

# **Public Transport Liaison Forum – Questions and Answers**

17 December 2025

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## Lime

No.	Question	Answer
1	Will Lime expand resources sufficiently for abandoned vehicles to be tidied away into official bays in order to protect pedestrians?	This will be established within the new Memorandum of Understanding that is agreed with the Council.

## Southeastern/Network Rail

No.	Question	Answer
1	Why do so few trains on the Dartford via Sidcup line and Orpington via Grove Park line have onboard toilets?	<p>Less provision was made for toilets on rolling stock service the Metro area, because, similar to the reason for not including toilets on the London Underground trains, journeys tend to be shorter and briefer and space that would otherwise be used for toilets can be used to accommodate more passengers and therefore provide more capacity. However, our thinking has changed on this issue in recent years.</p> <p>We have three fleets that serve the Metro area; one of them has toilets. We are looking at options for retrofitting a second Metro fleet of ours with toilets, the Class 707s, in the future. In addition to this, in our ongoing procurement process to replace the Networker fleet, we have also specified the requirement for toilets. Therefore, in the future, more trains on these routes will have onboard toilets.</p>

## Stagecoach

No.	Question	Answer
1	Stagecoach operated buses regularly use residential roads in Lee Green as standing points, parking or idling on Upwood Road, Cambridge Drive and Dorville Road. None of these roads are authorised for use as a standing points, and when this occurs busses block residents drives and sometime the road itself. Complaints about this have been raised with TfL on multiple occasions over the last year and passed on to Stagecoach, but this keeps reoccurring. What will TfL and Stagecoach do to ensure that residential roads are not used as unauthorised standing points?	Whenever there are delays on bus routes, service controllers need to implement measures that will help protect the bus routes for the passengers that rely on them. Recently, there have been a number of delays on certain bus routes in the Grove Park/Lewisham area, requiring controllers to use the, TfL Authorised, Lee Green curtailment point for service control. Use of this curtailment point is only allowed as a 'turning point only', which means buses pause/stand, to carry out their admin tasks and check for lost property which should be for a minimal amount of time. We will remind our drivers and controllers that use this location of the operating restrictions.

## Transport for London (TfL)

No.	Question	Answer
1	The SL4 Superloop Bus Route currently terminates at Grove Park, instead of connecting to the SL3 and SL5 routes at Bromley. This requires Lewisham Residents to change busses to connect to the rest of the Superloop Network. Will TfL consider reviewing the SL4 route to improve bus connectivity for Lewisham residents?	<p>TfL keeps its Superloop routes and frequencies under review. At present there is no business case to extend the SL4 service from Grove Park on to Bromley; also additional bus standing areas would be required in Bromley Town Centre to make the extension of the route possible.</p> <p>Route 261 provides connectivity to Bromley Town Centre which parallels the SL4 between Lee and Grove Park, however a</p>

		<p>change is required for passengers north of Lee on the SL4 corridor to access Bromley.</p> <p>From October to November this year, TfL consulted on the SL15 route travelling east-west from Eltham to Clapham. If this were implemented as proposed, it would allow direct SL4/SL15 interchange at Baring Road.</p> <p>In addition, there will interchange opportunities for Lewisham residents with the proposed SL11 which will be introduced in early 2026.</p>
2	<p>Stagecoach operated buses regularly use residential roads in Lee Green as standing points, parking or idling on Upwood Road, Cambridge Drive and Dorville Road. None of these roads are authorised for use as a standing points, and when this occurs busses block residents drives and sometime the road itself. Complaints about this have been raised with TfL on multiple occasions over the last year and passed on to Stagecoach, but this keeps reoccurring. What will TfL and Stagecoach do to ensure that residential roads are not used as unauthorised standing points?</p>	<p>Stagecoach has provided the answer below:</p> <p><i>Whenever there are delays on bus routes, service controllers need to implement measures that will help protect the bus routes for the passengers that rely on them. Recently, there have been a number of delays on certain bus routes in the Grove Park/Lewisham area, requiring controllers to use the, TfL Authorised, Lee Green curtailment point for service control. Use of this curtailment point is only allowed as a 'turning point only', which means buses pause/stand, to carry out their admin tasks and check for lost property which should be for a minimal amount of time. We will remind our drivers and controllers that use this location of the operating restrictions.</i></p>
3	<p>Following the launch of a petition asking for an accessible entrance to New Cross Gate station at Platform 5: <a href="#">Petition · Create easy access to Platform 5 at New Cross Gate Station - United Kingdom · Change.org</a>, please can TFL / Arriva comment on the viability of such a proposal and advise on any considerations and issues? Residents</p>	<p>New Cross Gate is a National Rail station rather than one that is owned by TfL. As such any funding for step free access would be via the DfT's Access for All (AfA) scheme rather than directly from TfL. As the station already has step-free access to all platforms via the main entrance, it is unlikely to be prioritised under AfA. Instead, these very limited funding resources are</p>

feel that an additional easy access entrance to the station would benefit people with accessibility needs and is likely to be cost effective given there is already an entrance present.

more likely to be awarded to stations where there is currently no step free access at all.

The new entrance proposed would also require the installation of significant infrastructure such as security systems and a new gate line to ensure safety and revenue protection, all on a limited footprint and close to the operational railway. A new gate line also requires additional staff and security on an ongoing basis, adding to the cost and causing issues for revenue protection.