

Annex 33

Email to Applicant from Greater Anglia – produced by THFC (IP3)

Dear Sir/Madam

Greater Anglia writes in regards to the license application for the Drumsheds venue at Meridian Water that I understand is being considered with Enfield Council next week.

From September 2019 onwards, when additional services are introduced, outside of morning and evening peak times, Meridian Water station will be served exclusively by a train “shuttle” service to Stratford calling at Northumberland Park, Tottenham Hale and Lea Bridge only. This service will mostly operate on a 30 minute frequency (with a few exceptions where there may be up to 45 minutes between trains).

Although Meridian Water has mainline platforms, the extremely congested nature of the two track West Anglia mainline, which has a very intensive timetable and is effectively full at peak times, means it is not straightforward to put additional stops into other trains. Other services are already very busy with commuters, the Stansted Express airport service is typically busy off-peak (and once new trains are introduced in the next 18 months will all be 12 carriage trains) and there are very narrow windows of train pathing at Liverpool St and Cambridge, which are shared with numerous other train operators.

Greater Anglia is supportive of events at Meridian Water in principle, but the proposal raises the following considerations and concerns:

- Drumshed events must not be concurrent with any kind of fixture or event at the nearby Tottenham Hotspur Stadium. Greater Anglia services are already stretched at these times and there is not the available train capacity, nor the train paths, nor the in-house resources, to accommodate any further large customer flows at those times. Greater Anglia already provide some additional services to Northumberland Park. However, due to the timetable constraints referred to above, it is not possible for us to put in additional stops for Meridian Water as well. Should there be a clash of events, it may be necessary for Greater Anglia to consider more radical steps to ensure the safety of colleagues and all our customers – this could include temporarily closing Meridian Water and Northumberland Park stations to ensure safe and effective crowd management.
- All three platforms at Meridian Water station are 8 cars in length, which is absolutely fine for normal operation. However, that does mean that we will not be able to add stops into 12 carriage Stansted Express services or any other 12 carriage trains at Meridian Water station.
- The Greater Anglia train service starts to “wind down” from approximately 00:00 Monday - Saturday and 23:00 on a Sunday. Greater Anglia is unable to provide additional train services following the advertised last departures, regardless of notice given.

- Meridian Water, outside of event times, is an unstaffed station. Resources will be deployed to manage events as necessary, but these can only remain on site until the last booked departure and cannot remain on site overnight. Greater Anglia does not provide “security”, nor manage the footprint outside of the station and for the safety of colleagues and all customers, seeks assurances that customers arriving at the station following events will be managed appropriately with appropriate support to mitigate against the risk of antisocial behaviour.

We will help where we can, but it is important to outline the key constraints above, which illustrate what is feasible and what is not practical, when considering the application.

Yours faithfully,

Neil Atkin

Neil Atkin

Head of Customer Service (West)
Greater Anglia