Trams
Dingwall Road Loop extension

Spring 2015 Public Consultation report
Trams

Dingwall Road Loop extension

Published October 2015
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1 Executive Summary

1.1 Between 18 May and 28 June 2015, Transport for London (TfL) conducted a six week public consultation on the proposal to build a new tram loop in Croydon. The consultation asked for views on the principle of a new loop and for comments on the emerging preferred option. This report explains what was undertaken and why; the results of the consultation and the next steps.

1.2 Figure 1 shows the existing tram network. London Trams currently provide for about 31m passenger journeys a year. Demand is expected to nearly double by 2030. TfL needs to make changes to the tram network be able to accommodate this growth while maintaining current levels of reliability.

Figure 1: The existing tram network, October 2015

1.3 The existing town centre loop is already at capacity and cannot accommodate additional tram services. Figure 2 shows how tram services might look following the introduction of the Dingwall Road tram loop. The proposed Dingwall Road loop would enable TfL to run additional westbound services to Croydon town centre. The trams would call at a new tram stop on Lansdowne Road, before returning back east. The loop would enable TfL to increase the frequency of westbound trams to Croydon without running them through the existing town centre loop.

Figure 2: How trams services might look following the introduction of the Dingwall Road loop
1.4 The loop would enable TfL to recast the timetable to accommodate additional tram services, in a way which would not be possible if trams were simply terminated at East Croydon tram stop. This is due to capacity constraints at East Croydon.

1.5 The spring 2015 public consultation was the second round of consultation undertaken to inform the development of the scheme. Previously, in the November/December 2014 consultation, TfL had asked for comments on the principle of a new loop and for views on three possible route options. A total of 553 consultees responded to the 2014 consultation. Support was high, with 72% of respondents saying they supported or strongly supported a new tram loop in principle; with 26% opposed or strongly opposed. Of the three options presented in 2014, option 1 was the most popular with 56% support.1

1.6 Following the 2014 consultation, TfL developed route option 1 further. TfL returned in spring 2015 to provide people with an opportunity to comment on a more detailed scheme and to discuss some of the issues raised in 2014, such as alternatives to a new tram loop or how tram services might operate along a new loop in the future.

1.7 A number of promotional activities were undertaken to support the consultation and let people know how to respond2:

- 1,500 letters were distributed to addresses around Dingwall Road
- 35,000 emails were sent to Oyster users who use the tram and who had signed up for updates
- Letters and emails were sent to local, London wide and national stakeholders
- A press release
- Press adverts in local newspapers
- Face to face distribution of 6000 consultation leaflets at strategic locations and at the Croydon Heritage Festival on 20 June 2015.
- Two staffed public exhibitions at Croydon Central Library on 10 and 20 June 2015, where consultees could ask questions about the scheme and leave comments
- Copies of the consultation leaflet were available at the George Street Tram Shop during the consultation period.
- Adverts for the consultation were provided for use on plasma display screens at Croydon Town Hall

1.8 The 2015 consultation received 379 responses, including 12 stakeholder responses. While the number of responses was lower than 2014 levels overall, the level of support in principle for a new loop rose in percentage terms to 76% (289) of respondents. The numbers of those against fell in both numerical and percentage terms to 14% (54).

1.9 The most frequent comments submitted to the consultation are listed here, together with the number of times such a comment was made. The comments are expanded upon in section 6.8 of this report on page 16 and presented in full in Appendix A on page 23.

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1 More information on the three options and the 2014 public consultation is available in a separate report at tfl.gov.uk/dingwall-road-loop.
2 Evidence of the consultation materials are included in the appendices.
• General positive comment/Support scheme, 43
• The scheme would improve frequency/capacity/reduced congestion, 29
• Scheme is not required, 28
• Too expensive/a waste of money, 20
• Concerns the scheme would increase traffic congestion, 12

1.10 Other comments on issues outside the scope of the consultation included:

• How cycling provision would be integrated with the proposals and the wider urban realm works being undertaken by Croydon Council, 17
• Further information was requested on the impact to bus services; in particular services which would need to be rerouted to accommodate changes to Lansdowne Road and the opportunity to comment on such changes in a consultation, 12

1.11 Having considered the comments received during the consultation, TfL has decided to develop the Dingwall Road loop scheme in readiness for a Transport and Works Act Order (TWAO) application for powers to construct, operate and maintain the new loop. TfL anticipates making the application in 2016.

1.12 Engagement on the proposals is ongoing. TfL and property agents working on our behalf continue to engage with land owners and interested parties, whose property or business operations may be impacted by the scheme. TfL also continue to respond to individual requests for information about the scheme.

1.13 A separate public consultation will be undertaken on proposals to change some bus services which would be affected by the proposals.

1.14 Report structure

• Section 2 is a high level explanation of what was proposed
• Section 3 provides the background to the scheme and explains why it is necessary
• Section 4 describes how TfL consulted
• Section 5 explains who responded
• Section 6 presents a summary the main comments received
• Section 7 provides a summary of the stakeholder responses
• Section 8 is the conclusion of the report
• Section 9 describes the next steps
• Appendices A and B are a record of all responses to open questions received during the consultation
• Appendix C is TfL’s answers to questions and issues raised during the consultation
• The remaining appendices provide information on the consultation material
2 Introduction

2.1 TfL is proposing to build a new tram loop in Croydon. The loop would leave the existing track on George Street and run anticlockwise on Dingwall Road and Lansdowne Road, returning to the existing tram network on Wellesley Road. The loop is illustrated in figure 3. As part of the scheme, TfL propose to build a new tram stop on Lansdowne Road and refurbish the existing stop on Wellesley Road.

Figure 3: The proposed Dingwall Road loop

2.2 The loop would help increase capacity on the tram network by enabling TfL to run additional services to and from Croydon town centre, without running them around the existing town centre loop – the most congested part of the network. The increase in tram frequency would help ensure trams continued to operate with the same levels of reliability as demand nearly doubles from 2013/14 levels by 2030.

2.3 The proposed loop would be integrated with the next phase of public realm improvements in the area being undertaken by Croydon Council, for which funding assistance is being sought from TfL and the Greater London Authority (GLA). The public realm improvements made by Croydon Council as part of their ‘Connected Croydon Programme’ will include new pedestrian crossings and improvements to footways, cycling provision and shop frontages. More information on this programme is available on the Croydon Council website.
3 Background to the Dingwall Road loop

3.1 There has been significant growth on London Trams since its inception, despite relatively small changes in capacity. There were 31 million journeys on Trams in 2013/14. This is expected to continue to grow rapidly with development in Croydon, and nearly double by 2030.

3.2 To accommodate growth, the Wimbledon Line Enhancement Project was developed and is now being delivered. This will provide infrastructure and rolling stock to support a 12tph (trams per hour) service from Wimbledon to Croydon – a 50 per cent increase in frequency and capacity.\(^3\)

3.3 The Croydon Opportunity Area now includes the Croydon Limited Partnership (CLP) development of the Whitgift shopping centre, originally due to open in 2019 - creating 5,000 jobs in 1.5 million square feet of retail space – and proposals for 7,300 new homes in the town centre. The CLP development alone could account for two million additional annual trips on Trams. Even without this development, a significant increase in demand is predicted.

3.4 An upgrade of the Tram network is required to accommodate this growth and a long term ‘Trams 2030’ strategy\(^4\) has been developed to meet this need. The objectives of the strategy are to:

- Maintain high reliability levels, as good as or better than the current reliability
- Deliver sufficient capacity to support the growth of Croydon without leaving passengers behind
- Reduce wait times to meet growing expectations
- Integrate successfully with a revitalised town centre in Croydon without excessive impact on the quick and reliable journey times that make Trams attractive

3.5 Following the Wimbledon Line Enhancement Project, the proposed Dingwall Road Loop would be the next crucial step in the 2030 strategy.

3.6 The DRL would be part funded through Section 106 agreements towards enhancements of the tram network, and is likely to include a significant contribution from CLP.

\(^3\) More information on existing enhancement schemes is available at tfl.gov.uk/modes/trams

\(^4\) The Trams 2030 strategy is available at tfl.gov.uk/dingwall-road-loop
4 Consultation methodology

Scope of consultation

4.1 The spring 2015 consultation was planned to seek people’s views on the principle of an extension and to ask for comments on the emerging preferred option. It was also an opportunity for consultees to respond further to the issues raised in 2014 and on TfL’s response to those issues, such as alternatives to a new loop or how tram services might be timetabled in the future.

4.2 TfL sought to include people living and working around Dingwall Road and Lansdowne Road, local property owners and occupiers, developers and tram customers on any part of the network. TfL also consulted with key local stakeholders, including the neighbouring Boroughs of Bromley, Merton and Sutton through which the tram service runs. Additionally, any stakeholder or member of the public with a view on the proposals was encouraged to respond to the consultation.

Outside the scope of this consultation

4.3 For the public consultation, the following was out of scope:

- The Limits of Deviation or Land to be Acquired/Used
- Location of infrastructure, such as overhead electrification
- Any construction sites, routes or requirements
- Any future tram extensions
- Any other complimentary transport interventions
- Other conditions relating to the CLP planning application

Consultation objectives

4.4 Public consultation forms part of the guidance on taking schemes through the Transport and Works Act 1992 process. Consultation enables affected parties to contribute to the development of a project at an early stage, improving the project and avoiding unnecessary objections following submission of an application. This approach is also consistent with TfL’s own consultation procedures and statutory obligations in other parts of the business. The consultation sought to:

- Explain the proposals and why the Dingwall Loop is necessary
- In response to comments received in 2014, explain the loop within the context of the Trams 2030 strategy, explore alternatives to the proposal in more detail and provide our current thinking on how tram services might run following the introduction of a new loop
- Identify any significant unknown issues
- Make clear the decision making process, timescales and next steps
- Inform the design and decision making process

Consultation tools

4.5 A range of methods were adopted to ensure that members of the public and stakeholders were aware of the consultation and how they could respond. The consultation was hosted on the online TfL Consultation Tool, a web based platform used by TfL for running consultations. Paper copies of the consultation and a
questionnaire were available on request to anyone who did not have access to the internet.

4.6 A number of promotional activities were undertaken to support the consultation and let people know how they could participate:

- 1,500 letters were distributed to addresses around Dingwall Road
- 35,000 emails were sent to Oyster users who use the tram and who had signed up for service updates
- Letters and emails were sent to local, London wide and national stakeholders
- A press release
- Press ads in local newspapers
- Face to face distribution of 6000 consultation leaflets
- Copies of the consultation leaflet were available at the George Street Tram Shop during the consultation period.
- Two staffed public exhibitions at Croydon Central Library on 10 and 20 June 2015, where consultees could ask questions about the scheme and leave comments
- Adverts for the consultation on plasma display screens at Croydon Central Library

4.7 The primary means of collecting the views of consultees was through TfL’s online Consultation Tool, enabling participants to view the material and respond using an online survey. Comments were also taken at roadshows at Croydon Central Library and also received by post or email.

**The online survey and questionnaire**

4.8 The questions were structured to provide TfL with an understanding of the level of support in principle, and to ensure further comments could inform the development of the project:

**About you**
1) What is your name?
2) What is your email address?
3) What is your postcode?
4) If responding on behalf of an organisation, business or campaign group, please provide us with a name.
5) How did you hear about the consultation?
6) Please tell us about you

**About the proposals**
7) In principle, do you support a new tram loop to sustain reliability and improve capacity?
8) Do you have any comments on the scheme?
9) Do you have any comments on the consultation? (For example, the material, the website or the information days).

4.9 Responses submitted using the online survey received an automated acknowledgement. Everyone who contacted TfL as part of the consultation, with an
email or postal address, will be notified that the report is available and directed to the website.

5 Overview of consultation responses

Who responded?
5.1. The consultation generated 379 responses. 367 comments were received from members of the public, with the remaining 12 coming from stakeholders, including political stakeholders and local developers. 93% (354) of responses were made online; 7% (25) were received by post, email or given at Croydon Central Library. There were eight instances of duplicate responses. The duplicate responses were consolidated to give an individual response for each respondent, with the remainder removed.

Number of responses
5.2. Not every respondent answered every question. Of the 379 respondents:

- 366 responded to question 7; in principle, do you support a new tram loop to sustain reliability and improve capacity?
- 257 responded to question 8; do you have any comments on the scheme?
- 125 responded to question 9; do you have any comments on the consultation? (For example, the material, the website or the information days).

How did they hear about the consultation?
5.3 To understand how news about the consultation was received, respondents were asked how they heard about the consultation. Figure 4 indicates the information channels through which respondents heard about the consultation.

<table>
<thead>
<tr>
<th>How did you hear about this consultation?</th>
<th>Number of respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received an email from TfL</td>
<td>268</td>
<td>71%</td>
</tr>
<tr>
<td>Received a letter from TfL</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>Saw an advert on the TfL website</td>
<td>16</td>
<td>4%</td>
</tr>
<tr>
<td>Read about it in the press</td>
<td>23</td>
<td>6%</td>
</tr>
<tr>
<td>Through social media</td>
<td>17</td>
<td>4%</td>
</tr>
<tr>
<td>Other</td>
<td>29</td>
<td>8%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>24</td>
<td>6%</td>
</tr>
</tbody>
</table>

Geography of respondents
5.4 91% (343) of the respondents provided their home postcodes, with 318 of these being successfully mapped within the Greater London area. 221 responses came from people within the London Borough of Croydon. In the neighbouring boroughs, 31 consultees came from LB Bromley, 26 from LB Merton and 10 from LB Sutton. Figure 5 on page 12 illustrates the distribution of respondents in the area surrounding the tram network.
Figure 5: Distribution of respondents in the area surrounding the Tram network
6 Analysis of responses

Question 7

6.1 Question 7 asked “In principle, do you support a new tram loop to sustain reliability and improve capacity?” To understand the level of support, TfL gave respondents three answers from which to choose:

Yes
No
Not sure

6.2 Support for the principle of the scheme continued to be high, with 289 respondents (76%) stating that in principle they support the proposed Dingwall Road tram loop and 54 respondents (14%) stating that they do not support the principle of a new loop. Figure 6 illustrates the proportion of support and opposition.

Figure 6: Proportion of support and opposition to the proposed Dingwall Road tram loop.

6.3 Figure 7 on page 14 shows the distribution of respondents across the area surrounding the existing Tramlink network and their stated level of support for the principle of a new tram loop.
Figure 7: Distribution of respondents in the area surrounding the existing Tramlink network and their stated level of support for the principle of a new tram loop.
6.4 Figure 8 shows the level of support for the principle of a new tram loop for in the four boroughs served by the existing Tram network. Support for the scheme is high in all four boroughs. In Croydon, the 79% level of support in principle is slightly higher than the overall score of 76% support.

Figure 8: Proportion of support and opposition to the principle of a new tram loop by borough.

<table>
<thead>
<tr>
<th>Borough</th>
<th>Support</th>
<th>Opposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Croydon</td>
<td>79%</td>
<td>15%</td>
</tr>
<tr>
<td>Sutton</td>
<td>90%</td>
<td>10%</td>
</tr>
<tr>
<td>Merton</td>
<td>88%</td>
<td>8%</td>
</tr>
<tr>
<td>Bromley</td>
<td>74%</td>
<td>16%</td>
</tr>
</tbody>
</table>

6.5 Question 8 asked respondents “Do you have any comments on the scheme?” 257 respondents raised 103 comments.

6.6 Responses for question 8 were coded to one or many codes as appropriate. The code framework includes several overall themes and specific comments within these. For example, the consultation received responses about proposed extensions. These comments were further divided by proposed extension location, including Crystal Palace, Sutton, South Croydon and Tramlink in general.

6.7 As some respondents mentioned more than one specific comment, there were more codes than the total number of responses. Only the most frequently mentioned comments for each question are discussed in this report. A full breakdown of codes and the totals recorded are provided in Appendix A - Analysis of comments for question 8 on page 23.
6.8 Figure 9 shows the top comments (stated by 10 or more participants) given for question 8. There was a high level of positive commentary in relation to general support for the scheme and the consequential improved frequency/reduced congestion of the tram service. There was a high level of negative commentary with pointless/little value and negative cost/waste of money mentioned frequently. Suggestions for cycle provision to be integrated into the design were repeatedly stated.

Figure 9: Top comments (stated by 10 or more participants) given for question 8

<table>
<thead>
<tr>
<th>Top comments</th>
<th>Number of participants</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Positive comments in relation to proposed loop</strong></td>
<td></td>
</tr>
<tr>
<td>General positive comment/Support scheme</td>
<td>43</td>
</tr>
<tr>
<td>Improved frequency/capacity/reduced congestion</td>
<td>29</td>
</tr>
<tr>
<td><strong>Negative comments in relation to proposed loop</strong></td>
<td></td>
</tr>
<tr>
<td>Pointless/Little value</td>
<td>28</td>
</tr>
<tr>
<td>Negative cost/Waste of money</td>
<td>20</td>
</tr>
<tr>
<td>Concern for traffic congestion</td>
<td>12</td>
</tr>
<tr>
<td><strong>Negative comments in relation to proposed tram services</strong></td>
<td></td>
</tr>
<tr>
<td>Loss of New Addington to Wimbledon service</td>
<td>11</td>
</tr>
<tr>
<td><strong>Concerns/Negative comments in relation to bus services</strong></td>
<td></td>
</tr>
<tr>
<td>Negative impact on bus services</td>
<td>11</td>
</tr>
<tr>
<td><strong>General Tramlink comments/suggestions</strong></td>
<td></td>
</tr>
<tr>
<td>Positive comment in relation to Trams in general</td>
<td>10</td>
</tr>
<tr>
<td><strong>Tramlink extensions</strong></td>
<td></td>
</tr>
<tr>
<td>Proposed extension to Crystal Palace</td>
<td>12</td>
</tr>
<tr>
<td><strong>Suggestions</strong></td>
<td></td>
</tr>
<tr>
<td>Integrate cycle provision into the design</td>
<td>17</td>
</tr>
<tr>
<td><strong>Other concerns</strong></td>
<td></td>
</tr>
<tr>
<td>Consultation ignores the needs of bus users/Request for bus info</td>
<td>12</td>
</tr>
<tr>
<td>Construction disruption</td>
<td>11</td>
</tr>
</tbody>
</table>
Question 9

6.9 Question 9 asked respondents “Do you have any comments on the consultation?” The question is routinely asked by TfL in order to understand how the consultation was received by participants; and to gather suggestions which could be incorporated to future consultations to improve participation. There were 125 respondents to this question, raising 32 comments.

6.10 As with question 8, responses for question 9 were coded to one or many codes as appropriate. The code framework includes several overall themes and specific comments within these. A full breakdown of codes and the totals recorded are provided in Appendix B - Analysis of comments for question 9 on page 26.

6.11 Figure 10 shows the top comments (stated by 10 or more participants) on the consultation. The two most frequently mentioned positive comments were regarding clear and informative consultation material, together with general positive comments. Some respondents felt that there had been a lack of communication, with the consultation not being promoted sufficiently strongly. Some felt that more detail were required, for example the potential impact to bus services given the proposal to make Lansdowne Road one way westbound and re-route bus services using this road.

<table>
<thead>
<tr>
<th>Top comments</th>
<th>Number of participants</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Positive comments</strong></td>
<td></td>
</tr>
<tr>
<td>Clear and informative</td>
<td>16</td>
</tr>
<tr>
<td>General positive comment</td>
<td>12</td>
</tr>
<tr>
<td><strong>Negative comments</strong></td>
<td></td>
</tr>
<tr>
<td>Lack of communication</td>
<td>16</td>
</tr>
<tr>
<td>More detail required</td>
<td>12</td>
</tr>
</tbody>
</table>

Figure 10: Top comments (stated by 10 or more participants) given for question 9
7 Responses from stakeholders

The responses below have been summarised.

7.1 London Borough of Croydon
The Council acknowledges the Dingwall Loop as a pragmatic means of delivering additional capacity and resilience to the tram network in the short to medium term.

The Council will need to reserve its position and continue to object. Notwithstanding the positive engagement undertaken by TfL and the project team, the issues below remain a cause of concern:

Quality of the public realm
It is of vital importance that any scheme to provide additional capacity for the tram network contributes to and does not detract from the programme of public realm improvements.

Tram speeds and highway operation
Our vision for the future of Croydon as a more pedestrian and cycle friendly place means that the Dingwall Loop must look, feel and operate like a modern European metropolitan tram. It will also involve rethinking how trams move down the new route along Dingwall and Lansdowne Road – tram speeds in these spaces should be calmed in order to create a more pedestrian and cycle-friendly environment.

Buses
We are aware that TfL Buses intend to undertake a consultation in the autumn addressing the impacts of the Dingwall Loop on bus services. This is positive as we are aware that changes to bus routes and service patterns are a major source of concern amongst local residents in the town centre and more widely within the borough.

Lansdowne crossing
At a strategic level, we understand that TfL is reviewing all funding options available in order to deliver the Lansdowne crossing on Wellesley Road. It is important that these projects are fully aligned and delivered as one, in order to secure design and cost efficiencies in their delivery and coordination of construction.

Croydon Council remains committed to working with TfL at all levels in order to address the above concerns.

7.2 London Borough of Bromley

Dingwall Road Loop
Bromley Council welcomes TfL’s commitment to improving the reliability and frequency of Tram services in south London, through the construction of the Dingwall Road loop in Croydon Town centre. We are especially pleased that the recasting of service pattern and timetable from this extension will see the introduction of direct services from Elmers End and Beckenham Junction to Wimbledon. Two trams per
hour around the new loop from Elmers End are also a welcome addition, providing
easy access for Bromley residents to the growing employment opportunities in the
Dingwall Road/Lansdowne Road Business district of Croydon.

Trams 2030 Plan
The council would only support an additional loop to the west of Croydon town centre
if direct services between Bromley and Wimbledon are maintained.
We also welcome the proposals to increase capacity on the Beckenham Junction
and Elmers End branches. We encourage TfL to consider a link from Beckenham
Junction to Bromley town centre (via Bromley North) to take pressure off
overcrowded bus services such as the 227 into Bromley Town centre.

7.3 **Cllr Andrew Pelling, Waddon ward, Croydon**
Cllr Pelling is unsure whether he can support the proposals. He expresses concern
about any loss of capacity from Wandle Park beyond East Croydon.

7.4 **Valerie Shawcross AM, London Assembly Labour group**
The need to make the tram network more reliable is recognised. Some direct
journeys will be less frequent as a result of these changes, but the overall gains for
the majority of tram users make these changes worthwhile. TfL should monitor the
use of the network once these changes are made to ensure that the scheduled
services best meet the needs of the passengers.

We are concerned about the apparent lack of progress on the Tramlink extension to
Crystal Palace that featured in the Mayor’s 2012 manifesto.

Why is it not possible to run services from Beckenham Junction to Crystal Palace
and so avoid any congestion or lack of reliability across the rest of the network?

7.5 **London Fire Brigade**
Officers have visited Dingwall road and Lansdowne Road and they are not regular
through routes for appliances from Croydon or neighbouring stations. These roads
are usually only used when an incident is in the immediate vicinity. Therefore
proposals shouldn’t effect attendance times across Croydon’s ground or travel
distances to and from Croydon’s ground to neighbouring areas.

7.6 **Croydon Transport Focus**
We wish to register our objection to the Dingwall Road Loop tram extension as
currently proposed given that it will adversely affect several busy bus routes that
presently use Lansdowne Road to travel eastbound. We support the overall objective
of increasing the capacity of the tram network to support redevelopment in central
Croydon but consider the preferred option to be flawed.

Most of the bus passengers that would be adversely affected are travelling to areas
that are not directly served by trams. We consider that, prior to the TWAO being
sought to construct the loop, a further round of public consultation should be
undertaken, with the effect on bus services fully explained, together with detailed bus
proposals.
Access for many bus passengers from either the northern or the southern part of Croydon Town Centre will be diminished if the preferred option tram loop is built in its currently form. This contravenes Croydon Council’s transport planning policies that aim to encourage access to the Town Centre by Public Transport and would undermine the economic benefits of the loop. We consider that a modified routeing for the tram track should be adopted (maybe the original Option 3 via the western end of Sydenham Road) that avoids the need to close Lansdowne Road to eastbound buses.

7.7 **Thames Water**  
Thames Water supports in principle the proposal for an extension of the tram network in Croydon.

There may be existing Thames Water assets such as water mains and sewers in the area proposed for the tram extension and Thames Water will be concerned that these are not affected during any construction works. Once the exact location of the proposed tram extension is known, Thames Water will need to establish whether any of its water or sewerage infrastructure assets may be affected. The protection of Thames Water’s assets from a vibration perspective will also need to be considered when piling is to be used for construction.

7.8 **National Grid**  
National Grid does not have any assets in the proposed area.

7.9 **MORA - Monks Orchard Residents’ Association**  
MORA objects to the current proposals. The proposal to make Lansdowne Road one way westbound would affect bus routes 194 and 198 serving the MORA area, which is not served directly by Trams.

- Stops WH and WJ on Wellesley Road are the nearest eastbound stop for the majority of our members when departing from the Whitgift Centre (and future Westfield shopping centre).
- Stops WH and WJ are the only stops in the northern part of Central Croydon from where passengers returning home to the Shirley area have the choice of routes 194 or 198 from the same stop. If these routes are no longer able to serve these stops, members would have to wait up to twice as long on homeward journeys.
- Closure of stop E8 would mean our members having to walk considerably further to reach the nearest alternative bus stop in the Bus Station on the eastern side of East Croydon Station.
- Whilst it would be possible to use trams from West Croydon, Wellesley Road, or George Street to travel round to East Croydon to change onto the bus, this would incur an additional fare.
- The negative effect on bus services has not been clearly explained in the consultation literature, and that the consultation fails to include proposals to address this negative effect.
The consultation was publicised as a Tramlink project, meaning notification of this (and the previous 2014) consultation failed to be officially passed on to us, or to our Ward Councilors (as our Ward is not served directly by Tramlink).

We also note that the proposal only increases the capacity of the tram network by 2tph in each direction, but would cause considerable potential disadvantage to bus users from our area (and from other parts of Croydon not directly served by Tramlink).

7.10 **Spring Park Residents’ Association**

The association **objects** to the current proposals. They provided identical reasons to those given above by MORA.

7.11 **Croydon Cycling Campaign**

Croydon Cycling Campaign is **unsure** whether to support the proposals. The proposals do not acknowledge that Dingwall Road will be the starting point for the TfL Quietway connecting Croydon with central London.

- The "dedicated cycle lane (north bound)" is to be welcomed in principle - but we want to be involved in the details of the design.
- It is not acceptable that "the Southern cycle lane would remain as currently constructed" - it needs to be reconfigured to meet the principles laid down in the London Cycle Design Standards manual and the requirements of the Quietway.
- It is not acceptable that Lansdowne Road is converted into a one-way street that would bar people cycling in an easterly direction. In order to enable people to choose to cycle to and through the town centre, this must be made as safe, easy and practical as possible.
- We want to see the details of your provision for cycle lanes.
- We also want to see the removal of the "dog leg" cycle lane outside Jury's Inn on Wellesley Road that directs cyclists onto the dual carriageway. Dingwall Road's current and future status as a cycle route must not be undermined by your plans for a new tram route.
- The current lack of a pedestrian crossing to connect Dingwall Road with the new side entrance to East Croydon station should be addressed as part of this redevelopment.

7.12 **Gerald Eve, for an on behalf of Hayden Properties Investment Ltd**

Gerald Eve **objects** to the scheme because of perceived negative impacts to pedestrians and the urban realm proposals in the area. They believe the scheme would impact negatively on their client’s interests in Emerald House and 1 Lansdowne Road. They would prefer TfL reconsider option 3 from the 2014 consultation, which proposed a tram route along Sydenham Road.
8 Conclusion

8.1 TfL believes there is a clear requirement to meet the anticipated growth in demand for tram services by 2030. A new loop would enable an increase in the frequency of tram services from the east along Dingwall Road to the town centre, increasing capacity on the network and helping maintain current levels of reliability.

8.2 76% of respondents to the 2015 consultation agreed in principle to a new loop to sustain reliability and improve capacity. TfL will develop the preferred option in readiness for a TWAO application for powers to construct and operate a new tram loop.

8.3 The consultation drew further attention to a number of issues which need to be addressed prior to the application. Some if these were also raised in the 2014 consultation and TfL continues to seek a resolution, though design progression and through continuous engagement with the affected parties. The issues include:

- Agreement on how the Dingwall Road Loop would be integrated with Croydon Council’s regeneration aspirations for a vibrant, people-friendly town centre
- Clarification of how provision for pedestrians and cyclists would be accommodated to achieve a high quality and accessible public realm
- A consultation on changes to bus services as a result of the proposal to make Lansdowne Road one way westbound
- Impacts on other bus services and general traffic
- Mitigation of construction impacts

8.4 TfL acknowledges that a number of consultees, including developers, residents groups and local transport groups, have raised concerns about possible impacts resulting from the scheme. TfL will seek to engage further with these groups prior to submitting a TWAO application, seeking ways to mitigate any impact where practicable.

8.5 Following the consultation, TfL are pleased that discussions with Croydon Council are progressing positively. TfL is confident that means of addressing the points raised in 7.1 can be agreed.

9 Next steps

9.1 TfL will hold a separate public consultation on proposals to change some bus services, which would be affected by the Dingwall Road Loop.

9.2 TfL anticipates making a TWAO application in 2016. If approved by the Secretary of State for Transport, construction could begin in 2017 and be complete by 2019/20.
Appendix A – Analysis of comments for questions 8

Question 8: Do you have any comments on the scheme?

<table>
<thead>
<tr>
<th>Comments</th>
<th>Number of participants</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Positive comments in relation to proposed loop</strong></td>
<td></td>
</tr>
<tr>
<td>General positive comment/Support scheme</td>
<td>43</td>
</tr>
<tr>
<td>Improved frequency/capacity/reduced congestion</td>
<td>29</td>
</tr>
<tr>
<td>Improved reliability/flexibility</td>
<td>9</td>
</tr>
<tr>
<td>No negative impact/No objections</td>
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</tr>
<tr>
<td>Benefits local residents/workforce</td>
<td>2</td>
</tr>
<tr>
<td>New tram stop has benefits</td>
<td>2</td>
</tr>
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<td>Support anti-clockwise movement</td>
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</tr>
<tr>
<td>Support new tram loop but don’t think a new stop is needed</td>
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</tr>
<tr>
<td>Support providing there are no impairments to current service</td>
<td>1</td>
</tr>
<tr>
<td>Supports local developments</td>
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</tr>
<tr>
<td><strong>Positive comments in relation to proposed tram services</strong></td>
<td></td>
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<tr>
<td>Through trams from Beckenham to Wimbledon</td>
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<td>Improved journey times</td>
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<tr>
<td>Improved service frequency</td>
<td>2</td>
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<tr>
<td>Through trams from Elmers End to Wimbledon</td>
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<tr>
<td>Increased capacity/Reduced overcrowding</td>
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<td>Support improvements to the tram system</td>
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<td><strong>Negative comments in relation to proposed loop</strong></td>
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<td>Concern for traffic congestion</td>
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<tr>
<td>Longer/inefficient/reduced reliability</td>
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<td>Would lead to confusion over which tram to catch/complicated tram map</td>
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<td>Serves shopping centre only</td>
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<td>Concern for coach and taxi loading</td>
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<td>Environmental impact concerns</td>
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<td>Fails to recognise areas future make up</td>
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<td>Oppose/General negative comment</td>
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<tr>
<td>Concern for congestion on trams</td>
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<td><strong>Negative comments in relation to proposed tram services</strong></td>
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<td>Loss of New Addington to Wimbledon service</td>
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<td>Reduced service on main Croydon loop</td>
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<td>Limited increased service in general</td>
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<td>Lack of increased service for Elmers End</td>
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<tr>
<td>Concerns/Negative comments in relation to bus services</td>
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<td>-----------------------------------------------------</td>
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<td>Worse service than present</td>
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<tr>
<td>Lack of increased service for New Addington</td>
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<td>Reduced service from Addiscombe to West Croydon</td>
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<table>
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<th>General Tram comments/suggestions</th>
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<td>Negative impact on bus services</td>
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<td>Potential loss of bus stops on Dingwall Road</td>
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<tr>
<td>Potential loss of bus stop on Wellesley Road, outside CLP/Whitgift</td>
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<td>Potential loss of bus stops on Landsdowne Road</td>
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<table>
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<th>Tram extensions</th>
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<td>Proposed extension to Crystal Palace</td>
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<td>Proposed extension to Sutton</td>
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<td>Proposed extension to South Croydon</td>
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<tr>
<td>Proposed extension for Tramlink in general</td>
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<td>Proposed extension to Bromley</td>
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<tr>
<td>Proposed extension to Hayes</td>
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<td>Proposed extension to North Croydon</td>
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<tr>
<td>Proposed extension to South Wimbledon</td>
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<tr>
<td>Proposed extension to West Wickham</td>
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<tr>
<td>Proposed extension to Kingston</td>
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<td>Proposed extension to Lewisham</td>
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<td>Proposed extension to Orpington</td>
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<table>
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<th>Negative comments in relation to current conditions</th>
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<tr>
<td>Overcrowding during peak hours</td>
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<td>Overcrowding on New Addington line</td>
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<td>General overcrowding</td>
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<tr>
<td>Overcrowding on Beckenham line</td>
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<td>Overcrowding on Elmers end line</td>
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<tr>
<td>Overcrowding on Wimbledon branch</td>
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<td>Inefficient/Unreliable</td>
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<td>Old tram capacity</td>
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<td>Overcrowding at East Croydon tram platform</td>
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<td>Overcrowding between Wandle Park and West Croydon station</td>
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<tr>
<td>Traffic congestion</td>
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<td>Suggestions</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
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<tr>
<td>Integrate cycle provision into the design</td>
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<td>Increase tram carriage capacity</td>
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<td>Route suggestions</td>
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<td>Increase tram frequency</td>
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<tr>
<td>Improve bus services</td>
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<tr>
<td>Increase tram frequency during the peak period</td>
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<td>Alternate through services to Wimbledon between the New Addington and Beckenham branches</td>
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<td>Re-phase traffic lights</td>
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<td>Suggested location for additional stop</td>
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<td>Track design suggestions</td>
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<td>Improve public transport in Bromley town centre</td>
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<td>Implement more double red lines on the tram routes</td>
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<td>National rail improvements</td>
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<td>Double decker trams</td>
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<tr>
<td>Improve George Street stop</td>
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<td>Lansdowne Road stop should be on the other side of the street to serve East Croydon station</td>
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<tr>
<td>No negative impact on the environment</td>
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<td>Reduce frequency during the off peak</td>
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<td>Reduce journey/commuting times</td>
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<td>Shuttle buses to cover option 3 area instead of a loop</td>
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<table>
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<table>
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<tr>
<th>Other concerns</th>
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<tbody>
<tr>
<td>Consultation ignores the needs of bus users/Request for bus information</td>
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<td>Construction disruption</td>
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<tr>
<td>Further information on Elmers End tram platform</td>
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<table>
<thead>
<tr>
<th>Other</th>
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<tr>
<td>Statement of personal tram usage</td>
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<tr>
<td>No significant comment</td>
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</tr>
<tr>
<td>A need to protect utility assets</td>
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Appendix B – Analysis of comments for questions 9

Question 9: Do you have any comments on the consultation?

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<thead>
<tr>
<th>Comments</th>
<th>Number of participants</th>
</tr>
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<tbody>
<tr>
<td><strong>Positive comments</strong></td>
<td></td>
</tr>
<tr>
<td>Clear and informative</td>
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<tr>
<td>General positive comment</td>
<td>12</td>
</tr>
<tr>
<td>Engagement with the community</td>
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<tr>
<td>Staff at the information days</td>
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<tr>
<td>Website</td>
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<td>Information days in general</td>
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<tr>
<td>Maps and diagrams</td>
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<tr>
<td>Emails</td>
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</tr>
<tr>
<td><strong>Negative comments</strong></td>
<td></td>
</tr>
<tr>
<td>Consultation not sufficiently marketed</td>
<td>16</td>
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<tr>
<td>More detail required</td>
<td>12</td>
</tr>
<tr>
<td>Complicated to read</td>
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</tr>
<tr>
<td>Maps and diagrams</td>
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</tr>
<tr>
<td>Lack of notice of consultation</td>
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<tr>
<td>Display at information days</td>
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<tr>
<td>Decision has already been made</td>
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<tr>
<td>Couldn't attend information days</td>
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<tr>
<td>Survey</td>
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<td>Website</td>
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<td>Error on consultation material</td>
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<tr>
<td>Bias</td>
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<tr>
<td>Issues submitting online form</td>
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<tr>
<td>Influenced residents not yet in area so not consulted</td>
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</tr>
<tr>
<td>Emails</td>
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</tr>
<tr>
<td>Spelling mistakes</td>
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<tr>
<td><strong>Suggested improvements</strong></td>
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</tr>
<tr>
<td>Information should be more widely circulated</td>
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<tr>
<td>Suggestions for open days</td>
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<td>Question 6 should have more options</td>
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<td>More information should be supplied regarding the proposed dates</td>
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<td>Artist impressions</td>
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<tr>
<td><strong>Other</strong></td>
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<td>Comment not related to consultation material</td>
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<td>Question about consultation</td>
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Appendix C – TfL’s response to questions and issues raised during the consultation

This section reflects TfL’s position based on information available as of August 2015. The proposed Dingwall Road loop is still under development. It is possible circumstances influencing these proposals may change through the course of developing the designs.

The questions and answers in the table below are grouped under the following headings:

A. Further information for the rationale for the scheme
B. Design suggestions
C. Existing conditions
D. Possible future tram services
E. Possible alternatives to the Dingwall Road loop
F. Construction
G. Impacts to other road users
H. The consultation

## A. Further information for the rationale for the scheme

1. **What is the cost of the scheme and why spend the money on a loop?**

   The current estimate is £27m. TfL will review this figure prior to making our TWAO application for powers to build and operate a new tram loop. The loop would be part funded through Section 106 agreements, which is likely to include a significant contribution from CLP.

   The Dingwall Road Loop would allow us to increase tram services to the town centre and turn them around, rather than continue running services through key town centre bottlenecks. This would help protect current reliability levels whilst also increasing frequency from the east from 22tph to 24tph in the short term, and enabling up to 30tph in the long term.

2. **Who benefits from the scheme? If it is the shopping centre, they should make a contribution towards the cost.**

   Tram customers would benefit from an increase in tram frequencies and therefore capacity and developers are making a significant contribution. However the loop is also the crucial next step in the long term plan to deliver additional capacity and maintain reliability as demand for Tram services grows by 2030. More information on the Trams 2030 strategy is available at tfl.gov.uk/modes/trams.

3. **Why not give priority to trams in Croydon and run more trams around the existing loop?**

   Trams already have priority in Croydon, but the town centre is already at capacity. Additional trams cannot be run through the town centre.

4. **How many people accessing Westfield/CLP would use the proposed Lansdowne Road stop and how many would alight elsewhere?**

   The impact of Westfield/CLP is expected to be greatest on Wellesley Road and George Street tram stops, where approximately 3000 people passengers are expected to use those tram stops, as they are the closests to the shopping centre. The
The proposed tram stop at Lansdowne Road is expected to be used by around 500 passengers during peak periods. The stop would enable more flexible regulation of the service and some passengers may prefer to alight at a quieter stop which is a short walk from the shopping centre.

5. Please clarify what will be delivered as part of this scheme and what may be delivered as part of the Trams 2030 strategy.

TfL propose to construct a new loop, turning right from George Street into Dingwall Road, travelling northeast to the junction with Lansdowne Road. After turning into Lansdowne Road, the alignment would move to the north side of the highway, and a new tram stop would be built near Emerald House. The loop would then head west, turning onto Wellesley Road, where it would join the southbound carriageway, before re-joining George Street and travelling back east. The tram stop on Wellesley Road would be refurbished and re-sited further south as part of this scheme.

Other potential improvements to the tram network are outlined in the Trams 2030 strategy and would be delivered separately.

The pedestrian crossings on Wellesley Road are a separate scheme being delivered by Croydon Council.

6. How accessible would the Wellesley Road tram be if the underpasses are closed as planned?

The scheme is not proposing as part of the Transport and Works Act Order application to close the underpass. Croydon Council are proposing to install surface crossings to replace the underpass. TfL is working collaboratively with our counterparts in Croydon Council to ensure the scheme would be fully integrated with the wider regeneration projects taking place around the area.

7. What is proposed for Elmers End?

TfL is considering building a second tram platform, which would allow more trams to run on the network. These are a part of the wider improvements proposed under the Trams 2030 Strategy, including an extra platform at Wimbledon and double tracking from Wandle Park to Reeves Corner. The plans are currently in the feasibility stage.

B. Design suggestions

8. Could a second track be installed to allow some southbound trams on Wellesley Road to turn right into George Street and head back west?

There is no space at this junction to install such tracks. TfL is considering another loop to the west of the town centre as part of the Trams 2030 Strategy.

9. The Lansdowne Road stop is too close to Wellesley Road. Why not build the new stop in Dingwall Road?

The reason for locating the stop in Lansdowne Road at this location is because there is enough space between side accesses to Emerald House to accommodate the required platform length. There is no suitable location on Dingwall Road adjacent to the road, so a stop would need to be built in the road. As Dingwall Road is a busier highway than Lansdowne Road, this would have greater impacts on the highway and on other road users.
10. The proposed tram stop at Lansdowne Road does not seem to offer any significant access benefits over Wellesley Road and East Croydon stops, especially as those will give users both a wider choice of destinations and more frequent service.

The loop would provide London Trams with more timetable flexibility and enable additional services to be run to the town centre. The Lansdowne Road tram stop would be delivered as part of other improvements to the tram network, including a refurbished tram stop at Wellesley Road and (separately to this scheme) improvements to the tram stop on George Street. Together, these improvements would provide better access for tram customers visiting the town centre.

11. Why not put the stop on the south side of Lansdowne Road? Passengers using the stop in conjunction with East Croydon would then only have to cross one street, rather than two.

To accommodate the turn from Dingwall Road into Lansdowne Road, the track needs to run on the north carriageway on Lansdowne Road. TfL also need to avoid a clash with the private car park on the south side of the road.

12. Cyclists should have segregated paths crossing tram rails at safe angles. Safety inlays should be installed in the tram tracks to protect cyclists, pedestrians and other vulnerable road users.

Cycle lanes would be segregated, with crossings at oblique angles to the tram tracks. TfL cannot install inlays, as this would prevent trams running on the rails, but cycle lanes will comply with TfL standards.

13. The tram should go down Sydenham Road instead (as per Option 3, on which TfL consulted in 2014), as there is already a problem with parked coaches on Lansdowne Road.

It would be much more expensive to run the tram service on Sydenham Road, as it would require more land take and have greater impact on utilities, buried services and highway operation.

C. Existing conditions

14. Trams are already congested at peak journey times. We need more trams to relieve congestion.

The town centre is already at capacity and cannot accommodate additional trams. The Dingwall Road Loop would enable London Trams to amend the timetable and run additional services to the town centre, without going around the existing town centre loop – the most congested part of the network. By increasing the frequency of trams on a section of the network, London Trams could increase capacity on that section without running additional trams. Capacity would be further increased by buying additional trams, as described in the 2030 Strategy.

15. There is a need for improved pedestrian crossing at Wellesley Road

Croydon Council are proposing to install surface crossings on Wellesley Road as part of their urban regeneration aspirations.
16. There is existing heavy footfall at Wellesley Road tram stop. The scheme should attempt to address this. Improvements to George Street stop should also be included.

Refurbishment of the Wellesley Road tram stop is part of the Dingwall Road Loop scheme. Separately, discussions have recently started on a possible refurbishment of the George Street tram stop. Any works would be developed under a different scheme.

D. Possible future tram services

17. Would trams follow a 20mph limit on Wellesley Road? Trams should enjoy enhanced speeds.

The tram speed limit on Wellesley Road is currently 50kph from the junction with Station Road reducing to 20kph where the tram moves across Wellesley Road near the Lansdowne Road junction. The tram speed limit then increases to 40kph from Wellesley Road tram stop through to the turning towards East Croydon at George Street. On the segregated sections of track where the speed limit is 50kph trams would be able to continue to run faster than 20 mph (30kph). The section of track where the tram speed limit is lower at 20kph is where the trams cross the lanes of traffic on Wellesley Road and this speed limit reflects the curvature of the tram track and the proximity of the Wellesley Road tram stop. An increase of the tram speed limit on this section of track would be of little benefit as a result. Trams enjoy priority and higher speeds in this location and would continue to do so in the future.

18. The leaflet states that when the Dingwall Loop is built it is the intention for Wimbledon services to run to Beckenham Junction and Elmers End “as now”. This is not the current service pattern. Is it your intention to change to this style of service soon?

This is an error on the leaflet. There are no plans to change the services in the immediate future. The information in the leaflet goes on to describe how service patterns could change with the introduction of a new loop, which some consultees requested in 2014.

E. Possible alternatives to the Dingwall Road loop

19. What other solutions have been looked at and why have they been ruled out?

Several options were looked at including longer trams, turning trams at other points in the network as well as a loop along Dingwall road. The Dingwall Road loop had a number of advantages:

- Turning trams elsewhere would not be as convenient for tram customers, and signaling, platform variations and track reconfiguration would have to be implemented.

- Longer trams would involve lengthening trams tops, stabling sidings, depot facilities and passing loops across the network to accommodate longer trams. The review indicated a number of stops would need to be significantly lengthened where adjacent property would be impacted and there was potential of blocking some junctions when longer trams are stationary. The
costs would be significant due to the costs of more trams, platform lengthening and extended or new depot facilities. The complexity and cost implications of delivering longer trams can not be resolved in time to meet the demand generated by CLP and other developments.

TfL identified a loop along Dingwall Road as the most viable way of meeting the reliability and capacity challenge. The 2014 consultation was undertaken to help identify the preferred route from three possible Dingwall loop options.

20. Why not use the 106 money to fund a bus priority scheme?

The Dingwall Loop scheme is not the only potential recipient of 106 funding. Other funds have been identified in support of bus enhancements.

21. In the short term, the proposals don’t improve the tram network because services through the town centre are cut by 3tph, making conditions worse for the majority of customers. Matters are not improved by 2tph from Elmers End. Instead, why not run 9/10tph from New Addington, with 2/3tph from Elmers End/Beckenham Junction to East Croydon during the peak?

In the short term, at least 86% of passengers would continue to have a direct service to their destination at least every 12 minutes. In the long term TfL would be able to run additional trams.

22. The construction of a small loop here like this would seem to reduce the viability of more significant extensions to the tram network, such as to Crystal Palace, Sutton, South Croydon and others.

The loop would add capacity to the network by enabling us to increase the frequency of services. Extensions to other locations would serve a different purpose and would not address the requirements of the Dingwall Loop project. Extensions are part of the Trams 2030 Strategy and would be funded and delivered separately.

23. TFL should look at developing all aspects of the network – new loops, longer trams and larger platforms.

These suggestions have been included in our Trams 2030 Strategy. TfL is prioritising the Dingwall Loop due to the need to accommodate the expected passenger growth from CLP and other developments in order to maintain reliability of the service.

24. With more junctions and the need to accommodate trams on the exiting loop with both Wimbledon trams and with those using this new loop, reliability of a timetable might be put as risk. Why not simply reverse trams in the centre platform at East Croydon?

East Croydon does not have the capacity to accommodate an increase in tram frequencies while maintaining timetable flexibility. At Lansdowne Road, trams could be held without impacting on the remaining network, re-joining when there is an opportunity to do so. The Dingwall Road Loop provides the opportunity to recast the timetable without compromising reliability.
25. The money would be better spent on double-tracking from Morden Road to Phipps Bridge and over Wandle Park flyover. Both these areas are significant bottle necks now which need to be dealt with sooner rather than later.

*These suggestions are included in our Trams 2030 Strategy to meet our long term aspirations. They would not meet the requirements of the Dingwall Road loop.*

**F. Construction**

26. How will journey times on trams be affected during construction and operational phases of a new loop?

Most of the loop could be constructed without any impact to the existing network. There would be a period when trams would not be able to cross the junctions at Wellesley Road and George Street, to allow the loop to be connected to the network, and would need to terminate and return.

No final decision has been made on the timetable during the operational phase, but there would be regular services.

27. What will the impacts be during construction and how long will it last?

If approved, the constructions works for the tram loop on Dingwall Road could start in 2017 and will take approximately eighteen to twenty four months. Over this construction schedule, three periods were identified as likely to have a significant temporary impact on vehicle movement in the area:

**Wellesley Rd/Lansdowne Rd Junction Roadworks**
- Southbound and northbound carriageway at the Wellesley Road/ Lansdowne Road junction would be reduced from two lanes to one lane for general traffic
- Wellesley Rd northbound outside lane would be coned off

Closing the westbound movement on Lansdowne Rd and diverting traffic via Sydenham Rd onto Wellesley Rd would allow the Wellesley Rd southbound movement to have green stage for the majority of the time, except for the tram arrival at the junction.

**George St / Dingwall Road**
- George St would be closed to traffic, but a one lane bi-directional access would be put in place to allow for public transport movement

Bi-directional access through George St (signal controlled) for Public Transport and bi-directional access to Dingwall Rd would be required in order not to further increase delays in the network

**Dingwall Rd and Lansdowne Rd - Tram works and roadworks / Pedestrian area reinstatements**
- Lansdowne Rd would operate one-way westbound and Dingwall Rd one-way northbound

As a potential mitigation measure, bi-directional access to Dingwall Rd is being considered
28. When will works take place on a second tram platform at Elmers End?

Elmers End is currently in the feasibility stage and is not part of the proposed Dingwall Road loop scheme. The current intention is that works may start in 2017 and be complete before the Dingwall Loop became operational.

G. Impacts to other road users

29. What will happen to bus services and their customers, if buses cannot use Lansdowne Road?

TfL intend to hold a separate consultation on bus changes in October 2015, prior to making a TWAO application for powers to build and operate a new tram loop. The impact to buses will be addressed in the October consultation.

30. Would coaches be able to drop people off at Lansdowne Road hotel?

The hotel has private parking, on the opposite side of the road to the proposed tram alignment. This is one of the reasons TfL propose to make Lansdowne Road one-way. Coaches would still be able to drop off customers in this location.

31. A cycling Quietway route starts on Dingwall Road. How will the scheme accommodate cyclists, particularly at junctions along the new tram route?

The Quietway on Dingwall Road would be unaffected by the Dingwall Road Loop. The southbound cycling path on Dingwall Road would remain and a segregated northbound lane be delivered as part of the scheme.

32. How will cyclists enter/exit Walpole Road?

Cyclists would be able to enter and exit the north end of Walpole Rd from Landsdowne Rd (travelling westbound on Landsdowne Rd). They would also be able to exit from the west end of Walpole Rd into Wellesley Rd, on the southbound slip road to George Street as at present.

33. Could cyclists be accommodated on Lansdowne Road by means of a contraflow?

There is insufficient space to build a contraflow.

34. When will we have more information on the impact to road users?

The modelling will be completed by the time TfL makes a TWAO application. Following the application, the results will be available for comment through the TWAO application process.

35. What turning movements will be permitted at the north end of Dingwall Road?

TfL is not proposing any changes to turning movements at Dingwall Road.
H. The Consultation

36. How was the consultation promoted?

- A letter was distributed to 1500 properties in and around Dingwall Road
- Our property consultants wrote separately and offered meetings to owners and occupants of land which may need to be acquired to deliver the loop
- 35,000 emails were sent to Oyster users who use the tram
- Updates were sent to respondents to the 2014 consultation who had left contact details
- Letters and emails were sent to stakeholder groups
- A press release
- Adverts in local newspapers
- Publicity in the Your Croydon newsletter
- Adverts on plasma screens within Croydon Town hall
- Updates on the TfL and Croydon Council Twitter accounts
- Production of a consultation leaflet, 6000 of which were distributed on trams and tram stops during the consultation and at the Croydon Heritage Festival on 20 June. Leaflets were available at the George Street tram shop throughout the consultation
- Roadshows at Croydon Central Library on 10th and 20th June

37. Have you consulted highways organisations?

TfL consulted with the local highways authority – Croydon Council and also wrote to the AA and RAC.

38. The timing of the Dingwall Loop scheme and other developments, (such as the conversion of offices to flats on Sydenham Road), means that people outside Croydon may move into premises without knowing about the scheme, or having the opportunity to comment on the proposals.

After TfL submits a TWAO application, details about the scheme should be found by a solicitor during a standard legal search. People can then consider the tram proposals before deciding whether or not to move into premises.

39. More information should have been included in the consultation

TfL is content that consultees had all the relevant information to enable them to respond.

Projects of this size and complexity normally require more than one round of public consultation prior to a TWAO application. The spring 2015 public consultation was the second round of consultation undertaken and followed comments received during the first round of consultation in 2014, when respondents asked for additional information such as how trams might operate following the introduction of a new loop.

More work will follow as TfL prepares the TWAO application. After TfL submits the application, there will follow a 42 day period in which any interested party can review the submitted documents and comment on the application.
Appendix D – Copy of the consultation letter

Transport for London
London Tramlink

Dear Sir or Madam

18 May 2015

Have your say on the proposed Dingwall Road Tram Loop in Croydon

I am writing because we would like to know what you think about Transport for London’s proposals to improve the tram network in Croydon, by building a new tram route to form a new loop via Dingwall Road and Lansdowne Road.

An extension would enable us to run additional tram services to and from the east of the town centre to a new tram stop on Lansdowne Road, without creating a bottleneck at East Croydon station or overloading the existing town centre loop; the most congested part of the network. This Proposal would enable us to deliver the same levels of reliability by 2030, when passenger demand is expected to have nearly doubled from 2013/14 levels.

Last year we introduced the scheme and asked for people’s views on three possible route options. The response was positive, with 72% of respondents replying that they supported an extension in principle. Following the consultation, we have decided to take forward option 1, anticlockwise up Dingwall Road, along Lansdowne Road and south along Wellesley Road. We have been developing the scheme in more detail and can also provide you with information on how service patterns could change with the introduction of a loop in 2019. We would like your views on a more detailed proposal.

How can I find out more?
To find out more and respond, please visit our website at tfl.gov.uk/Dingwall-road-loop.
If you do not have access to the internet and would like a consultation leaflet, please call us on 0343 222 1155 to request a copy. You can also write to FREEPOST TFL CONSULTATIONS. The consultation closes on 28 June 2015. We are also holding two public information days at Croydon Central Library, at which staff involved in the project will be available to answer your questions:

Wednesday 10th June, 1500-1900
Saturday 20th June, 1300-1700

Yours sincerely

Sharon Thompson
Director – London Tramlink

Mayor of London
Appendix E – Distribution area for the consultation letter
Appendix F – Copy of the letter and email sent to stakeholders

Dear Sir or Madam

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How can I find out more?
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Wednesday 10th June, 1500-1900
Saturday 20th June, 1300-1700

Yours sincerely

Sharon Thompson
Director – London Tramlink
Appendix G – List of stakeholders consulted

- AA DriveTech
- Action for Blind People
- Action for Children
- Action on Hearing Loss (RNID)
- Age UK London
- Association of Train Operating Companies (ATOC)
- Automobile Association (AA)
- British Deaf Association (BDA)
- British Gas
- British Red Cross
- British Sky Broadcasting Ltd
- British Youth Council
- Broad Green & Waddon Neighbourhood Partnership
- Bromley and District Consumer Group
- BT Group plc
- BT Openreach
- Cable & Wireless
- Campaign for Better Transport
- Campaign for Clean Air in London
- Canal & River Trust
- Centre for Cities
- Centre for London
- City Year London
- Corona Energy
- Coulsdon College
- Council for Disabled Children
- Crossrail Ltd
- Croydon BID
- Croydon Chamber of Commerce
Croydon College
Croydon Safer Transport Team
Croydon Transport Focus
Cyclists’ Touring Club
Department for Communities and Local Government
Disabled Persons Transport Committee
Dong Energy UK
E on UK
East Surrey Transport Committee
EE
EEF (Engineering Employers' Federation)
English Heritage
Environment Agency
Environment Agency (London team)
Federation of Small Businesses (FSB)
Freight Transport Association (FTA)
Friends of the Earth
Gavin Barwell MP
Gazprom Energy
GDF Suez Energy Ltd
Greater London Authority
Greater London Forum for Older People (GLF)
HS2 Ltd
Inclusion London
Independent Disability Advisory Group (IDAG)
Institution of Civil Engineers (ICE)
John Ruskin College
Joint Committee of the National Amenity Societies
Leonard Cheshire Disability
LFEPA (London Fire & Emergency Planning Authority)
London Ambulance
London Borough of Bromley
London Borough of Croydon
London Borough of Merton
London Borough of Sutton
London Chamber of Commerce and Industry (LCCI)
London Civic Forum
London Councils
London Cycling Campaign
London First
London TravelWatch
London Visual Impairment Forum (LVIF)
London Voluntary Service Council
London Wildlife Trust
Low Carbon Vehicle Partnership
Metropolitan Police
Multiple Sclerosis Society
Muscular Dystrophy Campaign
National Council for Voluntary Youth Services (NCVYS)
National Grid
National Union of Students
Natural England
Network Rail
NHS Care Commissioning Group
Npower
Older Peoples’ Network Croydon
Passenger Focus
People First
Plusnet
Princes Trust
RAC Foundation for Motoring
Richard Ottaway MP
Royal Institution of Chartered Surveyors (RICS)
Royal London Society for the Blind (RLSB)
SCOPE
Scottish & Southern Energy (SSE)
Scottish Power Energy Retail Ltd
Southern Railway
Steve O'Connell AM
Steve Reed MP
Sustrans
Telefonica UK
Thames Water
The Association of Guide Dogs for the Blind
Total Gas & Power
Transport for All
UK Broadband
UK Citizens
Virgin Media
Virtual Norwood Forum
Westfield
Whizz-Kidz
YMCA England
Dear Test email recipient,

I am writing to ask for your views on our future plans for the proposed route of the Dingwall Road Loop tram extension in East Croydon.

These plans have further developed since the consultation in December last year. Building a new loop will ensure we meet increased customer demand for tram services as a result of the Croydon regeneration project.

For full details and to have your say, please visit tfl.gov.uk/dingwall-road-loop

This consultation will run until Sunday 28 June.

Yours sincerely,

Sharon Thompson
Trams Director

These are our consultation customer service updates. To unsubscribe, please click here

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Appendix I – Advert in the local press

The advert appeared in the Croydon Guardian (20, 27 May; 10, 23 June), the Croydon Advertiser (22 May; 5, 19 June); the Bromley News Shopper (27 May) and the Wimbledon & Morden Guardian (28 May).

Have your say on the proposed Dingwall Road Loop tram extension in Croydon

Croydon is undergoing one of the largest town centre regeneration projects in London, which will result in higher demand on the tram network. Building a new loop will allow for the continued running of a reliable tram service with improved capacity.

Further details are now available on why the new loop via Dingwall Road and Lansdown Road is preferred over alternative options.

To find out more and give us your views, please visit tfl.gov.uk/Dingwall-road-loop
Appendix J – Adverts for display on Croydon Town Hall plasma screens

Have your say

on the proposed
Dingwall Road Loop tram extension in Croydon

Consultation closes 28 June 2015

Croydon is undergoing one of the largest town centre regeneration projects in London, which will result in higher demand on the tram network. Building a new loop will allow for the continued running of a reliable tram service with improved capacity.

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Have your say
don the proposed
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Further details are now available on why the new loop via Dingwall Road and Lansdown Road is preferred over alternative options.

To find out more and give us your views, please visit tfl.gov.uk/Dingwall-road-loop
Appendix K – Press release

Plans for Dingwall Road loop to meet passenger demand

19 May 2015

Transport for London (TfL) has today published more detailed plans of the proposed new tram loop in Croydon, the next step of improvements to the tram network designed to meet increasing passenger demand.

The proposed Dingwall Road loop would see the trams routed anticlockwise via Dingwall Road and Lansdowne Road, which was the most popular option following a public consultation in November 2014. Views are now sought on these more detailed plans which add important passenger capacity without contributing additional congestion in Croydon town centre.

The Dingwall Road loop has been developed closely with Croydon Council, and would support one of the largest town centre regeneration projects in London. The development is expected to create over 5,000 permanent local job opportunities and deliver between 400 and 600 new homes, with the number of passengers using the tram network in the area expected to double by 2030. The Dingwall Road loop is the next stage of a long term strategy to improve reliability and increase the tram capacity in Croydon by over a third, enabling an extra 1,600 passengers an hour to travel in each direction.

Gareth Powell, TfL’s Director of Strategy and Service Development, said: ‘The success of the tram network since it began 15 years ago is outstanding, with passenger numbers expected to double by 2030. To support this growth it is important to plan for the future. The Dingwall Road loop is the next step of a series of improvements that will deliver extra passenger capacity and increased reliability to the whole of the tram network.’

The public consultation will run from 18 May until 28 June 2015. Further information about the consultation and the questionnaire can be found at https://consultations.tfl.gov.uk/tramlink/dingwall-road-loop-extension

This consultation will help inform further design and planning work over the next few months. A report on this is expected to be published this summer. Subject to the consultation, funding and the proposal being endorsed by the Mayor of London, TfL intend to apply to the Department for Transport (DfT) for powers to construct and operate the Dingwall Road loop through a Transport and Works Act Order (TWAO) in autumn 2015. The construction is anticipated to begin in spring 2017 and be operational by autumn 2019.

The Dingwall Road loop is part of TfL’s future plans for the trams which, subject to funding, includes aspirations to increase capacity and extend the network to other parts of south London. Extra platforms at Wimbledon and double tracking are both already under

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5 The consultation launched on 18 May 2015, with the press release published the following day.
construction to meet growing demand, with plans for a further additional loop on the west side of town all designed to increase capacity and reliability for customers.

Ends

Notes to Editors:

- The London Tram network opened on 10 May 2000, carrying 15 million in its first year.

- How would the loop work? For trams timetabled to use the loop, travelling west, the tram would leave East Croydon and turn right into Dingwall Road, travelling northbound to the junction with Lansdowne Road. After turning into Lansdowne Road, trams would call at a new tram stop on the north side of the highway, near Emerald House. On departing the new tram stop on Lansdowne Road, the tram would then head west, turning onto Wellesley Road, where it would join the southbound carriageway, before re-joining George Street and travelling back east.

- More information and maps of the loop extensions can be found at www.tfl.gov.uk/dingwall-road-loop
Appendix L – Consultation leaflet

Have your say

on the proposed
Dingwall Road Loop tram
extension in Croydon

Consultation closes 28 June 2015

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS
What are we proposing?

We propose to extend the tram network in Croydon, by building a new loop to the east of the town centre. An extension would enable us to run additional tram services to and from the town centre, without creating a bottleneck at East Croydon station and without compromising the reliability of the service through the existing town centre loop – the most congested part of the network.

In November 2014 we asked for views on the principle of a new loop and for comments on three different route options. Support was high, with 72% of respondents stating that in principle they supported a new tram loop to sustain reliability and improve capacity. Of the three options presented, Option 1 was the most popular with 56% support. More information on the 2014 Public Consultation is available on our website: tfl.gov.uk/dingwall-road-loop. Following the consultation, we have developed option 1 further and we now return to seek your views on a more detailed scheme.

Why are we proposing a loop?

Croydon is undergoing one of the largest town centre regeneration projects in London. The proposed Dingwall Road Loop would complement the next phase of public realm improvements in the area being undertaken by Croydon Council, for which funding assistance is being sought from TfL and the Greater London Authority. The public realm improvements made by Croydon Council as part of their ‘Connected Croydon Programme’ will include new pedestrian crossings and improvements to footways, cycling provision and shop frontages. More information on the programme is available on the Croydon Council website at: www.croydon.gov.uk/planningandregeneration/regeneration/connected-croydon

Demand for Tramlink is in the region of 31m passenger journeys per year. We expect this to nearly double by 2030. The current infrastructure would not be able to accommodate the anticipated growth in demand while maintaining current service levels. We need to invest in the tram service and make choices about how the service will look and operate by 2030. Transport for London (TfL) has developed a Tram 2030 Strategy, for delivering a series of improvements across the network. Extra platforms at Wimbledon and double tracking at

Mitcham are both already under construction and the Dingwall Road Loop is the building block to further staged improvements including:

- Another new turning loop on the west side of the town centre. After buying additional trams, the two turning loops would enable us to run additional services to the east and west of the town centre, without compromising the reliability of the rest of the network. Loops on either side of the town centre would also keep service disruption to a minimum in the event that the existing town centre loop became impassable for any reason
- A second tram platform at Elmers End, providing the ability to run more trams on the town centre loop in the future

Our 2030 Strategy also includes:

- Extensions to South Wimbledon and Sutton
- Double tracking from Wandle Park to Reeves Corner
- Double tracking or additional loops on the Beckenham Junction branch
- Investing in new trams, including longer trams and longer tram stops if feasible

Benefits of the Dingwall Road Loop

- It is the first step for any future improvements, as it adds network capacity without contributing to additional congestion in the town centre
- Builds resilience into the tram network, helping ensure that future tram services can meet the forecasted growth in passenger demand while delivering the same levels of reliability as the current service
- Accommodates the additional demand that will be generated by the Croydon Limited Partnership development of the Whitgift Centre and other developments in Croydon, through the provision of a new tram stop at Lansdowne Road and a newly refurbished stop at Wellesley Road
How would the loop work?

For trams timetabled to use the loop, travelling west, the tram would leave East Croydon and turn right into Dingwall Road, travelling northbound to the junction with Lansdowne Road. After turning into Lansdowne Road, trams would call at a new tram stop on the north side of the highway, near Emerald House. On departing the new tram stop on Lansdowne Road, the tram would then head west, turning onto Wellesley Road, where it would join the southbound carriageway, before re-joining George Street and travelling back east.

Future tram services

One of the main questions which people asked us in 2014 was how existing services would be affected by the scheme; and whether customers travelling west towards the town centre could still access local shops without changing trams. We are now in a position to provide further information.

We currently operate 22 trams per hour (tph) through the town centre. With the new loop in place we are currently considering running 19 tph around the existing loop and 5 tph around the Dingwall Road Loop, a total of 24 tph serving Croydon centre. With later stages of the 2030 Strategy, more services could be operated when additional trams are purchased. (Please see the Tram 2030 Strategy published on our website for further details).

<table>
<thead>
<tr>
<th>Branch</th>
<th>Current timetable (May 2015)</th>
<th>With the Dingwall Loop</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Addington</td>
<td>8 tph</td>
<td>10 tph (5 along Dingwall Loop)</td>
</tr>
<tr>
<td>Beckenham Junction</td>
<td>6 tph</td>
<td>6 tph</td>
</tr>
<tr>
<td>Elmers End</td>
<td>8 tph</td>
<td>8 tph</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>22 tph</strong></td>
<td><strong>24 tph</strong></td>
</tr>
</tbody>
</table>
To achieve this, we need to re-cast the timetable across the network once Dingwall Loop is available. Our current intention is for Wimbledon services to operate to Beckenham Junction and Elmers End as now, with New Addington services alternating between the existing town centre loop and the new Dingwall Loop, but increasing in frequency:

- Everyone from the eastern branches would have a direct service available to Church Street and beyond
- The Beckenham branch would gain through services to Wimbledon — there are more passengers travelling from this branch across Croydon towards the Wimbledon branch than there are from the New Addington branch — so this pattern better fits demand
- Overall, the proportion of passengers needing to interchange would not alter. At least 85% of passengers would continue to have a direct service to their destination at least every 12 minutes
- We intend for all Wimbledon services (12thp from 2016) to continue to operate across the town centre. Another loop is planned for the west of the town centre, to turn back additional services from a potential extension to South Wimbledon, mirroring what is proposed at Dingwall Road

Alternative schemes

We received suggestions for alternatives to the Dingwall Loop during the 2014 consultation, including lengthening tram stops and running longer trams. Considerable thought has been given to the lengthening of trams and tram stops and they form part of our longer term planning towards accommodating passenger growth by 2030. We have looked at options for single trams up to 43m long, as well as coupling two trams together.

Both options would require significant platform lengthening works across the network. This would require us to buy additional land, and would also have an impact on highway operations, particularly at junctions. Another key consideration is the statutory need to retain good access to trams for those with mobility impairments or pushchairs — which in some cases would force us to realign the track.

It is therefore much more cost-effective to increase frequency as far as possible before lengthening trams. Stop lengthening would cost many millions and could not be delivered for the cost of the Dingwall Road Loop, which is estimated at £27m and includes a £5m contribution from the Croydon Limited Partnership development. Feasibility of our aspiration to introduce longer trams will continue in line with our Trams 2030 Strategy.

Construction

TPL closely coordinates works to minimise disruption during construction.

We have a dedicated forward planning team to manage the phasing of our works, helping ensure schemes work collaboratively with other construction work to minimise impact. We would ensure that residents and businesses are provided with advance notice of any potentially disruptive works. Discussions with interested parties in and around Dingwall Road are underway and will help inform our Code of Construction Practice, which would be used to help deliver the project in the event powers to construct and operate an extension are awarded.

How would the scheme affect other road users?

Landsdowne Road would become one-way westbound, which means buses would need to be re-routed. We will hold a separate consultation on potential changes to bus routes currently serving Landsdowne Road and Dingwall Road. The exit from Warpole Road onto Lansdowne Way would need to become left-turn only.

We will also take into account pedestrian movement requirements in the area between East Croydon station and the retail core, and develop the scheme with the aspiration to integrate it as much as possible with recent and forthcoming public realm improvements. Information on impacts during construction and the operation of the loop are available in our answers to questions raised during the 2014 consultation. This is included as Appendix H of the consultation report and is available on our website.
Have your say
More information is available at tfl.gov.uk/dingwall-road-loop, where you can also answer our questionnaire and let us know your views. Alternatively, you can request a hard copy of the consultation leaflet, supporting information sheets and questionnaire by calling 0343 222 1155 or emailing consultations@tfl.gov.uk. Or you can write to FREEPOST TFL CONSULTATIONS.

The consultation closes Sunday 28 June 2015.

How to find out more
TfL staff involved in the Dingwall Road Loop project will be available at Croydon Central Library to discuss the scheme and answer your questions. The dates and times will be:
Wednesday 10 June, 15:00 – 19:00
Saturday 20 June, 13:00 – 17:00

Next Steps
The consultation will inform further design and planning work over the coming months. Your comments may be included confidentially in a consultation report, which will be published on the project website in the summer. Subject to the consultation, funding and the proposal being endorsed by the Mayor, we intend to apply to the Department for Transport for powers to construct and operate an extension through a Transport and Works Act Order (TWAO) in autumn 2015. If successful, construction is anticipated to begin in spring 2017 and be complete by mid 2019.