

From: Hilton Saunders [REDACTED]@TfL.gov.uk>
Sent: Wednesday, October 4, 2023 10:38 AM
To: Zoe Vidion [REDACTED]@tfl.gov.uk>; Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Darren McKenna [REDACTED]@tfl.gov.uk>; Colm Mcallister [REDACTED]@tfl.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>
Subject: RE: Streets-18805952- For Investigation (TfL Restricted) CRM001:0817000569079

Hi Zoe,

There is a n electrical supply issue that's being investigated by our supplier. When this is fixed, the camera can be optimised and enforcement can commence. I can't give an exact date but will aim to let you know when it's gone live.

Regards
Hilton

TfL RESTRICTED

From: Zoe Vidion [REDACTED]@tfl.gov.uk>
Sent: 04 October 2023 09:32
To: Hilton Saunders [REDACTED]@TfL.gov.uk>; Network Sponsorship Correspondence <SMBCDTCorrespondence@tfl.gov.uk>; Darren McKenna [REDACTED]@tfl.gov.uk>; Colm Mcallister [REDACTED]@tfl.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>
Subject: RE: Streets-18805952- For Investigation (TfL Restricted) CRM001:0817000569079

Morning Hilton

Can I just check did the enforcement begin at the end of Sept?
Thanks
Zoe

TfL RESTRICTED

From: Hilton Saunders [REDACTED]@TfL.gov.uk>
Sent: 14 September 2023 15:17
To: Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>; Darren McKenna [REDACTED]@tfl.gov.uk>; Colm Mcallister [REDACTED]@tfl.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>
Subject: RE: Streets-18805952- For Investigation (TfL Restricted) CRM001:0817000569079

Hi Mildred,

The cameras have been installed but there is still some electrical testing and other checks before the camera can go live. The project manager expects enforcement to commence at the end of September.

Regards
hilton

TfL RESTRICTED

From: Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>
Sent: 14 September 2023 14:20
To: Zoe Vidion [REDACTED]@tfl.gov.uk>; Darren Mckenna [REDACTED]@tfl.gov.uk>;
Colm Mcallister [REDACTED]@tfl.gov.uk>; Hilton Saunders
[REDACTED]@TfL.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Kedish Makumire
[REDACTED]@tfl.gov.uk>
Subject: RE: Streets-18805952- For Investigation (TfL Restricted) CRM001:0817000569079

Hi Zoe

Yes you did.. I'm just chasing an update on the cameras.

Kind regards

Mildred

TfL RESTRICTED

From: Zoe Vidion [REDACTED]@tfl.gov.uk>
Sent: 14 September 2023 13:09
To: Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Darren
Mckenna [REDACTED]@tfl.gov.uk>; Colm Mcallister [REDACTED]@tfl.gov.uk>;
Hilton Saunders [REDACTED]@TfL.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Kedish Makumire
[REDACTED]@tfl.gov.uk>
Subject: RE: Streets-18805952- For Investigation (TfL Restricted) CRM001:0817000569079

Hi Mildred

I am pretty sure I previously provide the RSA (as I had to redact them) – please can you check your records.

[@Hilton Saunders](#) – any update on when the cameras will go live – as you can see we're under a lot of pressure here!

Thanks

Zoe

TfL RESTRICTED

From: Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>
Sent: 14 September 2023 10:50
To: Darren Mckenna [REDACTED]@tfl.gov.uk>; Colm Mcallister
[REDACTED]@tfl.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Kedish Makumire
[REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>; Hilton Saunders
[REDACTED]@TfL.gov.uk>
Subject: RE: Streets-18805952- For Investigation (TfL Restricted) CRM001:0817000569079

Hi Darren

Yes this is the same complaint. Customer has also requested an update on the camera enforcement sign.

Regards

Mildred

TfL RESTRICTED

From: Darren Mckenna [REDACTED]@tfl.gov.uk>
Sent: 14 September 2023 10:15
To: Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Colm Mcallister [REDACTED]@tfl.gov.uk>
Cc: Dean Phelps [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>
Subject: RE: Streets-18805952- For Investigation (TfL Restricted) CRM001:0817000569079

Hi Mildred,

This is the same complaint that we have been seeing at this location, and the reply was sent yesterday.

Is the complainant requesting to see the RSA?

I think with regards to the camera, would this be for CPOS to answer?

Regards,

Darren.

TfL RESTRICTED

From: Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>
Sent: 14 September 2023 10:10
To: Darren Mckenna [REDACTED]@tfl.gov.uk>; Colm Mcallister [REDACTED]@tfl.gov.uk>
Subject: FW: Streets-18805952- For Investigation (TfL Restricted) CRM001:0817000569079

God morning Darren/Colm

Please see below customer correspondence regarding road safety concerns at A217/Lumley Road jctn.

Would you be able to provide an update on the camera enforcement sign.

A response is due by 21/09.

Kind regards

Mildred

TfL RESTRICTED

From: CCOInfoRequired [REDACTED]@tfl.gov.uk>
Sent: 14 September 2023 06:52
To: Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>
Subject: Streets-18805952- For Investigation (TfL Restricted) CRM001:0817000569079

TfL RESTRICTED

Dear Network Sponsorship,

LB Sutton

MOP has come back to us re

Road safety concerns on A217/Lumley Road :

Thank you for the information above and I did see people working on the camera mid-August, please could you confirm this is now working. Regrettably the camera enforcement sign in Lumley Road has still not been fitted at the approach to the junction, can you give an update on when this is planned for action?

We are obviously concerned about the long wheel based vehicles driving over the pedestrian and cycle paths on the entrance to Lumley Road, this is a regular occurrence and can be several times an hour with great danger to anyone waiting to cross so can you confirm this has been given priority status requiring urgent attention and the case number for action? A contact with one of the stakeholders in the action team would also be helpful. I note that this danger was not picked up in the Road Safety Audits, has this been referred back to the team/s for revision and updating with recommended actions?

Case refers to a similar one under 18565257

Previous case notes state:

The left turn movement by large vehicles from the A217 into Lumley Road are presenting a danger to pedestrians waiting on the tactile paving to cross Lumley Road. The kerb here is flush with the carriageway surface to accommodate the two-way cycle lane adjacent to the pedestrian footway. Whilst on site for 30mins, two large vehicles turning left into Lumley Road were observed to overrun the cycle lane and pedestrian tactile by a significant amount.

The resident has asked this to be considered as an urgent matter and perhaps traffic bollards on either side of the tactile paving and cycle lanes can be installed as an immediate solution to mitigate the risk.

Please also advise if an independent Road Safety Audit (RSA) of the recent change to this junction is available to review. And whether a post implementation RSA has been completed.?

Kind regards

[REDACTED]

[REDACTED]

Highways & Transport
Kingston & Sutton Shared Environment Service
London Borough of Sutton
Dunstons Hill

Please open the link to view the full details of the enquiry:

[Streets Hand-off.docx](#)

A response is due by 20/09/2023 20:00

Kind regards,

Glen D'Gama

Customer Service Advisor
Streets Correspondence
Customer Experience, Contact Centre Operations