



Our vision for the future

3 June 2014



Our priorities

Keep London Moving

Reliability & Safety

Keep London Growing

Capacity from the **current** network
Capacity from **growing** the network

Making Life in London Better

Customer Service – Every Journey Matters

Underpinned by:

Efficiency

People

Technology



Five commitments to Londoners

1. Introduce a new 24-hour Tube service at weekends

2. Further improve the reliability and capacity of our services

3. All Tube stations are controlled and staffed while services operating

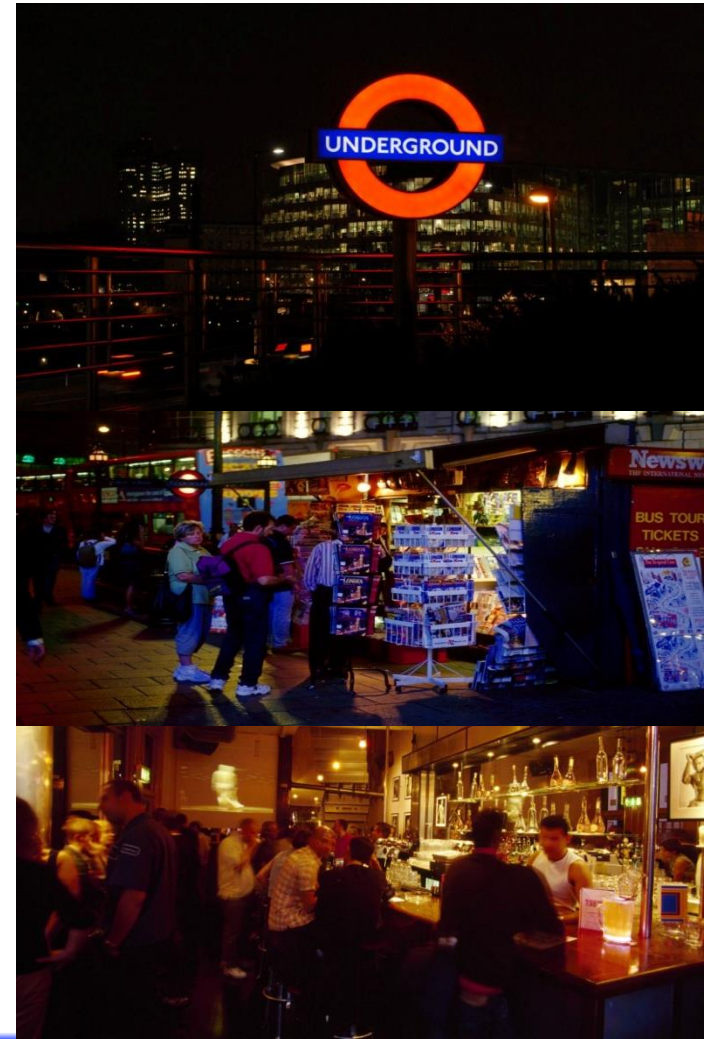
4. Make journeys easier for our customers – supported by technology

5. Deliver improvements with the best possible value for money



1. Introduce a new 24-hour Tube service at weekends from 2015

- From 2015, begin to run trains through the night at weekends on core parts of the network
- An enabler for London's vibrant 24-hour economy



1. Introduce a new 24-hour Tube service at weekends from 2015

Night Tube map

tfl.gov.uk
 24 hour travel information 0843 222 1234*
  Travel information at stations Help points
  [tfl.gov.uk/socialmedia](https://www.facebook.com/tfl)



Keep up with our improvement plan and how it might affect you at tfl.gov.uk

1. Introduce a new 24-hour Tube service at weekends from 2015

We're listening to our customers

Travel after 22:00 is growing faster than daytime demand

24%

increase in demand over last 10 years

61%

increase in demand over last 20 years

14%

increase in growth expected by 2022

300%

Night bus passenger growth since 2000



1. Introduce a new 24-hour Tube service at weekends from 2015

Programme of work prior to implementation

- i. Work closely with third parties
 - BTP/Met Police, Network Rail and other train operators, local authorities; also TfL bus colleagues and bus operators
- ii. Engagement with customers and neighbours, including noise impact assessments
- iii. Engagement with staff over changes to process
- iv. Refine ticketing system
- v. Develop revised maintenance plan
- vi. Safety and security reviews for staff and customers
- vii. Review of in-house support systems



2. Further improve the reliability and capacity of our services

- We will continue to modernise
- New, more frequent trains
- Better stations
- By 2015 – a further 30% improvement in reliability across the network
- In 2014 – Northern line will increase in capacity by 20%



2. Further improve the reliability and capacity of our services

2014 – Simpler, easier ticketing



2014 – Northern line Upgrade



2015 - Further 30% reliability increase

Service updates	
Bakerloo	Good Service
Central	Good Service
Circle	Good Service
District	Good Service
DLR	Good Service
Hammersmith & City	Good Service
Jubilee	Good Service
Metropolitan	Good Service
Northern	Good Service
Overground	Good Service
Piccadilly	Good Service
Victoria	Good Service
Waterloo & City	Good Service

2015/16 – extra car on Overground trains



2016 – 191 trains on 40% of network



2016 – Tottenham Court Road - complete



2017–Congestion Relief at Bond Street complete



2018–Sub Surface Railway Signalling Upgrade complete



2018–Victoria Station Upgrade complete



2016-2020 Jubilee and Victoria 36 tph



2020 – Battersea Extension complete



2021 – Bank Congestion Relief complete



2022 – Northern Line Upgrade 2 complete



2020s – Next Generation of Tube



2. Further improve the reliability and capacity of our services

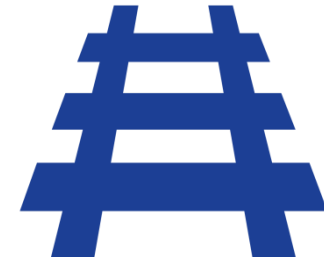
Over the next 10 years:



c.200+ new trains in the next 10 years
c. 80 trains refurbished



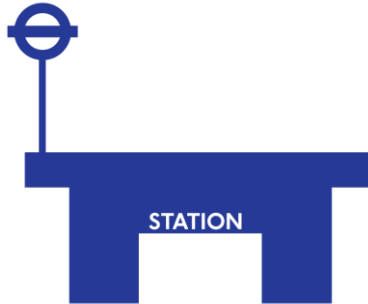
c.50% of network re-signalling



c.300kms of track replaced



c.140 lift & escalator refurbishments



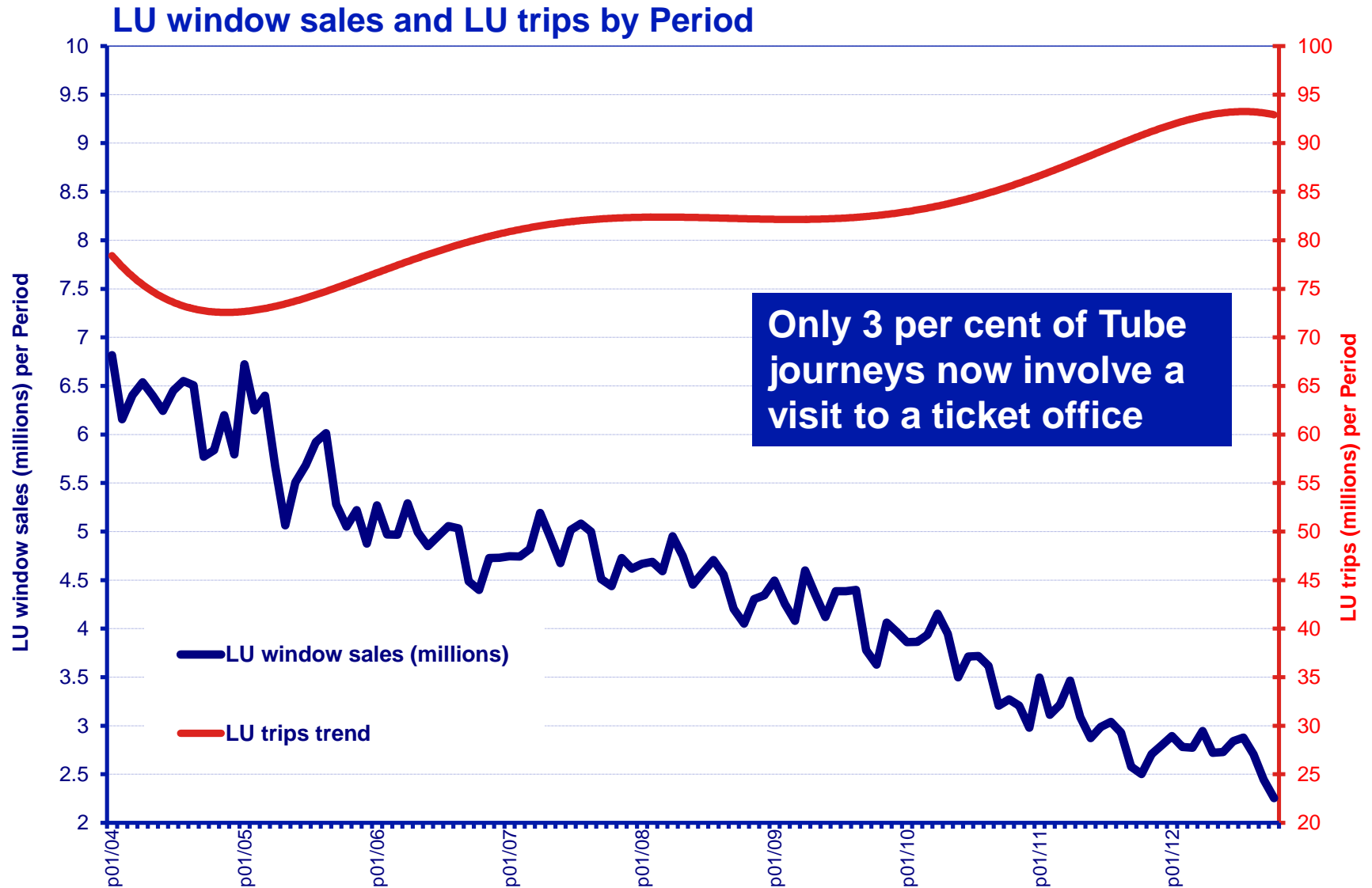
c.70 stations - asset stabilisation works



c.500 civils assets renewed

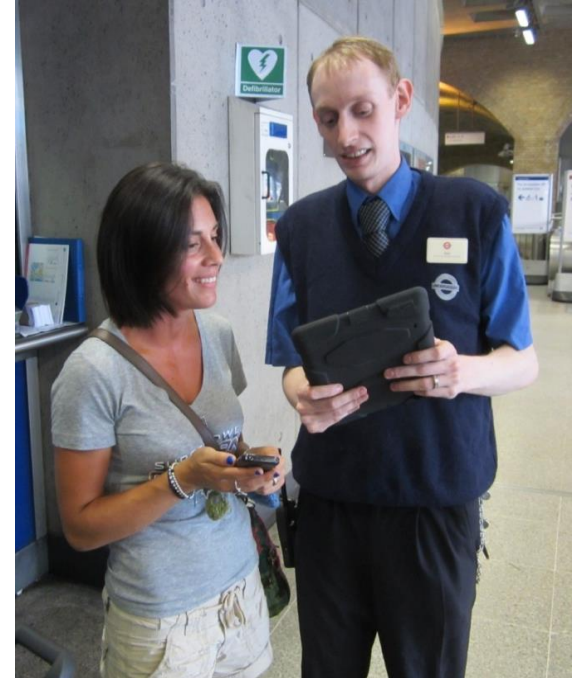


Ticketing trends are changing



3. All Tube stations are controlled and staffed while services operating

- We are proposing to change our staffing model at stations in the future
- Tube station staff will not be based behind doors and glass in ticket offices, but in ticket halls, on gatelines and on platforms
- Stations will remain staffed, managed and looked after at all times




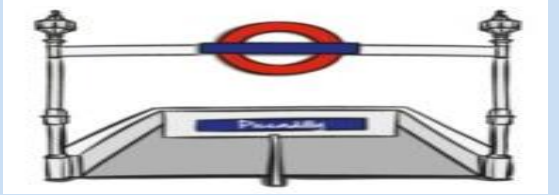


3. All Tube stations are controlled and staffed while services operating

- LU staff are, and will remain, the operational heart of our stations
- More staff visible and available to help customers plan their journeys, buy tickets and navigate the network
- Safety and security will remain our top priorities
- Reduction of 750 posts out of 18,000 staff, including 5500 station staff



In the future we plan to operate our stations differently to reflect the needs of our customers

- We have four main types of station on our network today:

Gateway	
Destination	
Metro	
Local	

Visitor Information Centres (VICs)

Dedicated visitor service in a welcoming open plan environment, offering:

TfL ticket sales

Visitor information

TfL travel information

Oyster refunds

Attraction, theatre and tour tickets

National travel ticket sales

Merchandise

Customer base:

- First time and irregular domestic and overseas visitors
- Service visitor queries likely to require additional support



4. Make journeys easier for our customers

Supported by technology..

- Wi-Fi coverage rolled out to all remaining below-ground Tube stations by the end of 2014
 - Giving customers access to the web and other digital content on the move at stations across the entire network.
- Launched new, improved website which will:
 - Create more personalised experience for customers
 - A brand new 'Nearby' tool that detects a customer's current location and shows live information about their nearest transport links



4. Make journeys easier for our customers

Supported by technology..

- More and better ticket machines across the network
 - with improved functionality to help customers:
 - Resolve incomplete journeys
 - Replace failed Oyster cards
- Building on success of Oyster with contactless card payments
 - Launch of ‘contactless’ from 2014
 - No need to pay a deposit
 - ‘turn up and go’
 - Refunds credited directly to card



5. Deliver improvements with the best possible value for money

- Focus on efficiency
- Drive down costs
- Better value for money for the taxpayer and farepayer
- At least £270m in savings over business plan from station changes



Accessibility improvements since 2012

- **Boarding ramps and platform humps**
 - introduced at 16 stations for the London 2012 Games
 - installed at a further 19 Tube stations in September 2013
- **New trains**
 - new low-floor trains on the Metropolitan, Circle and Hammersmith & City lines
- **Better stations**
 - Step-free access improved, new lifts and other improvements at Denmark Hill and Crystal Palace
 - Paddington Tube station step-free to the Hammersmith & City line in December 2013



Accessibility improvements since 2012

- **Better signage**
 - A new signage strategy, in Legible London style
- **Better staff training for our frontline staff**
 - Training delivered by disabled trainers alongside our in-house team.
 - Working with staff at Stratford, Green Park, King's Cross, London Bridge and Westminster
- **Turn up and go extended to London Overground**



Upcoming accessibility improvements

2014/15	New boarding ramps on step-down platforms Six more step-free stations on current London Overground network Access for All announcement (30 stations nominated by TfL)
2015/16	Inner West Anglia routes join London Overground (six step-free stations) Greenford, Tower Hill, Vauxhall, Whitechapel step-free on Tube
2016/17	40 per cent of Tube network served by new rolling stock (Circle, District, H&C, Metropolitan lines) Tottenham Court Road step-free
2017/18	Bond Street step-free and Bank step-free to Waterloo & City line
2018/19	Crossrail opens (at least 25 extra step-free stations) Finsbury Park and Victoria step-free
2020/21	Bank step-free to Northern line Additional travel time for step-free journeys is reduced by a quarter
2022/23/24	At least 25 more Tube and Overground stations step-free



In summary – five commitments to Londoners

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We have made these commitments to our staff

1. Every Tube station will be visibly staffed and controlled by our people during operating hours

2. There'll be a job for any member of staff who wants to continue to be part of our organisation and who's ready to be flexible

**3. Any operational changes will be done without compulsory redundancies
where we can collaborate to make change happen**

4. We'll involve our people in any plans to grow, develop and change our services

5. We'll do this fairly and support people through change



Next steps - setting out the future

Date	Activity
21 November 2013	<i>Future Tube vision launched</i>
	<i>Start of formal consultation with Trades Unions and staff on changes to staffing model</i>
March 2014	<i>New TfL website launched</i>
2014	Launch of Contactless payment on Tube, DLR, Trams and London Overground
2014	Wi-Fi coverage rolled out to all remaining below-ground Tube stations
2015	Introduce proposed changes to staffing at stations
2015	Launch of Night Tube



