

# Changes to Tram services



## What's happening?

We are adjusting the timetable to balance the service between the different branches and make the gaps between trams more evenly spaced.

To achieve a more even pattern of trams, we are planning that for most of the day:

- Trams will serve Wimbledon regularly every five minutes and run via Arena, alternating every 10 minutes to/from Beckenham Junction and Elmers End
- Trams will serve New Addington regularly every 7-8 minutes and run to/from West Croydon (using the loop in Croydon town centre). This is the same as the pattern before 2006.

## How will this affect my journey?

All customers will experience a more reliable service with fewer delays, and fewer trams will be very crowded. Because trams will be more evenly spaced, the average waiting time for a tram will fall for more than three quarters of customers.

## Wimbledon branch

- Trams will be evenly spaced every five minutes, rather than any time between two and eight minutes
- The average waiting time for a tram will reduce by 14 per cent
- Crowding will be reduced by up to a third
- There will be direct trams between Wimbledon and Elmers End every 10 minutes instead of every 15 minutes
- Trams will run to/from Beckenham Junction instead of New Addington. Customers for New Addington will need to change at Centrale. This will affect around 1,7 per cent of tram customers
- Tram departures will alternate predictably between the two platforms at Wimbledon, making it easier to know which tram will be departing first

## New Addington branch

- Trams will run to West Croydon, providing a new direct connection to the northern part of Croydon town centre, including Centrale shopping centre and West Croydon station
- Customers travelling towards Wimbledon will need to change trams at George Street. This will affect around 1.7 per cent of all tram customers
- The first two departures in the early morning from New Addington will run through to Wimbledon to serve early shift workers in the Purley Way area
- There will be a more frequent early morning service between 06:00 and 06:30
- In the longer term we would like to increase the frequency on this branch, and this change will make it possible to fit more trams on the line in future

## **East Croydon – Addiscombe – Arena**

- Trams will be evenly spaced at regular intervals, at least every five minutes, rather than any time between two and seven minutes
- The average waiting time for a tram will reduce by 13 per cent
- Crowding will be reduced by up to a third
- The total number of trams per hour on this part of the network will change slightly (from 22 to 20 at Lebanon Road, for example), but because they will be more evenly spaced the average waiting time will be shorter and crowding will be reduced

## **Beckenham Junction branch**

- Trams will run through to Wimbledon rather than going to West Croydon, providing a direct connection to many new destinations
- Trams will continue to run regularly every 10 minutes
- Customers travelling to the northern part of Croydon town centre (such as Centrale and West Croydon station) will need to change at Church Street. This will affect less than one per cent of all tram customers

## Elmers End stop

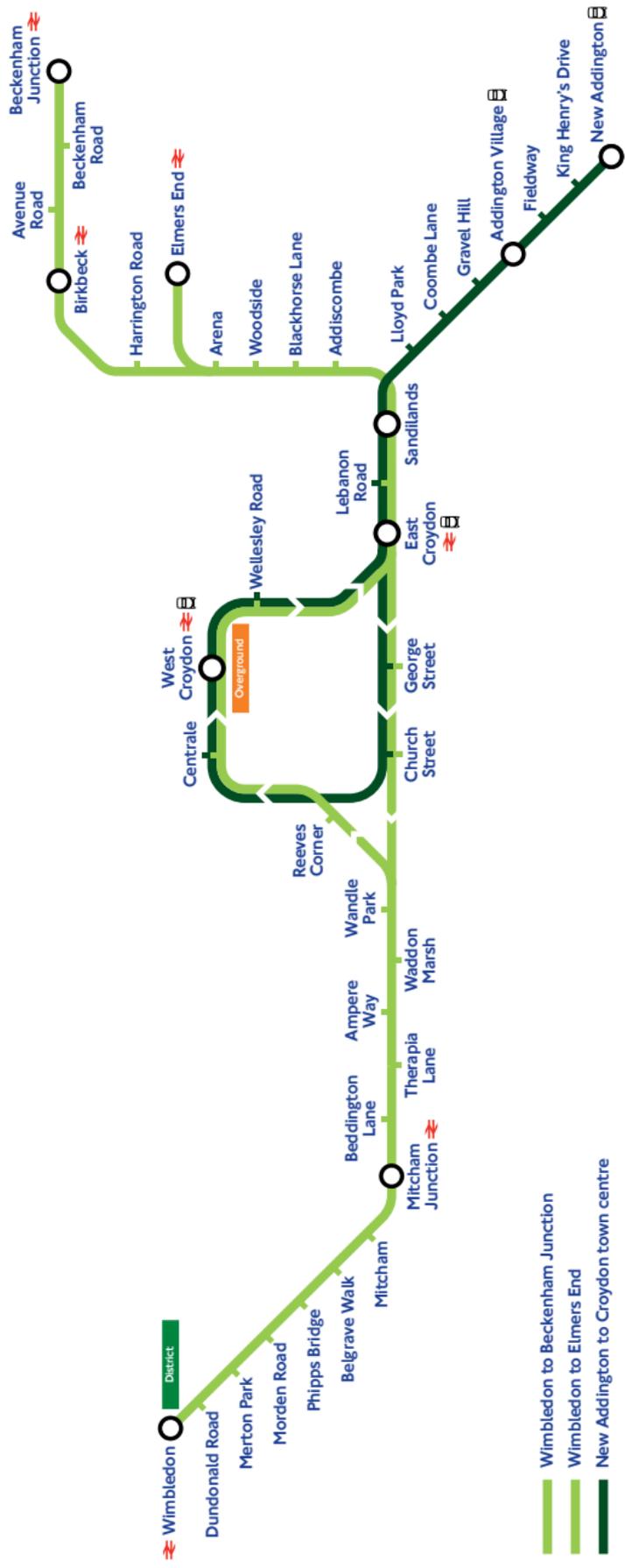
- At most times, all trams will run through to Wimbledon, providing more frequent direct connections to many destinations
- Customers travelling to the northern part of Croydon town centre (such as Centrale and West Croydon station) will need to change at Church Street. This will affect less than one per cent of tram customers
- The frequency of trams will change from every 7-8 minutes to a regular 10 minutes, the same as the Beckenham Junction branch. Although some customers will need to wait slightly longer for a tram, there will be fewer delays and crowding will be reduced. This will affect four per cent of all tram customers

Services in early mornings, late evenings and on Sundays may be different from the main daytime routes and destinations, as is currently the case.

## Changing trams

There will usually be a 2-4 minute wait to change trams, and the onward tram will depart from the same platform. There will be no need to touch in again, and no extra charge.

# Future service pattern



## Why is this happening?

South London is changing and London Trams needs to change with it.

More people living here, and new shops and offices, mean more people want to use the trams. At the same time, the roads that trams share with cars, pedestrians and cyclists are getting busier too.

At the moment there can be a long wait for a tram followed by several at once. This causes some trams to be very crowded. It also means it can take a long time to restore a full service after a delay. Without action, these problems will get worse as the network gets busier.

We have a long-term plan to improve the tram network, and adjusting the timetable is the first step. In future we hope to run more frequent trams on some routes, and we will continue to look at possible extensions.

We will keep the new timetable under review to make sure it is delivering the benefits we expect, and will look at what future changes may be needed as south London continues to develop.

## What happens next?

We would like to go ahead with the changes from early 2018.

We want to engage with as many people as possible in the meantime. If you want to contact us about the changes, have questions or would like more information, please visit [tfl.gov.uk/trams-changes](http://tfl.gov.uk/trams-changes) or call us on 0343 222 1234.

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