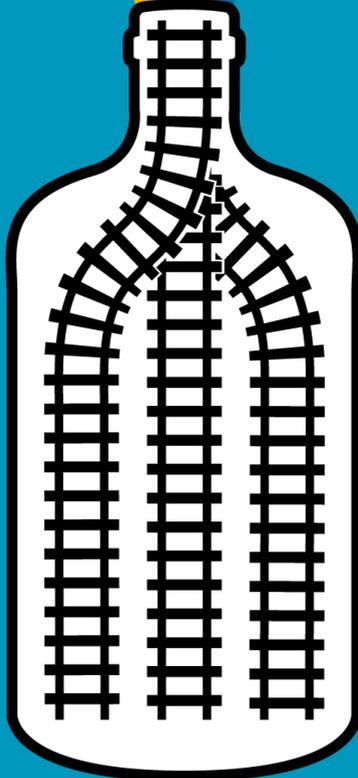


# Unblocking the Croydon bottleneck



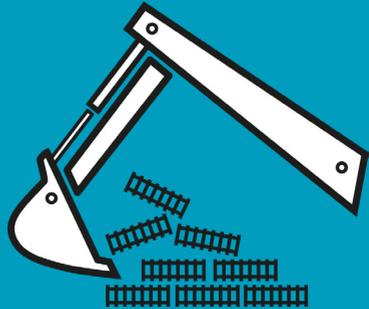
Second  
consultation  
feedback  
summary  
report

From 1 June to 20 September 2020 we held the second consultation on our major proposals to rebuild the railway in the Croydon area.

Delivering the proposals would remove the most challenging bottleneck on Britain's railway network, allowing more reliable, more frequent and faster services on the Brighton Main Line and its branch lines.

## Our proposals:

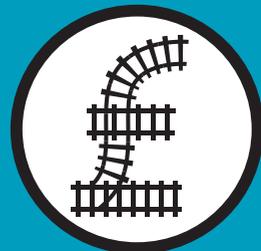
- Expand East Croydon station from six to eight platforms, build a bigger concourse, improve passenger facilities and interchange with buses, tram and taxis
- Build three new tracks between East Croydon station and the Selhurst triangle
- Rebuild Lower Addiscombe Road/Windmill Bridge to make space for the additional tracks
- Remodel track layouts and railway junctions including physically separating existing surface (flat) railway junctions by building new flyovers and dive-unders
- Expand the current railway boundary to build and operate the new tracks and expanded East Croydon station.



More and faster journeys



Station improvements



Supporting regional and national economy

## Public consultation overview

The public consultation received **1,428** responses from from local people in Croydon and passengers along the Brighton Main Line and further afield.

To make people aware of the consultation we sent **87,000** leaflets to residents and businesses in the Croydon area.



Advertisements ran in local media outlets both on and offline, supported by digital advertising on Trainline, Facebook and Instagram. A series of press releases were issued to target media, regular posts on social media and email customer communications were sent to people on Govia Thameslink Railway and Network Rail passenger databases.

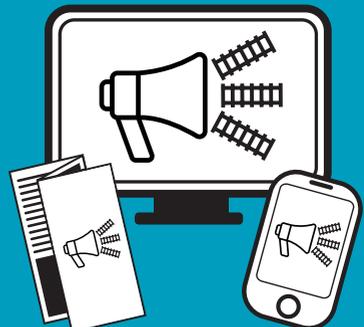
The London Borough of Croydon promoted the consultation in their residents newsletters, mail shots and social media channels. They also worked with us to identify and engage hard to reach residents.

Information on the proposals, that we'd usually display at an event was available to view and download on our website, with hard copies available for those without internet access.

## Feedback channels

We introduced a live online chat function on the consultation website and a telephone hotline. These allowed people to speak with the project team, just like they would at an event.

Consultees could also provide their feedback via online survey, post and email.



## Survey results

As part of the consultation we asked people for their views on the overall proposals to unblock the bottleneck, and the three key elements of the scheme.

**Q1.** How do you feel about our proposals to unblock the Croydon bottleneck?

**90%** *either support or strongly support*

**Q2.** How do you feel about our proposals for the redevelopment of East Croydon station?

**86%** *either support or strongly support*

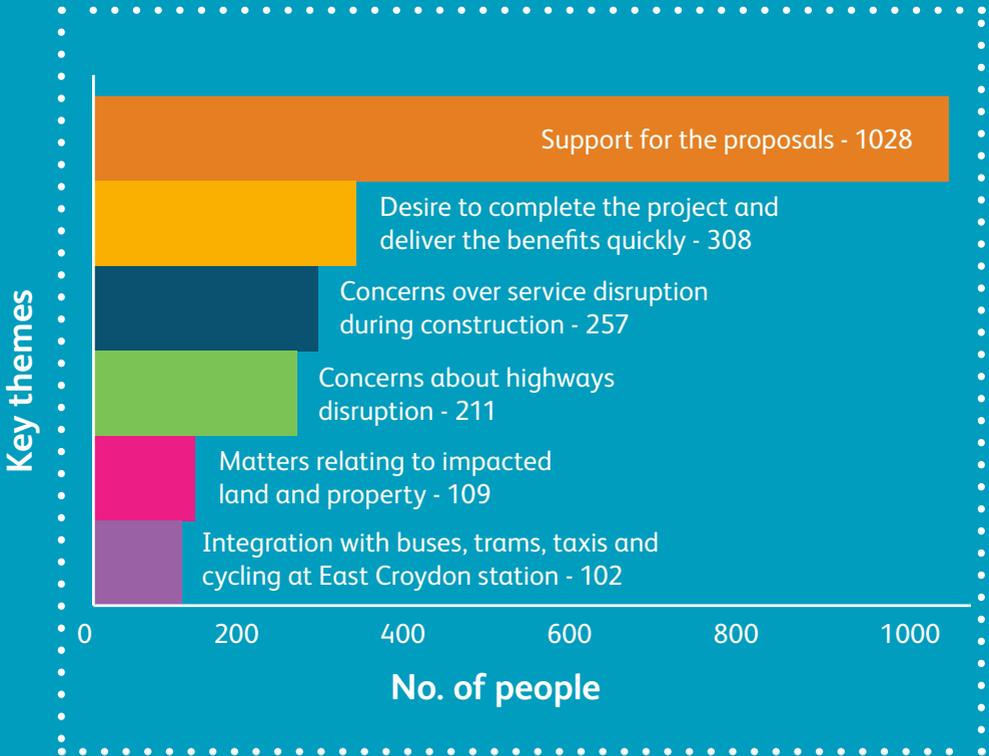
**Q3.** How do you feel about our proposals for the reconstruction of Lower Addiscombe Road/Windmill Bridge?

**78%** *either support or strongly support*

**Q4.** How do you feel about our proposals to grade separate the Selhurst triangle?

**85%** *either support or strongly support*

## Your comments



“ The station needs updating and new facilities to support increasing passenger numbers. ”

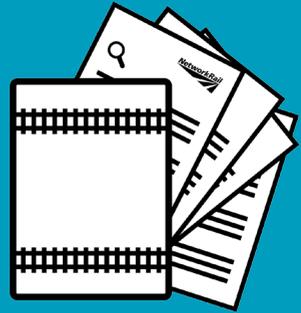
“ I feel the proposed scheme will greatly benefit the wider railway community and local ones providing a reliable railway and economic opportunities. ”

“ I don't welcome the disruption but understand the need for the work to be undertaken. ”

“ Incredible design and all for 'offline' construction and lifting into place. Will mean less disruption and allow for the project to be upgraded quickly. ”

## Next steps

To deliver our proposals we need to obtain powers to work outside the railway boundary through a Transport and Works Act Order (TWAO). We are currently in the process of preparing an application for these powers, which we will submit in late 2021.



Network Rail will now use the feedback received as part of the public consultation to shape their final designs which will be shared next year ahead of the application.

## Statutory stakeholders

Our engagement with the local authority, government agencies, utility providers, emergency services and the rail industry is ongoing. During the consultation, we received **42** responses from statutory stakeholders and we continue to take a collaborative approach to planning, where possible.

## Residents and businesses

We will continue to engage with all landowners and businesses that would be impacted by the scheme and will continue to do this throughout the TWAO period.

We strongly encourage anyone affected by the proposals to get in touch with us.

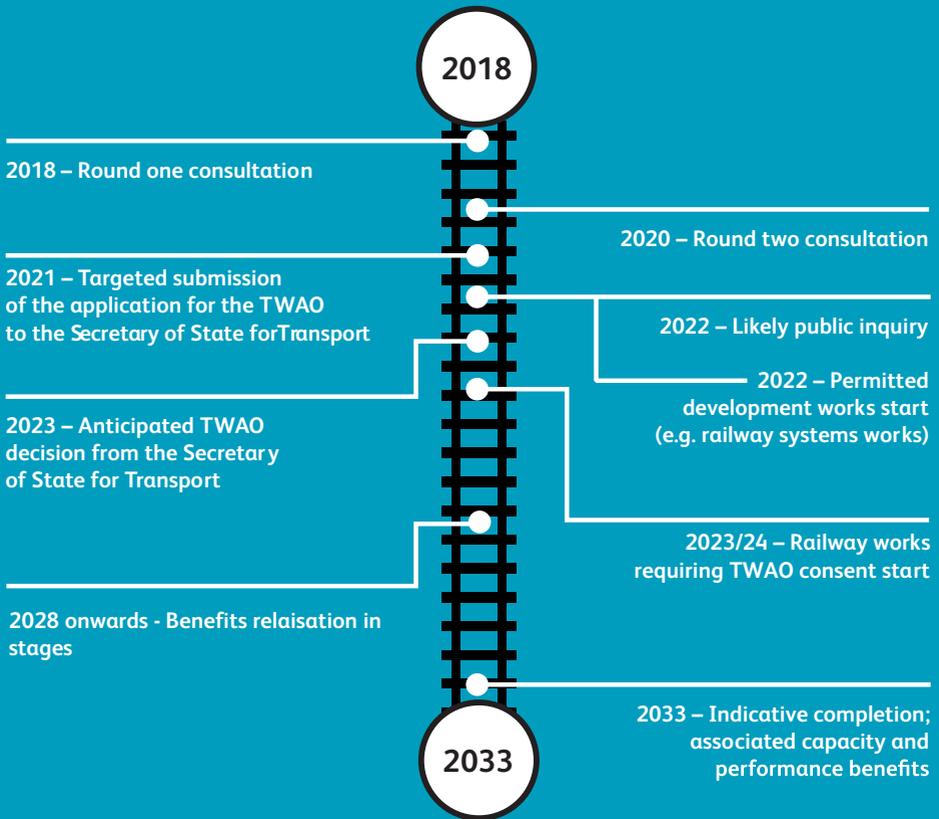


## Funding

Our proposals are unfunded for delivery, as are other elements of our Brighton Main Line strategy. While we develop our plans, we will continue to build the case for investment in this scheme and this vital growth corridor.

Our business case will take into consideration any projected changes to passenger numbers in the short, medium and long-terms.

# Proposed scheme timeline



\*All time-scales are indicative and dependant of approvals and subject to funding.

## Get in touch

For more information on our proposals you can e-mail us at:

[consultation@cars2.networkrail.co.uk](mailto:consultation@cars2.networkrail.co.uk)

You can also call Network Rail's national helpline on:

03457 11 41 41