Wimbledon Station, Delivery and Servicing Plan

Prepared for

Final Report

The London Borough of Merton

by

Transport & Travel Research Ltd

On behalf of the South London Freight Quality Partnership

Version 3.0

March 2011
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## Final Report

Prepared for

**The London Borough of Merton**

by

[Logos and company information]

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1 INTRODUCTION

The L.B. Merton is implementing a public realm improvement project at a cost of over £2m, to improve the area in the vicinity of the main entrance to Wimbledon station and surrounding areas. It encompasses land owned by both the L.B. Merton and Network Rail. The project is being part-funded by TfL as an Olympic Priority Area because Wimbledon is one of the event locations for the Olympic Games (but not Paralympic Games), for eight days from 29th July to 5th August 2012. These improvements are one part of a three stage project which will improve the public realm (all areas to which the public has open access) in Wimbledon Town Centre, to be completed by early in the 2011/12 financial year.

![Figure 1: Design layout for the new public realm at Wimbledon Station](image)

The redesign of the public realm at Wimbledon Station has major implications for the delivery and servicing for the businesses in the vicinity of and within Wimbledon Station. The proposed design is shown above in figure 1.

The existing delivery and servicing arrangements located on the station forecourt will disappear apart for exceptional circumstances, completely to be replaced by a combined loading bay and kiss and ride facility (a passenger drop-off area near a rapid transit station) on Wimbledon Bridge. The forecourt will be replaced by an area of public realm. There will be a level area in front of an enlarged station entrance, possibly governed by either rising, or manually lockable bollards. The area will be cleared up, with signage de-cluttering and guard rails removed. Cycle stands will be...
provided as part of the scheme. The existing pedestrian crossing will be retained very close to the current location but widened and straightened out.

A new multi use bay will be created on Wimbledon Bridge, with the existing bus stop outside Greggs moved towards Centre Court Shopping Centre. Bus service 200 that currently stops there will now stop around the corner in Queens Road. The loading bay will have delivery restrictions from 07.00 – 10.00 and 16.00 – 19.00, Monday to Saturday. The bay is due to be completed by the beginning of March 2011 to enable the station forecourt works to proceed. This bay is in the location that is currently used by buses for the Wimbledon Lawn Tennis Championships, and as such it is possible that during these Championships the bay will be decommissioned for public use, thus impacting loading capacity.

The head of the existing Service Road along the West side of Wimbledon Station will become a shared surface and will be marked out with formalised taxi bays. Access to the rear service area of the station will be protected through the rearrangement of taxi waiting facilities. The design will be such that vehicles will no longer have to reverse along the Service Road to access the station service bay. They will be able to drive through in forward gear to the marked loading bay and then exit onto Wimbledon Bridge, a manoeuvre that they are currently unable to perform. In addition, where the Service Road turns at the steps in the new plan, an informal area is proposed for the cash collection van to stop by the bottom of the steps.

There will be a larger scale bus shuttle in operation during the London 2012 Olympics than is the case for Wimbledon Fortnight as the Games are intended to be car free. There will be less or no parking available in the Wimbledon area for people attending the games. One of the possible proposals for managing the enhanced bus shuttle service is to use the Service Road instead of the bus stop at the front of Wimbledon Station although no confirmation has been received on that issue. This would negate the need for the shuttle to negotiate the one way system in the town centre.

No changes are envisaged for the stretch of Wimbledon Bridge between the junction with Alexandra Road and the Service Road exit other than the pavement will be extended in an eastward direction to funnel the traffic exiting the Service Road.

Moving toward Hartfield Road a number of freight related changes are planned.

1) A new multi use bay will be placed on Hartfield Road westbound which may have potential for loading during the off peak period.
2) The current two lanes eastbound turn from Hartfield Road to Wimbledon Broadway will be reduced to one lane. Currently deliveries to The Prince of Wales Public House are made in the inside lane which is not compliant with the traffic regulation order. However with the reduction to one lane this will no longer prove possible and as such an alternative informal loading area has been identified on Wimbledon Broadway for the pub.

Because the bus stop outside Greggs has been moved to outside Centre Court Shopping Centre, the 200 bus route has been moved to Queens Road to increase capacity at the Centre Court stop. To achieve this, the current bay in Queens Road
has been reduced in size and a new bus stop put at the rear. The current bay allows no loading between 7am – 7pm and this restriction will continue and there may be opportunity to review this as part of the scheme.

In 2009/10 TTR carried out a study on behalf of South London FQP and the London Borough of Merton in order to better understand the delivery and servicing activity taking place in the vicinity of Wimbledon Station. The recommendations of that study focussed on:

1. Combined Loading Bay and Kiss and Ride facility
2. Operational and Enforcement Issues
3. Physical Environment

This work is now being taken forward through the development of a Delivery and Servicing Plan (DSP) for Wimbledon Station. The actions contained in the DSP will maximise the benefits of the new freight infrastructure and support the ongoing economy of the station area. The DSP will contain suggestions for managing deliveries during the times when the multi-use bay and the Service Road are unavailable for use due to the bus shuttle.
2 METHODOLOGY

The observations that took place as part of the Wimbledon Station Delivery and Servicing Study in 2009/10 highlighted the different characteristics of deliveries to the station and shops in the vicinity, as opposed to the servicing activity taking place at the station. Simply put, delivery activity requires a short length of kerbside close to the delivery point for a short period of time whilst the delivery is made. Servicing activity requires access for materials, which may or may not need to be close to the servicing point, and vehicle parking, potentially for the length of the working day. Both these types of activity need to be catered for in the new arrangements.

2.1 Methodology, Delivery and Servicing Activity

Following on from the original delivery and servicing study further exploration into the following issues was undertaken. The results of the exploration contributed towards the development of the DSP.

2.1.1 Service Road Access

It was envisaged that following the development, greater use may be made of the loading bay situated in the Service Road for delivery and servicing activity at Wimbledon Station. Discussions have been held with Network Rail - the station owner, South West Trains, the station leaseholder via the station manager and the retailers on the station to investigate the practicalities of this arrangement.

This arrangement would have the advantage of separating out delivery and servicing activity from passenger entry / egress, which would improve the environment for passengers. However, given that the traffic lights are being removed at the junction of the Service Road and Wimbledon Bridge as part of the scheme, consideration of any new arrangements is required to ensure that this does not attract general traffic to use the Service Road which raises enforcement issues.

2.1.2 Consolidated Deliveries and Servicing

The initial study showed a low level (7.8%) of consolidated deliveries i.e. deliveries to more than one location. These were further investigated to see if the number of consolidated deliveries could be increased, so reducing vehicle movements. This included building on the existing deliveries made to businesses in the station from branches in the nearby Centre Court shopping centre.

The potential for consolidating servicing activity at the station was investigated. TTR met with Network Rail, the station landlord, to discuss existing arrangements and any future possibilities. Further discussions took place with the station operator, South West Trains and the businesses on the station to see what, if any arrangements could be progressed.

Messages on the potential for consolidated deliveries are included in the scheme publicity.
Consideration was given to see if a ‘drop box’ operation could work in this location for small deliveries to businesses on the station. A ‘drop box’ is a secure container attached to the outside of an office or other secure location in which deliveries may be deposited when the receiver is not in attendance.

2.1.3 Out of Hours Deliveries

Once the final details of the new arrangements were known the potential for making out of hours deliveries was explored. However, with most businesses being SMEs there is low potential for this activity, although one business operates for 24 hours per day. Messages on the potential for out of hours deliveries are included in the scheme publicity.

2.1.4 Servicing from the Public Highway

The Delivery and Servicing study undertaken in 2009/10 highlighted specific issues with three organisations that are involved with servicing the area. Their servicing activity takes place on the public highway and not on the forecourt of the station. These organisations are:

- G4S regarding cash in transit deliveries for the HSBC bank, local businesses and the station.
- The Royal Mail regarding serving the post box on the station forecourt, depending on its relocation.
- The L.B. of Merton making a number of waste collections during the day, with the vehicles stopping on Wimbledon Bridge.

TTR made contact with each of these organisations to discuss the new arrangements and how they would be utilised during the servicing activity.

2.1.5 Enforcement

Discussions took place with LB Merton Parking Services and Network Rail regarding enforcement of the new arrangements. It was suggested that enforcement should focus on driver education for the first month to facilitate delivery, servicing, taxi and private drivers’ compliance with the new arrangements.

2.1.6 Freight Signage

Discussion took place with L.B. Merton and Network Rail regarding signage of the new loading and unloading facilities. This was carried out in co-ordination with the development of a simple legal loading map that is being developed as part of the communication activity.

2.1.7 Temporary Servicing During Construction

The construction programme will disrupt servicing around the area between March and June 2011. Arrangements needed to be made to address this in the DSP. Construction activity on other phases of the scheme, throughout Wimbledon town centre, will run to March 2012.
2.2 Communication and Publicity

The key to the success of the new arrangements is communicating them to the businesses at, and in the vicinity of Wimbledon Station, and also to their suppliers. The following actions were completed to ensure that a consistent message was communicated to all of the interested parties.

1. To assist with compliance with the new arrangements a simple legal loading map, showing the loading bays and local parking, with accompanying text, has been developed and circulated to all businesses.

2. Information on the changes was presented at the 12 January 2011 quarterly meeting held by South West Trains for all businesses at Wimbledon station. Comments received at this event were included in the development of the DSP.

3. A simple newsletter in MS Word format providing businesses with information on progress and implementation of the new arrangements was developed for circulation two weeks prior to the new arrangements coming into force.

4. A simple leaflet in MS Word format was produced for Network Rail to pass on to all the organisations involved in servicing activity at Wimbledon Station.

5. Arrangements will be made for the new arrangements are being publicised via TfL Freight, SLFQP, FORS and the FTA / RHA.

2.3 Drafting the Wimbledon Station DSP

The results of the discussion, exploration and investigation outlined in the methodology were analysed and incorporated into the Wimbledon Station DSP. The DSP is a concise document, and effectively forms a DSP Action Plan which includes short term, medium term and long term actions and measures for some, or all of the London Borough of Merton, Network Rail, South West Trains and the businesses at Wimbledon Station.

The DSP also includes actions for maintaining an ongoing communications channel between all parties.

The recommendations contained in the DSP complement the public realm improvements whilst ensuring that the delivery and servicing needs of local businesses are met.

2.4 Reporting and Timescales

Ongoing client liaison took place throughout the duration of the project, with Donald Chalker, the TTR Project Manager responsible for providing regular progress reports to Ashley Heller at L.B. Merton.
The key timings for the study were agreed with the client. The main works around the forecourt will begin in March 2011 and end in July 2011. As such the plan needed to be drafted and agreed in advance of this. It was envisaged that the draft report to be presented to the client for comment at the end of November, for comments to be received and the report finalised early in the New Year. To achieve this, an indicative timescale for action was set out below;

1. Following the project Inception Meeting, we planned to undertake the first stage of the project within 2 weeks of the meeting.
2. We expected to have completed the agreed stages of the work along with draft reporting 8 weeks after the project Inception Meeting.
3. Allowing a week for client review and comments, we envisaged submitting the final DSP development and presenting its results approximately 13 weeks after the project Inception Meeting meaning the project was completed within a 3 month timeframe.
3 DELIVERY AND SERVICING ISSUES

3.1 Service Road Access

There is a Service Road that runs along the western side of the station which is accessed from Alexandra Road. The northern end forms the station car park which is managed by a pay and display system and provides emergency access from the Network Rail depot. The southern end contains the taxi rank and the side access to the station which is currently used for storage of waste and recycling in large wheelie bins that is collected by contractors on a daily basis.

South West Trains is responsible for managing the waste and recycling collections at the station. Their contractor provides waste and recycling industrial bins which are located in a secure bay adjacent to the Service Road. Currently the contractor reverses down to the loading bay and then pulls forward to exit against the flow of taxis. The new arrangements mean that in future they will be able to exit via Wimbledon Bridge as due to the through road arrangement on the Service Road. However, concern has been expressed that the routes are such that the driver will still wish to exit via Alexandra Road. Once the new arrangements are in place, this issue will need to be managed by South West Trains to ensure operations take place in as safe a way as is possible.

The traffic lights on the Service Road controlling access to Wimbledon Bridge will be removed as part of the scheme. Care will need to be taken that general traffic does not try use make regular use of the Service Road. However, the high number of waiting taxis will preclude that in the short term.

The Service Road is on Network Rail owned land and managed by South West Trains. The London Borough of Merton has no powers over this area.

Wimbledon Station is covered by the Transport Security and Contingencies (TRANSEC) safety regulations. This means that the service entrance as it is currently located cannot be used on a regular basis for businesses’ deliveries/collections or by the station servicing contractors. Some exemptions are allowed in out of the ordinary circumstances e.g. during the Wimbledon Tennis Championships. This works as a “quick fix” and is not a long term solution viable for the intricate operations at the station. Using the station side entrance for delivery and servicing purposes will increase both the security and the health and safety risks. The side entrance also has another important role as access for the emergency services. It provides easy access and availability is critical to any medical or fire rescue intervention. However, the internal changes that are due to take place shortly at Wimbledon Station mean that increased use will be made of the Service Road access, albeit under controlled conditions and may mean that the access arrangements are permanently reconfigured which may assist with delivery and servicing at the station.

The volume of the current servicing and deliveries for businesses at the station will increase as a new supermarket convenience store may open on the lower concourse. This tenant and its delivery operation will impact on the existing
infrastructure at the station. It is envisaged that this may mean out of hours deliveries by articulated vehicles. Delivery times will need to be managed to mitigate conflict with taxi movement and parking.

There are also issues regarding cars parking for the DVLA offices and restricting and blocking access on the Service Road. Currently this is not an issue affecting delivery and servicing, but may become so as the internal station redevelopment commences shortly.

### 3.2 Taxis

The Service Road is a “pinch point” due to the taxis that wait for fares, parked on both sides of the road. There is currently a three vehicle appointed taxi rank, which is technically on the short stretch of public highway linking Alexandra Road and the Service Road. This is due to be increased to a twenty-seven vehicle taxi rank and presumably relocated to the Service Road. However, from the discussions with a representative of the Taxi Trade, we understand that at times there may be more than 27 vehicles awaiting fares. These can block access to the loading bay for waste/recycling as well as leading to taxis waiting in Alexandra Road at quiet times.

South West Trains and the taxi drivers have come to an operational understanding regarding use of the Service Road. There is currently no enforcement of road or loading restrictions on the Service Road by South West Trains.

It has been suggested that the station car park could be used by queuing taxis to cater for the large number of taxis waiting for a fare or to free up space for delivery and servicing activity. This suggestion has some merits, but as the car park backs onto residential properties it may not be workable solution. South West Trains have also expressed concerns at potentially littering of this area. However more intensive use of the car park at night may also reduce anti social behaviour.

### 3.3 Disabled Parking Bays

The disabled bays at the station will be relocated as part of the station redevelopment. The disabled bays are currently abused by delivery vehicles, kiss and ride drivers and also anecdotally by disabled people who are not on railway business. There are concerns that the new proposed location for the disabled bays will lead to conflict with taxi drivers as due to the large volume of taxis they currently block the Service Road access.

This is not an immediate issue for freight vehicles but could become so if greater use is made of the Service Road for delivery and servicing activity.

### 3.4 Servicing at Wimbledon Station

Currently, the servicing and deliveries at the station and at the businesses on the station concourse are completed on a “first come, first served” basis. The station does not have an advanced booking system in place. The delivery driver/contractor comes up to the front station gate and talks to a member of South West Trains or the
manager who allows him to sign in. The vehicle’s registration is also recorded and a special exemption document is given for display in the vehicle.

Ideally, servicing activities that take more than 20 minutes to complete will use the station car park. The car park has a capacity of 40 spaces and is used by both commuters and South West staff. Servicing activities at Wimbledon station require in some cases vehicle parking for the length of the working day, unlike deliveries that can be completed within the 20 minute time frame.

An insight in the volume of servicing required on a daily basis at the station was provided by the South West Trains station manager.

Wimbledon Station requires daily planned servicing in the case of the vending machines and the cash collections. Waste disposals are collected daily from the station via the Service Road.

Another series of servicing takes place on ad hoc basis. The servicing that cannot be planned and foreseen includes the fire alarms, the customer information monitors, the CCTV systems, the gate line, the drains and plumbing, passenger lifts, the toilet facilities, the electricity in case of power failure, the air conditioning units and any other repairs necessary for the normal run of the station.

The servicing activities that take place at Wimbledon station, both planned and unforeseen can take anything from one hour to a whole day of work to complete.

The process for contractors signing in when working at Wimbledon Station is already in place. However, in line with the best DSP best practice above, the station manager could inform and formally require that South West Trains daily and ad hoc servicing contractors and Network Rail maintenance teams to use the South West Trains customers’ car park for the whole time while the servicing activity takes place displaying, as requested, the special exemption documentation. Implementing this can be subject to the car park’s capacity, but can be a starting point in better management of the freight and servicing activities at the station.

In these circumstances, the delivery activities can take place in the designated loading bays unhindered by the vehicles deployed on servicing activities required on a daily and ad hoc basis at the station.

### 3.5 Consolidated Deliveries and Collections

A form of delivery consolidation is already in place as shown in the TTR Freight Study completed in the spring 2010. The report showed that 8% of the vehicles monitored during the 12 hours survey had multiple delivery/collection points. This was achieved by the couriers or third party logistics companies such as DHL, DPS, and UPS by consolidating vehicles and deliveries to the specific area as part of their business model.

Discussions took place with the business managers/owners at the station to investigate if they could consolidate their deliveries and collections by looking at the day to day or week to week ordering process, their costs relating to invoicing, the
costs regarding volume of the order and potential storage. However this didn’t appear to be a workable solution as deliveries were made by separate branded in-house national supply chains e.g. West Cornwall Pasties, or were made by the business owner themselves.

However, the study did reveal an interesting case of micro – deliveries consolidation happening among businesses that have a large branch in the Centre Court shopping Centre and a smaller outlet in the station concourse. When interviewed, Sushi and Tamaki businesses’ staff explained that the delivery driver stops for unloading in the Centre Court facilities and deliveries are brought by foot by the driver/or staff from the shopping centre where the main branch is located.

Messages about consolidated deliveries will be included in the newsletter to be delivered to all business in the vicinity of Wimbledon Station to see if further opportunities can be identified.

3.6 Out of Hours Deliveries

Out of hours deliveries were investigated as a practical solution for the servicing and delivery demands at the station. Their feasibility is restricted by the fact that the station is not open 24 hours a day and also, the small size of the retailers at the station, the majority of which are small independent businesses with various supply chains and suppliers militates against this activity.

However, access when the station is closed can be arranged and out of hours deliveries take place for some of the franchised businesses on the station. AMT, the coffee shop and ‘Cornish Pasty’ already have delivery arrangements that take place during the early hours of the morning. Some of the national businesses outside of the station and on Wimbledon bridge e.g. Greggs, WH Smith and independent retailers such as Wimbledon Flowers already have in place supply chains that require deliveries and, in some cases, collections before 07:00 in the morning.

South West Trains, as landlord, could require the established High Street food retailers and coffee shops (currently tenants) to make early morning deliveries or servicing after commuter rush hour times.

3.7 Drop Boxes

The use of a ‘drop box’ service as a measure to move retailer’s deliveries out of peak times was investigated. However, this wasn’t considered feasible on security grounds. As highlighted above, Wimbledon Station is covered by the Transport Security and Contingencies (TRANSEC) safety regulations.

3.8 Servicing from the Public Highway

The Delivery and Servicing study highlighted specific issues with three organisations that are involved with servicing the area. This activity took place on the public highway and not on the forecourt of the station. These were London Borough of Merton, G4S and Royal Mail. Each of these organisations was contacted and the proposed new delivery and servicing arrangements were discussed.
3.8.1 London Borough of Merton

The London Borough of Merton is responsible for servicing the waste and recycling points that are located on the public realm at the front of Wimbledon Station. The Waste Management Team were contacted and confirmed that they and the Transport Planning team have decided to review the locations of the existing litter bins at Wimbledon station.

It is understood that all of the recycling and litter bins are due to be removed from the Station as part of the final scheme.

Figure 2: Revised location of the litter bins at Wimbledon Station

3.8.2 G4S

Cash in Transit (CIT) collections add another dimension to the complexity of the servicing activities at the station. CIT activities take place regularly at the station; currently the disabled bays are used for collections which are carried out within specific time windows. Other CIT servicing arrangements at the station are organised by Tramlink who own ticket machines which require CIT collections.

G4S were contacted regarding their operations at the station. They confirmed that the new Wimbledon Station plans have been referred to the G4S Wimbledon servicing branch. They commented that the area set aside for their vehicles is not very large, and they envisage that on occasion they may have to make several attempts to park-up if other service vehicles are parked at the same spot.
They commented that the works at the station have already been affecting the G4S services in the Wimbledon Station area. The G4S regular crew have pointed out that the current access road designated for their operations is actually used by taxis which often block the road; the G4S crew remarked that it can take up to an hour to get to their designated stopping point, a situation that they think could get worse in the run up to Christmas.

These circumstances mean that G4S liaise closely with the station staff regarding the South West Trains collections, phoning ahead so that the collections can be prepared before their arrival. They mentioned that, on occasions, the team has had to park briefly on the public highway to carry out the servicing and to date the traffic wardens have tolerated this.

3.8.3 Royal Mail

The Royal Mail sorting depot for the Wimbledon area was contacted and the new arrangements discussed. They were unaware of the redevelopment taking place at the station and expressed interest in being kept informed about the changes that will take place.

3.9 Enforcement

The situation at Wimbledon Station is complicated by the fact that the area is owned by two different authorities with differing practices with regard to enforcement. The public highway on Wimbledon Bridge is managed by the London Borough of Merton and enforcement is managed by traffic regulation orders. The area in front of Wimbledon Station and the Service Road is on Network Rail land, which is managed by South West Trains. Whilst there are regulations regarding parking, loading and unloading, South West Trains has a working relationship with the taxi drivers and suppliers that use the forecourt and Service Road and there is little enforcement of these regulations.

The London Borough of Merton carried out a statutory consultation for the works taking place for which the deadline for objections was 3rd December 2010.\(^1\)

The following elements of the Wimbledon Station redevelopment are subject to the outcome of the consultation and of the approval from Transport for London traffic signals operations.

- ‘No-Entry’ into the station Service Road in either direction from Wimbledon Bridge.

- The introduction of four, free regulated parking bays within the lay-by on the north side of Wimbledon Bridge, to be operational at all times with a maximum stay of 20 minutes with no return within two hours. Free tickets must be collected from nearby Pay and Display machines and displayed.

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• The introduction of peak time loading restrictions from Monday to Saturday inclusive between 7am and 10am and between 4 pm and 7pm at the North side of Wimbledon Bridge outside the Station, approximately 22 metres.

• Loading will be permitted on the existing double yellow lines for a maximum of 20 minutes at all other times.

• The introduction of two Taxi Ranks in Alexandra Road outside Barclays Bank to be operational at all times.

• The relocation of the two existing Taxi Ranks in The Broadway outside Centre Court Shopping Centre, to the start of the bus lane.

• The introduction of loading restrictions from Monday to Saturday, between 7am to 7pm on Queens Road, by the side entrance of the Centre Court shopping centre.

A further statutory consultation took place regarding the loading and unloading arrangements to be implemented as part of the development.

Discussions took place with the Parking and Traffic & Highways departments regarding the loading restrictions and enforcement plans, both during and the after the construction works at Wimbledon Station.

They confirmed that no agreement has been reached as to the loading restrictions due to be implemented, as the traffic regulation orders can only now be published following the statutory consultation. They confirmed that they will only be able to enforce on the public highway and not on land owned by Network Rail.

Figure 3: Proposed loading restrictions in the statutory consultation
3.10 Wimbledon Fortnight and the London 2012 Olympics

The proximity of Wimbledon Station to The All England Lawn Tennis Club means that it is used as one of the two bases for the bus shuttle service during Wimbledon Fortnight, which this year takes place between 20 June and 3 July 2011. The bus shuttle service will operate to a greater degree during the London 2012 Olympics as they will be ‘car free’ with reduced car parking available locally. This will be for a shorter period of a few days.

The issue of deliveries and servicing during Wimbledon Fortnight and the Olympics was discussed. During this period the loading/unloading bay on Wimbledon Bridge is likely to be suspended due to the bus shuttle service which operates from the bus stop on Wimbledon Bridge. At the same time the station forecourt is closed and delivery and servicing at the station takes place via the side service entrance.

3.11 Station Redevelopment

It was discovered that Wimbledon Station will be undergoing some major internal changes in the near future as offices are relocated to increase the retail presence on the station. The following points have been established to date.

- There will be increased use of the Service Road to access the station during these works.
- There will be increased use of the side entrance by organisations involved with the redevelopment.
- The physical arrangements for accessing the station from the Service Road are likely to alter before, during and after the redevelopment.
- This may include a supermarket convenience store which will bring about a new and different delivery and servicing challenge as deliveries may be made by articulated vehicles.

3.12 Longer Term Plans for Wimbledon Station

In the longer term it is proposed that a second footbridge serving the platforms is installed at the northern end of the station. This is likely to include an enhanced retail presence on the footbridge that will require delivery and servicing activity. To date funding has yet to be identified for this project so it is envisaged that this development will not take place for a few years.
4 DELIVERY AND SERVICING ACTION PLAN

This Delivery and Servicing plan builds on the findings of the Wimbledon Station Report completed by TTR in March 2010. The report highlighted that 78% of the freight activity monitored during the site observation survey took place on the station forecourt. Therefore, to facilitate delivery and servicing activity and to mitigate its effects, both during and after the new arrangements are completed the implementation of a variety of delivery and servicing plan best practice measures is required.

These actions are set out in the table below which forms the delivery and servicing action plan.

<table>
<thead>
<tr>
<th>Action Type</th>
<th>Action</th>
<th>By Whom</th>
<th>By When</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational</td>
<td>Contractors and servicing providers to use the South West Trains or other car parks to avoid blocking delivery bays required for short term use.</td>
<td>Network Rail / South West Trains.</td>
<td>Ongoing.</td>
</tr>
<tr>
<td>Communication</td>
<td>Produce newsletter and legal loading map to publicise the revised delivery and servicing arrangements at Wimbledon Station and circulate to affected businesses, including L&amp;&gt;B Merton Waste management team, G4S and the Royal Mail.</td>
<td>TTR.</td>
<td>11/02/11.</td>
</tr>
<tr>
<td>Communication</td>
<td>Businesses to inform their suppliers and the transport managers of their internal supply chains of the revised delivery and servicing arrangements.</td>
<td>Businesses at and in the vicinity of Wimbledon Station.</td>
<td>28/02/11.</td>
</tr>
<tr>
<td>Communication</td>
<td>Provide information on parking loading and unloading facilities to contractors working on Wimbledon Station.</td>
<td>South West Trains.</td>
<td>Ongoing.</td>
</tr>
<tr>
<td>Communication</td>
<td>Publicise the newsletter and the legal loading map via TFL Freight, SLFQP, FORS, FTA and RHA websites and communication channels.</td>
<td>TTR.</td>
<td>28/02/11.</td>
</tr>
<tr>
<td>Communication</td>
<td>Communication to be maintained between LB Merton and Network Rail / South West Trains through ongoing LB Merton project</td>
<td>L.B. Merton and Network Rail / South West Trains.</td>
<td>Ongoing.</td>
</tr>
</tbody>
</table>
**Enforcement**

<table>
<thead>
<tr>
<th>Meetings and South West Trains retailer meetings as appropriate.</th>
<th>L.B. Merton to monitor the use of the new loading bays and loading / unloading activity in the vicinity of Wimbledon Station.</th>
<th>L.B. Merton - Parking and Traffic &amp; Highways departments.</th>
<th>Three and six months after implementation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>South West Trains to monitor delivery and servicing activity in the Service Road.</td>
<td>South West Trains.</td>
<td>Ongoing.</td>
<td></td>
</tr>
<tr>
<td>South West Trains / L.B. Merton / Public Carriage Office to monitor new taxi rank arrangements.</td>
<td>South West Trains / L.B. Merton / Public Carriage Office.</td>
<td>Ongoing.</td>
<td></td>
</tr>
<tr>
<td>The short stretch of highway between Alexandra Road and the Service Road to have a name designated to it to enable enforcement of this stretch of highway.</td>
<td>L.B. Merton.</td>
<td>28/06/11.</td>
<td></td>
</tr>
</tbody>
</table>

**Wimbledon Fortnight and London 2012 Olympics**

| Communicate revised arrangements for delivery and servicing activity during Wimbledon Fortnight and the London 2012 Olympics. | South West Trains. | One month prior to events. |

**Delivery and Servicing Plans**

| Request and provide a Construction Logistics Plan and Delivery and Servicing Plan for the installation of the new passenger footbridge with retail units. | L.B. Merton / Network Rail. | When planning permission is requested. |
Wimbledon Station DSP
Scoping for Servicing and Delivery Consolidation
Discussion Guide with Network Rail

<table>
<thead>
<tr>
<th>Name &amp; Surname</th>
<th>Business Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisation</td>
<td>Network Rail</td>
</tr>
<tr>
<td>Date of the interview</td>
<td>Job title</td>
</tr>
<tr>
<td>Time of the interview</td>
<td>Address</td>
</tr>
<tr>
<td>Observation s (times &amp; dates contacted)</td>
<td></td>
</tr>
</tbody>
</table>

1. What servicing Network Rail organises?

Planned:
   a) ticket machines servicing
   b) lifts servicing
   c) cash collections
   d) signal engineering works
   e) train related engineering works
   f) Water supply
   g) Gas supply
   h) Equipment
   i) other

Ad hoc:
   a) plumbing work
   b) electrical
   c) gas
   d) other

2. What servicing the train/tube operator(s) organise?

1
3. Is Network Rail aware of any servicing activities that the strain station concessionaires carry out?

4. How long do the most frequent servicing activities at the train station last?

5. How long do the less frequent servicing activities at the train station last?

6. Would Network Rail be interested in consolidating servicing and Wimbledon Station and cutting costs?

7. Do the delivery and servicing activities carried out for the concessionaire of the train station cause any hindrance to servicing Wimbledon train station?

8. What is your opinion about the current arrangements and parking/delivery practicalities, pedestrian realm at the Wimbledon Station?

9. What is your opinion about the current arrangements and access on Service Road?
10. Would you consider establishing a “drop box” service to help the businesses at the Wimbledon station to carry out deliveries to minimise the freight movement impacts on the local road network?

11. Do you have any suggestions from your experience on how to improve the servicing at the Wimbledon train station?