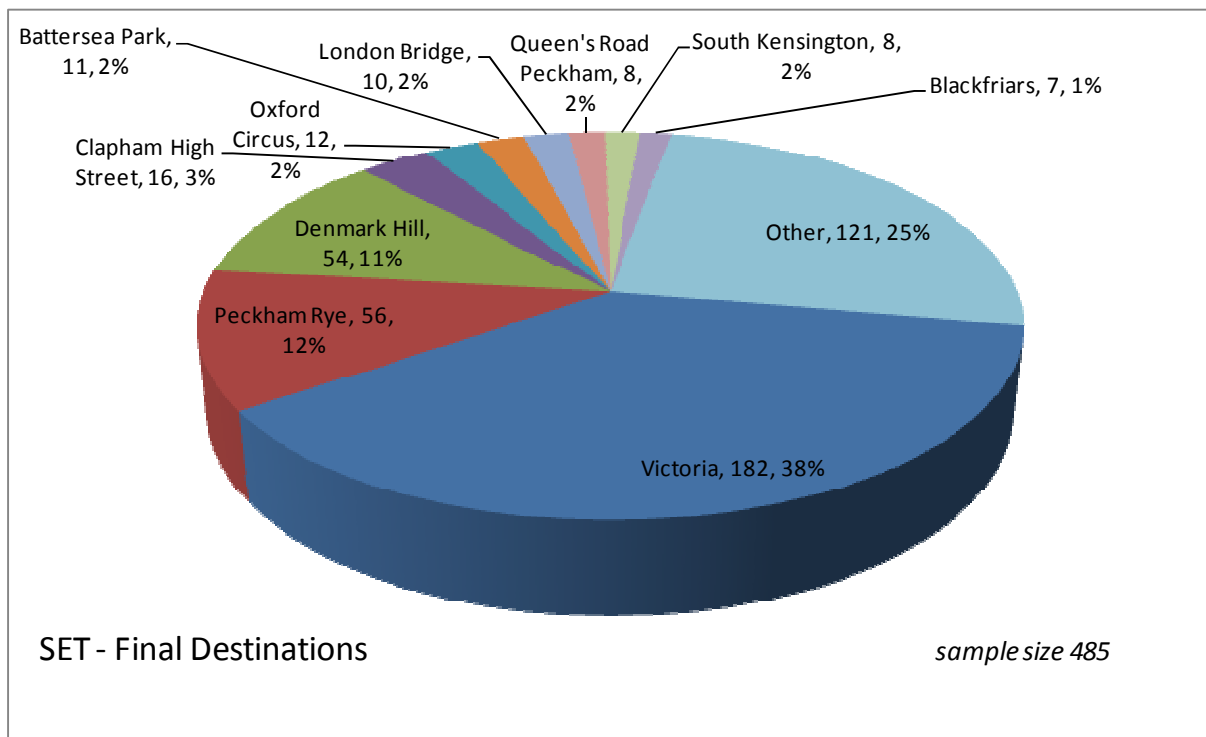
5.39 As with the Clapham North survey, the significant majority of female respondents is in keeping with what might be expected.

Gender	Number	Percentage
M	182	38.2%
F	294	61.8%

SET – Gender Split

SET - Destinations

5.40 The respondents from the SET survey are even more dominated by Victoria as a destination, which is to be expected given the specific targeting of Peckham Rye and Denmark Hill originating journeys. These three destinations combined consist of 84% of destinations.



SET Destinations of Surveyed Respondents

SET - Final Destinations

5.41 The table below shows the top 30 final destinations listed on the survey responses. Once more, we have highlighted in green those that will be unaffected or positively affected by the provision of ELL services, whilst those in red are likely to be disadvantaged by reduced Victoria services.

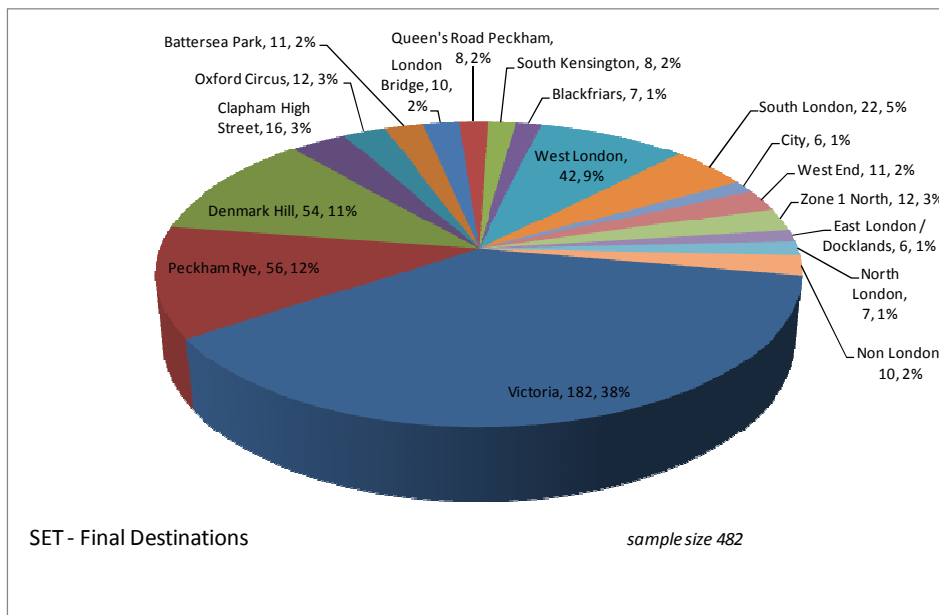
Victoria	182	High St. Kensington	5	Ravenscourt Park	3
Peckham Rye	56	Wandsworth Road	5	Catford	2
Denmark Hill	54	City Thameslink	4	Euston	2
Clapham High Street	16	Hammersmith	4	Green Park	2
Oxford Circus	12	Sloane Square	4	Highbury	2
Battersea Park	11	Warren Street	4	Paddington	2
London Bridge	10	West Kensington	4	South Bermondsey	2
Queen's Road Peckham	8	Gunnersbury	3	West Brompton	2
South Kensington	8	Heathrow	3	White City	2
Blackfriars	7	Isleworth	3	Wood Green	2

SET – Top 30 List of final destinations

5.42 As with other users, there is a mixture of benefits and disbenefits. The split below shows a significant proportion of beneficiaries, representing journeys within the route and via Clapham Junction. The majority still disbenefit due to the large numbers of passengers currently travelling to or through Victoria.

Likely Negative Impact	255	60.1%
Likely Positive Impact	146	34.4%
Uncertain or neutral impact	23	5.4%

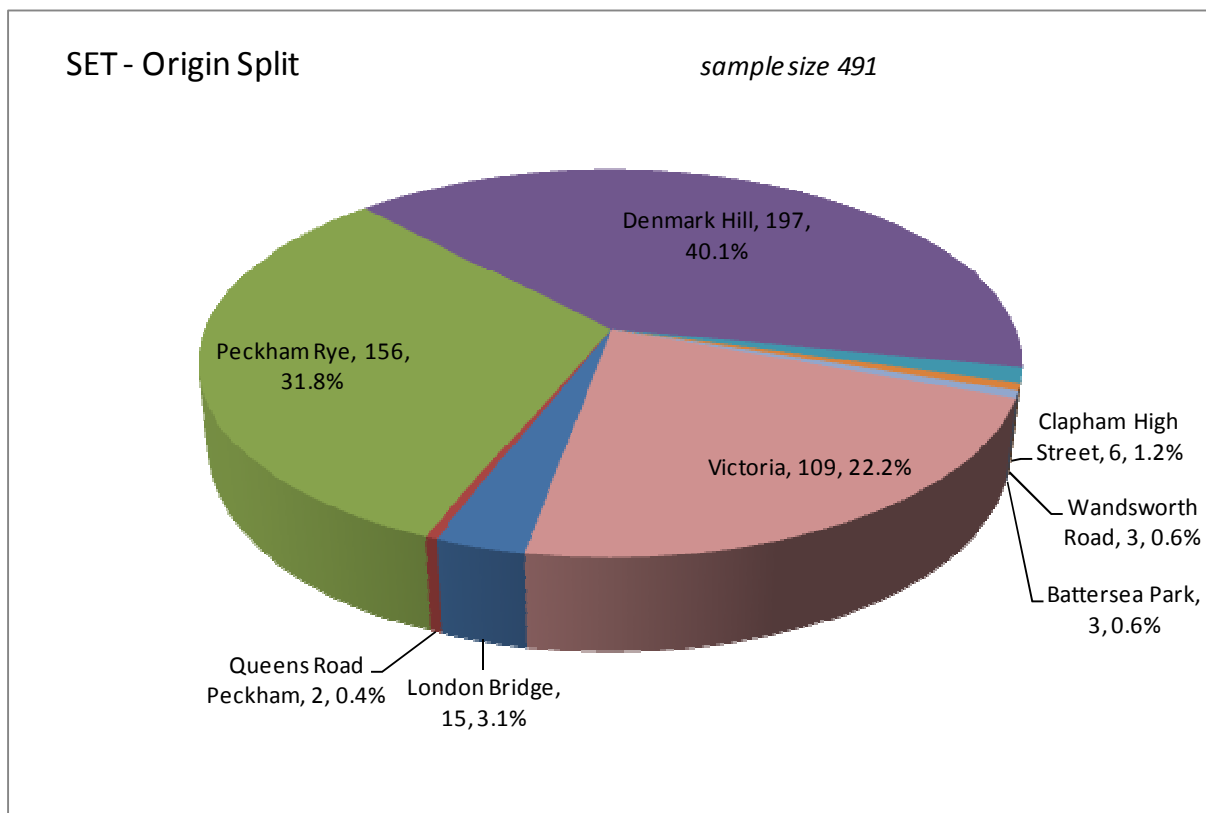
The split of SET destinations is further shown on the graph below.



SET – Final Destinations of Surveyed Respondents

SET – Origins

5.43 The 94% combined origin responses for Victoria, Denmark Hill and Peckham Rye validates the survey as having been carried out correctly by capturing the right audience. The small amount of other origins represent interchanges onto the line or joint users of SET and SLL services, who are answering for the SLL part of their journeys.

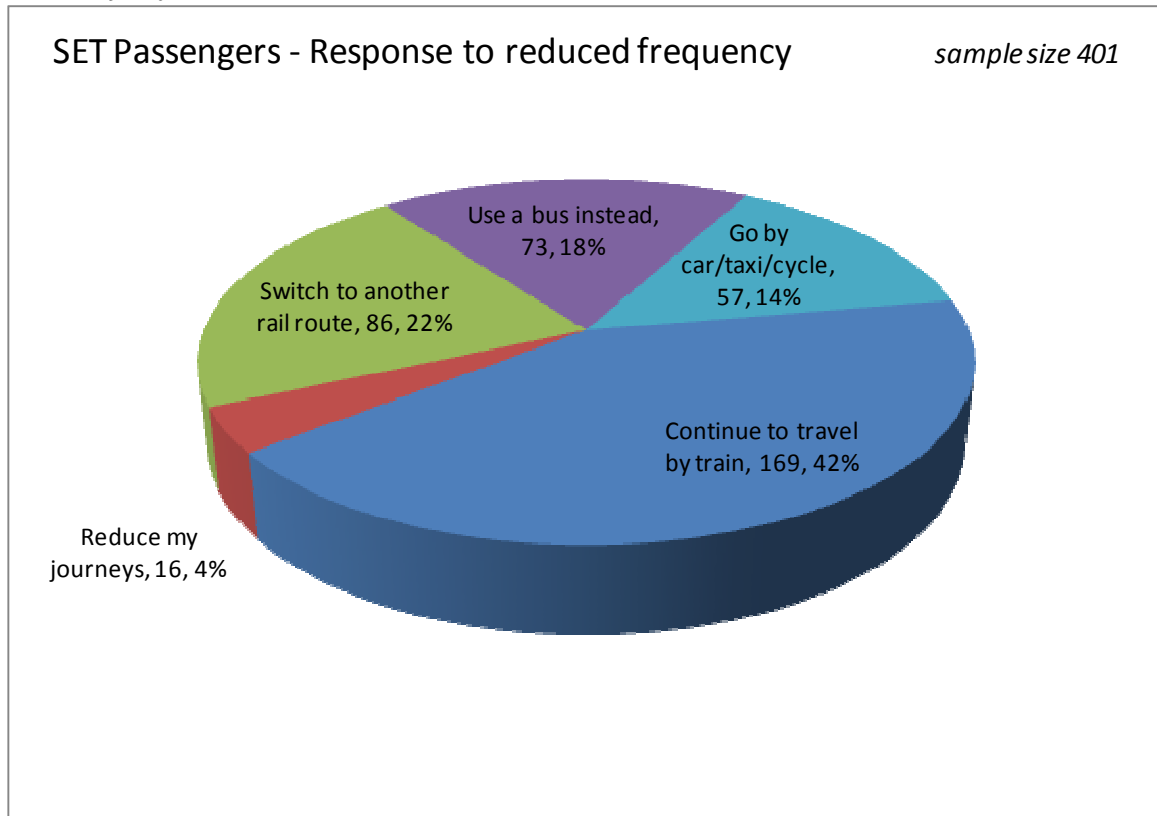


SET – Origin Split of Surveyed Respondents

Response to reduced frequency

5.44 There was strong negative feedback about the impact of any reduced frequency of services to Victoria. The stated intentions gathered from the survey are not necessarily robust, due to the propensity of people to give an emotional rather than a rational response and also the lack of adequate data to allow mental computation of the relative utility of the available alternative travel options. However, the split gathered from the SET surveys may well represent a guide as to what would happen. Since most people

surveyed do not have a choice and therefore have to travel, the majority believe that they would continue to use the train. Given the journey options to the desired final destinations, this is very likely to be the case and in reality might constitute a larger majority.



SET – Stated Response to Reduced Frequency

5.45 A small percentage of respondents (4%) stated that they would reduce journey frequency and a much larger number (14%) claim that they would switch to car / taxi or cycle. Given the relatively low number of non-local destinations, this is likely to be an overstatement. However, the percentages stating that they would switch to another rail route (22%) or to bus (18%) are more likely to be credible, given the disbenefits produced by increased over-crowding on the Southeastern services.

Clapham North Survey

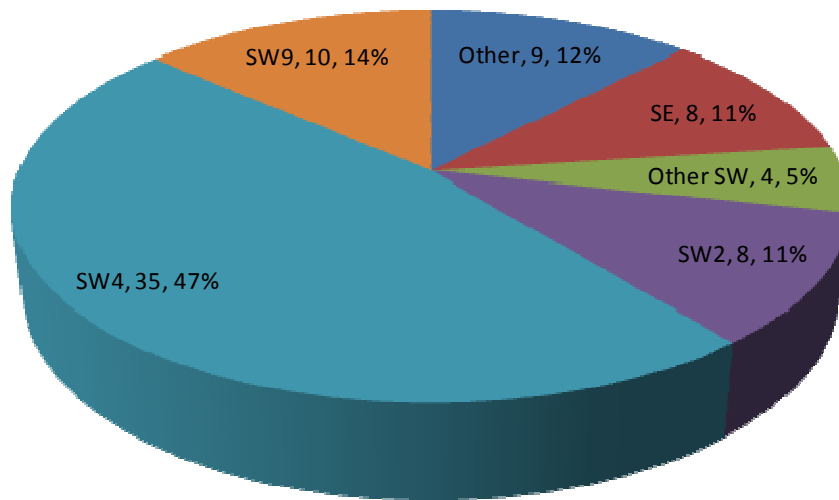
Clapham North - Postcode Origin

5.46 During the survey of Clapham North underground, 622 survey cards were handed out. 74 surveys were subsequently completed.

5.47 The postcode origin of passengers recorded on the responses is shown in the graph and map below. It can be seen that the significant majority (73%) of passengers using the station originate from SW4, SW9 and SW2.

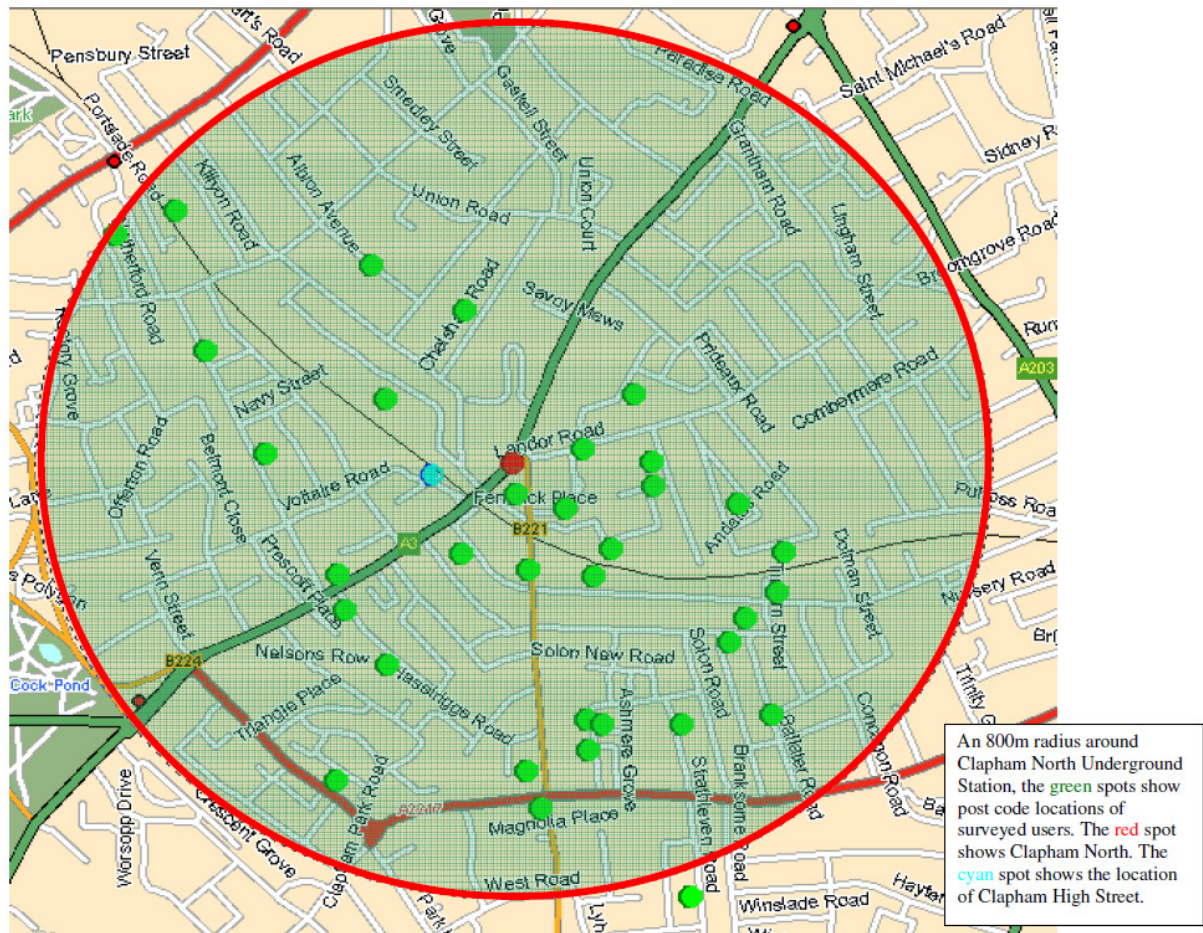


Origin of Passengers Entering Clapham North Underground *sample size 74*



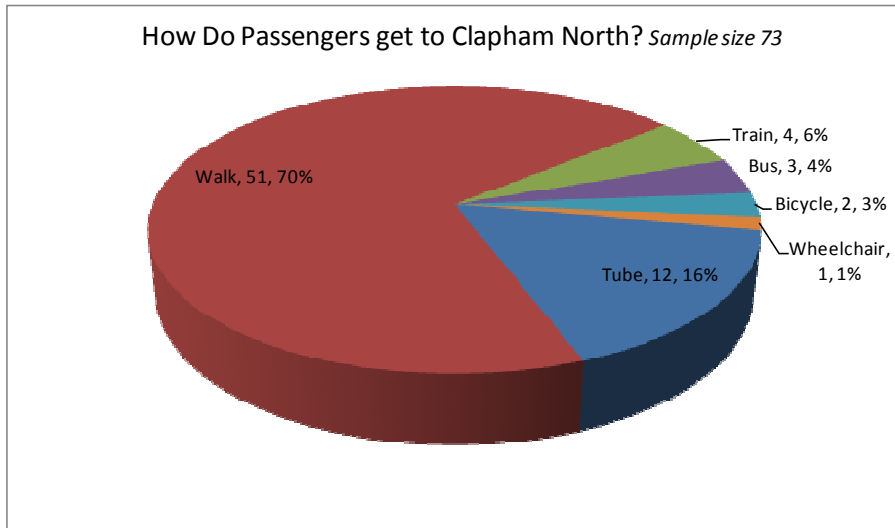
Postcode Origin of Surveyed Clapham North passengers

5.48 The postcode map below shows the proximity of these postcodes in relation to Clapham North underground station.



Postcode map of Clapham North catchment

5.49 Very much in keeping with this local catchment of the station is the method, shown below, by which passengers access the station, which is predominantly by walking (70%). This finding would support the contention that the vast majority of passengers using this tube station are also within the walking catchment of Clapham High Street.



Access to Clapham North by Surveyed Respondents

5.50 The responses by the 6% who claim they access Clapham North by train are questionable as their postcodes do not support their response, with the exception of two SE postcode origins. Those answering tube as their means of access are all listed as having remote postcodes from the station, so are likely to be returning home in the evening. Two of these respondents originating from SE16, might usefully access services from Clapham High Street now and one originating from E10 (Leyton) might benefit from the ELL service at Dalston.

Clapham North – Final Destinations

5.51 From the survey responses, it is clear that passengers are going to a wide range of destinations. As might be expected, the most popular destinations are on the Northern Line, including Old Street, Bank and Moorgate. However, there are a wide range of other destinations. For instance, as supported by RODS² data, the 4% of surveyed respondents going to Canary Wharf is likely to result in around 200 passengers per day currently using Clapham North making use of the ELL service at Clapham High Street to interchange at Canada Water. Apart from the multiple destinations shown in the graph below, the 'other' destinations were:

Angel	Belsize Park	Edgware Road	Leyton	Pimlico
Archway	Canning Town	Elephant and Castle	Margate	Richmond
Baker Street	Catford Bridge	Gants Hill	Morden	South Bermondsey
Balham	Chalk Farm	Goodge Street	Oxford Circus	South Wimbledon
Baron's Court	Clapham South	Hendon	Paddington	St. John's Wood

² Rolling Origin:Destination Survey (London Underground's ongoing count-based estimates of passengers travelling on its network)

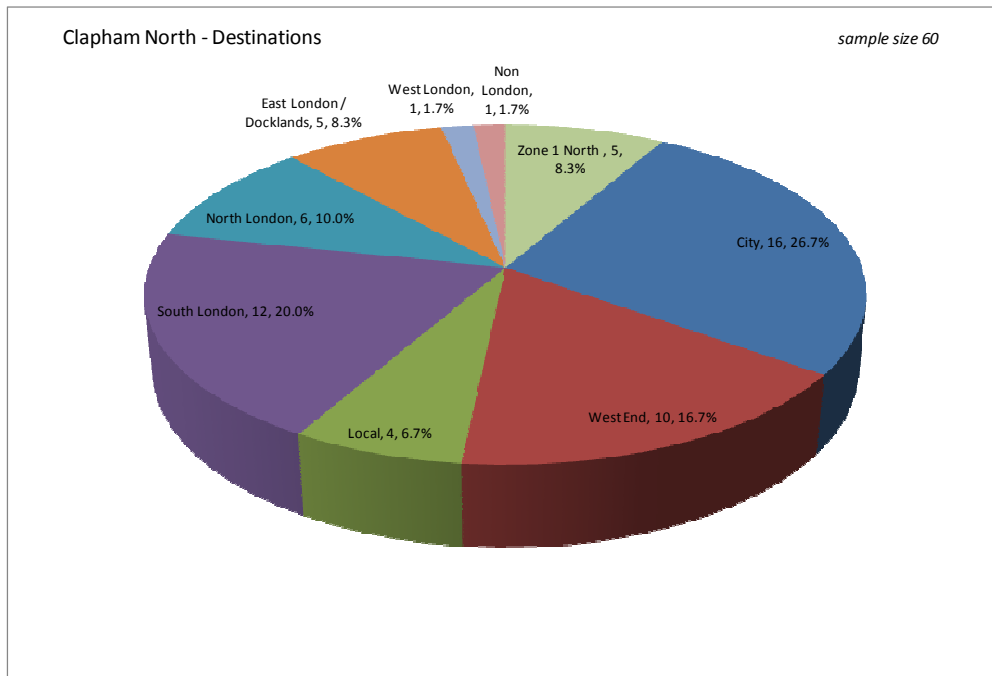
5.52 Those destinations above highlighted in orange might be expected to be users of the SLL from Clapham High Street, in its current or future service patterns.

RODS comparison

5.53 RODS data has been supplied by Transport for London to RCL so that we can compare our own survey data. Of the destinations our survey respondents reported, almost all featured in the RODS data. Conversely, of the top 30 RODs ranked destinations, 18 were reported in our survey. It is therefore not unreasonable to conclude that our respondents' destinations are broadly typical of what is understood to be the travel behaviour of tube users of Clapham North.

From RCL Clapham North Survey	Journeys	In RODS Top 100?	Destination	RODs Rank	Reported in Clapham North Survey?
Old Street	6	Y	Bank	1	Y
Bank	5	Y	Balham	2	Y
Moorgate	3	Y	Clapham South	3	Y
Oval	3	Y	Oxford Circus	4	Y
Tottenham Court Road	3	Y	Elephant and Castle	5	Y
Canary Wharf	2	Y	Goodge Street	6	Y
Charing Cross	2	Y	Moorgate	7	Y
Colliers Wood	2	Y	Waterloo	8	N
Green Park	2	Y	Tottenham Court Road	9	Y
London Bridge	2	Y	Green Park	10	Y
Tooting Bec	2	Y	King's Cross St. Pancras	11	N
Angel	1	Y	Canary Wharf	12	Y
Baker Street	1	Y	Charing Cross	13	Y
Balham	1	Y	Blackfriars	14	N
Baron's Court	1	Y	Vauxhall	15	Y
Chalk Farm	1	Y	High Street Kensington	16	N
Clapham South	1	Y	Chancery Lane	17	N
Elephant and Castle	1	Y	Old Street	18	Y
Goodge Street	1	Y	London Bridge	19	Y
Leyton	1	Y	Victoria	20	Y
Oxford Circus	1	Y	Walthamstow Central	21	N
Paddington	1	Y	Shepherd's Bush (Cen)	22	N
Pimlico	1	Y	Colliers Wood	23	Y
South Wimbledon	1	Y	Tooting Bec	24	Y
St. John's Wood	1	Y	Warren Street	25	N
Turnpike Lane	1	Y	Embankment	26	N
Vauxhall	1	Y	Finsbury Park	27	N
Victoria	1	Y	Mansion House	28	N
Westminster	1	Y	Liverpool Street	29	N
Archway	1	N	Angel	30	Y
Belsize Park	1	N			
Canning Town	1	N			
Edgware Road	1	N			
Gants Hill	1	N			
Hendon	1	N			
Morden	1	N			

Comparison of Clapham North Survey data with RODS data from TfL



Destinations of Clapham North respondents

Clapham North - Gender Profile

5.54 The gender profile of those who filled in this part of the survey (64 out of 74) was predominantly female. This might reflect the greater propensity of women to respond to a survey.

Gender	Number	Percentage
M	25	39.1%
F	39	60.9%

Clapham North: Gender Split of Surveyed Respondents

Clapham North - Awareness and use of Clapham High Street

5.55 Whilst the overwhelming majority of respondents are aware of Clapham High Street, only 69% have **ever** used the station.

Are you aware of Clapham High Street Station?	91%
Have you ever used Clapham High Street Station?	69%

5.56 However, as shown in the graph below, of the survey respondents, 11% stated that they do use Clapham High Street.

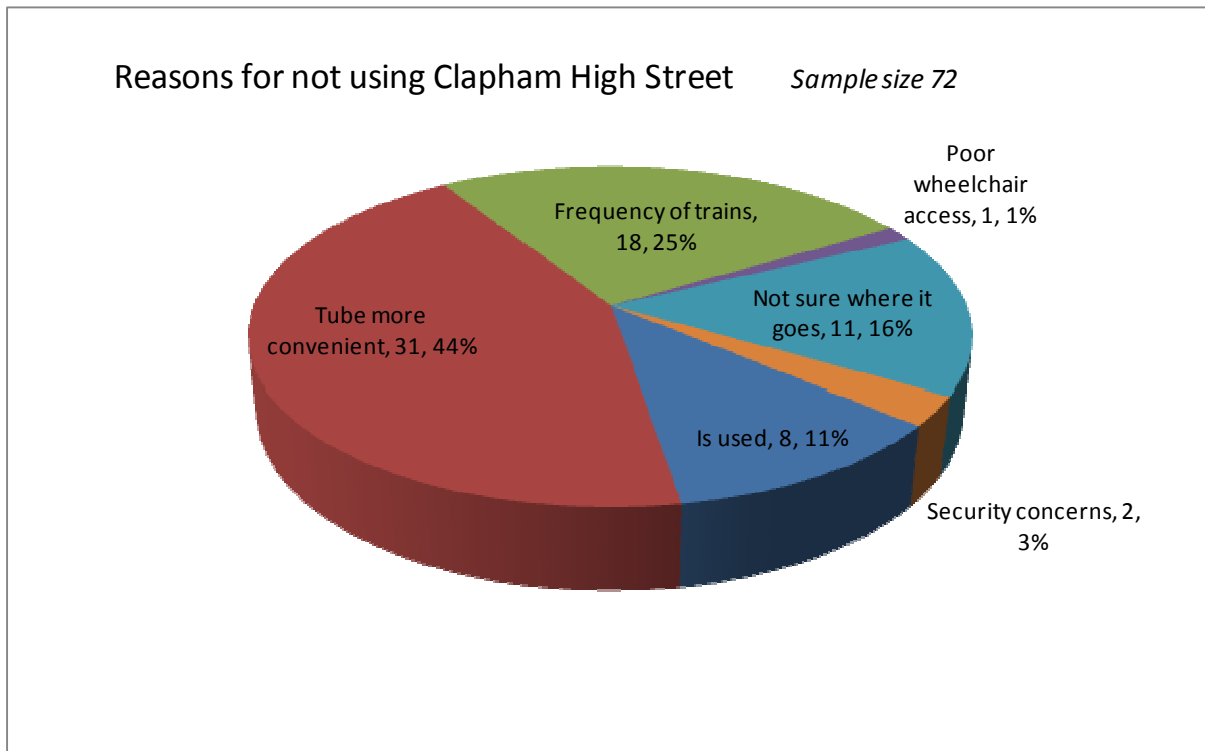
Clapham North - Reasons for not using Clapham High Street

5.57 The main reason cited for not using Clapham High Street is the greater convenience of the tube, followed by perception of poor frequency at Clapham High Street. However, a significant minority of local residents seem not to be fully aware of the services from the station. There would therefore appear to be merit in carrying out some local marketing or communications activity to raise awareness of the line.

5.58 Our surveyors also reported that a reasonable number of people advised verbally;

- Constant engineering works at weekends
- Lack of information during disruption
- Lack of opportunity to use Oyster PAYG

5.59 Some of these findings are reproduced in the narrative responses received, a selection of which is shown in Appendix D.



Respondents' reasons for not using Clapham High Street

5.60 These anecdotal responses from passengers support the data findings and are representative of the total responses. It seems clear that some of the concerns expressed will be addressed by the ELL extension, specifically the increase in frequency to 4 trains per hour, the likelihood of improvements to station facilities including potential staffing and the acceptance of Oyster.

5.61 However, the limitation of destinations to Clapham Junction and East London Line destinations would appear to restrict the amount of mode shift available from current users of Clapham North Underground. The retention of Victoria services would not only increase frequency further, but also provide a central London destination different to that of the Northern line, which would undoubtedly assist greatly in increasing use of the station.

6 Generalised Cost Analysis

- 6.1 Again assuming that the East London Line is extended to Clapham Junction without other service mitigation measures having been identified, we have undertaken an initial analysis of the impact of the proposed changes to services in the SLL corridor.
- 6.2 Normal transport planning practice is to examine journeys in their entirety from origin to destination, including the effects of access time to services, waiting time, journey time, interchange and fare; the different elements of these are weighted according to how onerous passengers find them, and combined into 'generalised cost' (an 'index of hassle'). This is expressed in units of perceived time, with monetary values translated into time by the application of a Value Of Time conversion factor.
- 6.3 Our analysis of the potential disbeneficiaries of the service proposals current at the time of writing has been achieved by calculating the generalised cost of journeys between key origins and destinations, both for the current situation and that after diversion of ELL trains to Clapham Junction. Calculations are weighted to reflect the number of trips on the journeys affected. Journey elements considered include access (e.g. walking to the station), waiting, in-vehicle time, the number of interchanges, and public transport fares. This analysis has produced a value of the consequential disbenefits to South London rail passengers of the ELL being extended to Clapham Junction with the SLL no longer running.

Journeys considered

- 6.4 The typical journeys that we have modelled are:

To	From
Denmark Hill	Guys Hospital
Denmark Hill	Victoria Street
Denmark Hill	Putney
Denmark Hill	Wandsworth Road
Denmark Hill	Battersea Dogs Home
Peckham Rye	Sloane Square
Wandsworth Road	High St Kensington
Wandsworth Road	Guys Hospital
Wandsworth Road	S Kensington
Wandsworth Road	Victoria Coach Station
Clapham High Street	S Kensington
Clapham High Street	Victoria Street
Clapham High Street	Guys Hospital
Peckham Rye	Guys Hospital
Queens Road Peckham	Monument
Queens Road Peckham	Clapham Common
Queens Road Peckham	Victoria Street
South Bermondsey	Victoria Street
South Bermondsey	Denmark Hill
Battersea Park	Victoria Street
Battersea Park	Guys Hospital
Battersea Park	East Dulwich

Table of Typical Journeys

- 6.5 The parameters used to analyse the journeys need to be considered carefully. In general, they are derived from the compendium of London-specific market research used by National Rail train operators and summarised in their Passenger Demand Forecasting Handbook (PDFH). However, it must be acknowledged that Transport for London is required to use values summarised in its Business Case Development Manual (BCDM), values more normally used for underground and bus planning and which generally reflect the more dominant position of public transport in Central London.
- 6.6 The justification for using PDFH values arises from the decision being analysed here, which is about possible changes to suburban rail services to mitigate some undesirable consequences of extending the ELL to Clapham Junction. For instance, on the issue of elasticities (the responsiveness of passengers to changes in fares and service levels), TfL would normally use 'conditional' values. These assume that all modes change together (e.g. there is a fares increase across all modes), and this may generally be appropriate for TfL who, for instance, are responsible for the prices of multi-modal Travelcards. National Rail elasticity values, however, are based on (higher) 'own-price' elasticities, where only one option is changed. We believe this to reflect more closely the decision being analysed here.
- 6.7 In some cases, however, we believe that an intermediate position between PDFH and BCDM more accurately reflects the expected market response, given the conditions associated with travel in the South London Line area. For instance, application of the formula given in the PDFH for calculating the appropriate 2009 Value Of Time for short (5-mile) journeys gives a value of around £4.78/hour, but the BCDM gives a value for national rail services in London of £8.28/hour. We have therefore taken a value of £6.50/hour, as being broadly the average of these values. Our values are therefore as set out in the Table below.

Generalised Cost Parameter	Factor	Description	Source
Value Of Time	£6.50	per hour	≈ average of BCDM and PDFH v5 Table B4.13
walk weighting	2	factor compared to travelling	PDFH v5 Table B4.14, for 10-min changes on 6-mile journey
wait weighting	2	factor compared to travelling	applied to half headway for services >4tph, to 1/4 of the extra + 7.5mins for services <4tph (≈ PDFH v5, Table B4.7)
rail in vehicle time weighting	1	factor compared to travelling	
bus in vehicle time weighting	1.1	factor compared to travelling	
interchange penalty	9	minutes	PDFH v5, Table B4.10
generalised cost elasticity	-2.37		PDFH v5, Tables B0.1& B3.1 applied to RCL SLL journey sample
bus mode constant	-5	relative to rail	

6.8 These values have been combined using the formula:

$$GC = b_1.A + b_2.W + b_3.R + n.I + (f/VOT) + mc$$

where A = access (typically walking) time

W = waiting time

R = running (in-vehicle) time

n.I = number of Interchanges

f = fare (in £)

VOT = Value Of Time (in £/hour)

mc = mode constant (relative preference for rail over bus)

b_1 , b_2 & b_3 are parameter weightings

6.9 These calculations have been undertaken for each Origin:Destination pair for both the current situation and the unmitigated future scenario (i.e. ELLX but no Victoria – Bellingham). Where service patterns differ between peak and off peak, an average value has been taken. The changes in generalised cost have then been multiplied up by the relevant number of passengers affected, which has been taken from station usage data (calculated annually by Delta Rail for the Office of Rail Regulation) and an assumed trip distribution (which is not derived from the surveys, but nevertheless accords well with the survey results).

6.10 Despite the major scheme benefits of the East London Line extension to Clapham Junction, our analysis does allow us to calculate the disbenefits incurred by the journeys studied; it should be noted that these values relate to the years 2012-2015. The largest disbenefits arise from traffic between Victoria and Denmark Hill, and also between Peckham Rye and London Bridge, where typical all-day frequencies are not expected to be more than 4tph, because of works at London Bridge. Whilst it is

understood that Network Rail expect 6tph to be operated in this corridor in peak hours, the challenging nature of this makes it unlikely that it can be applied throughout the day, which would reflect the nature of the (e.g. medical) demand at Denmark Hill.

- 6.11 After 2015, there is expected to be some improvement (i.e. the level of disbenefit will reduce). This is because (i) the service between Peckham Rye and London Bridge can be restored to higher levels following the completion of works; and (ii) there is expected to be a service frequency increase between Blackfriars and the Catford loop via Denmark Hill upon completion of the Thameslink project.

Demand calculations of all trips affected																
	usage p.a. (m)	use/wkday	estimated split (%)				estimated split (pass/day)				(dis)benefit/pass (gc minutes)				annual disben (£000)	
			Vic	Blkfrs	LB	other SLL	Vic	Blkfrs	LB	other	Vic	Blkfrs	LB	other		
S Bermondsey	0.6	1923	15%	0%	60%	25%	288	0	1154	481	-13.2	0.0	-4.6	-18.9	-£	616
QRd Peckham	0.8	2564	15%	0%	60%	25%	385	0	1538	641	-17.2	0.0	-4.6	11.5	-£	214
Peckham Rye	3.0	9615	30%	20%	30%	20%	2885	1923	2885	1923	-7.1	0.0	-4.6	11.5	-£	390
Denmark Hill	4.0	12821	40%	20%	20%	20%	5128	2564	2564	2564	-9.2	0.0	-12.8	11.5	-£	1,708
Clapham HS	0.25	801	60%	0%	10%	20%	481	0	80	160	0.0	0.0	-20.5	0.0	-£	55
Wandsworth Rd	0.2	641	60%	0%	15%	20%	385	0	96	128	-10.8	0.0	-20.5	0.0	-£	206
Battersea Pk	1.8	5769	40%	0%	10%	25%	2308	0	577	1442	-2.3	0.0	-12.2	-6.0	-£	710
Total															-£	3,900

Table of Unmitigated Minor ELL Disbenefits 2012-2015

(Note: the Battersea Park row does not sum to 100%, because of trips to Southern destinations)

- 6.12 For the journeys modelled, our analysis shows an overall disbenefit of around £4m per annum. Almost half of this amount is concerned with journeys to and from Denmark Hill, with Battersea Park the next biggest loser.

6.13 Trips from Clapham High Street and Wandsworth Road are of particular interest because the use of typical generalised cost parameters indicates that the current SLL service is perhaps not the 'best' option for passengers (e.g. compared to the Northern line, or buses). As noted earlier, use of the SLL is only rational if passengers are able to time their journeys to fit the exact times of this service (which they may be able to do on the way to work), and/or if they dislike crowding (it is often possible to get a seat on SLL trains from Victoria), interchange or the general environment of being underground. This is particularly the case because, for some passengers, use of the SLL may even be more expensive at present, because Oyster tickets are not valid on it. That individual passengers use the SLL for these short journeys emphasises that they must put some value on these service attributes, either for first-choice use or as a fall-back option. This 'option value' is not always picked up by analysis, and we have not attempted to estimate it.

- 6.14 It should also be noted that the use of different parameters can lead to slightly different results. The low value of interchange in TfL's BCDM tends to reduce the disbenefit shown, but we do not believe that the TfL value is appropriate here. We contend that the behaviour of London Underground passengers (from whom the TfL values are largely derived) is different from that of mainline suburban rail passengers, for whom interchange is perceived to be a more onerous activity in a different context. Moreover,

use of BCDM parameters has the greatest impact on flows to/from London Bridge, for which a mitigating strategy is not readily available, and (more importantly) which were not the main focus of our attention. Whichever set of parameters is applied, non-trivial disbenefits apply to traffic flows between Denmark Hill and Victoria unless some mitigating action is taken.

Mitigating Disbenefits

- 6.15 There are a number of ways in which the disbenefits highlighted above might be mitigated. For instance, Denmark Hill and/or Peckham Rye could have service improvements through a greater number of outer-suburban services calling. Whilst this causes some disbenefit for through passengers, there would be a significant improvement in accessibility for any passengers needing to travel to this part of South London.
- 6.16 However, that solution does not help either Wandsworth Road or Clapham High Street. Another proposal is therefore to stop Victoria – Dartford services additionally at both stations. However, the existing passengers on these services would suffer increased journey times (and possibly congestion), whilst this also requires platform lengthening works at both stations.
- 6.17 A further proposal already mentioned is the provision of the Victoria to Bellingham service. In its full form, this might constitute 6- or even 8-car trains running half-hourly indefinitely into the future; however, this would also require the platform lengthening works noted above.
- 6.18 An alternative option for the latter might therefore be to provide only a temporary Victoria - Bellingham service, formed of only 4 cars, during the Thameslink programme of works, after which some of the other Thameslink project benefits (e.g. increased service frequency on the Catford loop) would reduce the benefit of this temporary service. Limiting these trains to 4 cars would obviate the need for platform lengthening, but could lead to crowded trains, a problem which would be minimised if high-capacity Class 378s were to be sub-leased for this service.
- 6.19 Whatever the variant of this option, it provides mitigation for some (but not all) of the disbenefits noted above. We have therefore calculated the annual benefits that the Victoria – Bellingham service might provide in the 2012-2015 period, and these are shown in the table below.

Calculations of Trips and Benefits Generated by a Victoria - Bellingham service															
	usage p.a. (m)	use/wkday	estimated split (%)				estimated split (pass/day)				(dis)benefit/pass (qc minutes)				annual disben (£000)
			Vic	Blkfrs	LB	other	Vic	Blkfrs	LB	other	Vic	Blkfrs	LB	other	
S Bermondsey	0.6	1923	15%	0%	60%	25%	288	0	1154	481	0.0	0.0	3.1	0.0	£ 119
QRd Peckham	0.8	2564	15%	0%	60%	25%	385	0	1538	641	1.5	0.0	0.0	0.0	£ 20
Peckham Rye	3.0	9615	30%	20%	30%	20%	2885	1923	2885	1923	7.1	0.0	0.0	4.6	£ 967
Denmark Hill	4.0	12821	40%	20%	20%	20%	5128	2564	2564	2564	9.2	0.0	3.1	4.6	£ 2,254
Clapham HS	0.25	801	60%	0%	10%	20%	481	0	80	160	0.0	0.0	0.0	0.0	£ -
Wandsworth Rd	0.2	641	60%	0%	15%	20%	385	0	96	128	10.8	0.0	20.5	0.0	£ 206
Battersea Pk	1.8	5769	40%	0%	10%	25%	2308	0	577	1442	0.0	0.0	0.0	0.0	£ -
Total															£ 3,586

Table of Annual Benefits Resulting from Victoria – Bellingham Service 2012-2015

(Note: the Battersea Park row does not sum to 100%, because of trips to Southern destinations)

6.20 However, we believe that our calculations shown in the table above are a significant under-estimate of the benefits of the proposed Bellingham service, since the increased train service frequency it would provide would also be expected to generate benefits to users of Nunhead, Crofton Park, Catford and Bellingham stations. In particular, stations from Crofton Park to Bellingham would get a doubling of their offpeak train service frequency from half-hourly to every 15 minutes.

Scheme Justification

6.21 For any service improvement, Department for Transport guidance is that funding would generally be expected if benefits are twice the value of costs. We believe that the net cost (i.e. costs less attributable revenues) of providing the Victoria - Bellingham shuttle service is less than £2m p.a., although we understand that the total cost of running the service (including overheads) has been quoted as £2.4m p.a.

6.22 We are reasonably sure that the total benefits of the Victoria - Bellingham service are rather more than twice its net costs, which means that the proposal not to support this service goes against normal Government guidelines. These are summarised below:

6.23 A.1 DfT, Transport Analysis Guidance (TAG) Unit 3.13.1, Guidance on Rail Appraisal dated August 2007, and Para. 6.2.3 Official DfT guidance published in December 2004, suggests that, with respect to the considerations above, generally DfT should undertake:

- (a) No projects with poor Value for Money (VfM)
 - (b) Very few projects with low VfM
 - (c) Some, but by no means all, projects with medium VfM
 - (d) Most, if not all, projects with high VfM
- (recognizing the affordability and feasibility constraints associated with all projects)

6.24 High VfM is specifically defined as having a BCR>2, so we would have expected the Victoria – Bellingham service to have been funded, at least in the short term (2012-2015). If this is not done, there will be a residual amount of disbenefit which requires mitigation by other means.

7 Conclusions and Recommendations

- C1** Whilst the Thameslink and East London Line projects will bring significant benefits in terms of rail capacity and access, they necessitate changes to some other services, including the South London Line (SLL). There are some groups of SLL passengers who will be disbenefited, particularly between 2012 and 2015, unless mitigating measures are introduced.
- C2** This report summarises work carried out for London TravelWatch (LTW) regarding passengers on a number of rail traffic flows in inner South London. At the time of commissioning, the previously-identified mitigating solution of running additional Victoria – Bellingham services was being considered to be unaffordable, and LTW needed to understand more about the passenger groups likely to be disadvantaged by this decision.
- C3** The South London Line is highly valued by users, who are predominantly local. A significant proportion of these users require access to Central London, with Victoria being the most popular destination.
- C4** Survey responses indicate that there is a large amount of interaction between Southeastern services from Dartford to Victoria with SLL services at Peckham Rye and Denmark Hill.
- C5** There will be some beneficiaries from the proposed service changes, particularly in gaining easier access to Docklands and East London, as well as improved interchange to South West London and the West London Line; this may generate new journeys. However, there are a much greater number of existing passengers using the route who will be disadvantaged by the service proposals, particularly those travelling to and from Victoria.
- C6** Platform extensions to accommodate 10-car trains at Battersea Park, and the diversion of South London Line services to Clapham Junction so that they can no longer call at Battersea Park, result in significant reductions of journey opportunities for users of the station. Replicating many of these journeys by other modes results in large amounts of additional journey time.
- C7** The increase in service frequency, acceptance of Oyster and the new journey opportunities created by the ELL is likely to result in an overall increase in use of Clapham High Street, through new users.
- C8** However, unless mitigating measures are put in place, existing users of Clapham High Street and (more particularly) Wandsworth Road will experience journey time increases

and will revert to other modes. This is likely to mean modal shift to underground services at Clapham North and to bus services at Wandsworth Road.

- C9** Similarly, those current users of Denmark Hill and Peckham Rye travelling to/from Victoria will suffer a reduction in train service frequency unless other service improvements are made.
- C10** There also appear to be disbenefits between Peckham Rye and London Bridge during the period of Thameslink works (2012-2015), when it is understood that service levels on that corridor will be limited.
- C11** The total disbenefits of the failing to mitigate the impacts of the proposed service changes are of the order of £4m per annum. The annual disbenefits fall after 2015, when other service improvements (e.g. Thameslink) come into operation, and the works at London Bridge are completed.
- C12** There are a number of options for mitigating the disbenefits between Victoria and Denmark Hill. Making additional stops in other services disadvantages other passengers, whilst most other passing trains are longer, and would require platform extension works to serve Clapham High Street and Wandsworth Road.
- C13** The previously-proposed Victoria to Bellingham service would provide a substantial mitigation to these disbenefits (i.e. to all except current Battersea Park users). The net cost of that service is understood to be £2.4m per annum, whilst the Benefit:Cost ratio appears to be in excess of 2:1, so one would expect the service to receive funding. However, as benefits fall after 2015, a temporary service during the period of Thameslink works would mitigate the biggest problems; capital expenditure could be limited by forming this service of Class 378 trains of 4-car length.

Recommendations

- R1** The size of the disbenefits to SLL passengers, whilst small in comparison to the overall benefits of Thameslink and ELL extension projects, is sufficiently large that action(s) must be taken to mitigate them. Possibilities include the reinstatement of the proposed Victoria to Bellingham service, or additional stops in other existing services.
- R2** Further information should be sought from Network Rail concerning the platform extension proposal at Battersea Park, to ensure that all reasonable alternatives have been exhausted.
- R3** Train operator Southern should be lobbied to carry out marketing and communications activity to raise awareness of the SLL, particularly at Wandsworth Road and Clapham

High Street. Lambeth council should be requested to consider improved street signage to Clapham High Street.

- R4** Transport for London, Network Rail and train operators need to improve the publicity associated with service plans (e.g. for Thameslink, ELL) so that passengers are made aware of the journey opportunities afforded.
- R5** Further research is needed into the appropriate planning parameters for inner-London train services such as the South London Line, since it is not clear that existing parameters are strictly applicable. Whatever the correct values are found to be, they should also be used by all the relevant organisations (including Transport for London, the Department for Transport and train operators), in order to ensure a consistency of approach and an equity of funding.

APPENDIX A

Selected excerpts from Network Rail’s South London Route Utilisation Strategy. These are provided by way of background information.

“Apart from accommodating a variety of regular passenger services, the South London Line (SLL) is recognised as a key artery for freight trains, especially in off-peak hours. Indeed, it is the single most important line in the RUS area for freight. Passenger services on this route operate into several London terminals, specifically Victoria (both Central and Eastern sides), Blackfriars and London Bridge. The Draft RUS highlighted that the present format of Southern’s Victoria – Denmark Hill – London Bridge service is not sustainable. This issue triggered far more debate than any of the other matters raised by the RUS and has been the subject of several hundred consultation responses. However the facts remain unchanged – this service carries far fewer passengers than any of the others which run into these congested London terminals. The capacity is needed by other trains, and a number of suitable alternatives for users of this service either already exist or are recommended by the RUS. Industry stakeholders are in agreement that the RUS analysis is correct.”

“In order to facilitate the replacement of the existing service, early implementation of a further phase of the East London Line extension – to Clapham Junction – is supported by the RUS. This will provide increased frequency at all stations on the SLL and will provide direct links to Clapham Junction and Docklands. It will create numerous new journey opportunities, with a wide range of destinations becoming available with only a single interchange. The ELL will also help to mitigate the impacts of the construction works at London Bridge, as described below, by providing passengers with an alternative route. Journeys from Denmark Hill to London Bridge will be easy to make, though will require a same-platform change of train at Peckham Rye or Queens Road Peckham. The RUS also recommends introduction of a new Victoria Eastern to Bellingham service. This will ensure that SLL stations receive at least today’s level of service to Victoria and will provide a major benefit to stations such as Catford. It is recommended that this service be operated as soon as possible as an 8-car formation, requiring platforms at Wandsworth Road and Clapham High Street to be lengthened. Overall the package for the South London Line offers far more trains than exist today. The improvements proposed for passengers outweigh the disbenefits and retaining the status quo is not viable.”

“Among the industry stakeholders, there was widespread recognition that the SLL service cannot continue in its present form. Even without the threats posed by the likely severing of Battersea Park Junction and the loss of terminating platforms at London Bridge, the service represents a poor use of network capacity which satisfies only a comparatively low level of demand – for which alternatives are either already available or proposed.



Lengthening of Platforms 3 and 4 at Battersea Park (to enable 10-car suburban services to operate via Clapham Junction) will block the route from the SLL into Victoria Central,

meaning that the SLL services will need to be re-routed into Victoria Eastern. SDO for services via Clapham Junction has been considered but the RUS view is that, at a busy station so close to London, best practice would be to extend platforms to match the length of trains which operate.”

“Construction works for Thameslink at London Bridge (as described in Chapter 8) will require overall service levels to be reduced. The SLL service is by far the least heavily loaded service into London Bridge and is therefore the first which will be considered for removal. The scale of the challenge of the London Bridge construction works is such that removal of this service is unavoidable.”

APPENDIX B: Survey forms

Clapham North

		Clapham North Underground - Important Passenger Survey - June 2009			
<p>Clapham North is a very busy Underground station, which sometimes becomes congested. Also, Northern line trains are often overcrowded. Rail services from Clapham High Street are a short walk from the station, yet many fewer passengers use the rail services to London Victoria / London Bridge. London TravelWatch, the independent voice of London's transport users, has asked The Railway Consultancy to carry out passenger surveys to understand what passengers think about both stations and would appreciate your assistance in responding.</p>					
Home Postcode (e.g. SW1 2DF)				Time arriving at Clapham North	
How did you arrive at Clapham North (e.g. Walk, bus)				What is your final tube (or rail) station stop / postcode (if known)?	
What ticket do you have? (e.g. Single, return, Travelcard, Oyster pay as you go)				Age / Gender	
Are you aware of Clapham High Street Station? (Yes/No)				Have you ever used Clapham High Street Station (Yes/No)	
<p>What are your reasons for not using Clapham High Street Rail station and what would make you use it?</p>					
<p>Passengers returning completed surveys by Friday 10 July will be entered into a prize draw, the winner will receive a Zone 1&2 Monthly Travelcard Season ticket or £100 Oyster top up value. Please enter your Email address or your name and phone number for the prize draw:</p>					
<p>Please either hand the completed survey to the member of Railway Consultancy Staff if returning between 16.00 and 19.00 this evening, or post it to the FREEPOST address overleaf. You can also fill this survey out online at: http://www.railcons.castavote.co.uk/</p>				00001	

South London Line



South London Line - Important Passenger Survey - June 2009



The East London line is being extended to Clapham Junction, affecting current London Bridge to London Victoria services via Peckham Rye and Clapham High Street. In order to ensure that the needs of current and future users of the line are taken into account. London TravelWatch, the independent voice of London's transport users, has asked The Railway Consultancy to carry out passenger surveys and would appreciate your assistance in responding.



Home Postcode (e.g. SW1 2DF)		If you got a previous train where did you board it?	
Where did you get on the train you are on now?		Where will you get off this train?	
What is your final rail or tube station stop / postcode if known?		Age / Gender (e.g. Male, 35)	
What ticket do you have? (e.g. Single, return, rail season, Travelcard)		If this service ran to and from Clapham Junction and didn't serve Battersea Park and London Victoria or London Bridge, how would this change your journey? (answer in box below)	

Passengers returning completed surveys by Friday 10 July will be entered into a prize draw, the winner will receive a Zone 1&2 Monthly Travelcard Season ticket or £100 Oyster top up value. Please enter your Email address or your name and phone number for the prize draw:

Please either hand the completed survey to the member of Railway Consultancy Staff, or post it to the FREEPOST address overleaf. You can also fill this survey out online at: <http://www.railcons.castavote.co.uk/>

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Southeastern Passengers at Denmark Hill / Peckham Rye

		Peckham Rye / Denmark Hill - Passenger Survey - June 2009			
<p>The East London line is being extended to Clapham Junction, affecting current services between Peckham Rye and London Victoria. In order to ensure that the needs of current and future users of the line are taken into account. London TravelWatch, the independent voice of London's transport users, has asked The Railway Consultancy to carry out passenger surveys and would appreciate your assistance in responding.</p>					
Home Postcode (e.g. SW1 2DF)		If you got a previous train where did you board it?			
Where did you get on the train you are on now?		Where will you get off this train?			
What is your final rail or tube station stop / postcode if known?		Age / Gender (e.g. Male, 35)			
What ticket do you have? (e.g. Single, return, rail season, Travelcard)		If the frequency of trains between Peckham Rye/ Denmark Hill to Victoria was reduced from 4 to 2 per hour what would you do?		Continue to travel by train / reduce my journeys / switch to another rail route / use a bus instead / go by car or taxi	
<p>Passengers returning completed surveys by Friday 10 July will be entered into a prize draw, the winner will receive a Zone 1&2 Monthly Travelcard Season ticket or £100 Oyster top up value. Please enter your Email address or your name and phone number for the prize draw:</p>					
Empty space for prize draw details					
<p>Please either hand the completed survey to the member of Railway Consultancy Staff, or post it to the FREEPOST address overleaf. You can also fill this survey out online at: http://www.railcons.castavote.co.uk/</p>				00001	

APPENDIX C. Instructions to Railway Survey Staff

South London Line Survey – June 2009 Briefing note

Background

Under plans recently confirmed by TfL/ DfT, the East London Line will be extended from Surrey Quays to Clapham Junction via all stations from Queens Road Peckham to Wandsworth Road. In connection with this, existing South London Line services from London Bridge to Victoria will no longer run.

From Peckham Rye to London Bridge, alternative regular Southern services will remain (from Beckenham/ West Croydon/ Sutton). From Peckham Rye and Denmark Hill, there will be 2 Southeastern trains per hour to Victoria, running fast from Denmark Hill-Victoria. From Clapham High Street and Wandsworth Road, 4 trains per hour will run to Clapham Junction. There will be no train services between Wandsworth Road and Battersea Park, where the existing South London Line platforms will be closed to allow for platform lengthening on the down slow Brighton line, in order to be able to run 10-car Metro trains.

Passengers have raised some concerns regarding these plans, especially since a previous proposal to run additional Southeastern trains between Victoria-Bellingham has been withdrawn.

Our job

The Railway Consultancy has been commissioned by London Travel Watch to survey South London Line passengers (including Southeastern passengers travelling between Peckham/ Denmark Hill and Victoria) as to their existing and stated future travel patterns before and after the service changes.

A secondary task is that LTW want us to survey passengers using Clapham North Underground station – a short walk from Clapham High Street SLL station – to ascertain whether there is potential for additional use to be made of the latter as a partial solution to Northern Line overcrowding. The method for this work is not covered in this briefing note and will be undertaken by XXX and XXX.

Method

We will hand out survey cards to passengers who then have three options, in addition to the obvious one of tossing them on the floor (in which case we should ensure these are picked up and no litter is left):

- i) passengers may complete the survey form and hand it back to us, either straightaway or when they return in the evening;
- ii) passengers may complete the survey form later and post it (freepost)
- iii) passengers may follow the web link written on the survey card and complete the survey on-line.

Please note there is a prize draw of a free Travelcard/Oyster top-up as an incentive not to litter the platform.

Survey cards are numbered and you will need to record which cards are handed out on which trains on the form provided.

There are two distinct surveys – the method is described for each:

1. Station-based survey of passengers using Southeastern services at Denmark Hill and Peckham Rye – Wednesday 24th June 2009

Survey cards will be handed out to passengers waiting to board Victoria trains as they stand on the platform. It is assumed that the easiest time to do this is just after a Blackfriars train has departed (services to Victoria/ Blackfriars depart from the same platform at both stations).

Survey cards will also be handed out to passengers alighting from Victoria trains. The times of these trains are on your personal roster sheet. Do not hand out survey cards to passengers alighting from Blackfriars services. You should agree with station staff the best position to hand out cards – this is likely to be on the platform adjacent to the stairs to the exit.

You may find it is easier to get passenger to accept a card if you call out ‘Free Travelcard draw’ etc.

Posters at both stations will advertise that we are carrying out the survey.

Surveys are being carried out by the following staff:

Peckham Rye:	XXX 0755-1358	XXX 1414-2001
Denmark Hill:	XXX 0759-1343	XXX 1401-1957

2. On-train survey of passengers using the South London Line service – Thursday 25th June 2009

You should travel on trains between Victoria and Peckham Rye in accordance with your personal roster. In most cases you may also stay on the train to and from London Bridge if you prefer, although you should not do this if you are running late at Peckham as it may not be the same unit returning from London Bridge and there may be only 5 minutes before the return working (which may be from a different platform which you may have to locate without the benefit of an adjacent CIS display). If in doubt you could ask the driver at Victoria whether the same unit is returning from London Bridge.

At Victoria, it is assumed that at certain times it is not the same unit that returns – as turnarounds are as little as 2 minutes. However, it is believed that all SLL trains depart from Platforms 9 and 10 at Victoria so you should make the connection. If you are running late with a tight connection at Victoria you could alight at Battersea Park and return from there.

You should hand out survey cards on the train, recording the start and end numbers of cards handed out. An appropriate script to use is;

“There will be changes to train services on this line over the next few years. In order to ensure we understand how this will affect current users, we need to understand where you are travelling to and from. Please help us by filling in and returning this survey card. There is also a prize draw for a monthly Travelcard”

You may place cards on the seats at Victoria if there is time, although it is possible you may not get a chance to do this before the train fills up. Before you alight at either Victoria or Peckham Rye, please collect all discarded survey cards. Do not reuse these cards on a different train as the numbers won't match your records.

Survey cards will be stored at Peckham Rye. When handing over at Victoria, you will need to ensure that you have picked up enough survey cards to cover the following shift as far as Peckham Rye.

Surveys are being carried out by the following staff:

XXX: 0620(Peckham Rye)-1156 (Peckham Rye), handing over to XXX: 1220 (Peckham Rye) -1839 (Victoria), handing over to XXX: 1841 (Victoria) -2337 (Victoria).

XXX: 0650 (Peckham Rye) -1126 (Peckham Rye), handing over to XXX: 1150 (Peckham Rye)-1808 (Victoria), handing over to XXX: 1811 (Victoria) -2326 (Peckham Rye).

Equipment

For both surveys you will need:

- A hi-vis vest
- A name badge
- Your personal survey roster
- Sheet to record survey card numbers
- Survey cards (to be collected from Peckham Rye/ Denmark Hill)
- A few pens to lend to passengers as required.

Appendix D - Selected Survey Responses

As noted in the main body of this report, space was given within the survey for direct comments by passengers responding. A random selection has been reproduced below. Given the lack of available information on which passengers are making these comments, there is likely to be a significant degree of inaccuracy. The purpose of including these comments as an appendix is to provide supporting information only. The responses gathered have not been used to create any of the data used in the main report, except for the graph which directly categorises the responses into whether people believe they will disbenefit.

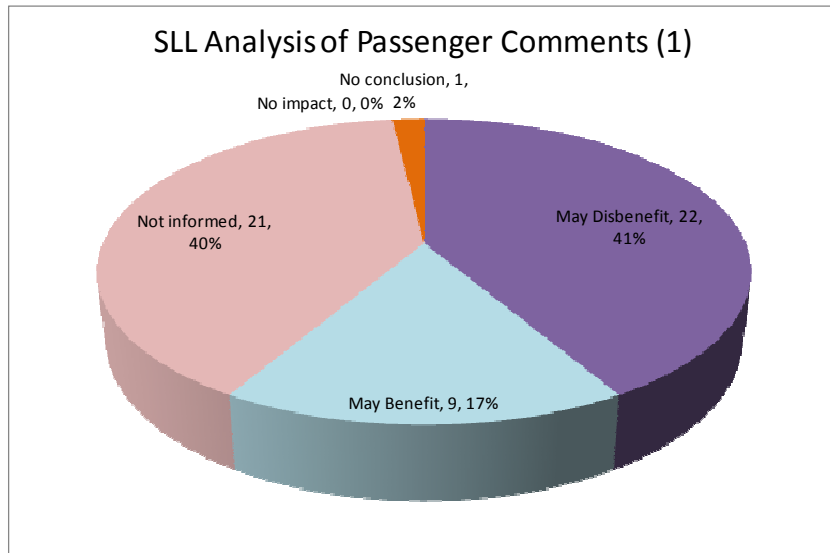
There is an element of subjectivity, not just in people's responses, but also in how they might be interpreted. We have attempted to categorise the responses into general areas that might be informative. It is particularly relevant to note the number of people who are not well informed about the changes and have therefore misinterpreted what the outcome may be for their journey. This may be partly inspired by media coverage.

However, there are many of the responses than could be put into more than one category. For example, whilst passengers might be currently misinformed about the details of the proposed service changes, they may genuinely benefit or be disadvantaged. Therefore, we have taken two separate views of the responses: one where we categorise clearly misinformed views as such, and a second view where we look at the journey involved and allocate it to the category appropriate to the scenario with the East London Line extended to Clapham Junction without any mitigating service changes.

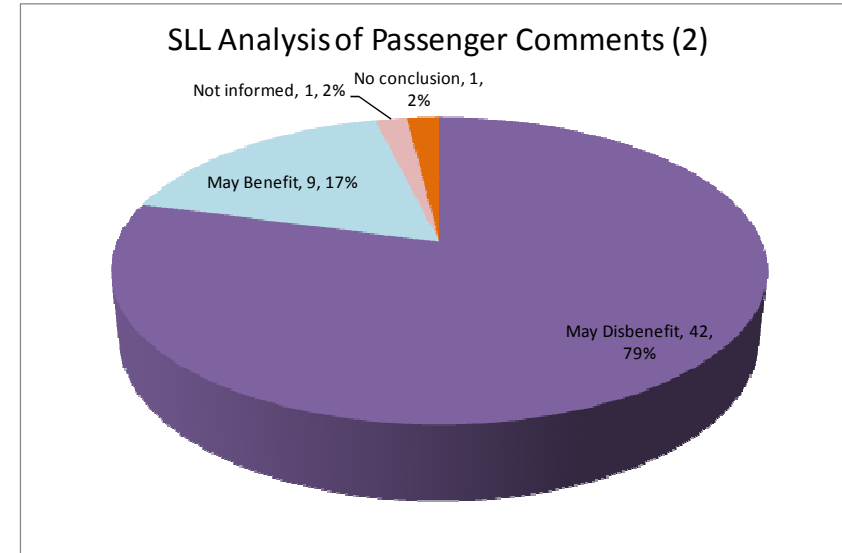
The categories are:

1	Passenger may disbenefit from service proposals
2	Passenger may benefit from ELL service
3	Passenger is not sufficiently informed about current or future services
4	Passenger may not experience an impact
5	No conclusion can be drawn from comment

SLL Comments Summary



Where 'not informed' passengers are all categorised accordingly



Where 'not informed' passengers are classified as disbeneficiaries if this is likely to be the case

Looking at the origins and destinations of respondents below and how their comments have been categorised, it is clear that in the region of 80% of these respondents are likely to be disbenefitted by the service changes as currently proposed. There are some clear beneficiaries, but also a non-trivial number of people who are not well informed about the proposals. This supports the conclusion in the report that a communications campaign is required. (In the comments excerpts below, we have kept the category values from chart 1).

Survey responses

SLL Survey (sample of 52)			
From (Origin)	To (Final)	Survey Respondent comment	Category
London Bridge	Denmark Hill	I understand there will be no direct trains between Denmark Hill and London Bridge necessitating a change and trying to cram onto already overcrowded services between Peckham Rye and either East Dulwich to Denmark Hill. Peckham Rye has already had its London Bridge services cut from 8 to 6 an hour this will make it 4. I will still have to travel by train. Buses are not an option as they are full in rush hour. Trains to Victoria at Clapham are already full so we could not change here.	1
Queens Road Peckham	Hammersmith	The convenience of my regular commute (one change and relatively direct) would be adversely affected by the proposed change. My options would include: travelling 'in reverse' to London Bridge to join the very crowded London Underground service at London Bridge, and using the Jubilee and Piccadilly lines through central London. Alternatively, I would need to take join a London Olympia service from Clapham Junction, then travel by bus or walk from London Olympia to Hammersmith.	1
Peckham Rye	London Bridge	I attend cricket nets at Battersea Park once a week in the evenings. Normally the journey home by train would take approximately 10 minutes by train, this would increase to about 45 by bus.	1
Peckham Rye	Battersea Park	This would make my journey much longer and more difficult and add a stressful change at a very busy station.	1
Queens Road Peckham	Hammersmith	This would extend my journey as I would have to change at Clapham junction to get to Victoria. I must get to Victoria. The thing that these surveys neglect, is the change to peoples quality of life. I have only been asked for my main journey to work. I am also a member of the Queen Mother sports and recreation facility in Victoria, which has a normal sized public pool. I use this facility on the weekends. So I use Victoria 7 days a week. I also use Victoria to get into Central London.	1

Victoria	Queens Road Peckham	It would be no benefit to me if this service terminated at Clapham Junction. I make this journey 5 days a week on the above route.	1
Denmark Hill	London Bridge	I would get the bus to Victoria instead, takes 40 minutes as opposed to 11. However it would be my daily journey to work that would be mainly disrupted between London Bridge and Denmark Hill. Instead of 15 mins it would take 45 mins. I would get the bus to Victoria instead, takes 40 mins as opposed to 11. However it would be my daily journey to work that would be mainly disrupted between London Bridge and Denmark Hill. Instead of 15 mins it would take 45 mins.	1
Queens Road Peckham	Victoria	I would have to go to Charing Cross train station (change at the London Bridge) and then catch a tube from Embankment to Victoria. It would make my journey twice as long.	1
Peckham Rye	Battersea Park	No longer direct train to work, add time to my journey, add changes and more stress to journeys. journeys scheduled around dropping off and picking up children from childminders, will impact how I achieve my workload at work as would need to allow extra time for travel or cost me more in childcare.	1
Denmark Hill	Oxford Circus	This would be very, very annoying. Only 2 direct tph between Denmark Hill and Victoria would make the line no longer viable as a "turn up and go" service, and therefore basically useless for leisure trips between Camberwell and the West End.	1
Denmark Hill	Victoria	As I travel before 7am, there would be no other Victoria service I could get from Denmark Hill. I would either have to walk 20 minutes to Herne Hill and get a train from there or get a bus to Brixton and travel by tube from there. Either way would be more inconvenient and would take longer	1
Denmark Hill	Ladbroke Grove	This would immensely disimprove my commute. The trains to/from Victoria will become packed (they are not exactly quite as it is in the morning and evening). A very, very large number of people are commuting in and out of the area via Victoria.	1
Wandsworth Road	Victoria	Not serving Victoria or London Bridge would be a disaster for me - I use it every day to go to those stations	1

Battersea Park	London Bridge	My journey to work would become much more difficult and long. I would look for another route.	1
London Bridge	Battersea Park	Seriously complicate my journey. I would have to take the tube but I am claustrophobic	1
Queens Road Peckham	Battersea Park	It would be awful. I would have to take 2 busses which would turn a 15min journey into a 45min journey.	1
London Bridge	Wandsworth Road	Would no longer be able to use the service.	1
Battersea Park	London Bridge	Very complicated and much longer	1
Battersea Park	Peckham Rye	Would make my journey worse	1
Battersea Park	SE5 Camberwell	I wouldn't be able to do my regular trips to SE London. My route would be much longer	1
London Bridge	Denmark Hill	Inconvenience for those of us travelling to Guys Hospital.	1
Clapham High Street	London Bridge	At present underground rate my journey would cost £44 extra per month	1
Peckham Rye	Canary Warf	It would not change this journey. However, I highly value the Victoria/ London Bridge service as it adds to the number of services both for my daily commute and at weekends. A reduction in the number of trains on the Peckham Rye to London Bridge route would make an already overcrowded service even worse. The extension of the overground to Canada Water will not provide the answer for getting to Canary Wharf as the jubilee line is already rammed full and people will struggle to get on it in large numbers at C Water.	2
Peckham Rye	Canary Warf	This would severely limit my options for travelling between London Bridge and Victoria, both for work and for leisure. I travel to Victoria, Clapham High Street and Battersea Park regularly, and the termination of the South London Line would increase the inconvenience and add nothing to my current experience.	2
Clapham Junction	Denmark Hill	Would make my journey more direct and shorter.	2

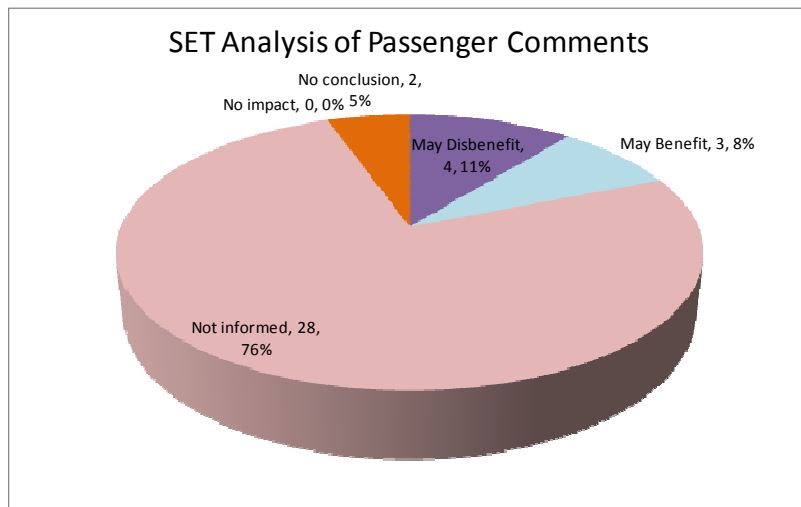
Wandsworth Road	Canary Warf	I would have to find another way to get to London Bridge, possibly the Northern Line. Please note that the Northern Line is extremely busy in the mornings and incredibly hot in summer. My journey time would increase by at least 15 mins.	2
Ascot	Denmark Hill	It would make my journey much easier as it would save having to change at Battersea Park or London Victoria	2
Denmark Hill	Canary Warf	It would change my journey considerably, I would use a different service to Lewisham and get DLR	2
Denmark Hill	Brighton	It would make my journey so much better, if the train went to Clapham Junction I would not change jobs. Please hurry up!!	2
Denmark Hill	Clapham Junction	Improve my journey, would not have to change at Battersea Park	2
Denmark Hill	Brighton	Would make it impossible to make my journey to see my sick mother	2
Peckham Rye	Victoria	I would have to go to London Bridge, get on the Jubilee line, and change at Green Park for the Victoria line. So more expensive. Or, I could sit on a bus - the 436 - which would take me 25 minutes to walk to and at least another 50 minutes or more in rush hour to arrive at my destination. I also use this service to London Bridge, so I could get another train at wrong time, & to Clapham High Street, & instead I would have to get a bus that took far longer to arrive & walk at the other end.	3
Peckham Rye	Euston	This would not affect this particular journey but would significantly increase the time it takes for me to get into West London and parts of central London on evenings and weekends (a journey I make approximately twice a week)	3
Peckham Rye	High Street Kensington	It would ruin my life. As a journalist with the Evening Standard I totally rely on the train - first thing and at night (weekdays and weekends) to help me do my job.	3

Denmark Hill	Victoria	Terminating trains at Clapham Junction would more than double my journey time (potentially more dependent on the connection at Clapham Junction) and would involve changing to trains (including crossing platforms) in the rush hour which are already packed and unpleasant at Clapham Junction. It will also make the remaining Victoria services from Denmark Hill even more crowded than they currently are and they only have a restricted timetable (no evenings). Clapham is not a substitute for Victoria.	3
Denmark Hill	Victoria	It would obviously involve a change of trains at Clapham Junction which would increase the journey time to Victoria.	3
Peckham Rye	Marylebone	This would remove one of my main routes home from work which I often have to take because of the unreliability of the Jubilee line. Stopping at Clapham Junction would be pointless as overcrowding on these platforms is so bad that the time taken to change would make the journey worthless. It would not affect the journey to London Bridge, however, the loss of the route to London Bridge would have a devastating impact because of the severe overcrowding this would inflict during rush hour.	3
Peckham Rye	Victoria	The journey would involve a change of trains and would be longer. I would probably try to find alternative transport.	3
Victoria	Peckham Rye	I would have had extreme difficulty getting home if the service wasn't running from Victoria. I am very pleased that the train service exists but would prefer them to be more frequent. The thought of the service terminating fills me with huge disappointment that this is even being considered.	3
Victoria	Denmark Hill	I would have get a train from Victoria to Clapham Junction and then change to a Denmark Hill train which would significantly increase my journey time, or get a bus which again would significantly increase journey time. Or get a tube to Blackfriars and then get a train to Denmark Hill (again takes much longer and more expensive)	3
Victoria	Peckham Rye	it would make it much slower as I would have to change at Clapham Junction to get to Peckham Rye, having to change to make a journey which currently takes 10 minutes seems pretty wrong.	3

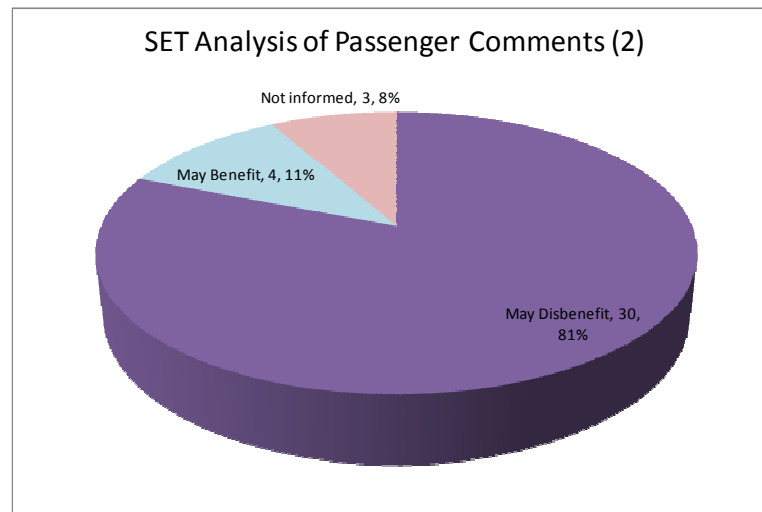
Peckham Rye	Victoria	It will prolong my journey, with the added inconvenience of changing at Clapham Junction.	3
Peckham Rye	Marylebone	It would be a huge inconvenience. I use this line to get to Victoria very frequently as do many of my family and friends.	3
Peckham Rye	London Bridge	it wouldn't affect this journey but it would stuff up any journey to/from regular meetings in Victoria or extend the time to get across to Gatwick or back	3
Denmark Hill	Victoria	Significant delay. Would probably be forced to use 185 bus and not renew rail/tube season ticket.	3
Victoria	Denmark Hill	I am a doctor at King's College Hospital. I have used the Victoria-Denmark Hill train to get to and from work for 2.5 years and currently have a door to door journey time of 1 hour 15mins . Without this train it would add another half an hour to my job	3
Crofton Park	Buckingham Palace Gardens	I Would have to take a bus which would add extra time on my journey or change my work hours	3
Peckham Rye	Victoria	I would be seriously inconvenienced. I would travel on an overcrowded train to London Bridge then take 2 tubes	3
Clapham High Street	St James's Park	Would not be able to use the train, bus to Stockwell and then use the tube	3
Denmark Hill	Finsbury Park	It would add considerable time to my commute and severely disrupt my journey	3
Denmark Hill	Green Park	Badly affect my journey I would drive and park	3
Peckham Rye	Barons Court	Would have to find a new route for which I have no idea about.	3
Peckham Rye	London Bridge	It wouldn't affect my journey directly, but I strongly oppose the termination of the South London Line. It would have a huge effect at Peckham Rye. This service simply must continue	5

Southeastern Trains Survey

As noted above in the SLL survey responses, a much larger number of respondents from the Southeastern surveys reported that they would disbenefit from the service changes, but also demonstrated a lack of understanding of the service proposals. We have therefore categorised these as 'not informed' in the first chart below. However, if it is accepted that the increase in loadings and reduced frequencies that would result from the Victoria to Bellingham service not being provided is likely to disbenefit passengers on Southeastern services, than chart (2) applies. In the comments excerpts below, we have kept the category values from chart (1).



Where 'not informed' passengers are all categorised accordingly



Where 'not informed' passengers are classified as disbeneficiaries if this is likely to be the case

Survey Responses

SET Survey (Sample of 37)			
From (Origin)	To (Final)	Survey Respondent comment	Category
Denmark Hill	London Bridge	Losing a much-used and valued stopping service, half of the current direct services to Victoria and the ability to travel directly to London Bridge and Battersea Park would be such a backward step.	1
Denmark Hill	Battersea Park	I don't know how I would get to work once this service has stopped	1
Denmark Hill	London Bridge	Reducing the service would seriously disrupt patients at the hospitals and commuters. The bus is too slow because of traffic.	1
Denmark Hill	London Bridge	The thought of just 2 trains an hour to Kings College Hospital is outrageous	1
Nunhead	Syon Lane	Clapham Junction is actually usually better for me as it would provide an easier change with South West Trains - and I could carry on my journey to work from there. However I have great reservations about removing direct central London services from Peckham and Denmark Hill - areas already woefully under-served by public transport. A solution must be found to keep the SLL in addition to the new ELL trains.	2
Denmark Hill	Wandsworth Common	This is a very important work link to Kings College Hospital, 2 trains an hour to Battersea Park is already not enough	2
Bellingham	Clapham Junction	It would be great, direct from Denmark Hill to Clapham Junction would be a big help	2
Denmark Hill	Peckham Rye	I would sometimes take the bus to Victoria which takes longer and is less comfortable.	2
Denmark Hill	Queensway Underground	I can only conclude that the proposed change is going to cause huge disruption to thousands of people's journeys to work. Needless to say, I object to this change in the Denmark Hill to Victoria service.	3
Denmark Hill	Victoria	I could not use this amended service and would expect to use alternative services using a similar route.	3

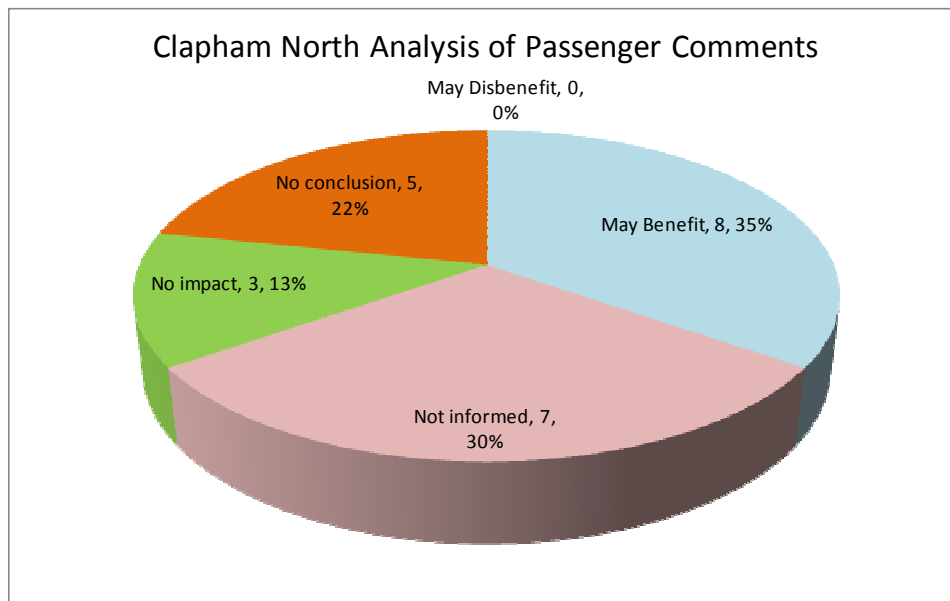
Victoria	Denmark Hill	I work near Victoria and commute from Denmark Hill to Victoria by train every day. If the train terminated at Clapham Junction this would increase my commuting time and inconvenience me every day. In addition to having to change trains, it is very difficult to find room to board trains running through Clapham Junction, so this could considerably delay my daily journey. In general people have far more need to get from Denmark Hill to the London terminals (Victoria and London Bridge) than to Clapham Junction.	3
Peckham Rye	Ravenscourt Park	If the trains did not run an regularly through Denmark Hill and Peckham Rye in the mornings (once every half an hour and not every 15 minutes) my commute to work would be hugely affected. I rely on the 08.55 service from Dartford to get to Victoria and if this, or the trains to Victoria via Battersea Park, we less regular I would have to find another route. This could effectively add another 20-30mins onto my already, long commute.	3
Denmark Hill	Victoria	To get to work I would have to get the train to Olympia from Clapham Junction. This would add a 15/20 minute walk to get me to my work place rather than a 4 minute one from Barons Court, to which I would have travelled by tube from London Victoria. I would therefore have to leave for work half an hour earlier.	3
Denmark Hill	Victoria	There is no other option but to use the 2tph service, the busses are caught in congestion. Reducing our rail service is grossly unfair	3
Denmark Hill	Victoria	The bus takes 1hour from here as opposed to 10mins on the train	3
Denmark Hill	Victoria	2 trains an hour in the peak will not be enough to Victoria	3
Peckham Rye	Oxford Circus	Very frustrating not to be able to travel direct to Victoria, would add a further 30 mins to journey to have to change at Clapham Junction for a service to Victoria. this service from London Bridge to Victoria is very important to me. please don't axe.	3

Victoria	Peckham Rye	This proposal would significantly inconvenience me. My alternative route is Peckham Rye - London Bridge; London Bridge - Charing X then Northern line from Charing X to Warren Street. This is more hassle and trains in to London Bridge and onward to Charing X are ALREADY massively overcrowded. If I have to go to Clapham Junction and change for Victoria this will add to my journey time significantly: I can do without this as I already regularly work 10+ hrs per day excluding travel time.	3
Battersea Park	Victoria	Will travel by car or motorcycle.	3
Barnehurst	Denmark Hill	Other journeys would be much more inconvenienced by having to change half the time at Clapham Junction, or changing at Peckham Rye for London Bridge.	3
Peckham Rye	Victoria	it would be a waste of time. I work right next to Victoria station. Probably a bus would be the easiest but slower way	3
Peckham Rye	Euston	It would ensure that I was no longer able to get to work on time as would have no feasible alternatives. My alternative travel journey would be to go to London Bridge, but that service is also to be disrupted. Bus travel is not an option as traffic problems mean that arrival times to central London are unpredictable compared to a train.	3
Denmark Hill	Highbury & Islington	It would be near to useless to me if the train terminated at Clapham Junction. Most of my journeys take me into central London (Via Victoria or London Bridge is the quickest route for me).	3
Peckham Rye	Baker Street	It would make it very much longer to get to Victoria and Baker Street, and be a big disturbance.	3
Peckham Rye	Victoria	I would not take this train at all. There should be no need to change trains for what should, on average, be a 12 minute ride.	3
Denmark Hill	Victoria	It would make my journey a lot longer and more difficult. This line is fundamental to the area and plans to divert it to Clapham Junction are woefully inadequate. I also travel using this line to Fulham Broadway, Oxford Circus & Warren Street.	3
Peckham Rye	Victoria	Very complicated- would probably drive and pay congestion charge	3

Peckham Rye	Victoria	I regularly use the Peckham Rye - Victoria / London Bridge service. Removing this service would greatly inconvenience my journey and would also cost more as I would have to transfer onto the tube network at Clapham to reach central London. I also use the rail network by preference as I can put my bike onto the train. I sincerely hope that the service between Victoria and London Bridge is continued as an important transport link in an area already underserved by public transport.	3
Peckham Rye	Victoria	I would be forced to use alternative transport such a bus and this would render the journey impractical and not viable.	3
Peckham Rye	Barons Court	This would change my journey considerably. I would have to go to London Bridge, change to the Jubilee Line to Green park and then take the Piccadilly to Barons Court	3
Denmark Hill	Kew Gardens	I'm not sure how I would get to Kew without changing several times/modes of transport.	3
Peckham Rye	High Street Kensington	This would be a nightmare for me and my business. My journeys would take much, much longer. I travel frequently to the Victoria area (e.g. Whitehall and environs) and to West London. I might have to consider driving by car on some occasions instead of using public transport	3
Peckham Rye	Heathrow	These Victoria and London Bridge trains are the only way to central London. They are already overcrowded	3
Peckham Rye	Victoria	It is already difficult enough- with the closure of Blackfriars- you wonder why there is a traffic problem?	3
Denmark Hill	Victoria	A cut in this service would make travel time very long and difficult. Have to travel via Blackfriars or get the tube	3
Denmark Hill	Oxford Circus	Extending the East London Line is a good thing but not at the expense of the South London line.	5
Denmark Hill	Heathrow	It would be good to use oyster from this station and have disabled access but please keep the London Bridge and Victoria trains.	5

Clapham North

The analysis of the responses for Clapham North is rather more straightforward. This is because the main purpose was to ascertain why passengers do not use Clapham High Street station and what might encourage them to do so (as reported in the main section of this report). Whilst there is still a problem of lack of information about current and future rail services amongst underground users, it is also clear that there will be a real benefit to current users of the underground from the ELLX and therefore there is likely to be a modal shift to rail. None of the existing users of the underground are likely to disbenefit from the service changes, since a small additional amount of crowding at Clapham North as some current users travelling from Clapham High Street to central London by train transfer to tube will be negligible against current usage.



Clapham North Passenger Responses

Survey responses

Clapham North (sample of 26)			
From (Origin)	To (Final)	Survey Respondent comment	Category
Clapham North	Oval	I only use it on strike days or to go to Denmark Hill	2
Clapham North	South Wimbledon	the station is too quiet, and not many trains stop there. More trains in peak times please.	2
Clapham North	Canning Town	Not reliable, trains often cancelled, Oyster not valid	2
Clapham North	Goodge Street	I didn't know about it, I'd use it if I could use my Oyster card	2
Clapham North	Angel	I forget it's there! An integrated travel map would help. And I get fined on rail when I use my oyster - fares are complicated!	2
Clapham North	Oval	Security Concerns, improve staffing	2
Clapham North	Gants Hill	I would use it if it went to east London near Stratford	2
Clapham North	Canary Warf	Rail departs only once per 30 mins and have to change to Jubilee line. Tube departs every 5mins and then just 2mins to the Jubilee	2
Clapham North	Chalk Farm	I have never used Clapham High Street Station because I find it to be confusing. It is hard to find an attendant and I think that the maps outside tend to be confusing. This station could be useful to me but have never used this particular rail service.	3
Clapham North	Richmond	Not sure where it goes, not sure what the connections are, not sure whether you can use PAYG, not aware of frequency	3

Clapham North	St John's Wood	No idea where trains go to or timetable	3
Clapham North	Clapham South	It's hidden. I was shocked the first time I saw it after spending my whole life in Clapham.	3
Clapham North	Bank	I am aware of it but have no idea where it is	3
Clapham North	Baker Street	Confusing fares, not frequent enough and can't use oyster card	3
Clapham North	Leyton	I am unsure about the frequency and don't want to waste time. I don't know if I can use my Oyster there	3
Clapham North	Tottenham Court Road	Victoria or London Bridge are not convenient for work	4
Clapham North	Moorgate	I used to catch the 07.49 to London Bridge every day and walk to Moorgate. Now I have to be in London 15 minutes earlier and the times don't work.	4
Clapham North	Tottenham Court Road	I still have to change and go on a tube to my destination. Therefore a longer journey	4
Clapham North	Oxford Circus	I have only used it once when there was a tube strike on. I don't use it because the tube station I go to most frequently is Oxford Circus so I don't really want to go main line and have to change.	5
Clapham North	Old Street	Poor service - 2 trains an hour. Still have to interchange with tube at other end	5
Clapham North	Green Park	I do use it but the service is unreliable	5

Clapham North	Archway / Wood Green	The link between Clapham High Street and the Underground is important. Proposals to limit the London Bridge to Victoria service via Clapham High Street must be opposed!	5
Clapham North	Old Street	It's more expensive than the tube. I would use it if it was the same price and I wanted to go to Victoria. The frequency is too low and transport connections awkward.	5