

Wimbledon Station Delivery and Servicing Study



Final Report

Prepared for

**London Borough of
Merton**
by



On behalf of the South London
Freight Quality Partnership

Version 1.0 March 2010

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Author(s)	Donald Chalker, Corina Negrea
Quality Control	Donald Chalker
Project Manager	Donald Chalker
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CONTENTS

1	INTRODUCTION	1
1.1	Introduction and Background	1
1.2	Study Approach	2
2	ON SITE OBSERVATION SURVEY	5
2.1	On site Observation survey – Findings	5
2.1.1	Number of vehicles arriving each hour	5
2.1.2	Size of vehicles used for delivery and servicing activity	6
2.1.3	Type of products delivered/collected	6
2.1.4	Type of handling units used	7
2.1.5	Duration of loading and unloading activity	8
2.1.6	Purpose of activity	9
2.1.7	Vehicle stopping locations and delivery points	9
2.1.8	Non-compliant loading, unloading and parking issues	10
2.1.9	Notable frequent receivers and consignors of goods	10
3	CCTV DATA ANALYSIS	12
3.1	CCTV Data	12
3.2	CCTV Data - Friday 6th November 2009	12
3.2.1	Delivery/collection activity per hour	12
3.2.2	Type of business serviced	13
3.2.3	Duration of loading/unloading activities	13
3.2.4	Type of vehicle used for loading /unloading activities	14
3.2.5	Notable frequent consignors of goods	14
3.2.6	Purpose of activity	14
3.2.7	Type of products delivered	15
3.2.8	Type of handling units	15
3.2.9	Weekend CCTV Data	16
4	BUSINESS SURVEY	17
4.1	Business Survey	17
4.2	Business Survey in Wimbledon Area – Findings	17
4.2.1	Business type	17
4.2.2	Business hours	18
4.2.3	Frequency of delivery and servicing activity	18
4.2.4	Type of delivery and servicing activities	20
4.2.5	Handling units	20
4.2.6	Delivery and collection times	21
4.2.7	Busiest day for deliveries, collections and servicing	21
4.2.8	Type and number of vehicles servicing businesses in Wimbledon Station Area	22
4.2.9	Maximum vehicle size	23
4.2.10	Delivery and collection completion times	23
4.2.11	Loading and unloading locations	24
4.2.12	Description of the facilities	24
4.2.13	Control of the replenishment process	25
4.2.14	Control of delivery and collection times	25
4.2.15	Ad hoc Deliveries and collections	25

4.2.16	Problems associated with delivery and servicing activity	26
4.2.17	Opinions on delivery and servicing activity	26
4.2.18	Suggested improvements for delivery and servicing activity	27
4.2.19	Advice on vehicle access	27
4.2.20	Businesses having a Delivery and Servicing Plan	27
5	DISCUSSIONS WITH LOCAL KEY PLAYERS	28
5.1	Discussion with key players	28
6	INTERVIEWS WITH TRANSPORT OPERATOR	29
6.1	Interviews with Transport Operators – Findings	29
6.1.1	Transport operators	29
6.1.2	Frequency of servicing	29
6.1.3	Time of delivery and servicing activity	30
6.1.4	Type and number of vehicles used for deliveries and collections	30
6.1.5	Products frequently delivered/collected	30
6.1.6	Type of handling units used for deliveries and collections	31
6.1.7	Maximum vehicle size	31
6.1.8	Advice about the maximum vehicle size	32
6.1.9	Duration of delivery, collection and servicing activity	32
6.1.10	Vehicle stopping locations	33
6.1.11	Description of the loading and unloading facilities	33
6.1.12	Control over delivery, collection and servicing times	34
6.1.13	Planned or <i>ad hoc</i> deliveries and collections	34
6.1.14	Problems associated with delivery and servicing activity	35
6.1.15	Views about efficiency, safety and sustainability of delivery and servicing activity	35
6.1.16	Suggestions to improve the current efficiency, safety and sustainability of delivery and servicing activity	36
7	FREIGHT ENVIRONMENTAL REVIEW SYSTEM (FERS) AUDIT	37
7.1	Introduction to the Freight Environmental Review System (FERS)	37
7.2	FERS Audit	37
7.2.1	Site Description	37
7.2.2	Wimbledon Bridge, Alexandra Road to taxi rank exit.	38
7.2.3	Taxi rank to the West of the Station building.	40
7.2.4	Station Forecourt at the front of the Station.	41
7.2.5	Wimbledon Bridge, taxi rank exit to pedestrian crossing.	45
8	PROPOSED CHANGES AT WIMBLEDON STATION	47
8.1	Service Road	47
8.2	Station Forecourt and Wimbledon Bridge	47
9	CONCLUSIONS AND RECOMMENDATIONS	49
9.1	Conclusions	49
9.2	Recommendations	49
9.2.1	Combined Loading Bay and Kiss and Ride facility	49
9.2.2	Operational and Enforcement Issues	50
9.2.3	Physical Environment	51

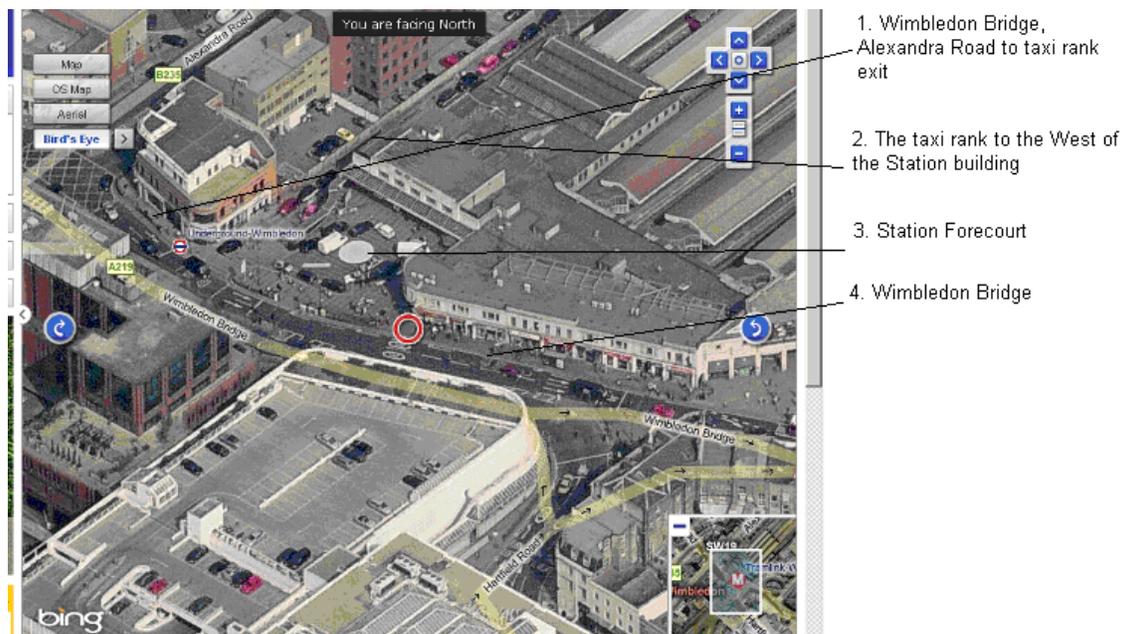
- ANNEX A: WIMBLEDON STATION SURVEY SHEET
- ANNEX B: VEHICLE CLASSIFICATION SHEET
- ANNEX C: BUSINESS SURVEY FORM
- ANNEX D: TRANSPORT OPERATORS SURVEY FORM
- ANNEX E: KEY PLAYERS GUIDELINES AND DISCUSSIONS
- ANNEX F: TRANSPORT OPERATORS CONTACTED
- ANNEX G: HANDLING UNITS
- ANNEX H: FREIGHT ENVIRONMENTAL REVIEW SYSTEM (FERS) DATA COLLECTION FORMS

1 INTRODUCTION

1.1 Introduction and Background

The L.B. Merton is implementing a public realm improvement project, costed at over £1m, to improve the area in the vicinity of the main entrance to Wimbledon station. It encompasses land owned by both the L.B. Merton and Network Rail. The project is being part funded by the Olympic Delivery Authority as Wimbledon is one of the event locations for the Olympic games, but not Paralympic games, for eight days from 29 July to 5 August 2012.

Fig 1: Constituent parts of the study area



Currently the area at the main entrance of Wimbledon station hosts a complex mix of activities. As well as the taxi rank alongside the station, these activities currently include;

- Pedestrian access from four directions.
- Kiss and ride.
- Private passenger vehicle parking / waiting.
- Two bays for disabled parking.
- Shuttle bus activity for the annual Wimbledon fortnight at the end of June / beginning of July.
- Delivery and servicing activity for shops at, within, and in the vicinity of, Wimbledon station.

During the Olympic Games a larger scale shuttle bus operation than is the case for Wimbledon fortnight, will use the service road to the West of the station. This is because the 2012 Olympic Games is intended to be car free.

To maximise the success of this redevelopment a greater understanding is required of the delivery and servicing requirements for this location to ensure its ongoing functioning.

A Freight Environmental Review System (FERS) audit of the location has been also undertaken, following TfL approval and training of appropriate staff. The FERS audit aims to maximise the delivery and servicing benefits of any public realm and engineering solutions that are implemented as part of the project.

The aim of this project methodology is to provide a robust and comprehensive approach to developing a better understanding of the nature and extent of delivery and servicing activity taking place at Wimbledon station and its immediate vicinity. Following data collection, analysis and interpretation, recommendations have been set out to maximise the freight and servicing benefits of this redevelopment. This includes an assessment of, and advice on the suitability of a proposed shared use loading bay adjacent to the main carriageway to the front of the station, as well as any other public realm or engineering solutions developed as part of the scheme that have an impact on freight and servicing activity in the area.

This methodology has been developed in response to an inception meeting held with Ashley Heller at Wimbledon Station on the 6 August 2009.

1.2 Study Approach

The study was undertaken using the following key staged approach:

Stage 1 Observations

The practical stages of the project commenced with observation studies of delivery and servicing activity. The area studied, included the station forecourt; Wimbledon Bridge, between the junction with Alexandra Road and the pedestrian crossing leading to the east entrance to the station; and the service road to the west of the station. The study involved both physical on-site observations and analysis of CCTV data provided by L.B. Merton This information has been employed to build up a holistic picture of activity in the locality.

A range of information was observed and recorded, including:

- Number of vehicles loading and unloading within the observation period
- Size of vehicles used for delivery/servicing activity
- Type of products delivered/collected
- Type of handling units used (roll cage, tote box, loose)
- Duration of loading/unloading activity
- Single or multiple delivery/collection points

- Issues relating to legal loading/unloading practices
- Instances of PCNs being issued
- Issues relating to road/pedestrian/driver/vehicle safety
- Details of notable frequent receivers or consignors of goods
- Details (from vehicle liveries, where available) of businesses carrying out frequent delivery/collection activity

TTR has significant experience of undertaking delivery/servicing observation project work and specialised observation record sheets were produced to allow recording of details during the study period.

Digital cameras were used during the physical observations to record images of activity, to support data analysis and interpretation and for presentation in the study report.

A signed letter on L.B. Merton headed paper was provided and issued to each member of the survey team to briefly explain the background to the survey and to provide a contact number should any member of the public wish to find out more information about the work being undertaken.

The core physical observation activity was undertaken to cover a total survey period from 7am to 7pm. This total 12 hour survey period was carried out on Wednesday 4th November 2009 as a single observation day. The survey day was chosen in conjunction with the L.B. Merton as a normal operational weekday, with no special events or other external factors likely to skew observations.

L.B. Merton made CCTV records available for the period 6th – 8th November 2009. This enabled observation and data analysis to be completed in full for a weekday, to back up the physical observations, and exception only reporting for a weekend (Saturday and Sunday). This data validated the physical observation and provided evidence of daily and weekend variations in delivery and servicing activity.

Stage 2 Business Surveys

A face to face survey of the delivery and servicing needs of the retail and commercial premises in the locality was undertaken. The survey encompassed businesses on the station forecourt, inside the station, the office block west of the station (HSBC etc.) and on Wimbledon Bridge. Their views and servicing requirements have been taken into consideration. If businesses were not available for a face-to-face survey, a telephone survey or drop off and pick up of a completed hard copy survey was attempted.

In addition, the operator of Centre Court was contacted to clarify their delivery arrangements and the delivery and servicing arrangements for buildings on the South side of Wimbledon Bridge were observed.

A follow up telephone survey was carried out with a maximum of 10 delivery and servicing organisations whose contact details were obtained from information recorded during the observations. The findings from these surveys supported the detailed observation work.

The calls to goods vehicle operators and face-to-face surveys with the local businesses were used to explore the issues relating to delivery and servicing activity within the area and helped to validate the information gathered from the observation work. Information to be obtained during these surveys included;

- details of frequency of delivery/servicing activity to premises
- types of products received
- handling units used
- normal arrival/departure times of deliveries/collections
- dwell times
- availability of alternative loading/unloading facilities
- processes and practices used for product procurement and purchasing
- perceived issues relating to delivery/servicing activity at their premises
- suggestions for improvements

Interviews were held with other key players, including the L.B. Merton Parking Services, L.B. Merton Traffic Manager, emergency services representatives, Wimbledon Town Centre Management, Freight Transport Association etc. These have enabled a broader view of delivery and servicing activity to be gleaned.

Stage 3 Activity Analysis

Following completion of the detailed observations and the surveys, the data gathered has been analysed to build a profile of the current nature of delivery/servicing activity and to highlight associated issues and problems within the study area.

Stage 4 Reporting

Ongoing client liaison has taken place throughout the study's duration, with Donald Chalker, the TTR Project Manager responsible for providing regular progress reports to Ashley Heller at L.B. Merton.

The final study report will be accompanied by a presentation to the client to outline the methodology used, results reported and the recommendations developed. Particular focus within the final report has been on recommendations regarding the mixed use loading bay to be implemented as part of the redevelopment at Wimbledon Station. This has included advice on the suitability of the location and management of the proposed loading bay.

2 ON SITE OBSERVATION SURVEY

The on site observation survey covered a 12 hour period which took place on 4th November 2009. During the observation survey, TTR found out that three new businesses were shortly to open in the station area: Pumpkin Café was due to open on 05/11/09, Starbucks on 06/11/09 and Upper Crust on the 07/11/09. Due to these businesses being refurbished before their opening, one vehicle was parked in the station forecourt for more than 8 hours, with others making deliveries during the day. It is not considered that this activity was of a scale to skew the results of the survey.

2.1 On site Observation survey – Findings

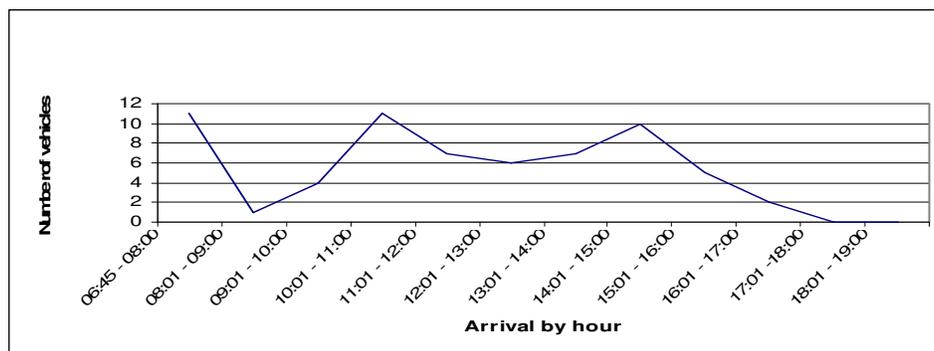
2.1.1 Number of vehicles arriving each hour

As illustrated by the table 2.1.1 and figure 2.1.1, 17% of the total number of vehicles arriving at Wimbledon Station arrived within the first hour of the survey. Five vehicles were already parked in the station forecourt before 07:00 in the morning. The delivery and servicing activity peaks between 06:45 and 08:00 and between 10:01 and 11:00 in the morning. This broadly mirrors the M shape of the graph showing vehicle movements in London during the day as shown in the congestion charging monitors produced by Transport for London (TfL).

Table 2.1.1: Number of vehicles arriving per hour

Arrival Time	Number of Vehicles	%
06:45 - 08:00	11	17.2%
08:01 - 09:00	1	1.6%
09:01 - 10:00	4	6.3%
10:01 - 11:00	11	17.2%
11:01 - 12:00	7	10.9%
12:01 - 13:00	6	9.4%
13:01 - 14:00	7	10.9%
14:01 - 15:00	10	15.6%
15:01 - 16:00	5	7.8%
16:01 - 17:00	2	3.1%
17:01 - 18:00	0	0.0%
18:01 - 19:00	0	0.0%
Total	64	100.0%

Figure 2.1.1: Number of vehicles arriving per hour



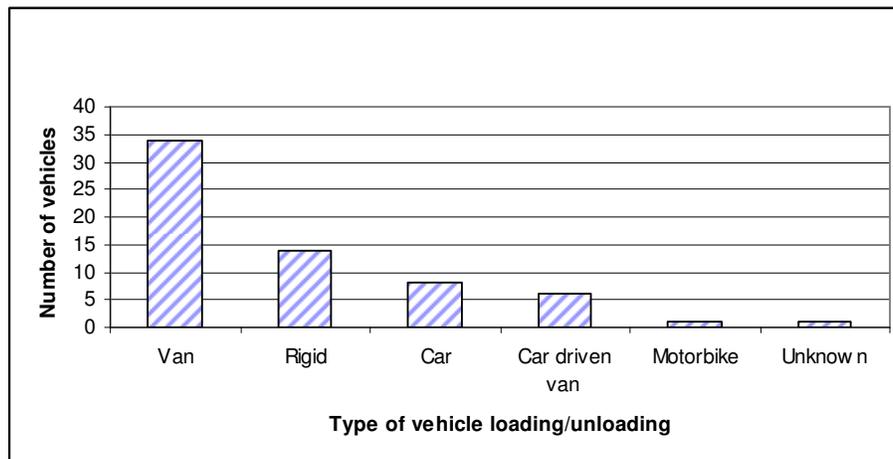
2.1.2 Size of vehicles used for delivery and servicing activity

As shown by table 2.1.2 and figure 2.1.2, 53% of vehicles carrying out delivery and servicing activities in Wimbledon station area were vans and 22% were rigid vehicles. As some businesses in Wimbledon station are small independent traders, sometimes the owner or small suppliers carry out deliveries using private cars (13%).

Table 2.1.2: Size of vehicles used for delivery//servicing activity

Type of vehicle carrying out loading/unloading activity	Number of vehicles	% of the total number of vehicles
Van	34	53%
Rigid	14	22%
Car	8	13%
Car driven van	6	9%
Motorbike	1	2%
Unknown	1	2%
Total	64	100%

Figure 2.1.2: Size of vehicles used for delivery//servicing activity



2.1.3 Type of products delivered/collected

As illustrated by table 2.1.3, 23% of the vehicles recorded during the 12 hour period survey were delivering or collecting food and drink. Other movements were the result of parcel deliveries (16%), newspapers (13%) and dry cleaning (11%).

Table 2.1.3: Type of products delivered/collected

Type of product	Number of deliveries/collections	%
Food and drinks	15	23%
Parcel(s)	10	16%
Newspapers	8	13%
Servicing/no delivery	9	14%
Dry cleaned clothing on hangers	7	11%
Waste/Recycling	5	8%
Tools, pipes, equipment, fittings delivered	4	6%
Unknown	3	5%
Cash in Transit	3	5%
Post	1	2%
Plastic container	1	2%
Total	66	103%
Total vehicles recorded	64	100%

2.1.4 Type of handling units used

As shown by table 2.1.4, 20% of the deliveries and collections were carried out in bags, 17% were parcels, 8% were carried out on hangers, loose cartoons, and bales of newspapers. 17% of the activity recorded on the forecourt relates to servicing activity as opposed to deliveries.

Table 2.1.4: Type of handling units used

Type of handling unit	Number of deliveries / collections	%	Type of handling unit	Number of deliveries / collections	%
Bags	13	18%	Cash in Transit (2 specific + 1 roll cage and bag)	3	4%
Parcel	11	15%	Unknown	3	4%
Servicing activity	9	13%	Pallets	2	3%
Newspaper bales	5	7%	Plastic containers	1	1%
Hangers	5	7%	Sack	1	1%
Loose cartoons	5	7%	Bins	1	1%
Tools, pipes, equipment	4	6%	Total deliveries collections	71	100%
Tote boxes	4	6%	Total vehicles recorded	64	
Roll cages	4	6%			

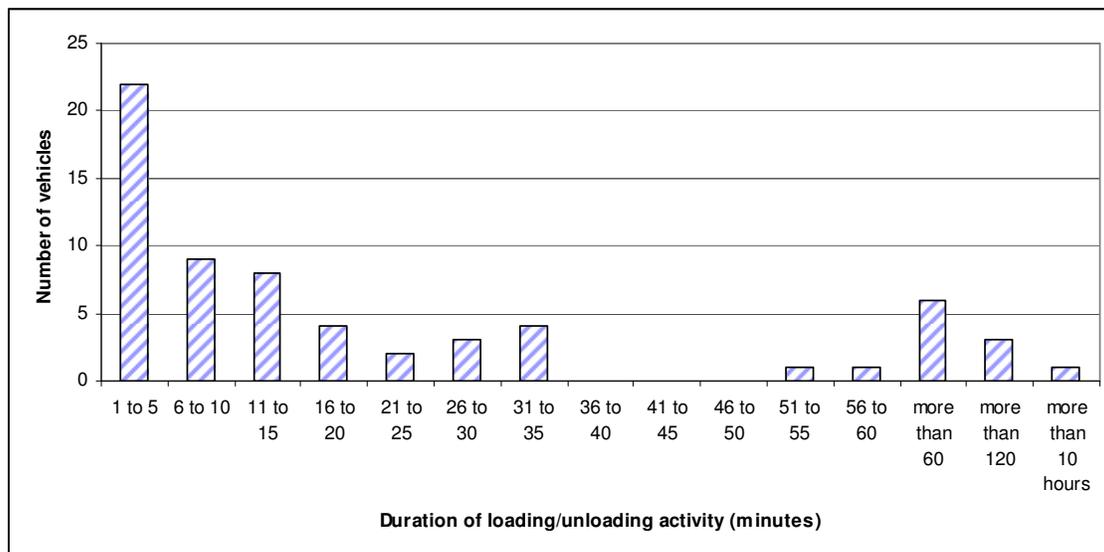
2.1.5 Duration of loading and unloading activity

As shown by table 2.1.5, 34% of loading and unloading activity is completed within 1 to 5 minutes. 14% completed between 6 and 10 minutes, whilst 13% lasted between 11 and 15 minutes. This information should be considered when deciding on the traffic order for the mixed use loading bay. However, 5% of the recorded activity took more than 120 minutes to complete. Consideration needs to be given as to how this servicing activity can be catered for.

Table 2.1.5: Duration of loading/unloading activity

Duration of loading/unloading activity	No of vehicles	%
1 min to 5 min	22	34.4%
6 min to 10 min	9	14.1%
11 min to 15 min	8	12.5%
16 min to 20 min	4	6.3%
21 min to 25 min	2	3.1%
26 min to 30 min	3	4.7%
31 min to 35 min	4	6.3%
36 min to 40 min	0	0.0%
41 min to 45 min	0	0.0%
46 min to 50 min	0	0.0%
51 min to 55 min	1	1.6%
56 min to 60 min	1	1.6%
more than 60 min	6	9.4%
more than 120 min	3	4.7%
more than 10 hours	1	1.6%
Total	64	100.0%

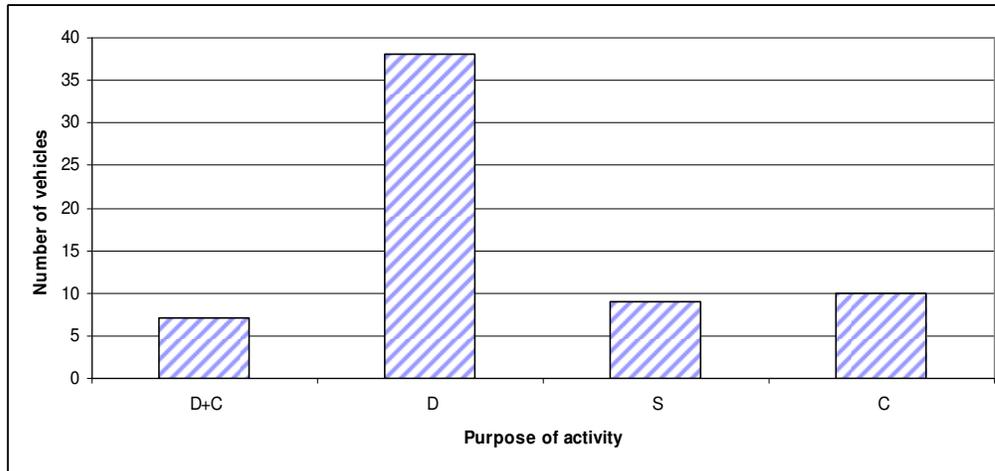
Figure 2.1.5: Duration of loading/unloading activity



2.1.6 Purpose of activity

Figure 2.1.6 illustrates the total number of deliveries and collections recorded during the on site observations. The majority of vehicles observed during the site audit were carrying out deliveries (59%), with 16% carrying out collections and 11% carrying out deliveries and collections. 14% of the vehicles observed were involved with servicing activity.

Figure 2.1.4: Purpose of activity



2.1.7 Vehicle stopping locations and delivery points

As shown by table 2.1.7(a), 78% of delivery, collection and servicing activity took place on the station forecourt with 19% taking place on the main stretch of Wimbledon Bridge. One vehicle was observed using the taxi rank and another parked in front of Coffee Republic on Wimbledon Bridge.

Table 2.1.7(a): Vehicle stopping location

Location for delivery/collection, servicing	No of deliveries/collection/servicing	%
Station	50	78.1%
Wimbledon Bridge	12	18.8%
Other	1	1.6%
Taxi rank	1	1.6%
Total	64	100.0%

As shown by table 2.1.7(b), it is most usual for delivery to service one business, while only (8%) loading/unloading activities were carried out to multiple businesses.

Table 2.1.7: Single or multiple delivery/collection points

Single or multiple delivery/collection points	No of vehicles	%
Single	46	71.9%
Servicing	9	14.1%
Multiple	5	7.8%
Unknown	2	3.1%
Post	1	1.6%
Street	1	1.6%
Total	64	100.0%

2.1.8 Non-compliant loading, unloading and parking issues

Part of the forecourt at Wimbledon Station is owned by Network Rail and part of the forecourt is public highway. There is no obvious demarcation between the two. During the observation period no enforcement activity was observed at the station forecourt. It is not known if that is typical of the enforcement arrangements for the forecourt, or if any enforcement takes place at the location at all.

During the twelve hour observation period approximately one-third of loading, unloading and parking activity on the station forecourt lasted longer than the twenty minutes allowed according to the CP Plus signage. (CP Plus manages the forecourt for South West Trains who operate Wimbledon Station). Seven instances of parking in the disabled bay in front of the station to carry out delivery and servicing activity were observed. One instance of a vehicle parking, and then driving off over the pedestrian pavement was observed as were two instances of vehicles reversing out of the forecourt onto Wimbledon Bridge.

On Wimbledon Bridge, two instances of parking in the bus stop were noted, with two further instances of parking that prevented a bus from pulling into the bus stop.

2.1.9 Notable frequent receivers and consignors of goods

As illustrated by table 2.1.9(a), 22% of goods receivers are unknown. 14% of the delivery, collection and servicing activity is related to Wimbledon station, e.g. servicing ticket machines, plumbing in the station, servicing the passengers lift etc. 9% of vehicle movements related to Du Cane Dry Cleaners and 8% of vehicle movements were for the new Starbucks which was opening in the station. 6% of the deliveries/collection/servicing were for the 24 hours newsagent *Krystal Express* and 5% of deliveries were for the fast food retailer Dino's, whose managers explained that frequent deliveries are required due to the lack of storage space.

As illustrated by table 2.1.9(b), notable consignors are London Borough of Merton waste collections, cash in transit operators, courier distributors such as City Link, DPD and DHL, as well as newspapers distribution companies such as Metro and Evening Standard.

Table 2.1.9(a): Frequent receivers of goods

Frequent Receivers	No of deliveries / collections / servicing	%	Frequent Receivers	No of deliveries / collections / servicing	%
Unknown	14	21.9%	The Nut Tree	1	1.6%
Station	11	17.2%	HSBC	1	1.6%
Du Care Dry Cleaners	6	9.4%	Wimbledon Station Florist	1	1.6%
Starbucks	5	7.8%	Jacks	1	1.6%
Krystal Express	4	6.3%	West Cornish Pasties	1	1.6%
Dino's	3	4.7%	WH Smith opposite station	1	1.6%
AMT	2	3.1%	Phone House, Reed	1	1.6%
Coffee Republic	2	3.1%	The Nut Tree	1	1.6%
Pumpkin Cafe	2	3.1%	Bootsy n Smudge	1	1.6%
AMT	2	3.1%	Wodafore, WH Smith, Charlotte of Reeds, Elys	1	1.6%
Snoggy's	1	1.6%	West Cornish Pasties	1	1.6%
Mail Box Station	1	1.6%	Total	64	100.0%

Table 2.1.9(b): Frequent consignors of goods

Frequent consignors	No. of deliveries / collections / servicing	Contact details
No livery	29	
London Borough of Merton	3	www.merton.gov.uk
G4S	2	www.G4S.com
DPD	2	www.DPD.co.uk
City Link	2	www.city-link.co.uk
DHL	2	www.dhl.co.uk
Evening Standard	2	www.thisislondon.co.uk
Metro Newspapers	2	www.metro.co.uk
West Cornwall Pasty	1	www.westcornwallpasty.co.uk
Metrow Food	1	Metrow Food Leigh on Sea, 01702 527441
GEFCO	1	2 Belmont Rd, London, W4 5BQ. 020 8742 2220
ML Meat Supplies	1	Unit 10-12, Lockwood Industrial Park, Mill Mead Road, London, N17 9QP
TNT	1	www.tnt.com
UPS	1	www.ups.com
Ginsters	1	www.ginsters.co.uk
Biffa	1	Coronation Road, Cressex Business Park, High Wycombe, HP12 3TZ. 0800 307307
PH Retail Distribution	1	Shadon Way, Birtley, Chester le Street, DH3 2RN. 0191 492 9700
Commercial Lighting Maintenance Electrical	1	Unit 9, Russells Yard, 12a Loop Road, Woking, GU22 9BQ
Stannah Passengers Lift Maintenance	1	Watt Close, Andover, SP10 3SD. 0800 715455
Royal Mail	1	www.royalmail.com
Sevenside	1	156 Beddington Lane, London, CR0 4TE. 020 8689 0964
Simple Simon	1	Unit 421, Centennial Avenue, Centennial Park, Elstree, Borehamwood, WD6 3TN. 020 8236 5300
Network Rail	1	www.networkrail.co.uk
Smartway Dry Cleaners	1	100 Tooting High Street, London, SW17 0RR. 020 8672 6090
Coca Cola	1	www.cokecce.co.uk. 01895 231313
Hendy	1	www.hendy.com
Rescue Rod Drainage	1	www.rescue-rod.co.uk
SUMO	1	8 Hayward Business Centre, New Lane, Havant, PO9 2NL. 08454 080653
Total	64	

3 CCTV DATA ANALYSIS

3.1 CCTV Data

The London Borough of Merton provided CCTV data for the weekday of Friday 6th November 2009, and the weekend of Saturday 7th and Sunday 8th November 2009. The CCTV data was provided for the Station forecourt area.

Though the CCTV data enabled validation of the physical observations there are a few caveats regarding its use.

- The focus of the CCTV camera changes unexpectedly.
- The field of view of the CCTV camera is limited, it is not able to provide an all encompassing view of the station forecourt.
- The angle of the CCTV view changes unexpectedly during the CCTV recording as the camera is used to view other locations.

The above points mean that there is an inconsistency of the angle and area of the recordings. However, whilst not perfect it is still able to provide data which contributes towards the reports findings.

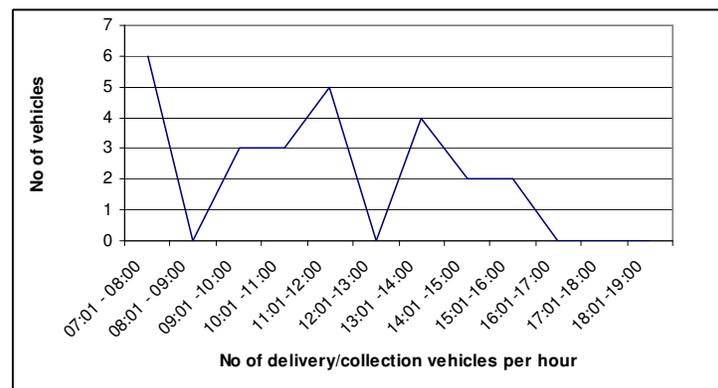
3.2 CCTV Data - Friday 6th November 2009

As mentioned above, the focus of the CCTV data on Friday 6th November 2009 changed a few times during the day, recording the bus stop on Wimbledon Bridge, W.H. Smith on Wimbledon Bridge opposite the area of the survey, and a pedestrian crossing. The recordings focus on the roundabout at the centre of the forecourt and the station entrance, so they do not offer an overall view of the station forecourt. The taxi rank, the entrance / exit to the forecourt, and the East and West boundaries of the station forecourt are excluded.

The following delivery patterns have emerged from the CCTV recordings.

3.2.1 Delivery/collection activity per hour

Figure 3.2.1: No of delivery vehicles per hour



For the reasons mentioned in section 3.1, figure 3.2.1 illustrates a snapshot of the total number delivery/collection vehicles per hour using the station forecourt to carry out loading/unloading activities rather than a definitive, complete picture.

3.2.2 Type of business serviced

Due to the restricted view provided by the CCTV camera it was not possible to ascertain delivery destinations, or even if a delivery took place in nearly two-thirds of all occasions. Table 3.2.2 shows the results of the CCTV observations of delivery destinations.

Table 3.2.2: Type of businesses serviced

Type of business serviced	No of activities	%
Unknown	14	56.0%
Delivered across the road Wimbledon Bridge	2	8.0%
Du care Dry cleaners	2	8.0%
Unsure if delivery/collection carried out	2	8.0%
Station	4	16.0%
West Cornwall Pasty Company	1	4.0%
Total	25	100.0%

3.2.3 Duration of loading/unloading activities

Table 3.2.3 shows that 20% of delivery activity was completed between 0 and 5 minutes, a further 20% between 11 and 15 minutes, whilst 8% was completed in more than 60 minutes.

Table 3.2.3: Duration of loading/unloading activities

Duration of loading/unloading activities	No of vehicles	%
0 to 5 min	5	20.0%
6 to 10 min	0	0.0%
11 to 15 min	5	20.0%
16 to 20 min	3	12.0%
21 to 25 min	0	0.0%
26 to 30 min	2	8.0%
31 to 35 min	0	0.0%
35 to 40 min	2	8.0%
More than 60 min	2	8.0%
Total	19	76.0%
Arrival time not known	4	16.0%
Departure time not known	2	8.0%
Total	25	100.0%

3.2.4 Type of vehicle used for loading /unloading activities

As illustrated by table 3.2.4, 56% of the vehicles carrying out delivery and servicing activity were vans, 40% were rigid vehicle while 4% were cars.

Table 3.2.4: Type of vehicles used for loading/unloading and servicing

Type of vehicle	No of un/loading activities	%
Van	14	56.0%
Rigid	10	40.0%
Car	1	4.0%
Total	25	100.0%

3.2.5 Notable frequent consignors of goods

As shown by table 3.2.5 notable frequent consignors are Metro newspapers, CIT operators and service providers to the train station.

Table 3.2.5: Notable frequent consignors

Name of Consignor	No of un/loading activities	Contact details
Unknown	11	
Metro	2	www.Metro.co.uk
Loomis	2	www.loomis.co.uk
Noma Removals	2	Noma Removals, 07796 44749
Network rail	1	www.networkrail.co.uk
G4S	1	
Cornish pasty	1	www.G4S.com
JJ	1	www.JJfoodservice.com
Food partners	1	www.foodpartners.co.uk
Evening standard	1	www.thisislondon.co.uk
foods4U	1	www.foods4u.info , 08705 745009
DPD	1	www.DPD.co.uk
Total	25	

3.2.6 Purpose of activity

Table 3.2.6 shows that 48% of the delivery and servicing activity recorded were deliveries, 16% were collections whilst 4% were combined deliveries and collections. 4% of vehicle movements related to servicing activity.

Table 3.2.6: Purpose of activity

Purpose of activity	No of delivery and servicing activities	%
Unknown	7	28.0%
Delivery	12	48.0%
Collection	4	16.0%
Delivery and collection	1	4.0%
Servicing	1	4.0%
Total	25	100.0%

3.2.7 Type of products delivered

Highlights of this analysis are that 12% of the products delivered to Wimbledon station were newspapers, 8% were frozen and chilled food and 4% was clothing.

Table 3.2.7: Type of product delivered

Type of product	No of delivery and servicing activities	%
Unknown	16	64.0%
Newspapers	3	12.0%
Chilled & frozen foods	2	8.0%
Servicing	1	4.0%
Clothing	1	4.0%
Dropped off a team of people and trolley	1	4.0%
Collected the people and some things	1	4.0%
Total	25	100.0%

3.2.8 Type of handling units

20% of handling units used were boxes, 12% punnets, and 8% bags.

3.2.8: Type of handling units

Type of handling units	No of delivery and servicing activities	%
Bag	1	4.0%
Punnets	3	12.0%
Boxes	4	16.0%
Large bags	1	4.0%
Box	1	4.0%
Unknown	15	60.0%
Total	25	100.0%

3.2.9 Weekend CCTV Data

The footage received for the weekend of the 7th and 8th November 2009 was analysed, but only the following notable issues are worthy of report:

- The CCTV data shows that some delivery and servicing activity is carried out on the Saturday morning and then ceases towards the early afternoon.
- From the footage received, cash in transit operators and dry cleaning businesses are active on Saturday Mornings.
- The recordings also show that the forecourt was used by the Ambulance Service and the Police. The ambulance stopped in the station forecourt for approximately nine minutes around 08:00 in the morning while the Police vehicles used the forecourt 3 times after lunch and during the afternoon.
- The recordings for the Sunday show that only one delivery was made. The vehicle used was a private car.

4 BUSINESS SURVEY

4.1 Business Survey

All the businesses located in the Wimbledon Station area, comprising the station forecourt, the station itself, the office block to the west of the station and on Wimbledon Bridge, were approached to take part in the survey. In total 21 responses were received from the businesses.

If a face to face interview wasn't possible, the businesses were left a questionnaire for self-completion with a return envelope. This solution was taken due to the managers not being available, but only one business returned the questionnaire. Telephone interviews were attempted with five other businesses, but without success, showing the value of personal, face to face contact.

The owner of one business refused to take part in the survey due to their opinion that the survey was a "waste of money".

Businesses in Centre Court Shopping Centre were contacted as the centre has a pedestrian entrance on Wimbledon Bridge. They confirmed that the loading bay located upstairs in the shopping centre is used for their deliveries.

No delivery and servicing activity was observed on the South side of Wimbledon Bridge. Observations indicated that both developments, either side of the railway lines, had servicing bays at the rear of the buildings.

4.2 Business Survey in Wimbledon Area – Findings

4.2.1 Business type

As illustrated by table 4.2.1, the majority of businesses that responded to the survey are food retailers, coffee shops and newsagents. However, due to the nature of their businesses, they require frequent deliveries and collections and have continuous replenishment system.

Table 4.2.1: Business type

Business type	Delivery Frequency	%	Business type	Delivery Frequency	%
Food retailer	3	14.3	Dry cleaners	1	4.8
Coffee shop	2	9.5	Fast food	1	4.8
News agent	2	9.5	Flower Seller	1	4.8
Phone retailer	2	9.5	Fruit retailer/market stall	1	4.8
Bakery	1	4.8	Nuts Retailer	1	4.8
Books & stationery retailer	1	4.8	Photo shop	1	4.8
Charity	1	4.8	Shoe repair & key cutter	1	4.8
Cosmetics retailer	1	4.8	Total	21	100.0
Dry cleaner & shoe repair	1	4.8			

4.2.2 Business hours

On weekdays the majority of businesses open for business between 08:01 and 10:00 and close between 17:01 and 19:00. One business is open 24 hours, 7 days a week, whilst one business is closed on Saturday and four are closed on Sunday.

Table 4.2.2(a): Opening Hours Monday -Sunday

Opening Hours								
Day	00:01-06:00	06:01-08:00	08:01-10:00	10:01-12:00	12:01-14:00	Opened 24 hours	Sunday closed all day	Total
Monday	4	8	6	1	1	1	0	21
Tuesday	4	8	6	1	1	1	0	21
Wednesday	4	8	6	1	1	1	0	21
Thursday	4	8	6	1	1	1	0	21
Friday	4	8	6	1	1	1	0	21
Saturday	2	7	9	1	0	1	1	21
Sunday	0	2	6	8	0	1	4	21

Table 4.2.2(b): Closing Hours Monday - Sunday

Closing Hours									
Day	Open 24 hours	06:01 - 12:00	12:01 - 15:00	15:01 - 17:00	17:01 - 19:00	19:01 - 21:00	21:01-00:00	Sunday closed all day	Total
Monday	1	0	0	0	11	6	3	0	21
Tuesday	1	0	0	0	11	6	3	0	21
Wednesday	1	0	0	0	11	6	3	0	21
Thursday	1	0	0	0	10	7	3	0	21
Friday	1	0	0	0	11	6	3	0	21
Saturday	1	0	0	1	10	5	3	1	21
Sunday	1	0	0	10	3	1	2	4	21

4.2.3 Frequency of delivery and servicing activity

As shown by tables 4.2.3(a-e) only 43% of the businesses interviewed have daily deliveries and only 38% of the businesses have daily collections. 14% of the businesses have 5 deliveries a week while 29% of the businesses do not have weekly collections. None of the businesses interviewed had daily servicing. One business stated that it has 3 servicing activities per week.

Table 4.2.3(a): Average daily deliveries

No of Daily deliveries	No of businesses	Percent
1	5	23.8
2	2	9.5
4	2	9.5
Total	9	42.9
Do not have daily deliveries	12	57.1
Total	21	100.0

Table 4.2.3(b): Average daily collections

No of daily collections	No of businesses	Percent
1	6	28.6
2	1	4.8
4	1	4.8
Total	8	38.1
Do not have daily collections	13	61.9
Total	21	100.0

Table 4.2.3(c): Average weekly deliveries

Weekly deliveries	No of businesses	Percent
1	1	4.8%
2	2	9.5%
2 to 3	1	4.8%
3	1	4.8%
4	2	9.5%
5	3	14.3%
5 to 10	1	4.8%
6	2	9.5%
7	2	9.5%
8	2	9.5%
10 and more	2	9.5%
20 and more	2	9.5%
Total	21	100.0%

Table 4.2.3(d): Average weekly collections

No of daily collections	No of businesses	Percent
Do not have weekly collections	6	28.6%
1	1	4.8%
2	2	9.5%
2 to 3	1	4.8%
3	1	4.8%
5	2	9.5%
5 to 10	1	4.8%
6	1	4.8%
7	2	9.5%
7 waste collection	2	9.5%
10 and more	1	4.8%
20 and more	1	4.8%
Total	21	100.0%

Table 4.2.3(e): Average weekly servicing

Servicing activity	No of businesses	Percentages
Once a fortnight	1	4.8%
Once a month	1	4.8%
Quarterly maintenance per year	1	4.8%
No regular servicing activity	14	66.7%
No servicing activity carried out at all times	3	14.3%
3 per week	1	4.8%
Total	21	100.0%

4.2.4 Type of delivery and servicing activities

As shown by table 4.2.4, retail is the dominant activity constituting 46% of deliveries, which are made to 91% of businesses. The next highest category is courier and mail which constitutes 29% of deliveries to 57% of businesses. Only one instance of servicing is recorded in the survey which amounts to 2% of all activity.

Table 4.2.4: Type of delivery and servicing activity at Wimbledon Station

Type of delivery and servicing activity	No of instances	% businesses	% delivery activity
Retail	19	91%	46%
Courier & Mail	12	57%	29%
Waste and recycling	4	19%	10%
Goods necessary for the business	3	14%	7%
Other deliveries (laundry, charity clothing)	2	10%	5%
Servicing	1	5%	2%
Total			100%

4.2.5 Handling units

As illustrated by tables 4.2.5(a) and (b), 86% of the businesses taking part in the survey receive their deliveries and 38% have their collections taken in tote boxes. The second most common delivery unit is loose cartons whilst the second most common collection unit is the 'other' category, comprising bags, hangers, envelopes, rubbish bags. Pallets are used for deliveries, but not for collections.

Table 4.2.5(a): Handling units used for deliveries

Handling units used for deliveries	No of instances	% businesses	% delivery activity
Tote boxes	18	86%	49%
Loose cartoons	8	38%	22%
Roll cages	4	19%	11%
Other (bags, hangers, envelopes)	4	19%	11%
Pallets	3	14%	8%
Total	37		100%

Table 4.2.5(b): Handling units used for collections

Handling units used for collections	No of instances	% businesses	% delivery activity
Tote boxes	8	38%	42%
Loose cartoons	3	14%	16%
Roll cages	1	5%	5%
Other (bags, hangers, envelopes, rubbish bags)	7	33%	37%
Pallets	0	0%	0%
Total	19		

4.2.6 Busiest times for deliveries and collections

Businesses report that the busiest time for their deliveries is between 10 am and 4 pm with the 'before 7 am' the second busiest time period. The level of collections is more consistent during the day, peaking between 10 am and 4 pm and dropping off thereafter. It was reported that the businesses that have their collections before 7 am, have them carried out as part of the delivery process.

Table 4.2.6(a): Busiest delivery times

Deliveries taking place	No of businesses
Before 7am	7
7am -10am	4
10am - 4pm	11
4pm - 7pm	3
After 7pm	1

Table 4.2.6(b): Busiest collection times

Collections taking place	No of businesses
Before 7am	5
7am -10am	4
10 am - 4pm	6
4pm - 7pm	2
After 7pm	1
Do not have regular collections	6

4.2.7 Busiest day for deliveries, collections and servicing

As Shown by tables 4.2.7(a), (b) and (c), Wednesday as the busiest day for deliveries followed by Tuesday. The level of collections is less variable, with Saturday being reported as the busiest day. Five businesses reported having no busiest day for deliveries with eight reporting no busiest day for collections. There are no reported busy days for servicing.

Table 4.2.7 (a): Busiest day for deliveries

Busy day for deliveries	No of businesses
Monday	7
Tuesday	9
Wednesday	10
Thursday	6
Friday	8
Saturday	6
Sunday	1
No busy day	5

Table 4.2.7 (b): Busiest day for collections

Busy day for collections	No of businesses
Monday	4
Tuesday	3
Wednesday	4
Thursday	3
Friday	4
Saturday	5
Sunday	1
No busy day	8
Do not have regular collections	6

Table 4.2.7 (c): Busiest day for servicing

Servicing activity	No of businesses
No busy day for servicing	18
No servicing activity carried out	3
Total	21

4.2.8 Type and number of vehicles involved in delivery and collection activity

As expected, the majority of deliveries (63%) and collections (56%) are carried out using vans. The other category includes one retailer whose stock is delivered by staff from Centre Court Shopping centre.

Table 4.2.8(a): Type of vehicle delivering to businesses

Type of vehicle delivering	Total	%
Van	17	63%
Rigid	4	15%
Articulated	3	11%
Car	1	4%
Other	2	7%
Total	27	100%

Table 4.2.8(b): Type of vehicle collecting from businesses

Type of vehicle collecting	Total	%
Van	9	56%
Rigid	2	13%
Articulated	2	13%
Don't know	1	6%
Other / Rubbish collection vehicle	2	13%
Total	16	100%

4.2.9 Maximum vehicle size

As shown by table 4.2.9, 52% of the businesses said that the maximum size of vehicle that can access their premises is a van or small van. However, 24% of the businesses taking part in the survey are not knowledgeable of the various vehicle restrictions or the size of vehicle that can access their premises.

Table 4.2.9: Maximum size of vehicle that can access business premises

Maximum size of vehicle that can access the site	Frequency	Percent
Small van	4	19%
Van	7	33%
2 axle, 7.5 to 17 tonnes	2	10%
3 axle rigid, 17 to 25 tonnes	1	5%
4 axle rigid, 25 to 33 tonnes	1	5%
Don't know	5	24%
N/A Staff deliver from the main branch in the mall.	1	5%
Total	21	100%

4.2.10 Delivery and collection completion times

As shown by the tables 4.2.10(a) and (b), more than half of the businesses taking part in the survey (46%) have deliveries that last between 10 and 20 minutes. 39% of the businesses taking part in the interviews have collections that last between 10 and 20 minutes. However, 22% of the businesses taking part in the survey have collections that take less than 10 minutes for completion.

Table 4.2.10(a): Delivery completion times

Average delivery duration	Frequency	Percent
Less than 10 minutes	6	25%
10 to 20 minutes	11	46%
20 to 30 minutes	4	17%
30 to 40 minutes	1	4%
40 to 50 minutes	1	4%
50 to 60 minutes	1	4%
Total	24	100%

Table 4.2.10(b): Collection completion times

Average collection duration	Frequency	Percent
Less than 10 minutes	5	22%
10 to 20 minutes	9	39%
20 to 30 minutes	1	4%
30 to 40 minutes	1	4%
Don't know	1	4%
Do not have regular collections	6	26%
Total	23	100%

4.2.11 Loading and unloading locations

As shown by table 4.2.11, 69% of loading and unloading activity takes place on either the station forecourt or Wimbledon Bridge.

Table 4.2.11: Loading and unloading locations

Loading and unloading locations used	Frequency	Percent
Station forecourt	12	52%
Taxi Rank	4	17%
Wimbledon bridge	4	17%
Don't know	1	4%
Other (from the Shopping centre)	2	9%
Total	23	100%

4.2.12 Description of the facilities

As shown tables 4.2.12(a) and (b), 43% of the businesses said that the loading facilities are “good” and “very good”, explaining that they are easy to access and caters for their needs. However, 29% of the businesses think the loading facilities are “poor” and “very poor”, commenting that there are no dedicated loading facilities for deliveries and collections, and that when the forecourt is closed it’s difficult to make deliveries.

Table 4.2.12(a): Scored loading facilities

Score of loading facilities	Frequency	Percent
very poor	3	14%
poor	3	14%
fair	4	19%
good	6	29%
very good	3	14%
n/a	1	5%
don't know	1	5%
Total	21	100%

Table 4.2.12(b): Comments about the loading facilities

Comments	No of businesses	Quotes
No comment	7	
It is good, fair, easy to access, no problems	8	<i>Very good at the moment, caters for our needs, easy access, it's fair, it's ok.</i>
No facilities for deliveries	2	<i>There's nowhere to park for deliveries, always get PCN, no loading bay.</i>
It can be improved	1	<i>It can be better.</i>
When the forecourt is closed is difficult to deliver	2	<i>If the forecourt not closed and depends of where they park. Sometimes the forecourt is closed , it is busy and it's not exclusively for deliveries</i>
It congested	1	<i>Has to use the lift, it is always congested and likely queues</i>
Total	21	

4.2.13 Control of the replenishment process

As illustrated by the table 4.2.13, 67% of the businesses taking part in the survey order their own products whilst 24% of the businesses interviewed said that someone else order the products for them. However, 5% responded that the ordering process is a mixture of the two.

Table 4.2.13: Control over the replenishment process

Order own products	Frequency	%	Someone else orders the products	Frequency	%	Ordering process is a mixture	Frequency	%
Yes	14	67%	Yes	5	24%	Yes	5	24%
No	5	24%	No	14	67%	No	16	76%
Some products	2	10%	Some products	2	10%	Some products		
Total	21	100.0	Total	21	100.0	Total	21	100.0

4.2.14 Control of delivery and collection times

As shown by tables 4.2.14, 76% of the businesses that took part in the survey do not control delivery times and 67% of them do not control the collection times. One small business owner makes their own deliveries.

Table 4.2.14: Control over deliveries and collection times

Do you control delivery times?	Frequency	%	Do you control collection times?	Frequency	%
Yes	4	19%	Yes	1	5%
No	16	76%	No	14	67%
Owner delivers themselves.	1	5%	No regular collections	6	29%
Total	21	100%	Total	21	100%

4.2.15 Ad hoc Deliveries and collections

As illustrated by the table 4.2.15, 33% of the businesses that took part in the survey have ad hoc deliveries and 24% of them have ad hoc collections.

Table 4.2.15: Ad hoc deliveries and collections

Ad hoc deliveries?	Frequency	%	Ad hoc collections?	Frequency	%
Yes	7	33%	Yes	5	24%
No	12	57%	No	9	43%
Don't know	1	5%	Don't know	1	5%
Owner makes the deliveries.	1	5%	Do not have regular collections	6	29%
Total	21	100%	Total	21	100%

4.2.16 Problems associated with delivery and servicing activity

As illustrated by the table below 48% of the businesses said they do not have any problems associated with deliveries and servicing. However, 33% of the businesses said they have problems with deliveries when the forecourt is closed and one business said that some suppliers will not deliver to them due to the lack of loading facilities in the area.

Table 4.2.16: Problems associated with delivery and servicing activity

Comments	No. of businesses	%	Quotes
No problems	10	48%	No problems. Not aware.
Difficult to have deliveries when the forecourt is closed.	7	33%	When the forecourt is closed cannot have deliveries. When the forecourt is closed we have to use the rear door of the station for which we require a permit.
Road works make deliveries late.	1	5%	Road works make it difficult to park and deliver. Due to high volume of traffic deliveries will take longer. There are planned works for the gas pipes.
Do not get deliveries due to lack of facilities.	1	5%	Yes, some suppliers do not deliver to us because we do not have delivery facilities.
Busy area, very congested.	1	5%	Very busy, PCNs are issued.
Not relevant.	1	5%	Doesn't get the post on time.
Total	21	100%	

4.2.17 Opinions on delivery and servicing activity

As shown by table 4.2.17 below, 57% of the businesses taking part in the survey have a good general opinion about the safety and efficiency of the freight movements in the area. However, 19% of the businesses said that the area is congested being a drop off point for both commuters and deliveries.

Table 4.2.17: Opinions on delivery and servicing activity

General view about the freight movements in the area			
Comments	No. of businesses	%	Quotes
It's ok, good, safe, no issues.	12	57%	It's safe. It's good efficient, seems to work.
Difficult to have deliveries when the forecourt is closed.	2	10%	It's ok apart from when the forecourt is closed.
Could be improved.	2	10%	It could be improved for the welfare of the businesses.
Congested area, being a drop off for commuters whilst deliveries are being carried out	4	19%	It can be very busy and congested being a drop off point for commuters. Pedestrianisation will be a disaster. It will be good to promote social awareness about the various solutions.
Don't know	1	5%	
Total	21	100%	

4.2.18 Suggested improvements for delivery and servicing activity

62% of the businesses taking part in the survey did not have any suggestion to improve the freight movements in the area. However, 24% of the businesses suggested that the provision of loading and unloading facilities could be improved.

Table 4.2.18: Suggestions to improve the area

Suggestions for improvement	No. of businesses	%	Quotes
No suggestions.	13	62%	
Permit for the businesses when the forecourt is closed.	2	10%	During the tennis season, a permit to be issued to the businesses or a permanent available to have the key of the rear door.
Provision of loading facilities.	5	24%	Loading / unloading to be improved; We could work together with the council to plan loading activities so it could be better for everyone. Redevelop and provide parking and loading facilities. The forecourt should be more "delivery friendly".
Time restrict the deliveries.	1	5%	Time restrict deliveries not to be at the rush hour; but if the forecourt is pedestrianised, it will be a nightmare to deliver, no access for customers and emergency vehicles.
Total	21	100%	

4.2.19 Advice on vehicle access

As shown in table 4.2.19 below, 62% of the businesses do not advise operators about the maximum size of vehicle that can access their site.

Table 4.2.19: Advice on vehicle access

Do you provide advice on vehicle access	Frequency	%
Yes	7	33%
No	13	62%
N/a - staff deliver from the main branch in the mall.	1	5%
Total	21	100%

4.2.20 Businesses having a Delivery and Servicing Plan

Table 4.2.20 shows that 62% of businesses said that their organisation doesn't have a Delivery and Servicing Plan, whilst 14% of businesses taking part in the survey did not know if they have a Delivery and Servicing plan.

Table 4.2.20: Businesses having a Delivery and Servicing Plan

Organisation has a DSP	Frequency	%
Yes	5	24%
No	13	62%
Don't know	3	14%
Total	21	100%

5 DISCUSSIONS WITH LOCAL KEY PLAYERS

5.1 Discussion with key players

As part of the project telephone conversations were undertaken with key people and organisations that have an involvement with Wimbledon Station. A list of the successful contacts is contained in table 5.1. Their full responses are recorded in Annex E.

Table 5.1: Comments from key players

Name	Position
Kevin Brophy	LB Merton, Parking Services
Natalie Chapman	Freight Transport Association
Brian Hodge	Town Centre Manager
Terry Killeen	South West Trains Manager
John King	LDS Sidcup, FTA member
Louise McGrow	Manager of the Ambulance Service
David Sack	Metropolitan Police

As the loading and unloading area of the station forecourt is private property, the congestion there is not an issue for the London Borough of Merton, Parking Services. They didn't view Wimbledon Bridge as an issue due to the low number of offences noted.

Congestion experienced in the station forecourt was raised as an issue as there are many private cars setting down and picking up in the area. Provision of a large delivery bay was considered critical by the Wimbledon Town centre management and LDS Sidcup as it would provide a specific facility to enable deliveries to be made in the area. This would also segregate delivery and servicing activity from the high volume of pedestrian activity in the area.

Congestion in the taxi rank was considered an issue by a couple of respondents as the high number of taxis that can be parked up waiting for fares blocks the service road, inhibiting access to the station. This is exacerbated by people parking to attend the nearby DVLA offices.

6 INTERVIEWS WITH TRANSPORT OPERATORS

Following the on-site observations TTR approached a number of transport operators to complete a telephone survey to obtain their views on delivery and servicing at Wimbledon Station (Annex F). Responses were only received from six operators. The results of these surveys are set out below. Due to the low levels of response the data can only be considered indicative of operator activity.

6.1 Interviews with Transport Operators – Findings

6.1.1 Transport operators

Table 6.1.1 sets out the activity of the businesses that responded to the survey.

Table 6.1.1: Transport operators that responded to the survey

Type of activity	No of Transport Operators	%
Waste & recycling	2	33%
Frozen Food distribution	2	33%
Passenger Lift Servicing	1	17%
Newspapers distribution	1	17%
Total	6	100%

6.1.2 Frequency of servicing

As illustrated by table 6.1.2 there are a mix of delivery and servicing levels including daily, weekly and monthly activity.

Table 6.1.2: Frequency of loading and servicing activities

Frequency of Delivery/collections/servicing	No of operators	%
Daily delivery	2	29%
Daily collection	2	28%
Weekly delivery	1	14%
Weekly collections	1	14%
Servicing Once a month	1	14%
Total activities	7	100%

6.1.3 Time of delivery and servicing activity

As illustrated by the table 6.1.3, 50% of the deliveries and 33% of collections to the businesses in Wimbledon station takes place between 7 am and 10 am. 33% of the deliveries occur between 10 am and 4 pm whilst 33% of the collections take place after 4 pm. The servicing activity all took place in the general period between 8 am and 4 pm.

Table 6.1.3: Time of delivery and servicing activity

Period time when the majority of deliveries/collections and servicing occur								
Deliveries	No of operators	%	Collections	No of operators	%	Servicing	No of operators	%
Before 7am	1	17%	Before 7am	0	0.0%	8 am - 4pm	1	16.7%
7am - 10am	3	50%	7am - 10am	2	33%			0.0%
10am - 4pm	2	33%	10am - 4pm	0	0.0%			0.0%
4pm - 7pm	0	0%	4pm - 7pm	1	17%			0.0%
After 7pm	0	0%	After 7pm	1	17%			0.0%
Total activities	6	100%	Total activities	4	66.7%	Total activities	1	16.7%
Total operators	6							

6.1.4 Type and number of vehicles used for deliveries and collections

As illustrated by the table 6.1.4, 50% of deliveries and collections to Wimbledon station area are carried out by rigid goods vehicles while only 33% of the deliveries are carried out by vans. The small scale of the survey responses explains the prevalence of rigid vehicles over vans, which is the opposite of that noted during the physical observations.

A van was used to support the servicing activity.

Table 6.1.4: Type and number of vehicles used for deliveries and collections

Number of vehicle delivering, collecting and servicing								
Type of vehicle delivering	Total	%	Type of vehicle collecting	Total	%	Type of vehicle servicing	Total	%
Van	2	33.3%	van	0	0.0%	Van	1	16.7%
Rigid	3	50.0%	rigid	3	50.0%	Rigid	0	0.0%
Total operators	6							

6.1.5 Products frequently delivered/collected

Table 6.1.5 shows the categories of products delivered to and collected from Wimbledon Station.

Table 6.1.5: Products delivered and collected at Wimbledon station

Type of products delivered/collected	No of activities	%
Waste	2	33.3%
Chilled and frozen food	2	33.3%
Free newspapers	1	16.7%
Servicing passenger lift	1	16.7%
Total	6	100.0%

6.1.6 Type of handling units used for deliveries and collections

As illustrated by table 6.1.6 a variety of handling units are used when delivering to, and collecting from, Wimbledon Station.

Table 6.1.6: Type of handling units used for deliveries and collections used by operators

Deliveries		Collections		Servicing
Type of handling units	No of operators	Type of handling units	No of operators	No of operators
On pallets	1	On pallets	0	1
In roll cages	1	In roll cages	0	0
In tote boxes	0	In tote boxes	0	0
In loose cartoons	0	In loose cartoons	0	0
Other (newspapers using trolleys)	1	Other (bags, bails, newspapers using trolleys)	3	0
Total	3	Total	3	1

6.1.7 Maximum vehicle size

As shown by table 5.1.7 a variety of sized vehicles are used by operators to deliver to Wimbledon Station.

Table 6.1.7: Maximum vehicle size

Vehicle size	No of operators	%
Cars	0	0
Small Vans	1	16.7%
Single Rear Transit Type Vehicle	1	16.7%
2 axles <7.5 tonnes twin rear wheel transit van	1	16.7%
2 axles 7.5 to 17 tonnes (with reflective plates)	0	0.0%
3 axles (rigid) 17 to 25 tonnes	2	33.3%
4 axles (rigid) 25 to 33 tonnes	0	0.0%
3 or 4 axles (articulated) up to 33 tonnes	1	16.7%
5 or more axles (articulated) over 33 tonne	0	0.0%
Total	6	100.0%

6.1.8 Advice about the maximum vehicle size

As Shown by table 6.1.8, 67% of the transport operators interviewed have not been informed by their customers about the maximum size of vehicle that can access Wimbledon Station.

Table 6.1.8: Advice received about the maximum vehicle size

Customers informed the operators about the max size vehicles	No of operators	%
Yes	1	16.7%
No	4	66.7%
Sometimes	1	16.7%
Total	6	100.0%

6.1.9 Duration of delivery, collection and servicing activity

As shown by table 6.1.9, 33% of deliveries are completed between 20 and 30 minutes while 33% of collections are completed between 10 and 20 minutes. This is consistent with the findings from the observation study. The servicing at Wimbledon Station is completed in between 4 and 6 hours.

Table 6.1.9: Duration of delivery, collection and servicing activity

Deliveries			Collections			Servicing		
Time to complete	No of operators	%	Time to complete	No of operators	%	Time to complete	No of operators	%
Less than 10 min	0	0.0%	Less than 10 min	0	0	Less than 10 min	0	0.0%
10 to 20 min	1	16.7%	10 to 20 min	2	33.3%	10 to 20 min	0	0.0%
20 to 30 min	2	33.3%	20 to 30 min	1	16.7%	20 to 30 min	0	0.0%
30 to 40 min	0	0.0%	30 to 40 min	0	0.0%	30 to 40 min	0	0.0%
40 to 50 min	0	0.0%	40 to 50 min	0	0.0%	40 to 50 min	0	0.0%
50 to 60 min	0	0.0%	50 to 60 min	0	0.0%	50 to 60 min	0	0.0%
More than 60 min	0	0.0%	More than 60 min	0	0.0%	between 4 and 6 hours	1	16.7%
Total activities	3	50.0%	Total activities	3	50.0%	Total activities	1	16.7%
Total operators	6							

6.1.10 Vehicle stopping locations

Table 6.1.10 shows the locations by vehicles involved in delivery and servicing activity.

Table 6.1.10: Vehicle stopping locations

Locations used for loading/unloading and servicing	No of operators	%
Wimbledon Bridge	1	16.7%
Taxi Rank	2	33.3%
Station Forecourt	2	33.3%
Road sides	1	16.7%
Total locations	6	100.0%
Total operators	6	100.0%

6.1.11 Description of the loading and unloading facilities

As shown by table 6.1.11 the majority of operators described the loading facilities as being “poor” and “very poor” due to the fact that there are no designated loading and unloading facilities at Wimbledon Station. The congestion in the area such that every delivery or servicing activity is bound to cause an obstruction.

Table 6.1.11: Description of the loading and unloading facilities

Description of the loading and unloading facilities	No of operators	Comments
Very good	0	
Good	1	It's good.
Fair	1	Fair.
Poor	2	Not any designated loading / servicing bays. It is difficult to park in case of emergency the engineer has to drive around a lot looking for a parking space.
Very poor	2	The vicinity is so congested. It is difficult for our vehicles to stop without causing an obstruction.
Total	6	

6.1.12 Control over delivery, collection and servicing times

As illustrated by table 6.1.12 the balance of control over delivery and collection times is with the operator. The operator control the servicing times, presumably as they are undertaking planned rather than emergency maintenance, given the response in 6.1.13 below.

Table 6.1.12: Control over delivery, collection and servicing times

Control delivery times	No of operators	Control collections times	No of operators	Control servicing times	No of operators
Yes	2	Yes	1	Yes	1
No	0	No	1	No	0
Don't know	0	Don't know	0	Don't know	0
Other (customer driven)	0	Other (dependent on the traffic)	1	Other	0
Total	2	Total	3	Total	1

6.1.13 Planned or *ad hoc* deliveries and collections

All delivery and servicing activity at Wimbledon Station was considered planned by the operators. The servicing was considered to take place in both a planned and an *ad hoc* fashion.

Table 6.1.13: Planned or ad hoc deliveries/collections

Planned or <i>ad hoc</i> deliveries	No of operators	Planned or ad hoc collections	No of operators	Planned or ad hoc servicing	No of operators
Planned	2	Planned	3	Planned and ad hoc	1
Ad hoc	0	Ad hoc	0		
Don't know	0	Don't know	0	Don't know	0
Other(customer driven)	0	Other(customer driven)	0	Other(customer driven)	0
Total	2	Total	3	Total	1

6.1.14 Problems associated with delivery and servicing activity

The operators were asked if they are aware of any problems associated with delivery and servicing activity at Wimbledon station. Their relevant comments are set out below.

'The area is so congested, that when stopping to collect waste, our vehicle will inevitably cause an obstruction to others, which could potentially result in health and safety being compromised for others.'

'(The taxi rank is) shared with taxis which double park. It is difficult to make collections.'

'Access to the station is difficult. There is a lack of loading and unloading facilities.'

'There is no delivery bay. Vehicles are badly parked. Penalty Charge Notices are being issued for no real reason.'

6.1.15 Views about efficiency, safety and sustainability of delivery and servicing activity

When asked what they thought about freight movements in the area, two operators said that the freight movements in the area are "ok", or "seem good", whilst one operator said that the efficiency and safety of the area "could be improved". Comments from two operators are set out below.

'The forecourt is busy, a packed area, very poor area.'

'In terms of efficiency, there is room for improvement. Due to the lack of space, our vehicle is not always able to pull into the forecourt of the station to carry out the collections, so has to park on Wimbledon Bridge, which means that the Operatives have to run back to the bags at Coffee Republic to collect them so the vehicle is not causing an obstruction for too long. If there was more space, then they may be able to pull into the forecourt to save time, and therefore making collections more efficient.'

In regard to safety, our vehicle stopping on the bridge, dependant on how alert pedestrians are could potentially cause a risk to them, if there are also other freight vehicles doing this, as these vehicles could restrict their view when attempting to cross the road.

In regard to sustainability, due to the current safety issues, the current sustainability of freight movements is not very good'.

6.1.16 Suggestions to improve the current efficiency, safety and sustainability of delivery and servicing activity

Operators suggested that the provision of designated loading bays with enforced restrictions would improve the current efficiency in the area. Comments received are set out below.

'There should be specific loading and unloading bays in the station forecourt for freight vehicles, and restricted drop off points at the front, in order to make the area less congested'.

'Designated loading bays and enforcement of the traffic regulations'.

'More loading facilities, improve the access to the station, specific parking space for the delivery driver'.

'Designated loading bays with enforced restrictions'.

One operator suggested parking permits for deliveries while the other said that taxis should not be allowed on the (service) road.

7 FREIGHT ENVIRONMENTAL REVIEW SYSTEM (FERS) AUDIT

7.1 Introduction to the Freight Environmental Review System (FERS)

The Freight Environmental Review System (FERS) is an analytical tool that enables a qualitative assessment of the impacts of freight upon its surrounding environment. The FERS guidance document states that:

'The aim of the Freight Environmental Review System is to record and analyse information relating to freight activity in any given area with a view to harmonising freight activity with other street uses'.

The FERS audit is based upon the following two key principles:

1. That the quality of the freight environment may be evaluated according to the degree to which it meets freight drivers' needs.
2. That in evaluating the degree to which freight vehicle drivers needs are met by the environment, however, the objective should be to satisfy as many people as possible, including motorised road users but also pedestrians and cyclists.

The immediate vicinity of Wimbledon station caters for a complex mix of activity, including public and private passenger vehicle movements, pedestrian volumes that fluctuate during the day, as well as a variety of delivery and servicing activities. This section of the report describes the physical environment in the vicinity of Wimbledon station and highlights its effects on the delivery and servicing activity taking place in the area.

7.2 FERS Audit

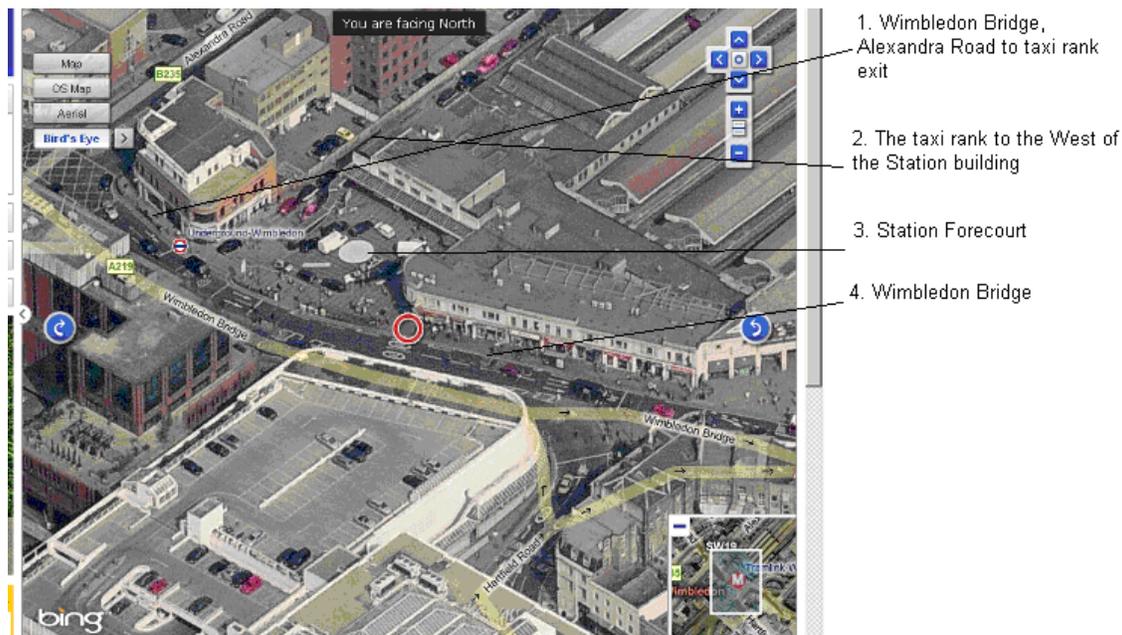
7.2.1 Site Description

The area comprising the Wimbledon Station delivery and servicing study is show in fig 7.1. It consists of the area to the North of Wimbledon Bridge, between the junction with Alexandra Road to the west and the pedestrian entrance to Centre Court Shopping Centre to the East. In delivery and servicing terms it is a self-contained area. During the observation period no loading or unloading was observed on the South side of Wimbledon Bridge.

For ease of study, the location has been broken down into four constituent areas, each having its own particular characteristics. These are:

1. Wimbledon Bridge, Alexandra Road to taxi rank exit.
2. The taxi rank to the West of the Station building.
3. Station Forecourt at the front of the Station.
4. Wimbledon bridge, taxi rank exit to pedestrian crossing.

Fig 7.1: View of Wimbledon Station Study Area.



The FERS audit will set out the nature of the delivery and servicing environment in each constituent area and then make recommendations regarding the proposed new loading bay arrangement to be implemented as part of the public realm improvements for the London 2012 Olympic Games. The audit took place in the middle of the day on 4th November 2009.

7.2.2 Wimbledon Bridge, Alexandra Road to taxi rank exit.

This is a very short and crowded length of kerb space, as can be seen in fig 7.2. The fact that it is used for delivery and servicing activity is surprising as there are pedestrian guard rails along most of its length. It is signed as 'No Waiting' and 'No Loading at any time' (fig 7.3) with double yellow lines and double yellow blips on the carriageway and kerb-side respectively. Whilst the signage has been slightly damaged, presumably after being hit by a vehicle, it is clear, as are the associated road markings.

During the observation period G4S were observed serving the HSBC branch on the corner of Wimbledon Bridge and Alexandra Road. As an aside, they were also observed making a delivery to another bank in similar circumstances, diagonally across the junction from this location. Other activity observed during the day at this location was the collection of waste sacks by the London Borough of Merton and one kiss and ride set down. These activities did not appear to have a major effect on traffic or pedestrian flow in the area.

Fig 7.2 Wimbledon Bridge, Alexandra Road to taxi rank exit, general view.



As mentioned previously, there is no formal space available for making deliveries. Pedestrian guard railing extends from around the corner in Alexandra Road to the pedestrian crossing which links both sides of Wimbledon Bridge. The guard railing then extends for approximately ten yards along the North side of Wimbledon bridge. There is then a short gap, which during part of the observation period was filled with waste sacks, then a waste bin at the kerb-side. The pavement is then open until the junction with the taxi rank exit.

Fig 7.3 Wimbledon Bridge, Alexandra Road to taxi rank exit, signage.



Pedestrian footfall is heavy on this stretch of pavement as it is a major access point to the Station, local bus stops and Wimbledon Town Centre. The footway is approximately 2m wide along this stretch of pavement. Its surface is mainly small paving slabs, but there are sections of block paving, a patch of tarmac and various utility access covers. Lighting is provided by one lighting column. On the pedestrian side of the railings there were two Coffee Republic A-Boards, another waste bin and a bicycle attached to the railings.

On the road-side of the pedestrian guard railings there is a line of block paving adjacent to the concrete kerbing. No infrastructure damage caused by freight vehicles or loading and unloading activity was observed. It should be noted that both

the G4S and London Borough of Merton servicing activity did not involve the driver exiting from their cab into the traffic flow. G4S have a near-side or rear exit to the vehicle and the London Borough of Merton have a crew member who exits from the nearside of the vehicle.

7.2.3 Taxi rank to the West of the Station building.

To the immediate West of the Wimbledon Station building is the taxi rank serving the station. It runs North – South parallel with the station building boundary. The highway dips and then rises between the access road and Wimbledon Bridge, the low point being outside the waste and recycling centre. Taxis access the rank from Alexandra Road, utilising the access road to the Station Car Park. They then turn right into the taxi rank. From a legal perspective access is controlled by a highways traffic order fig 7.4(a) and railway byelaws fig 7.4(b).

Taxis queue two abreast in the rank to facilitate loading at the head of the queue. They then drive forward in a single lane to access the left turn onto Wimbledon Bridge. The physical layout of the carriageway restricts the maximum size of vehicle that can exit onto Wimbledon bridge to a car or van. The length of the queue varies during the day, ranging from a couple of waiting taxis, to taxis queuing back into the station car park access road.

Fig 7.4(a) and (b), access controls to Wimbledon Station taxi rank.



Technically there should be no other motor vehicle access to this stretch of highway. However a private car was observed parked off road at the rear entrance to the HSBC bank which is accessed off of the taxi rank. More importantly access to the station's waste and recycling facilities, as well as what appears to be the main building electrical supply to the station building, are both adjacent to the taxi rank Figs 7.5(a) and (b).

Fig 7.5(a) and (b), Wimbledon Station waste and recycling access.



Waste and recycling collections take place on a daily basis, early in the morning. As the waste and recycling vehicles are unable to exit the taxi rank onto Wimbledon bridge they reverse down to the waste and recycling centre, past any waiting taxis. They load up their vehicle from the wheeled bins, next to any waiting taxis and then drive out as a contra flow to incoming taxis. A member of station staff may be on hand to assist with access to the site.

The loading area is hatched in faded yellow markings and the tarmac surface undulates. There are various utility manhole covers set into the road surface. The electrical substation is protected by three new galvanised metal posts. It is not known if any specific incident led to their provision. There is no apparent damage due to freight vehicles or delivery and servicing activity. There is no specific lighting in the area, other than that overspilling from the waste and recycling centre.

The taxi rank also doubles as a footway for pedestrians accessing the station from Alexandra Road and the station car park. There is a footway leading from the Wimbledon bridge end of the taxi rank to a staff side entrance to Wimbledon Station. This is adjacent to the electrical substation and a short distance from the entrance to the waste and recycling facility. Taxi drivers may also exit their cabs and chat to each other if the queue is in the vicinity and is not moving.

7.2.4 Station Forecourt at the front of the Station.

The forecourt at the front of the station is where most of the delivery and servicing activity at Wimbledon Station takes place. It can be a chaotic space as shown in figures 7.6(a) and (b).

Fig 7.6(a) Wimbledon Station Forecourt.



Fig 7.6(b) Wimbledon Station Forecourt.



As well as kiss and ride activity, the forecourt space is used during the day for a variety of delivery and servicing activities, ranging from all day parking for the florist and shop fitters working at the station to a quick parcel drop off.

The forecourt space itself consists of a circular activity area with a traffic light controlled entrance / exit in the South-West corner and two disabled parking bays at the North-East corner. The whole area is block paved in two contrasting colours, as is the surrounding pedestrian pavements. At the centre of the space a conical roundabout is marked out in white block paving and there is a white block paving towards the entrance / exit providing an indication of entry / exit corridors. Both the roundabout and corridor markings can be driven over. Double yellow lines are also set out in block paving around the edge of the forecourt.

The vehicular area is separated from the pedestrian pavement by a raised kerb which is painted in yellow in parts. A drop kerb is provided at the centre front of the disabled bays. The vehicle area rises from South-West to North-East, as does the surrounding pedestrian pavement. There are also pedestrian steps to the West side of the forecourt which serves the taxi rank. There is a taxi rank canopy to the west side and the station building canopy to the North of the forecourt, under which the florist stall has two parasol canopies. To the East and West are green barriers constructed of an Astroturf material which separates vehicles and pedestrians. On the pedestrian side of the East side barrier are a couple of newspaper recycling bins, two concrete benches either side of a litter bin, an Evening Standard stall, and a London Borough of Merton public information display.

As can be seen in figures 7.6(a) and (b), loading and unloading takes place at all points on the station forecourt. There are no specific markings or indicators on the forecourt to manage loading and unloading activity. There is a free for all in the search for space for kiss and ride and delivery and servicing activity. This does not appear to be an immediate issue as, whilst the forecourt became quite congested at times, people were able to get on with their business. Only a couple of instances of irate motorists were observed during the twelve hour period. The disabled bays appear to be abused, with G4S and other vehicles, obviously involved in delivery and servicing activity and not displaying a disabled badge, using them at some point during the day (figs 7.7(a) and (b)).

Fig 7.7(a) and (b): Apparent non-compliant parking in the disabled bay.



There are two types of signage purporting to control activity on the forecourt (fig 7.8(a) and (b)). The first refers to Byelaw 25 made under section 67 of the Transport Act, 1962. Three of these signs are affixed to the station building. The second issued by CP Plus, who manage car parks on behalf of South West Trains, refers to short

term parking. Two signs are affixed to the green pedestrian barriers on the East and West sides of the forecourt.

Fig 7.8(a) and (b), Wimbledon Station forecourt parking control signs.



It should be noted that part of the forecourt is owned by Network Rail and part of the forecourt is public highway. There is no obvious demarcation between the two. However, during the observation period no enforcement activity was observed at the station forecourt. It is not known if that is typical of the enforcement arrangements, or if any enforcement takes place at the location at all.

As the forecourt is surrounded by pedestrian pavement it is inevitable that delivery and servicing activity impacts on pedestrian flows and vice versa. Various vehicles were noted overhanging the pedestrian area as they had reversed their vehicles up to the kerb line. For these vehicles, and others that had parked adjacent to the kerb line, loading and unloading activity took place on the pedestrian area. Whilst the vast majority of pedestrians stayed on the pavement some eschewed its use and walked across the forecourt on their way to and from the station. During these manoeuvres they encountered loading and unloading activity as well as moving vehicles.

For delivery and servicing staff the pedestrian pavement was adequate for making deliveries on foot or with the assistance of trolleys etc. The pavement slopes upwards at quite an angle from the southwest corner of the forecourt and from Wimbledon Bridge towards the station. The forecourt kerbing is in good condition, but hinders delivery and servicing activity. The dropped kerb in the disabled bay is of limited use for delivery and servicing activity as it tends to be blocked by vehicles, or requires a detour from the direct route from the vehicle to the delivery point. It was noted that the 'Metro' paper delivery van was parked up on the pedestrian area first thing on the morning, and that it drove over the pedestrian pavement to exit via the raised footway at the entrance to the forecourt.

The block paved pavement is uneven in places, which could be a hazard when icy. Some of the shops have A-boards or display stands on the pavement. Whilst not an immediate impediment to delivery and servicing activity their use needs to be kept in check, in line with any relevant London Borough of Merton policies. It was also noted that some waste that had escaped from plastic sacks remained on the footway following collection of the sacks.

7.2.5 Wimbledon Bridge, taxi rank exit to pedestrian crossing.

Technically, loading and unloading is not allowed on this stretch of highway as it is subject to the restrictions no waiting and no loading at any time fig 7.9(a), and no stopping in the bus stop, other than for buses; fig 7.9(b). There are also double yellow lines and a cycle path at the edge of the road.

Fig 9(a) and (b) kerbside controls on Wimbledon Bridge.



However, as figs 7.10(a), (b), (c) and (d) show, there is a variety of activity that takes place at this location, mainly delivering to and serving premises adjacent to the road.

Fig 7.10(a), (b), (c) and (d) delivery and servicing activity on Wimbledon Bridge.



Whilst the waste collections take a short space of time, typically a couple of minutes at the most, the cash in transit and soft drinks deliveries will take slightly longer, typically between five and ten minutes. Whilst their effect on passing traffic varies, it is clear that they impede access to the bus stop, so disadvantaging passengers with

mobility impairments and needlessly forcing passengers onto the road to board their bus.

The physical environment also restricts delivery and servicing activity figs 7.11(a), (b) and (c). Other than the gap for the pedestrian crossing of Wimbledon Bridge there are pedestrian guard railings from the taxi rank junction to a point approximately level with the east end of the forecourt. Both sides of the railings are used as a locking point for numerous bicycles. There is then a short gap then a cluster of street furniture including a Post Box, a grey electrical junction box, a free-standing illuminated advertising hording and a temporary free-standing street sign. The kerb side is then open until the bus stop which has a single sided shelter, then open again to the pedestrian crossing. As mentioned above, there is a cycle lane and double yellow lines and double yellow blips along the full length of this stretch of road, other than at the bus stop which has a single yellow line, coupled with a no stopping restriction. There is an advanced stop line for cyclists at the pedestrian crossing.

Fig 7.11(a), (b) and (c), Physical environment on Wimbledon Bridge.



8 PROPOSED CHANGES AT WIMBLEDON STATION

From a delivery and servicing perspective there are two particular components to the proposed changes at Wimbledon station:

- firstly, the changes to the service road to the West of the station;
- secondly, the changes to the forecourt / Wimbledon Bridge area.

The current loading and unloading arrangements, as haphazard as they are, will cease to exist. As recognised in the comments made by operators the creation of specific facilities for loading and unloading, even though they are for a shared use bay, will be an improvement.

8.1 Service Road

The changes proposed here will lead to an improvement over the current arrangements. It will become a service road with a shared surface and formalised taxi and loading bays. The two disabled parking bays are also being relocated within this area. The benefits for delivery and servicing activity are:

1. There will be clearly marked spaces for loading and unloading, taxis and disabled parking. The current markings are very worn and bear no resemblance to the actual use of the area by delivery and servicing vehicles. The new arrangements will clearly demark separate areas for each activity.
2. Vehicles will no longer need to reverse down to the waste and recycling facility, but will be able to traverse the service road in a forward gear along with all the other traffic on the road. This will be safer for all in the area as reversing vehicles are a heightened source of accidents. They will then be able to drive forward and turn onto Wimbledon Bridge to exit the service road.

The only other comment to be made regarding this location is regarding the waste and recycling collections during Wimbledon fortnight. It is assumed that these are managed to ensure that collections take place at a time outside of the shuttle bus operation. It is further assumed that these arrangements will be valid during the more intensive shuttle service required during the London 2012 Olympic Games.

8.2 Station Forecourt and Wimbledon Bridge

The existing station forecourt arrangements will disappear completely to be replaced by a combined loading bay and kiss and ride facility on Wimbledon Bridge. This will function independently from the service road and the traffic that uses it.

The forecourt will be replaced by an area of public realm. There will be a level area in front of an enlarged station entrance. An access path will sweep down from the north-east to the southwest of the site. Between the station entrance and the path will be a flight of steps to flatten the crossfall on the site. The area will be cleared up, with signage decluttered and guard rails removed. Cycle stands will be provided as part of the scheme. The existing pedestrian crossing in front of the station will be

moved eastwards to between the end of the shared use bay and the shops on Wimbledon Bridge.

It is assumed that the location of the new loading bay on Wimbledon Bridge will make delivery and servicing activity at that location independent of the shuttle service for Wimbledon fortnight and the London 2012 Olympics.

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.

9 CONCLUSIONS AND RECOMMENDATIONS

9.1 Conclusions

The challenge at Wimbledon Station remains, to maintain and improve the delivery and servicing facilities required to support the local businesses. As well as this activity, Wimbledon Station is a passenger interchange between rail, Underground, tram, bus, taxi, walking, cycling and the private car. Maintaining the balance between these diverse activities, within the restrictions of the location is not a simple task.

As highlighted previously in the report, some of the businesses require frequent deliveries and collections on a daily basis, whereas other servicing is of a seasonal or annual nature. The implementation of the public realm project at Wimbledon station provides an opportunity to create specific infrastructure to enable the delivery and servicing activity required to support the ongoing economy in the station area. Comments received from the, albeit limited, operator survey and from Wimbledon Town Centre Management, indicate that this development will be welcomed.

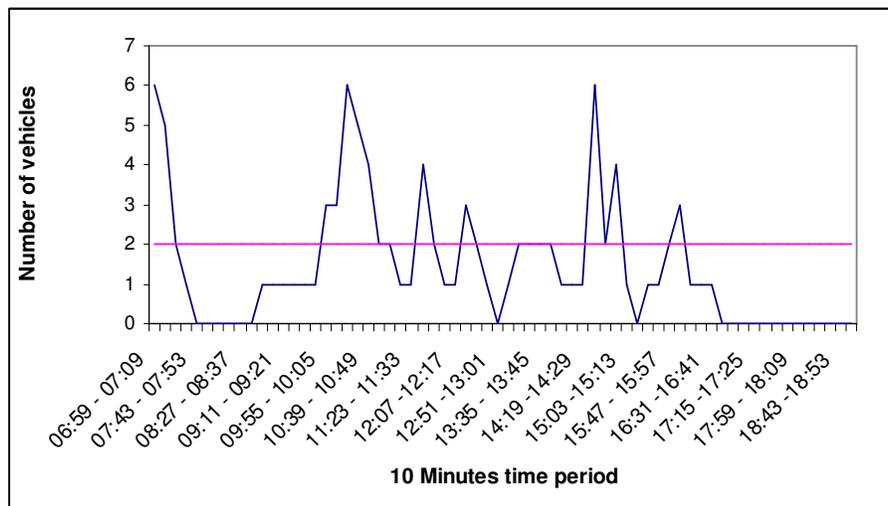
To assist with the implementation of the public realm project a list of recommendations are set out in the next section.

9.2 Recommendations

9.2.1 Combined Loading Bay and Kiss and Ride facility

The graph shown in fig 9.1 shows the number of vehicles involved in delivery and servicing activity on the forecourt of Wimbledon station and Wimbledon Bridge, excluding those parked for greater than forty minutes. It is suggested that the capacity of the loading bay is set at two vehicles to best cater for the demand. Ideally this would be for two rigid vehicles, though space for a rigid and a van would suffice depending on the constraints of the location.

Fig 9.1: No. of delivery vehicles at Wimbledon Station.



The combined loading bay and kiss and ride facility should be designed and implemented in line with the Kerbside loading guidance developed by Transport for London. This can be found at:

http://www.tfl.gov.uk/microsites/freight/documents/publications/TfL-Kerbside_loading_guidance_2009.pdf.

Depending on the results of the CVIS loading bay pilot (http://www.cvisproject.org/en/cvis_subprojects/test_sites/) managed by Transport for London, future consideration should be given to making all, or part of the loading bay bookable in advance possibly using an online system. As the bays serve a discrete area this should facilitate implementation of a booking system.

9.2.2 Operational and Enforcement Issues

Prior to the work taking place on site, discussions should take place with G4S regarding cash in transit deliveries for the HSBC bank, local businesses and the station under the new arrangements. For instance, could the rear entrance of the HSBC and service road entrance to the station be used as an alternative to parking on double yellow lines on Wimbledon Bridge?

Similar discussion should take place with the Royal Mail regarding serving the post box, depending on its relocation.

Currently London Borough of Merton vehicles make a number of waste collections during the day, with the vehicles stopping on Wimbledon Bridge. The placement and servicing of waste bins should be considered as part of the design of the public realm. Discussions should take place with the relevant department to ensure future waste collection arrangements are commensurate with the new arrangements.

Upon implementation of the new arrangements, both on Wimbledon Bridge and on the service road, enforcement should focus on driver education for the first month to facilitate both delivery, servicing, taxi and private drivers compliance with the new arrangements. The changes could be publicised to delivery and servicing staff via the businesses in the area as well as via the South London Freight Quality Partnership.

It is assumed that following implementation of the new arrangements for the loading bay and bus stops on Wimbledon Bridge, and for the disabled, taxi and loading bays on the service road, that new signs and lines will be implemented at each location.

Network Rail should consider making specific provision for vehicles involved in servicing activity at the station. They need to park up for the duration of the servicing activity, preferably close to the station as tools and materials required for the servicing are carried on the vehicles. Their requirements will not be fulfilled by the loading bay which will have a time limit imposed on it.

9.2.3 Physical Environment

The main concern is the proposed location of the cycle stands between the loading bay and the access path. These will act as an impediment to loading and unloading from the side of vehicles in the loading bay, and will act as a barrier to the movement of goods from the loading bay to the access path to the station. Consideration needs to be given to the location of the stands, and if no alternative is available, on how their impact can be minimised.

The access path will have a steep rising gradient from its start in the South-West corner to the North-East entrance to the station. In addition, the land rises from the delivery bay to the access path. It is important that the surface is such to facilitate the passage of delivery staff with trolleys, roll cages etc.

As well as the existing street furniture, displays, post box etc. At the location, a number of shops have free standing advertising boards and display boards outside their shops (fig 9.1(a) and (b)). Whilst the location is part owned by Network Rail, and hence not subject to control by the London Borough of Merton consideration should be given to a joint policy on advertising and display boards, perhaps to meet the London Borough of Merton Supplementary Planning Guidance notes on Shop Front Design (February 2004). This will minimize the amount of clutter on the street to be navigated by delivery and servicing staff and enable a consistent 'look and feel' across the area.

Fig 9.1(a) and (b): advertising and display boards.



The CCTV camera at Wimbledon Station, though limited in its view, makes a contribution towards the safety of delivery and servicing activity. It is hoped that it will be re-sited as part of the development.

**ANNEX A
OBSERVATION SURVEY
SHEET**

WIMBLEDON STATION DELIVERY AND SERVICING STUDY

Date:

Page No.

Business Served	Time of Arrival	Time of Departure	Vehicle Type	Location	Name of Supplier/Deliverer/Livery	Purpose of the activity	Type of product	Type of handling units	Single or Multiple delivery / collection points	Safety Issues	PCN Issued	Other Comments
	24 hour clock	24 hour clock	See sheet	S / T / W / O	Contact details	D / C / S		Roll cage, tote box, loose, etc.	S / M, or number if known	Road / Pedestrian / Driver / Vehicle	Y / N	

ANNEX B
VEHICLE CLASSIFICATION
SHEET

Classification	Code as	Examples	Classification	Code	Examples
Pedestrian	P		Bicycle	B	
Motorcycle	MC		Car	C	
Car Derived Van	CV				
Van	V				
2 axled Rigid up to 7.5 tonnes (long wheel bases)	2Ra				
2 axled Rigid 7.5 – 18 tonnes	2Rb				
3 axled Rigid 18 – 26 tonnes	3R				
4 axled Rigid 26 – 34 tonnes	4R				
Articulated Vehicles according to the number of axles	3A, 4A, 5A, 6A				

**ANNEX C
BUSINESS
SURVEY FORM**

Wimbledon Station Business Interviews
--

Time		Date	
Name of Business		Business Telephone Number	
Type of Business		Business Email	
Address, including post code		Business Web Address	

Interviewee Name	
-------------------------	--

Good morning/afternoon. I am from Transport & Travel Research and we are conducting interviews on behalf of The London Borough of Merton to find out the delivery and servicing needs of businesses at Wimbledon Station. The survey will help us better understand businesses delivery and servicing requirements and enable us to offer recommendations to the council as to how they can be improved as part of the station forecourt redevelopment. The questionnaire will take between 15 and 20 minutes to complete.

<i>Day of interview</i>					
<i>Mon</i>	<i>Tues</i>	<i>Wed</i>	<i>Thurs</i>	<i>Fri</i>	<i>Sat</i>
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q1	Please can you tell me your business hours?		
		From	To
	Monday		
	Tuesday		
	Wednesday		
	Thursday		
	Friday		
	Saturday		
Sunday			

Q2	Approximately, how many delivery, collection or servicing activities do you have during an average day/week?		
	Daily Delivery		Weekly Delivery
	Daily Collection		Weekly Collection
	Daily Servicing		Weekly Servicing
	Other		

Q3	What types of deliveries and collections are made to your business?	
	Business (goods necessary for the business) e.g. newspapers, stationery, document storage, furniture, laundry	<input type="checkbox"/> 1 please specify:
	Couriers & Mail e.g. Letters, parcels, mail bags, bundles	<input type="checkbox"/> 2 please specify:
	Retail (for sale) e.g. newspapers, CDs, toiletries, clothing, computer equipment, furniture, food, drink, toiletries, electrical items, beer/spirits etc	<input type="checkbox"/> 3 please specify:

	Consumables (own consumption) e.g. Water (bottled), catering/vending	<input type="checkbox"/> 4	please specify:
	Servicing e.g. Contractors / builders, IT servicing, empty crates	<input type="checkbox"/> 5	please specify:
	Waste/Recycling	<input type="checkbox"/> 6	please specify:
	Any other deliveries	<input type="checkbox"/> 7	please specify:

Q4	Can you tell me how goods are delivered to, and collected from your business?					
	Delivery					
	On pallets	<input type="checkbox"/> 1	In tote boxes	<input type="checkbox"/> 3	Other	<input type="checkbox"/> 5
	In roll cages	<input type="checkbox"/> 2	In loose cartons	<input type="checkbox"/> 4		
	Collection					
	On pallets	<input type="checkbox"/> 1	In tote boxes	<input type="checkbox"/> 3	Other	<input type="checkbox"/> 5
	In roll cages	<input type="checkbox"/> 2	In loose cartons	<input type="checkbox"/> 4		

Q5	During which period(s) do the majority of your deliveries and collections take place?			
	Delivery			
	Before 7am	<input type="checkbox"/> 1	4pm-7pm	<input type="checkbox"/> 4
	7am-10am	<input type="checkbox"/> 2	After 7pm	<input type="checkbox"/> 5
	10am-4pm	<input type="checkbox"/> 3	Not applicable	<input type="checkbox"/> 6
	Collection			
	Before 7am	<input type="checkbox"/> 1	4pm-7pm	<input type="checkbox"/> 4
	7am-10am	<input type="checkbox"/> 2	After 7pm	<input type="checkbox"/> 5
	10am-4pm	<input type="checkbox"/> 3	Not applicable	<input type="checkbox"/> 6

Q6	Please can you tell me which is the busiest day for delivery and collection of goods for your business?					
	Delivery					
	Monday	<input type="checkbox"/> 1	Thursday	<input type="checkbox"/> 4	Sunday	<input type="checkbox"/> 7
	Tuesday	<input type="checkbox"/> 2	Friday	<input type="checkbox"/> 5	There is no busiest day	<input type="checkbox"/> 8
	Wednesday	<input type="checkbox"/> 3	Saturday	<input type="checkbox"/> 6		
	Collection					
	Monday	<input type="checkbox"/> 1	Thursday	<input type="checkbox"/> 4	Sunday	<input type="checkbox"/> 7
	Tuesday	<input type="checkbox"/> 2	Friday	<input type="checkbox"/> 5	There is no busiest day	<input type="checkbox"/> 8
	Wednesday	<input type="checkbox"/> 3	Saturday	<input type="checkbox"/> 6		
	Servicing					
	Monday	<input type="checkbox"/> 1	Thursday	<input type="checkbox"/> 4	Sunday	<input type="checkbox"/> 7
	Tuesday	<input type="checkbox"/> 2	Friday	<input type="checkbox"/> 5	There is no busiest day	<input type="checkbox"/> 8
	Wednesday	<input type="checkbox"/> 3	Saturday	<input type="checkbox"/> 6		

Q7	Can you tell me what type and number of vehicles deliver to and collect from your business?		
	Delivery		
	Van	<input type="checkbox"/> 1	No.
	Rigid goods vehicle	<input type="checkbox"/> 2	No.
	Articulated goods vehicle	<input type="checkbox"/> 3	No.
	Other	<input type="checkbox"/> 4	No.
	Collection		
	Van	<input type="checkbox"/> 1	No.
	Rigid goods vehicle	<input type="checkbox"/> 2	No.
	Articulated goods vehicle	<input type="checkbox"/> 3	No.
Other	<input type="checkbox"/> 4	No.	

Q8	What is the maximum size of vehicle that can access your site?	
	Cars	<input type="checkbox"/> 1
	Small Vans	<input type="checkbox"/> 2
	Single Rear Transit Type Vehicle	<input type="checkbox"/> 3
	2 axles <7.5 tonnes twin rear wheel transit van	<input type="checkbox"/> 4
	2 axles 7.5 to 17 tonnes (with reflective plates)	<input type="checkbox"/> 5
	3 axles (rigid) 17 to 25 tonnes	<input type="checkbox"/> 6
	4 axles (rigid) 25 to 33 tonnes	<input type="checkbox"/> 7
	3 or 4 axles (articulated) up to 33 tonnes	<input type="checkbox"/> 8
5 or more axles (articulated) over 33 tonne	<input type="checkbox"/> 9	

Q9	On average, how long does a delivery and collection take?			
	Delivery			
	Less than 10 minutes	<input type="checkbox"/> 1	40 to 50 minutes	<input type="checkbox"/> 5
	10 to 20 minutes	<input type="checkbox"/> 2	50 to 60 minutes	<input type="checkbox"/> 6
	20 to 30 minutes	<input type="checkbox"/> 3	More than 60 minutes	<input type="checkbox"/> 7
	30 to 40 minutes	<input type="checkbox"/> 4		
	Collection			
	Less than 10 minutes	<input type="checkbox"/> 1	40 to 50 minutes	<input type="checkbox"/> 5
	10 to 20 minutes	<input type="checkbox"/> 2	50 to 60 minutes	<input type="checkbox"/> 6
	20 to 30 minutes	<input type="checkbox"/> 3	More than 60 minutes	<input type="checkbox"/> 7
	30 to 40 minutes	<input type="checkbox"/> 4		

Q10	Which loading and unloading locations does your business use for deliveries and collection of goods?		
	Off Street	Station Forecourt	
		Taxi Rank, at side of station	
	On Street	Wimbledon Bridge	
Other			

Q11	How would you describe the loading and unloading facilities for your deliveries and collections?					
	Very poor	Poor	Fair	Good	Very good	Not applicable
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Please give an explanation						

Q12	Do you order your goods/products?	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4

If yes, go to Q15

Q13	Does someone else order the good/products for you?	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4

Q14	It is the ordering process a mixture of the two options above?	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4

Q15	Do you control your delivery/collection times?	
	Delivery	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4
	Collection	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4

If yes, go to Q18

Q16	Does someone else control your delivery/collection times?	
	Delivery	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4
	Collection	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4

Q17	Are your deliveries/collection ad-hoc?		
	Delivery		
	Yes	<input type="checkbox"/>	1
	No	<input type="checkbox"/>	2
	Don't know	<input type="checkbox"/>	3
	Other	<input type="checkbox"/>	4
	Collection		
	Yes	<input type="checkbox"/>	1
	No	<input type="checkbox"/>	2
	Don't know	<input type="checkbox"/>	3
Other	<input type="checkbox"/>	4	

Q18	Can you tell me of any problems associated with freight movements in the Wimbledon Station area?

Q19	What is your general view of current efficiency, safety and sustainability of freight movements in the Wimbledon Station area?

Q20	Do you have any suggestions, from your experience, on how to improve freight movements Wimbledon station area in terms of efficiency safety and sustainability?

Q21	Do you advise those making deliveries, collections or servicing about the maximum size of vehicle that can access your site?		
	Yes	<input type="checkbox"/>	1
	No	<input type="checkbox"/>	2

Q22	Does your Organisation have a Delivery and Servicing Plan?		
	Yes	<input type="checkbox"/>	1 <i>Please provide details (explain the plan)</i>
	No	<input type="checkbox"/>	2

Thank you for your participation.

ANNEX D
TRANSPORT OPERATORS
SURVEY FORM

Wimbledon Station Operators Interview
--

Time		Date	
Name of Business		Business Telephone Number	
Type of Business		Business Email	
Address, including post code		Business Web Address	

Interviewee Name	
-------------------------	--

Good morning/afternoon. I am from Transport & Travel Research and we are conducting interviews on behalf of The London Borough of Merton to find out the delivery and servicing needs of businesses at Wimbledon Station. The survey will help us better understand businesses delivery and servicing requirements and enable us to offer recommendations to the council as to how they can be improved as part of the station forecourt redevelopment. The questionnaire will take between 15 and 20 minutes to complete.

<i>Day of interview</i>					
<i>Mon</i>	<i>Tues</i>	<i>Wed</i>	<i>Thurs</i>	<i>Fri</i>	<i>Sat</i>
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q1	How often you have vehicles that deliver and collect goods to/from businesses at Wimbledon Station on an average day/week?			
	Daily Delivery	<input type="checkbox"/> 1	Weekly Delivery	<input type="checkbox"/> 3
	Daily Collection	<input type="checkbox"/> 2	Weekly Collection	<input type="checkbox"/> 4

Q2	During which period(s) do the majority of the deliveries and collections take place to businesses at Wimbledon Station?			
	Delivery			
	Before 7am	<input type="checkbox"/> 1	4pm-7pm	<input type="checkbox"/> 4
	7am-10am	<input type="checkbox"/> 2	After 7pm	<input type="checkbox"/> 5
	10am-4pm	<input type="checkbox"/> 3	Not applicable	<input type="checkbox"/> 6
	Collection			
	Before 7am	<input type="checkbox"/> 1	4pm-7pm	<input type="checkbox"/> 4
	7am-10am	<input type="checkbox"/> 2	After 7pm	<input type="checkbox"/> 5
	10am-4pm	<input type="checkbox"/> 3	Not applicable	<input type="checkbox"/> 6

Q3	Can you tell me what type and number of vehicles deliver to and collect to businesses at Wimbledon Station?		
	Delivery		
	Van	<input type="checkbox"/> 1	No.
	Rigid goods vehicle	<input type="checkbox"/> 2	No.
	Articulated goods vehicle	<input type="checkbox"/> 3	No.
	Other	<input type="checkbox"/> 4	No.
	Collection		
	Van	<input type="checkbox"/> 1	No.
	Rigid goods vehicle	<input type="checkbox"/> 2	No.
	Articulated goods vehicle	<input type="checkbox"/> 3	No.
	Other	<input type="checkbox"/> 4	No.

Q4	Could you tell me please what type of products you frequently deliver/collect to/from businesses at Wimbledon Station?		
	Goods necessary for the business e.g. newspapers, stationery, document storage, furniture, laundry	<input type="checkbox"/> 1	please specify:
	Couriers & Mail e.g. Letters, parcels, mail bags, bundles	<input type="checkbox"/> 2	please specify:
	Retail (for sale) e.g. newspapers, CDs, toiletries, clothing, computer equipment, furniture, food, drink, toiletries, electrical items, beer/spirits etc	<input type="checkbox"/> 3	please specify:
	Consumables (own consumption) e.g. Water (bottled), catering/vending	<input type="checkbox"/> 4	please specify:
	Servicing e.g. Contractors / builders, IT servicing, empty crates	<input type="checkbox"/> 5	please specify:
	Waste/Recycling	<input type="checkbox"/> 6	please specify:
	Any other deliveries	<input type="checkbox"/> 7	please specify:

Q5	Can you tell me what type of handling units are used to deliver and collect from the businesses at Wimbledon Station?					
	Delivery					
	On pallets	<input type="checkbox"/> 1	In tote boxes	<input type="checkbox"/> 3	Other	<input type="checkbox"/> 5
	In roll cages	<input type="checkbox"/> 2	In loose cartons	<input type="checkbox"/> 4		
	Collection					
	On pallets	<input type="checkbox"/> 1	In tote boxes	<input type="checkbox"/> 3	Other	<input type="checkbox"/> 5
	In roll cages	<input type="checkbox"/> 2	In loose cartons	<input type="checkbox"/> 4		

Q6	What is the maximum size of vehicle that can access various businesses at Wimbledon Station?	
	Cars	<input type="checkbox"/> 1
	Small Vans	<input type="checkbox"/> 2
	Single Rear Transit Type Vehicle	<input type="checkbox"/> 3
	2 axles <7.5 tonnes twin rear wheel transit van	<input type="checkbox"/> 4
	2 axles 7.5 to 17 tonnes (with reflective plates)	<input type="checkbox"/> 5
	3 axles (rigid) 17 to 25 tonnes	<input type="checkbox"/> 6
	4 axles (rigid) 25 to 33 tonnes	<input type="checkbox"/> 7
	3 or 4 axles (articulated) up to 33 tonnes	<input type="checkbox"/> 8
	5 or more axles (articulated) over 33 tonne	<input type="checkbox"/> 9

Q7	Have your customers informed you about the maximum size of vehicle that can access Wimbledon Station?	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2

Q8	On average, do you know how long a delivery/collection to businesses at Wimbledon Station takes to complete?			
	Delivery			
	Less than 10 minutes	<input type="checkbox"/> 1	40 to 50 minutes	<input type="checkbox"/> 5
	10 to 20 minutes	<input type="checkbox"/> 2	50 to 60 minutes	<input type="checkbox"/> 6
	20 to 30 minutes	<input type="checkbox"/> 3	More than 60 minutes	<input type="checkbox"/> 7
	30 to 40 minutes	<input type="checkbox"/> 4		
	Collection			
	Less than 10 minutes	<input type="checkbox"/> 1	40 to 50 minutes	<input type="checkbox"/> 5
	10 to 20 minutes	<input type="checkbox"/> 2	50 to 60 minutes	<input type="checkbox"/> 6
	20 to 30 minutes	<input type="checkbox"/> 3	More than 60 minutes	<input type="checkbox"/> 7

Q9	Which loading and unloading locations does your business use for deliveries and collection of goods?		
	Off Street	Station Forecourt	
		Taxi Rank, at side of station	
	On Street	Wimbledon Bridge	
Other			

Q10	How would you describe the loading and unloading facilities for your deliveries and collections?					
	Very poor	Poor	Fair	Good	Very good	Not applicable
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Please give an explanation						

Q11	Do you control the delivery/collection times to businesses at Wimbledon Station?		
	Delivery		
	Yes	<input type="checkbox"/> 1	
	No	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	
	Collection		
	Yes	<input type="checkbox"/> 1	
	No	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	

Q12	Are the deliveries/collection to businesses at Wimbledon Station planned or ad-hoc?		
	Delivery		
	Planned	<input type="checkbox"/> 1	
	Ad -hoc	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	
	Collection		
	Planned	<input type="checkbox"/> 1	
	Ad-hoc	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	

Q13	Can you tell me of any problems associated with freight movements at Wimbledon Station?

Q14	What is your general view of current efficiency, safety and sustainability of freight movements at Wimbledon Station?

Q15	Do you have any suggestions on how to improve freight movements at Wimbledon Station?

Thank you for your participation.

ANNEX E
KEY PLAYERS GUIDELINES
AND DISCUSSIONS

Wimbledon Station Delivery and Servicing Study			
Name	Kevin Brophy on behalf of Paul Walshe	Telephone	020 8545 4189
Organisation	LB Merton, Parking Services	Email	Kevin.Brophy@merton.gov.uk Paul.walshe@merton.gov.uk
Date	03.11.09	Job title	Manger
Time	16:29	Address	

1. **Can you tell me of any problems associated with freight movements in the Wimbledon Station area?**

They are unaware of enforcement issues outside of normal town centre issues. There is very little area on the Wimbledon Bridge, where vehicles can park to load and unload without causing chaos. As a result there are few contraventions committed there.

2. **What is your general view of current efficiency, safety and sustainability of freight movements in the Wimbledon Station area?**

The forecourt at Wimbledon Station is private property so the London Borough of Merton does not have control nor takes enforcement action within the station forecourt area. Therefore they are not able to comment on activity on the station forecourt area.

3. **Do you have any suggestions, from your experience, on how to improve freight movements Wimbledon station area in terms of efficiency safety and sustainability?**

No comments were made.

Wimbledon Station Delivery and Servicing Study			
Name	Natalie Chapman	Telephone	07818 450564
Organisation	Freight Transport Association	Email	n.chapman@fta.co.uk
Date	06.11.09	Job title	Regional Policy Manager
Time	11:00	Address	

1. **Can you tell me of any problems associated with freight movements in the Wimbledon Station area?**

Natalie was unaware of any delivery and servicing issues at Wimbledon station. She forwarded our enquiry to her colleagues in the Greater London Freight Forum.

2. **What is your general view of current efficiency, safety and sustainability of freight movements in the Wimbledon Station area?**

No comment was made.

3. **Do you have any suggestions, from your experience, on how to improve freight movements Wimbledon station area in terms of efficiency safety and sustainability?**

No comment was made.

Wimbledon Station Delivery and Servicing Study			
Name	Brian Hodge	Telephone	020 8545 3202
Organisation	Wimbledon Town Centre Management	Email	Brian.hodge@merton.gov.uk
Date	06.11.09	Job title	Town Centre Manager
Time		Address	

1. Can you tell me of any problems associated with freight movements in the Wimbledon Station area?

We had a number of complaints from the shops on Wimbledon Bridge and the Broadway and other independent businesses, that they have problems receiving large deliveries. They would like some facilities to allow them to pull in and carry out the delivery, something like a delivery bay.

2. What is your general view of current efficiency, safety and sustainability of freight movements in the Wimbledon Station area?

It is very difficult; we monitored the number of businesses and shops in Wimbledon and the number of empty trading shops has increased being similar to the number of empty shops in New Malden and Mitcham.

In terms of safety and sustainability, in the train station area there are a lot of people that drive to drop off commuters. We have to accept it and not create more safety issues, provide a delivery bay.

There's also a necessity to provide short term cheaper parking for the shops at Wimbledon Station rather than the long term parking that is there at the moment. Due to the high volume of traffic, shopkeepers at the station feel isolated from the town centre.

3. Do you have any suggestions, from your experience, on how to improve freight movements Wimbledon station area in terms of efficiency safety and sustainability?

Provision of delivery bay is critical.

Wimbledon Station Delivery and Servicing Study			
Name	Terry Killeen	Telephone	07739 820721
Organisation	South West Trains	Email	mwinnie@swtrains.co.uk
Date	28.10.2009	Job title	Station Manager
Time	15:00	Address	Wimbledon Station, SW19 7NL

1. Can you tell me of any problems associated with freight movements in the Wimbledon Station area?

The layout of the station is not very good there is only a small access to the forecourt.

Another hot spot is the taxi rank; people do not realise that next to the underground Wimbledon Station is a main road. The access to the train station is via Alexandra Road. The DVLA offices nearby, contribute to and attract traffic, as cars are parked on the access road. DVLA should have their own car park. Due to Alexandra Road being congested by taxi's parking, the road becomes inaccessible.

2. What is your general view of current efficiency, safety and sustainability of freight movements in the Wimbledon Station area?

No comment made.

3. Do you have any suggestions, from your experience, on how to improve freight movements Wimbledon station area in terms of efficiency safety and sustainability?

A loading bay should be provided behind the bus stop. The main entrance to Centre Court, the shopping centre, should be for the station only.

Access to the station could be improved by implementing a one way system on the station forecourt.

I suggest that black cabs are surveyed too, as taxis are part of the station interchange.

Wimbledon Station Delivery and Servicing Study			
Name	John King	Business Telephone Number	
Organisation	LDS Sidcup	Business Email	
Date of the interview	12.11.09	Job title	Transport Manager
Time of the interview	17:00	Address	

1. Can you tell me of any problems associated with freight movements in the Wimbledon Station area?

We do deliver to this Station and we do experience problems, mainly due to cars parking all over the place leaving nowhere to park and nowhere to turn.

2. What is your general view of current efficiency, safety and sustainability of freight movements in the Wimbledon Station area?

It is very difficult to deliver as there is nowhere to park for large vehicles, and nowhere to reverse in or out.

3. Do you have any suggestions, from your experience, on how to improve freight movements Wimbledon station area in terms of efficiency safety and sustainability?

Restrict vehicle entry to delivery point or put a large delivery bay on the main road.

Wimbledon Station Delivery and Servicing Study			
Name	Louise McGrow	Telephone	020 8947 8500
Organisation	London Ambulance Service	Email	Not given
Date	09.11.09	Job title	Ambulance Station Manager
Time	15:48	Address	Nursery Road, Wimbledon, London SW19 4AJ

1. Can you tell me of any problems associated with freight movements in the Wimbledon Station area?

We have problems accessing Wimbledon Station due to congestion caused by the road works. No other problems have been reported to me directly. If the crew would like to access the train station via car park, it's not possible due to taxis parked in the taxi rank all the time.

2. Do you have any suggestions, from your experience, on how to improve freight movements Wimbledon station area in terms of efficiency safety and sustainability?

More day time restrictions in the Wimbledon Station area to be enforced together with night time restrictions.

3. Do you have any suggestions, from your experience, on how to improve freight movements Wimbledon station area in terms of efficiency safety and sustainability?

No comments were made.

Wimbledon Station Delivery and Servicing Study			
Name	David Sack	Telephone	020 8247 4713 or 0300 123 1212
Organisation	Metropolitan Police	Email	david.sack@met.police.uk
Date	06.11.09	Job title	
Time	08:29	Address	

1. Can you tell me of any problems associated with freight movements in the Wimbledon Station area?

The signage in Queens Road at the junction with the delivery ramp is confusing, resulting in numerous private motorists contravening the buses/cycles/taxis only signs. Instead of travelling left, they carry straight on, or attempt an awkward U- turn. Their uncertainty of the road layout hinders deliveries. Where U-turns have been attempted, the kerb stone has being displaced creating a hazard. Also the manhole cover in the centre of the junction has started to sink.

2. Do you have any suggestions, from your experience, on how to improve freight movements Wimbledon station area in terms of efficiency safety and sustainability?

No comments were made.

3. Do you have any suggestions, from your experience, on how to improve freight movements Wimbledon station area in terms of efficiency safety and sustainability?

No comments were made.

**ANNEX F
TRANSPORT OPERATORS
CONTACTED**

Transport Operator	Date contacted	Name	Position	Address	Tel	Email Website /	Completed	Comments
Logistics Jamesbrook	11.11.09		Transport Manager	Jamesbrook Logistics, 38 Abbey Gate, Leicester. LE4 0AA	0116 224 5633	www.jamesbrook.co.uk	No	Not willing to participate.
Simple Simon	13/17/18/30 .11.09	Brian	Transport Manager	Unit 421 Centenial Avenue, Elstree Hertfordshire, WD6 3TN	0208 2365326	Email: sales@simplesimon.co.uk	No	Voicemail left, questionnaire dispatched.
DPD	13.11.09	Frank	Transport Manager		08459 300100		No	Not willing to participate.
Metrow Foods Ltd.	13.11.09	Eddie	Transport Manager	Airbourne Clo, Leigh-On-Sea, Essex, SS9 4EW	01702 527441		Yes	
LB Merton Waste Management	19.11.09	Rachel Cruz	Transport Manager	63 -69 Amenity Way, Morden, Surrey	020 8274 4935		Yes	
Severnside Waste Paper Co Ltd	13.11.09	Izzy	Transport Manager	156 Beddington Lane, Croydon CR0 4TE, Surrey	020 8689 0964		Yes	
P&H Retail	13/30.11.09	Roger Smith	Transport Manager	106 - 112 Davigdor Road, Hove East Sussex, BN3 1RE	General - 01489 555800 ext 5866 Chilled and Frozen depot - 01489 865970 Meadway depot - 01622 711 200		Yes	
Associated London Distribution	13.11.09	Glen William	Transport Manager		0207 651 53 76		Yes	
GEFCO UK Ltd	13/17.11.09	Glen	Transport Manager	GEFCO UK Ltd, 2 Belmont Road Chiswick, London, W4 5B	01322 626 000		No	Not willing to participate.
ML Meat Supplies	13/30.11.09		Transport Manager	Units 10-12, Lockwood Instl Park, London	020 83651010		No	Said to contact at a later date.
Coca Cola	17.11.09		Transport Manager	Charter Place, Uxbridge, Middlesex UB8 1EZ	01895 231 313		No	Not willing to participate.
Biffa	17.11.09	Carol Davies	Transport Manager	Coronation Road, Cressex, High Wycombe, Buckinghamshire HP12 3TZ	0207 622 4511		No	Not willing to participate.

Wimbledon Station Delivery and Servicing Study

Transport Operator	Date contacted	Name	Position	Address	Tel	Email Website /	Completed	Comments
Stannah	17/18/30.11.09,	GRAHAM		83-84 Livingstone Road, Andover, Hampshire, SP10 5QZ T: 01264 386775 F: 01264 354360	Tel: 01264 368775 Other Tel: 01322 287 828 Fax: 01264 354360		Yes	Voicemail left. Not available on follow up
Rescue Rod	17/30.11.09			Drewitt Industrial Estate, 865, Ringwood Rd, Bournemouth Dorset, BH11 8LL	01202 393 541		No	Left a message to be called back. No call back received.
Evening Standard	17/18/30.11.09,	Peter Saunders	Transport Department	London Evening Standard 1 Surrey Quays Rd London SE16 7ND	0207938 7863		No	Questionnaire dispatched.
City Link	18.11.09; 30.11.09	Mike Greenwood		200 High Street Collier's Wood London, SW19 2BH	020 8545 7300		No	Not able to be connected to contact.
G4S	30.11.09		Facilities management	G4S Cash Services (UK) Limited, Registered Office, Sutton Park House, 15 Carshalton Road, Sutton, Surrey SM1 4LD	+44 (0)844 800 1170/ 020 8770 7000		No	Not willing to participate
TNT London City	30.11.09	Murry	Communication Department	TNT Croydon, Jessops Way, Beddington Lane, Croydon CR0 4TS	020 8665 5655; 01827 303030		No	Considered not relevant to the company.
UPS	30.11.09			London, UPS Croydon Centre Unit C, Prologis Park, Beddington Lane, Croydon, Surrey, CR0 4TD		marketinguk@ups.com	No	Questionnaire dispatched to email address.
Courier Express	30.11.09	Dylan Aimey		Based in Surrey	800 294 2442		No	No answer
Network Rail	30.11.09				0207 5578000		No	Not willing to participate
E B K DISTRIBUTION	30.11.09			Distribution Service Providers, 19a Lewisham Way, New Cross London, SE14 6PP	020 8692 8688		No	Voicemail left.
Gateway Distributions	30.11.09			Unit 11 TheThe Gateway2a , Rathmore Road, Charlton, London, SE7 7QW	020 8853 8000		No	Voicemail left.
D K S H Great Britain Ltd	30.11.09			Chemicals Distribution and Wholesale, 60-68 Wimbledon Hill Road, Wimbledon, London, SW19 7PA	020 8879 5500		No	No deliveries in the area

Wimbledon Station Delivery and Servicing Study

Transport Operator	Date contacted	Name	Position	Address	Tel	Email Website /	Completed	Comments
Waves Trading Company Ltd	30.11.09			Distribution Service Providers, 21 Home Park Road, Wimbledon London, SW19 7HP	020 8255 6677		No	Line out of order
THOMAS MARKETING & DISTRIBUTION LTD	30.11.09			2 Leopold Avenue, Wimbledon London, SW19 7E	020 8395 4848		No	No answer
MARINE CHARTERING LTD	30.11.09			Road Haulage and Transport Services, 3 Beulah Road, Wimbledon, London, SW19 3SB	020 8540 8777		No	No deliveries in the area
1st International Couriers	30.11.09			Courier Services, Alexandra Road, Wimbledon London, SW19 7JY	Phone number: 0845 660 7740		No	Line of order
ABBAY MILLS COURIER & TRANSPORT	30.11.09			Couriers Flat3 Ryecroft HouseHamilton RoadWimbledon London SW19 1JE	Fax 020 8544 9218 no tel:0208 643 6361		No	Line of order
Chase Couriers Ltd	30.11.09			Couriers, 2 Haydons Road Wimbledon, London, SW19 1HL	020 7739 2112 Phone number: 020 8540 3993		No	No deliveries in the area

ANNEX G

HANDLING UNITS



Plastic trays



Plastic containers



Tote boxes



Pallets



Loose cartoons



Roll cages



Dairy Cart trolley



Cash and Carry Trolley



Garment rails



Commercial waste bins



Bags

ANNEX H
FREIGHT ENVIRONMENTAL
REVIEW SYSTEM (FERS) DATA
COLLECTION FORMS

7.1 Street Section

Street Section Assessment Form					Page 1	
Location:						
Place Name:				Place Reference:		
Auditor:		Date:		Time:		
Contextual description of area:						
Parameter	Checklist Factors	Checklist			Overall Score -3 to +3	Comments
		+ve	-/+	-ve		
Traffic Congestion from Loading Activities	Moving in the street					
	Junction Effect					
	Waiting or circling to access loading spaces					
Safety from moving freight vehicles	Cycle Path interaction					
	Physical measures to protect footway users					
	Turning freight vehicles					
	Pedestrian crossing interaction					
Infrastructure Damage	Pedestrian/cyclist flows					
	Carriageway and footway surface					
	Vertical Object strikes					
	Kerbstone corner run-overs					
Access routes to an area	Context suitability					
	Signage to the area					
	Residential area					
	Absolute suitability of the road					
	Suitability of the road (qualitative)					
	Traffic Flows					
	Types of premises along access					
Comments:						

7.2 Loading Space

Loading Space Assessment Form					Page 1	
Location:						
Space Name:				Space Reference:		
Auditor:			Date:		Time:	
Contextual description of area:						
Parameter	Checklist Factors	Checklist			Overall Score	Comments
		+ve	-/+	-ve		
Loading Spaces	Distance from premises					
	Suitability of loading space for different vehicles types					
	Ease of manoeuvring into/out of the space					
	Mixed use loading spaces					
Timings	Loading times suitable for local businesses					
	Dwell time suitable for local businesses					
	Timing conflict with peak flows for motorised street users					
	Timing conflict with peak flows for non-motorised street users					
Loading signage	Noise impact on local residents					
	Legality of sign					
	legality of road markings					
	Conspicuity of signage					
	Timings/ Restrictions on signs					
Traffic congestion from loading activities	Road marking visibility					
	Simplicity of signage/ease of understanding					
Infrastructure Damage caused by freight vehicles	Moving past loading vehicles					
	Manoeuvring onto the loading space					
Footway User Conflict	Footway surface type					
	Vertical object strikes					
	Context suitability					
Barriers	Carriageway and footway surface damage					
	Loading Frequency					
	Effective width of footway					
	Space					
Driver Health and Safety	Goods stored temporarily on the footway					
	Pedestrian/cyclist flows (quantitative)					
	Carriageway crossings					
	Street furniture					
Safety from moving freight vehicles	Temporary Barriers					
	Steps and steep slopes					
	Danger from passing traffic or crossing					
	Kerbs and steps					
Comments:	Presence of Street Furniture					
	Pavement surface Type					
	Pavement slopes and ramps					
	Personal security					
Safety from moving freight vehicles	Lighting					
	Adequate Space between loading space and pedestrian flows					
	Adequate space for vehicle manoeuvring onto loading spaces					
	Physical measures to protect footway users					
Comments:	Cycle Path Interaction					
	Pedestrian crossing interaction					

7.3 Specialist Industries

Specialist Industries					Page 1	
Location:						
Premises Name:				Premises Reference:		
Auditor:			Date:		Time:	
Contextual description of area:						
Parameter	Checklist Factors	Checklist			Overall Score -3 to +3	Comments
		ave	-/e	-ve		
Brewery	Loading time duration restrictions					
	Presence of street furniture					
	Route from loading area to the premises					
	Available space around the loading area					
Cash in Transit	Loading times and restrictions					
	Distance from loading area to the premises					
	Direct line of sight to the premises					
Comments:						