

Northern line upgrade

London TravelWatch

21 July 2010





Context – London Underground network

- London's greatest transport asset: the Tube is key to London's economic recovery
- Long term trend towards rising demand:
 - Nearly 1.1 billion journeys in 08/09 – the highest number ever and over a billion for third year running
 - 3.5m journeys a day and over 4m on the busiest days
 - Number of journeys for 09/10 totalled 1.065bn
 - Continued prediction of demand growth in coming years





Transformation programme: key elements

- Most comprehensive investment in decades
- Line upgrades – overall network capacity increase around 30%
- Station modernisations and refurbishments – improvements to safety and security, accessibility, passenger information and decor
- Major congestion relief at critical stations like King's Cross St. Pancras, Tottenham Court Road, Bond Street and Victoria
- Improving access – step-free access programme (eg King's Cross St. Pancras, Green Park) and other accessibility enhancements through station modernisations





Northern line – overview

- Busiest line on the Tube network - around 850,000 journeys per day and one sixth of all journeys on network
- 6 branches - most complex and challenging manually operated railway in Europe
- 91 trains in service in the peak, 50 stations (40 managed by the Northern line), 1,600 staff
- Most Northern line stations will have been modernised by mid-2010 (except where major station upgrade like Tottenham Court Road)
- Timetable change at the beginning of 2008 transformed performance
- **Signalling upgrade is the next big improvement planned**
- Prepares the way for further 17% peak capacity increase at end of decade – through partial-separation





Northern line upgrade

- New computerised signalling and control system, meaning trains can be driven automatically
- **As a result customers have a faster, more frequent and reliable train service:**
 - 20% additional capacity
 - 24 trains per hour on Charing Cross, Bank branches during peaks – compared to 20-22 currently
 - 24 trains per hour on Edgware and Barnet branches during peaks – compared to 20-22 currently
 - 30 trains per hour on the Morden branch – compared to 28 now
 - 18% reduction in journey time
- **Without renewing the signalling, service and performance will deteriorate due to life-expired assets and increasing demand**





TfL's acquisition of Tube Lines

- The upgrade was originally being carried out by Tube Lines under the PPP
- This meant that LU was obliged to give Tube Lines the access to complete the work that they requested – originally a very high volume closure programme
- On 27 June TfL completed acquisition of Amey (Ferrovial) and Bechtel's shares in Tube Lines, meaning Tube Lines became a wholly owned subsidiary of TfL
- This gives LU much greater scope to carry out upgrade work in a much more customer and business focused way and in a way that delivers value for money
- **LU is conducting urgent review of upgrade programme and the amount of closures that are needed**
- Aim = to deliver the upgrade with **significantly less disruption** than Tube Lines' original plan, reducing the impact on passengers and businesses across London
- As a first step, early evening weekday closing on parts of the line due to start on 5 July have been **cancelled**





PPP 'hangover period' – some of Tube Lines' programme continues in the short term

- Upgrade work is already underway with six weekend closures having taken place between Kennington and Morden since April
- The 'hangover' period from the PPP arrangements with Tube Lines means some further weekend closures planned for summer will go ahead while the review of the wider upgrade programme takes place
- These are as follows:

Closure	Start	End
Kennington to Morden	31-Jul-10	01-Aug-10
Kennington to Morden	07-Aug-10	08-Aug-10
Kennington to Morden	21-Aug-10	22-Aug-10
Kennington to Morden	30-Aug-10	30-Aug-10





Alternative transport strategy – south of line

- Currently around 120,000 use this part of Northern line on a typical Saturday
- 90% of these journeys are to central London
- Aim of alternative transport strategy is to encourage customers to use fastest routes possible and alternatives include a mix of different options
- Fastest routes vary depending on which part of the line travelling from – and where travelling to
- Takes account of ‘pinch points’ in areas such as Clapham where traffic congestion would significantly extend the journey time if customers from the very south were to use this route
- Strategy contains two key elements, one strategy for:
 - customers travelling from the very south of the line
 - customers travelling from Clapham Common northwards





For customers travelling to/from stations between Morden and Clapham South

- Customers for central London advised to take rail replacement bus service to Balham and interchange with Southern's services between Balham and Victoria
- **Offers fastest route for most central London destinations – journey time timetabled for 14 minutes**
- Ticket acceptance arranged and Oyster PAYG customers are automatically refunded the difference in journey price
- In addition ticket acceptance arranged on national rail services from Wimbledon
- Customers making local journeys advised to use rail replacement service and/or the boosted 155 bus





For customers travelling to/from stations between Clapham Common and Stockwell

- Customers for central London advised to use the boosted 155 service and connect with the Victoria line at Stockwell
- Frequency of 155 buses doubled to provide sufficient additional capacity
- Automatic refunds for Oyster PAYG users interchanging between Tube and bus 155 (or vice versa) at Stockwell or Kennington
- Customers making local journeys also advised to this service





Refinements to the strategy

- Our statistics show that on the whole the strategy is working for outbound journeys:
 - Around **10,000** extra customer journeys from Southern's services at Balham
 - Around **5,500** extra customer journeys from Wimbledon
- But we acknowledge that not as many customers coming back the same way which has created some congestion and delay at 'peak' times Kennington
- We have already made significant refinements to counter this:
 - Significantly boosted the number of buses during busiest times, meaning up to 20 buses per hour in each direction (every 3 mins)
 - Having spare buses on stand-by to pick up sudden rises in demand at key locations
 - Short-tripping of buses to clear crowding where this occurs
 - Continuing to keep strategy under review to ensure offers best solution
 - Improved communications to remind customers on the very south of the line to travel back the same way
- **We are continuing to look for ways to improve the strategy**





Communicating with our customers

- Communicating with our customers is critical to minimising impact of closure any programme
- High profile ‘check before you travel’ campaign continues (www.tfl.gov.uk/check)
- Marketing campaign to explain benefits of upgrade
- Article in Metro and local papers planned in advance of work – with weekly reminders of closures in Metro
- Engagement with a wide range of key stakeholders in addition to London TravelWatch
- Information available to customers in number of ways including:
 - train and station announcements
 - Journey Planner at: www.tfl.gov.uk/journeyplanner
 - articles and items in other London media
 - travel information telephone line on 0843 222 1234 (24 hours) or customer services on 0845 330 9880 (8am – 8pm, 7 days)
 - targeted emails sent to customers
 - posters at Tube stations/National Rail stations in the South East

The screenshot shows the Transport for London website interface. At the top, there is a navigation bar with the TFL logo, the text 'Transport for London', and links for 'Accessibility', 'Help & Contact', and 'Sitemap'. A search bar is located to the right of the logo. Below the navigation bar is a horizontal menu with links for 'Home', 'Live travel news', 'Getting around', 'Tickets', 'Road users', 'Corporate', and 'Business & partners'. The main content area is titled 'Travel tools' and features a dark background with white text. It states: 'Our range of travel tools help you plan your journey, get travel information on the move and work out the safest way home.' Below this, there are three columns of service tiles. The first column, 'Check before you travel', includes 'Journey Planner', 'Maps', and 'Timetables'. The second column, 'Out and about', includes 'Free mobile travel alerts', 'Journey Planner by text', and 'Mobile tube map'. The third column, 'Out late?', includes 'First and last Tube', 'Night buses', and 'Cabwise'. Each tile contains an icon and a brief description of the service.





Continuing to engage with London

- London Underground is continuing to engage with key Northern line groups including London TravelWatch while we urgently review the upgrade
- Customers continue to be kept informed – with information updated to reflect latest plan
- Plan to provide an update later in the summer once the review of the upgrade has progressed and we are in a position to give more clarity on longer term programme
- Plan to hold stakeholder forums to explain the closure programme to a wider audience of customer/business representatives once programme more set





Q&A

