



THURSDAY 1 DECEMBER 2016

## Interchange matters

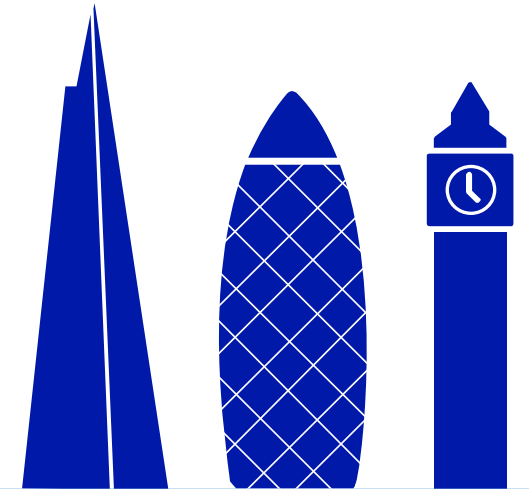
Mark Wild, Managing Director – London Underground  
Transport for London



EVERY JOURNEY MATTERS

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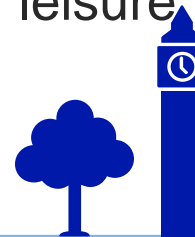




## Our purpose

To keep London moving, working and growing and make life in the city better. We will deliver a transport system that secures London's position as a world-leading city and the engine of the UK economy.

Our services will ensure that those who live and work in and visit London can access all the Capital has to offer in terms of jobs, leisure, health and education.



## Key headlines

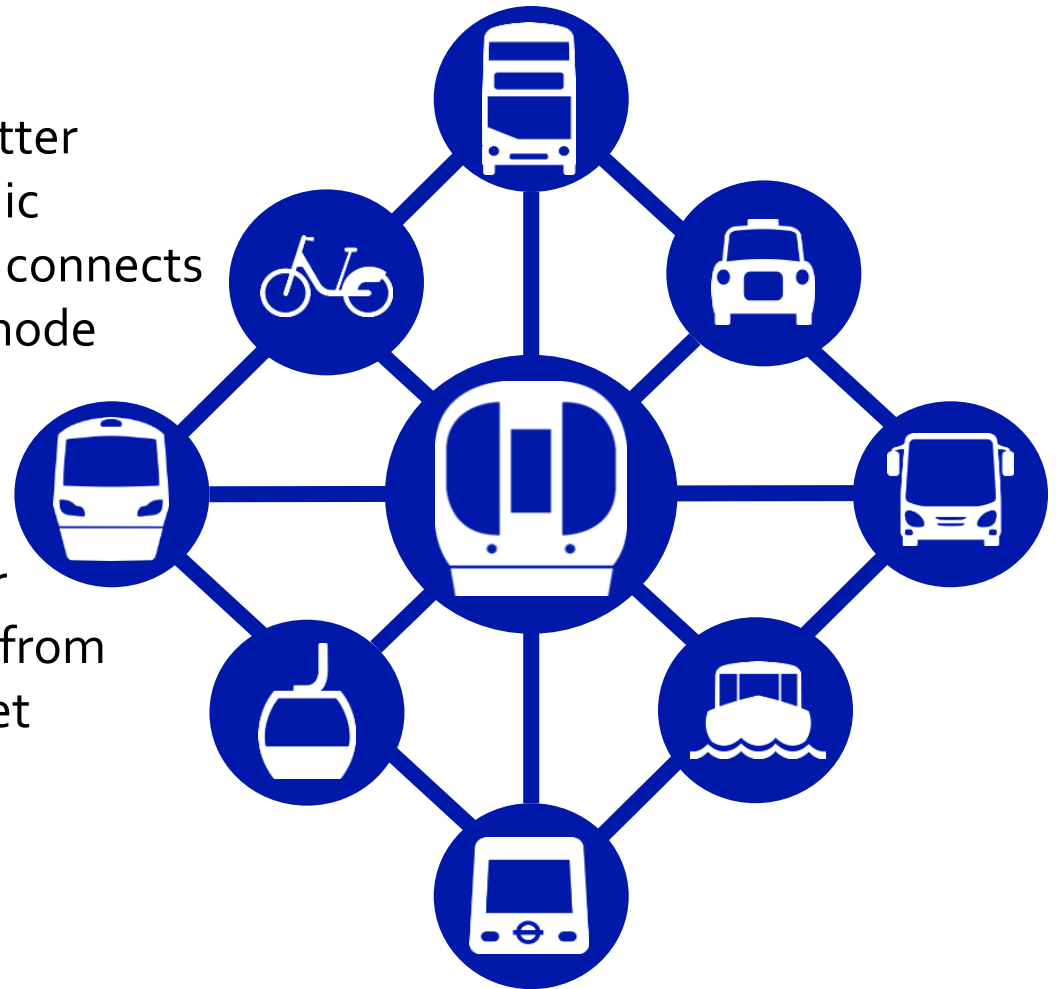
- London Underground is the oldest Metro in the world – opened in 1863
- 11 lines covering 402km and serving 270 stations
- 1.35bn journeys in 2015/16
- Almost five million journeys a day on the Tube
- Busiest station is Waterloo with 95.1 million passenger journeys per year
  - 540 passengers go through the gates every minute in the peak
- Average speed on the network is 33kph
- 45 per cent of the network is in tunnels
- 70 step-free stations
- Jubilee line is the only one to connect with all other Underground lines
- Longest direct journey is Epping to West Ruislip on the Central line
  - 34 miles
- Customer Satisfaction score of 85



## Making connections

Interchanges that enable better Integration of London's public transport are key – the Tube connects with every other transport mode in London

- We have the world's oldest metro
- We need to transform our stations - station designs from the 70s and 80s don't meet today's customer needs
- We need to improve wayfinding networkwide



# Vauxhall



## Step free access

We're making more stations step-free to enable more independent travel. There are:

- 70 step-free stations on LU ... the Mayor has challenged us to be more ambitious
- Over 200 step-free stations across our network, including Overground, DLR and Tramlink



## Tactile paving

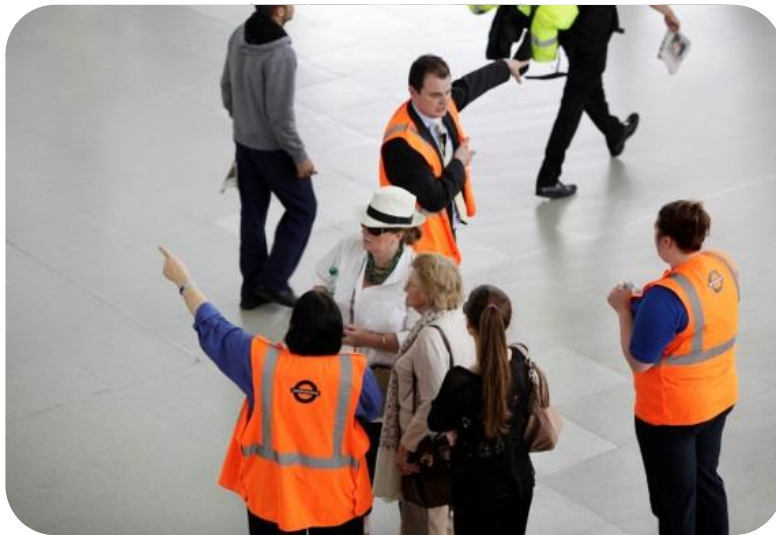
- There is tactile paving at 695 of 711 platforms on LU
- We're auditing coverage and gaps across the network
  - to be completed by end of the calendar year
- We will work to address the gaps in the rollout





## Handover assistance for the whole journey

- Working with transport providers locally, we're going to set up handovers at each LU station so customers can interchange more easily to another staffed mode, eg rail or bus
- We expect to start this in the next financial year



## Travel Support card

- Launched in February 2012
- Designed for people with hidden disabilities to give them greater confidence to ask for help if they need it
- Shows staff how best to help, eg
  - ❖ Taking the customer to the right platform
  - ❖ Taking extra time to explain alternative routes



## Please offer me a seat

- Launched on 12 September
- 1,000 customers who are less able to stand received the badge and card as part of a month long trial
- Many customers tell us they struggle to get a seat when they need one
- We're assessing the results of the trial



## Elizabeth line – interchanges

- Connecting 40 stations:
  - 10 new stations in central London and Docklands
  - 30 upgraded stations between Reading & Heathrow in the west, and Shenfield & Abbey Wood in the east
- Stations are designed to create accessible, safe and comfortable spaces people can move through easily and efficiently
- Up to 24 trains per hour in each direction, giving some 1.5 million people better access to the jobs and opportunities of London's main employment centres



## Elizabeth line – station entrances and exits



- More entrances and ticket halls
- More space below ground and straightforward access to the rest of the transport network





Questions?

