

**WANDSWORTH BOROUGH COUNCIL**

**TECHNICAL SERVICES DEPARTMENT**

**Minutes of the Wandsworth Mobility Forum  
2pm, Friday 5th June 2009  
The Town Hall Council Chamber, Wandsworth**

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Present:

Faryal Velmi (Chair)	Director, Transport for All
Adjoa Nsiah-Jennings	Integrated Falls Service, NHS Community Service
Alix Butler	Public Carriage Office, TfL
Angela Oluwole	Operations manager, London Buses, TfL
Barbara Madeloff	Wandsworth Access Association Member
Bessie Graham	Wandsworth Access Association Member
Bidwantee Jugnauth	Wandsworth Access Association Member
Cllr Mrs Angela Graham	Councillor, Wandsworth Council
David Tidley	Group Planner, Transportation, Wandsworth Council
Emily D'Silva	Wandsworth Access Association Member
Fitzroy Beckford	
Geoff Cox	Wandsworth Community Transport
George Robertson	Wandsworth Access Association Member
Heike Lulay	Policy & Performance Officer, Wandsworth Council
Jason Beal	Wandsworth Access Association Member
Jim South	Wandsworth Access Association Member
John Osborne	Access Officer, London Borough of Croydon
John Slaughter	Senior Transport Planner, Wandsworth Council
Joyce Mamode	Dial-a-Ride, TfL
Katie Dock	Information Officer, Access by Design
Lillias Gillies	Secretary, Wandsworth Older People's Forum
Manuel Button	Wandsworth Community Transport
Margaret Snell	Sanctuary Housing/ Wandsworth Access Assn

Martyn Ellacott	Chair of Wandsworth Access Association Member
Mary Crawford	Wandsworth Access Association Member
Matt Ball	London Underground, TfL
Maureen Devlin	
Paul Carter	Dial-a-Ride, TfL
Richard Tracey	GLA member
Sandra Shaw	Wandsworth Primary Care Trust
Susie Romeo	Palantypist

Apologies:

Stephen Remington	CEO, Action for Blind People
Alison Buick	Wandsworth Access Association Member
Betty Price	Wandsworth Access Association Member
Claire Goodson	Wandsworth Access Association Member
Cllr Dawson	Councillor, Wandsworth Council
Cllr Hallmark	Councillor, Wandsworth Council
Cllr Randall	Councillor, Wandsworth Council
Cllr Senior	Councillor, Wandsworth Council
Dawn Warwick	Director Adult Social Services, Wandsworth Council
Jacqui Davis	Concessionary Travel Team Manager, Wandsworth Council
John Durban	Wandsworth Access Association Member
John Hewlett-Parker	Wandsworth Access Association Member
Odette Battarel	Wandsworth Access Association Member
Tony O'Connor	London Councils

<b>ITEM</b>	<b>DETAILS</b>
<b>1.0</b>	<b>Introductions and Apologies</b>
1.1	Attendance and apologies listed above.
<b>2.0</b>	<b>Matters arising from last Meeting on 27<sup>th</sup> November 2008</b>
2.1	No amendments raised.
<b>2.2</b>	<b>New Bus stop for Buckhold Road</b> – This has been investigated. The current distance between the first two southbound stops is 503m. There is a possibility of a new stop next to King George's

<b>ITEM</b>	<b>DETAILS</b>
2.3	<p>Park south of the pedestrian crossing. <i>Post-meeting note:- The Council is investigating whether a stop here would be feasible.</i></p> <p><b>Induction loops</b> - TfL has trialled hearing induction loops on a small number of buses in fleet and are currently reviewing whether these should be fitted as standard to all new vehicles.</p>
2.4	<p><b>Better flooring and strapping system for wheelchairs in buses</b> - There are three forms of restraint. The backrest board, the side of the bus, and the vertical bar on the gangway side which is part of the DiPTAC regulations to restrain the wheelchair and user when the bus is cornering. Flooring in the wheelchair area meets all the requirements for factors like slip resistance. TfL have not encountered any ongoing issues with the floor area when the wheelchair bay is being used as intended, with the chair reversed into position with its back against the board and user facing the rear of the vehicle.</p>
2.5	<p><b>Correct carriage of wheelchairs in taxis</b> – Stickers showing correct carriage of wheelchairs will be put in more than 21,000 London black taxis. Details of Comcab’s complaints procedure to be provided. <b>ACTION: Comcab</b></p>
2.6	<p><b>Double Swiping of Taxicards</b> – a report to Committee is to be prepared. Manuel Button restated his support for double swiping and expressed frustration at the little progress on this over several years.</p>
2.7	<p><b>Tactile Paving</b> – John agreed to check the extent of tactile paving on the plans to improve Clapham Junction town centre. <b>ACTION: John Slaughter.</b></p>
2.8	<p><b>Dropped kerbs in Thessaly Road</b> - John thought they should have already been installed: he agreed to check on progress. <b>ACTION: John Slaughter</b></p>
3.0	<p><b>Access to Underground Stations</b>  <b>Matt Ball, London Underground, Transport for London</b>  <b>Step-free Access</b></p>
3.1	<p>There are currently 56 step free stations out of a total of 270 on</p>

ITEM	DETAILS
	<p>the Underground. 6 years ago there were 39 stations with step-free access.</p> <ul style="list-style-type: none"> <li>• By 2010 25% of the Underground network will have step-free access (67 stations).</li> <li>• A number of stations are in progress, including King's Cross St Pancras and Southfields.</li> <li>• The refurbishment of Southfields Station includes: <ul style="list-style-type: none"> <li>a new lift at the back of the Ticket Hall</li> <li>new P.A. systems</li> <li>new visual information systems</li> <li>new help point stations</li> <li>refurbished interior fixtures and fittings to improve colour contrast</li> </ul> <p style="margin-left: 40px;">Aim to be finished by October 2010</p> </li> <li>• By 2018 TfL aim to have an additional 22 stations with step-free access, including Bank, Bond Street, Tottenham Court Road (step-free by 2016, with access to Crossrail) and Victoria.</li> <li>• At least 24 schemes have been deferred due to the collapse of Metronet and economic circumstances, including Tooting Broadway. Work will start at Vauxhall, Finsbury Park and Highbury and Islington in the next 2 years, but the remaining stations are not yet timetabled into the programme. The target of making one third of all stations step-free by 2013 has had to be dropped.</li> </ul>
3.2	<p><b>New Trains</b></p> <ul style="list-style-type: none"> <li>• This year the first of the new trains for the Victoria Line are being delivered, and in the next few years there will be new trains on the Metropolitan, District (from 2011), Hammersmith &amp; City and Circle lines.</li> <li>• The new trains are designed to be fully accessible and fully compliant with current accessibility regulations.</li> <li>• The new trains have a lower floor for easier access, wheelchair spaces, a full suite of information incl visual information, PA information, help points on the train, contrasting colours, additional handrails.</li> <li>• TfL have started installing platform humps at a number of</li> </ul>

<b>ITEM</b>	<b>DETAILS</b>
<p><b>3.3</b></p> <p><b>3.4</b></p>	<p>stations. This is a part of the platform that is slightly raised and provides level access to trains. These have already been installed at London Bridge on the Northern Line platforms. They will be installed at most Victoria Line stations as the new trains are rolled out.</p> <p><b>Station Refurbishment programme</b></p> <ul style="list-style-type: none"> <li>• Refurbished stations provide a range of accessibility improvements, including improved colour contrast, better signage, improved information etc.</li> <li>• More than 140 wide isle gates have been installed, which allow wheelchair users and people with buggies access onto the Underground network without relying on a staff member opening the gate for them.</li> </ul> <p><b>Tube Accessibility guide</b></p> <ul style="list-style-type: none"> <li>• TfL have recently issued a new Tube accessibility guide which gives details about accessibility features at stations, step-free stations, and impediments you might face getting on a train. The guide is available in a range of formats from their customer service centre.</li> <li>• All Underground staff receive Disability Awareness training.</li> </ul>
<p><b>3.5</b></p>	<p><b>Question and Answer Session</b></p>
<p><b>3.5.1</b></p>	<p><b>Tooting Broadway</b></p> <ul style="list-style-type: none"> <li>• Martyn Ellacott objected to the deferment of the Tooting Broadway lift scheme. He pointed out that with St. George's Hospital being a major hospital in London, and Tooting Broadway being one of the main forms of access to the hospital, the station needs to be DDA compliant. The deferral of the station upgrade will have a big impact on patients and visitors. He asked whether TfL would consider paying for patients to get a taxi to the Hospital from the nearest accessible station?</li> <li>• To make Tooting Broadway Station accessible would cost £70M and involve a very complicated design, requiring the closure of the A24 road for 9 months to install the lift shaft. There is insufficient funding available to allow this scheme to be implemented.</li> </ul>

<b>ITEM</b>	<b>DETAILS</b>
3.5.2	<ul style="list-style-type: none"> <li>• Martyn also mentioned that announcements on trains "alight here for St. George's Hospital" are now made at Tooting Broadway. However, there is also a need on the platforms for an induction loop system for the hearing impaired.</li> </ul> <p style="text-align: center;"><b><u>ACTION:</u> Matt Ball to investigate Induction Loop system at Tooting Broadway</b></p> <p>A blind and deaf speaker finds that assistance getting onto Northern Line Tube trains is excellent, but sometimes there is no one at the destination station to collect you off the train. Matt believed things should improve now that staff have radios.</p> <p style="text-align: center;"><b><u>ACTION:</u> Matt Ball to raise issue with the Accessibility and Inclusion Manager</b></p>
4.0	<p><b><i>Dial-a-Ride update</i></b>  <b>Joyce Mamode, Dial-a-Ride, Transport for London</b></p>
4.1	<p><b>Service Performance Update</b></p> <ul style="list-style-type: none"> <li>• A written report on DaR service performance and improvements was circulated.</li> <li>• Demand for Dial a Ride is up 18 % April this year compared to the same time last year, completed journeys are up by 25 %. DaR are converting more requests into completed journeys. The number of journeys not accommodated has dropped by 2.1 %. The number of DaR members using the system has increased by 2.3%.</li> <li>• Joyce apologised for the very long call waiting times in the last few weeks, due to a change in the server for the computer system.</li> </ul>
4.2	<p><b>Service Improvements</b></p> <ul style="list-style-type: none"> <li>• Reviewed the way complaints are handled - see article in "Getting there" publication to see how to make a complaint.</li> <li>• All complaints will be acknowledged within 24 hrs with a reference number which can be used to track complaint, and will be responded to in writing by a senior manager.</li> <li>• Improved stakeholders engagement, local area panels now focus on current, specific issues and the feedback from the panels is used to improve the service. Does not focus on complaints.</li> </ul>

<b>ITEM</b>	<b>DETAILS</b>
4.3	<ul style="list-style-type: none"> <li>• Last local area panels focussed on how DAR can improve taxi provision, and suggestions from the panel will be implemented in a few months time. Autumn panels will discuss changes to the telephone system and other new technology that is being introduced.</li> <li>• Now run Outreach service and complaints surgeries to deal with issues raised by DAR users. They can attend local meetings and give presentations etc.</li> <li>• Improvements to regular booking service – backlog of regular bookings due to new computer system is being cleared. Will be able to take regular bookings for weekly activities.</li> <li>• New contract has been introduced to enable DAR to put some journeys on to black cabs and minicabs. The London-wide contract has enabled DAR to get a good rate, and this initiative will improve reliability and flexibility.</li> </ul> <p><b>Improved Booking Service</b></p> <ul style="list-style-type: none"> <li>• New phone systems will allow some calls during peak times to be routed to extra staff working from home.</li> <li>• New self service phone bookings and cancellations, and phone system will let you know how long the wait will be.</li> <li>• Number recognition feature will direct calls to staff with some local knowledge of the area</li> <li>• Users will be able to book appointments on the internet</li> <li>• Due for implementation in March 2010.</li> </ul>
4.4	<b>Question and Answer Session</b>
4.4.1	<p><b>Manuel Button – Does DAR have a limit on the number of regular trips and group bookings, to maintain availability for ad-hoc trips?</b></p> <p>No more than 50% of resources are allocated to regular and group bookings, and the remaining 50% is reserved for advance and next day bookings.</p>
5.0	<p><b>National Falls Awareness Day, 23 June 2009</b>  <b>John Slaughter, Wandsworth Council</b></p>
5.1	<p>National Falls Awareness day is being promoted by Help the Aged. This year's theme "Get on the board' is about falls on</p>

ITEM	DETAILS																				
	<p>buses, and about improving safety for older passengers by helping interest groups give feedback, encouraging people to report falls to TfL and bus operators.</p> <p>TfL encourage full reporting of incidents on their network, regardless of severity or whether the incident may have been caused by a third party, such as another road user. Incidents should be reported to the driver (who then reports to the operator) or to TfL's Customer Services. In more serious cases a 999 call will be required or the driver will send a 'code red' message for the emergency services.</p> <p>If you have a problem you should initially report it to the driver, and then to Transport for London (see paragraph 12.2).</p> <p><i>No. of reported incidents for whole London bus network, 2007/08</i></p> <table border="1" data-bbox="236 882 1026 1200"> <thead> <tr> <th>Injury</th> <th>No. of reported incidents</th> </tr> </thead> <tbody> <tr> <td>None</td> <td>47</td> </tr> <tr> <td>Minor Injuries</td> <td>693</td> </tr> <tr> <td>Major Injuries</td> <td>343</td> </tr> <tr> <td><b>Grand Total</b></td> <td><b>1083</b></td> </tr> </tbody> </table> <p><i>No. of Incidents reported per million km operated, 2007/08</i></p> <table border="1" data-bbox="236 1314 1026 1632"> <thead> <tr> <th>Injury</th> <th>No. Incidents per million km operated</th> </tr> </thead> <tbody> <tr> <td>None</td> <td>0.10</td> </tr> <tr> <td>Minor Injuries</td> <td>1.49</td> </tr> <tr> <td>Major Injuries</td> <td>0.74</td> </tr> <tr> <td><b>Grand Total</b></td> <td><b>2.32</b></td> </tr> </tbody> </table>	Injury	No. of reported incidents	None	47	Minor Injuries	693	Major Injuries	343	<b>Grand Total</b>	<b>1083</b>	Injury	No. Incidents per million km operated	None	0.10	Minor Injuries	1.49	Major Injuries	0.74	<b>Grand Total</b>	<b>2.32</b>
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6.0	<p><b><i>Silver Trailblazers travel assistance</i></b>  <b>Manuel Button &amp; Geoff Cox, Wandsworth Community Transport (WCT)</b></p>																				
6.1	<p>WCT are working with Age Concern and other local agencies to bring Wandsworth residents a new service called Silver Trailblazers, which is funded by Wandsworth Council. It is aimed at getting over 60s out and about, to give people</p>																				

<b>ITEM</b>	<b>DETAILS</b>
	<p>confidence to use public transport, including accompanying people on their first few trips. It also aims to help people to access Dial-a-Ride, taxicard and Community Transport. They are considering expanding the use of electric scooters and scooter training to encourage people to get out more often and with greater independence. Residents can borrow scooters from WCT.</p> <p>They also organise public transport outings to help people regain confidence and make new friends.</p> <p>Further information from the Project manager, Geoff Cox, on 020 8675 3812.</p>
<b>7.0</b>	<p><b><i>Bus Route 255 Extension - Consultation</i></b>  <b>John Slaughter, Wandsworth Council</b></p>
<b>7.1</b>	<p>Attention was drawn to TfL's consultation leaflet on proposals to extend bus route 255 from Streatham Hill, to run along Thornton Ave, Emmanuel Road, Radbourne Road, Weir Road, Old Devonshire Road and Balham High Road to terminate at Balham Station. The extension is aimed at improving public transport in the area.</p>
<b>8.0</b>	<p><b>St George's Hospital.</b> John Slaughter, Wandsworth Council</p>
<b>8.1</b>	<p>Notice was given that the perimeter road around the Hospital would be closed in the vicinity of the main entrance from 19<sup>th</sup> until 21<sup>st</sup> June, to allow a new building to be delivered.</p>
<b>9.0</b>	<p><b><i>Transport for All Update</i></b>  <b>Faryal Velmi, Transport for All (TfA)</b></p>
<b>9.1</b>	<p>TfA advocates a fully accessible, reliable and affordable transport network for disabled and older Londoners. TfA supports double swiping of taxicards ("stagecoaching"): a study into this in four London boroughs by TfA in 2006 reported on the benefits for Taxicard users. This report is available through TfA.</p> <p>There will be no budget increases for Dial-a-ride.</p> <p>TfA are working with Age Concern London, who are holding a conference in October on transport issues for older people, at</p>

<b>ITEM</b>	<b>DETAILS</b>
	<p>which it is hoped that the Mayor will speak.</p> <p>TfA plan to investigate access onto buses in the summer to identify any problems for bus users, and assess operators' commitment on accessibility and driver training. "Mystery shopper" trips are planned. A show of hands revealed that 10 people in the audience use bus services once or more a week. TfA get many complaints about buses, including pushchairs in wheelchair spaces, drivers not kneeling the bus, not pulling in close to the kerb etc. They can use this information to determine patterns for particular bus routes or bus operators and put pressure on them to improve their service.</p> <p><b><u>ACTION:</u> Faryal to provide results for Wandsworth to John.</b></p>
<b>9.2.</b>	<p><b>Mayor's Statement of Intent</b></p> <p>The mayor has released a document called "a statement of intent" which outlines the themes, policies and proposals of the new mayor - it is a blueprint for a new transport strategy. The public can provide feedback on this statement – consultation ends around mid-July. It is available on TfA's website</p> <p><i>Post meeting note – the Mayor's office is now consulting on the Mayor's Transport Strategy, the consultation period ends on 12th January 2010. Visit <a href="http://www.london.gov.uk/shaping-london/">http://www.london.gov.uk/shaping-london/</a> or for a copy of the brochure, contact the Council on 0208 871 6674.</i></p>
<b>9.3</b>	<b>Question and Answer Session</b>
<b>9.3.1</b>	<p>Barbara Madelhoff raised the issue of bus drivers not being aware of blind passengers, who often cannot find the door to the bus in order to get on. She asked that drivers be more aware of the needs and challenges of blind passengers, and requested that buses should stop next to the blind person.</p>
<b>9.3.2</b>	<p>Another attendee mentioned how bus services have undergone a remarkable change for the better over the last 20 years.</p>
<b>10.0</b>	<p><b><i>Taxi and Private Hire Vehicle Licensing - Consultation on Revised Best Practice Guidance</i></b>  <b>Alix Butler, Public Carriage Office, Transport for London</b></p>
<b>10.1</b>	<p>The Department for Transport are carrying out public consultation about how taxi and private hire vehicles are licensed. If anyone</p>

<b>ITEM</b>	<b>DETAILS</b>
	has any concerns about this, please contact John Slaughter who will compile a response.
<b>11.0</b>	<b><i>Council's Passenger Transport Liaison Group</i></b> <b>John Slaughter, Wandsworth Council</b>
<b>11.1</b>	John explained that the Council holds a Passenger Transport Liaison Meeting (PTLG) quarterly with officers, councillors, operators and transport providers, to discuss all aspects of public transport, problems and plans.  See attached document "Report on PTLG for Mobility Forum 05.06.09" for further details.
<b>11.2</b>	<b>Question and Answer Session</b>
<b>11.2.1</b>	Fitzroy asked about bus route N10. John explained that performance figures show it is relatively unreliable. The operator will be at the PTLG meeting to provide more information, but it seems to be an ongoing problem of the route being very long.
<b>11.2.2</b>	Martyn enquired about proposals to extend Tramlink. John explained the scheme has been put back indefinitely because there is no funding available. The first priority was to extend Tramlink to Crystal Palace, but even that has been postponed.
<b>11.2.3</b>	Geoff Cox enquired whether route G1 could serve St John's Therapy Centre. John explained TfL haven't finalised their proposals for changing the route, but they will probably consult on re-routing it away from Bolingbroke Hospital, and instead operate along the whole length of Northcote Road. It is unlikely the G1 could serve St John's Therapy Centre as it would involve a substantial change to the route. TfL are however aware of this aspiration, which has also been raised by the Access Association.
<b>11.2.4</b>	Another attendee asked about aspirations to extend Underground services to Clapham Junction. John explained the current proposal is to extend the East London Line to Clapham Junction: TfL have agreed funding to build it, with completion planned in 2012. It will become branded as the "Overground" rather than the Underground, and the trains will run from platforms 1 and 2 at Clapham Junction. There will be interchange with the Jubilee Line at Canada Water. The service will link with the North London

<b>ITEM</b>	<b>DETAILS</b>
	and West London Lines, with the potential for an orbital service.
<b>11.2.5</b>	Barbara queried whether Wandsworth Common station was going to be upgraded, as there are a number of staircases which make it inaccessible. John is not aware of any improvements planned. Faryal stated that train operating companies have a duty, if your nearest station is not accessible to you, to provide a taxi to the nearest accessible station. Contact Faryal for more details.
<b>11.2.6</b>	Fitzroy asked whether frequency on the West London Line was going to be improved. John described plans to improve the Overground service from 2 an hour to 4 an hour by early 2011. Peak hour trains have recently been increased to 3 per hour.
<b>12.0</b>	<b><i>Any Other Business</i></b>
<b>12.1</b>	<b>Earlsfield Station refurbishment</b> Cllr Mrs Angela Graham asked whether the refurbishment of Earlsfield Station was going to result in a lift for each platform. John Slaughter confirmed that was the plan (ie 2 lifts), although he is still waiting for the plans from Network Rail.
<b>12.2</b>	<b>Complaints procedure for London Buses</b> If you have a complaint about driver behaviour, or anything related to a particular bus, record the route number, the identity of the individual bus (registration or fleet number) and the time of the incident. Report this to London Buses Customer Services on 0845 300 7000 or by e-mail to <a href="mailto:customerservices@tfl-buses.co.uk">customerservices@tfl-buses.co.uk</a> .
<b>12.3</b>	<b>Frequency of Mobility Forums</b> It was suggested that it would be useful to hold more than two mobility forums per year, as they tend to lose momentum when there is a long gap between meetings. John explained that as the Council does not have an officer dedicated to accessibility issues, it is difficult to find time to organise mobility forums. It was suggested that the forum could be more widely advertised, including in Brightside, and on the websites of TfA, WCT & WAA.
<b>13.0</b>	<b>Date of Next meeting</b>
	<b>Wednesday 10<sup>th</sup> February 2010, 1.30 for 2 pm</b>

## **Wandsworth Mobility Forum, 10 February 2010**

### **Passenger Transport Liaison Group**

This is a liaison group of officers and Councillors from the Planning and Transportation Overview and Scrutiny Committee who meet with representatives from bus, train and Tube operators, Transport for London (TFL), Network Rail, and the Police. The Group has met three times since the last Mobility Forum. The following issues were discussed which are relevant to the Mobility Forum:-

#### **1. General**

- Various crime prevention and public safety issues in and around stations, and a report on the Council's Safer Stations Inspections in 2009 with operators and Police.
- Fall prevention strategies, referring back to the item considered at the last Mobility Forum.

#### **2. Bus Issues**

- The reliability of the new i-Bus information system on buses, and the old Countdown system at bus stops.
- Prams and buggies on buses, and the issue of priority for wheelchair users.
- Curtailment of bus services during Boat Race Day 2009.
- Consultation on service changes to route G1, which have subsequently been agreed: from May 2010 the service will no longer travel via Bolingbroke Hospital, but will operate the full length of Northcote Road, Clapham Junction. The service will also be amended at St George's Hospital to miss a short section of Garratt Lane, and operate via Blackshaw Road and Tooting High Street. Sunday services will increase from hourly to half-hourly.
- Withdrawal of route N10 from Hammersmith to Richmond via Putney, to shorten the route and make it more reliable, and its replacement by a 24 hour service on route 33 via Barnes Station.

- Service performance on local bus routes, and continuing complaints about unreliability of route 170 (Roehampton-Victoria).
- Crowding on bus routes 44, 77 and 270 in Garratt Lane.
- Mayor of London's aspiration for every house in London to be within 400m of a bus stop.
- The Council's response to TfL's autumn review of bus services, highlighting issues of concern and suggesting a variety of improvements to bus services.

### **3. Underground Issues**

- Changes to the Circle Line service, to operate from Hammersmith to Edgware Road via Tower Hill, from December 2009.
- The need for on-train announcements at Tooting Broadway for St George's Hospital. The Group were advised that notices have been placed at the ends of platforms to remind train drivers to make announcements.

### **4. Rail Issues**

- Poor environment under Balham High Road railway bridge. Network Rail have now upgraded the pigeon proofing and are repairing the bridge drainage system.
- Presentation of plans to improve stations at Putney, Wandsworth Town, Clapham Junction and Earlsfield.
- Roll-out of Oyster Pay-as-You-Go on national rail, from 2 January 2010
- Opening of a new station at Imperial Wharf, Chelsea Harbour on 27 September 2009.
- Major engineering works requiring the closure of parts of the North London Line in 2010.
- The new South Central franchise, which was won by the incumbent operator, Southern Railway, and comments on 20 September 2009.