



Extended Circle line: Update to London TravelWatch

3 March 2010





Contents

- Overview of changes
- Performance since implementation
- Local impacts: Edgware Road and Paddington
- Customer feedback
- Next steps
- Summary

R y h u y I n z ù Circle



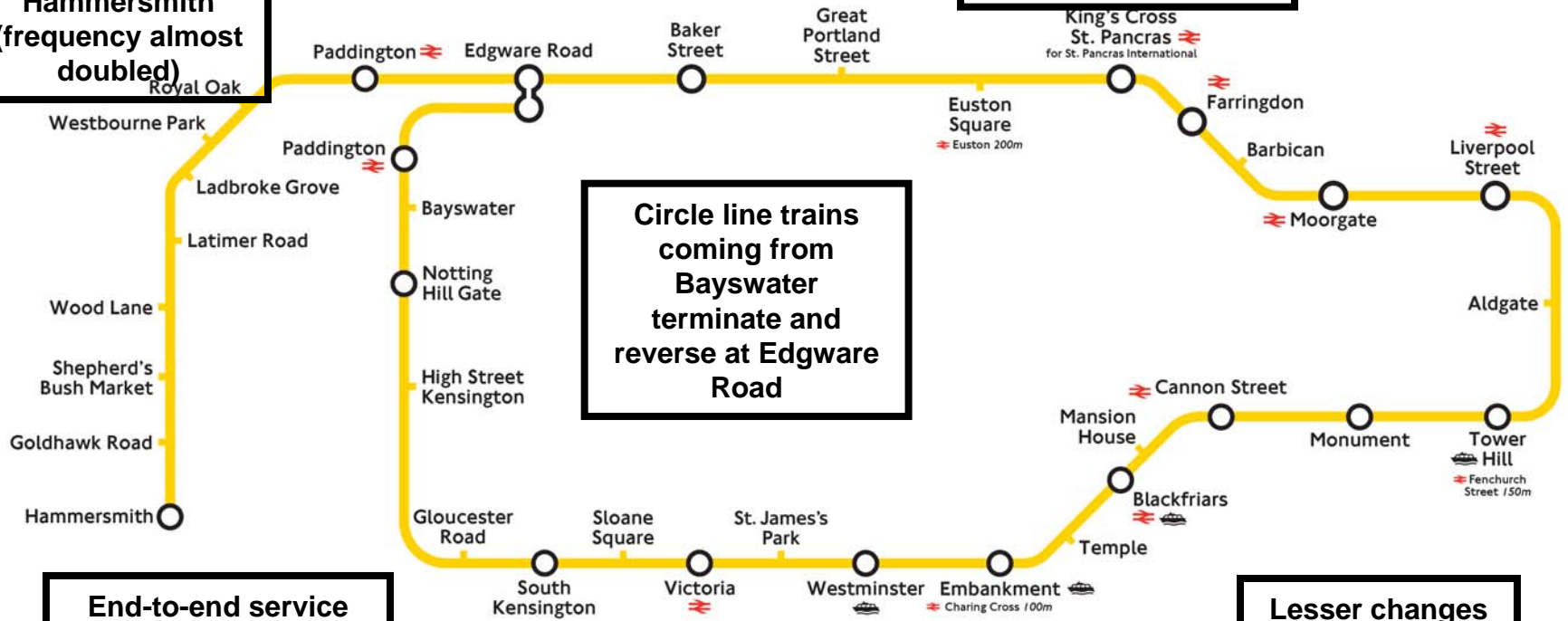
**December 2009:
Extend Circle line
from Edgware
Road to
Hammersmith
(frequency almost
doubled)**

**First stage of line
upgrade. Necessary
to realise full
capacity and
reliability benefits of
new trains and
signalling**

**Circle line trains
coming from
Bayswater
terminate and
reverse at Edgware
Road**

**End-to-end service
rather than
continuous circling
improves reliability
from and allows
quicker recovery
disruption**

**Lesser changes
to other Sub-
Surface lines
take place at
same time**



R y huy l h z Û r w k h u o q h v



Extended Circle line

- 21,000 users in morning peak
- Westfield will attract 21 million people a year (22,000 Tube arrivals a day)
- 7tph peak service – lowest in zone 2

Metropolitan line: Baker Street – Aldgate

- 19,000 users in morning peak
- Feedback tells us these services are

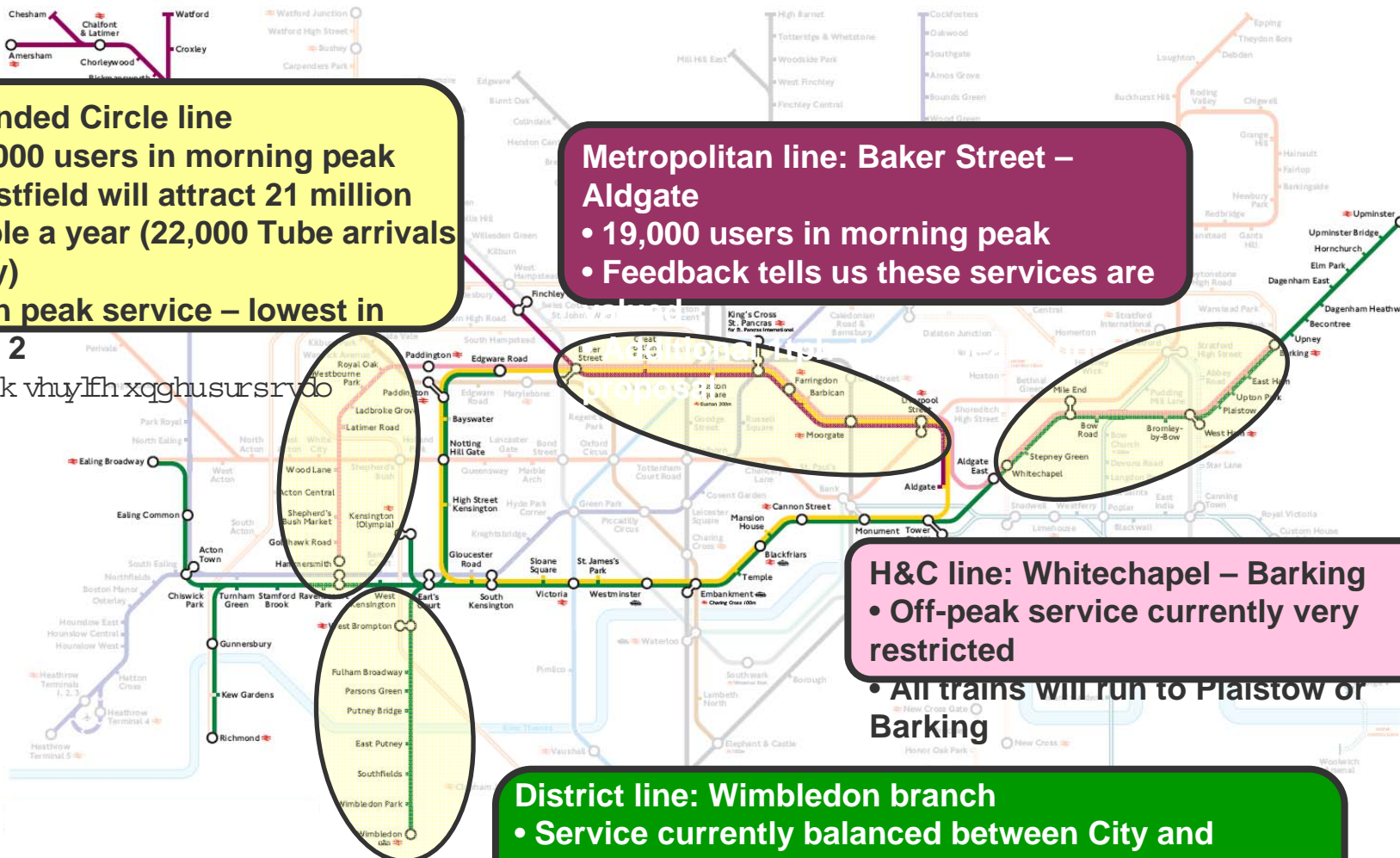
H&C line: Whitechapel – Barking

- Off-peak service currently very restricted
- All trains will run to Plaistow or Barking

District line: Wimbledon branch

- Service currently balanced between City and Edgware Road
- However, during AM peak there is a 60-40 split in customer demand between City and Edgware Road trains

• Service rebalanced to provide additional trains to

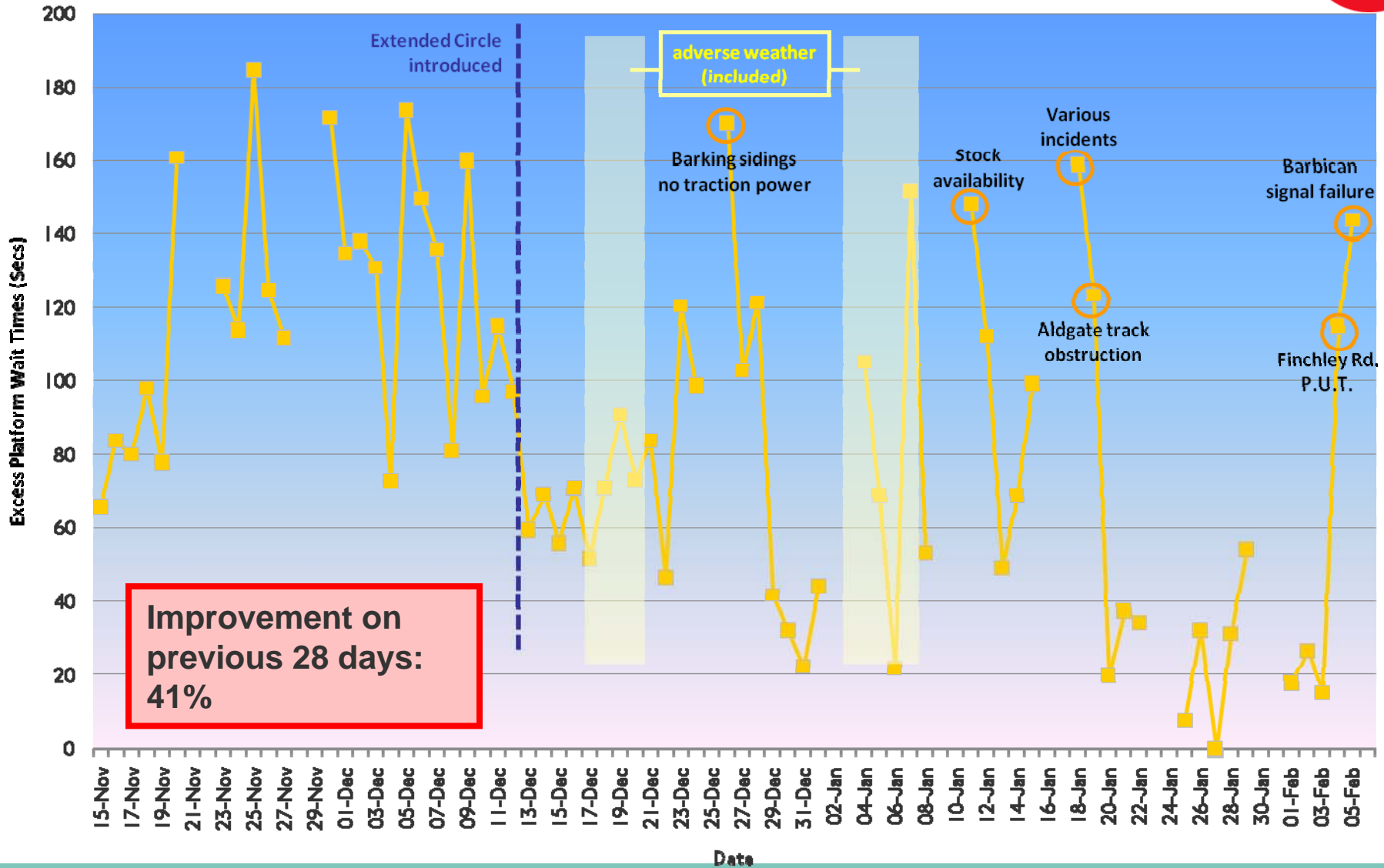


Shuirup dqfh

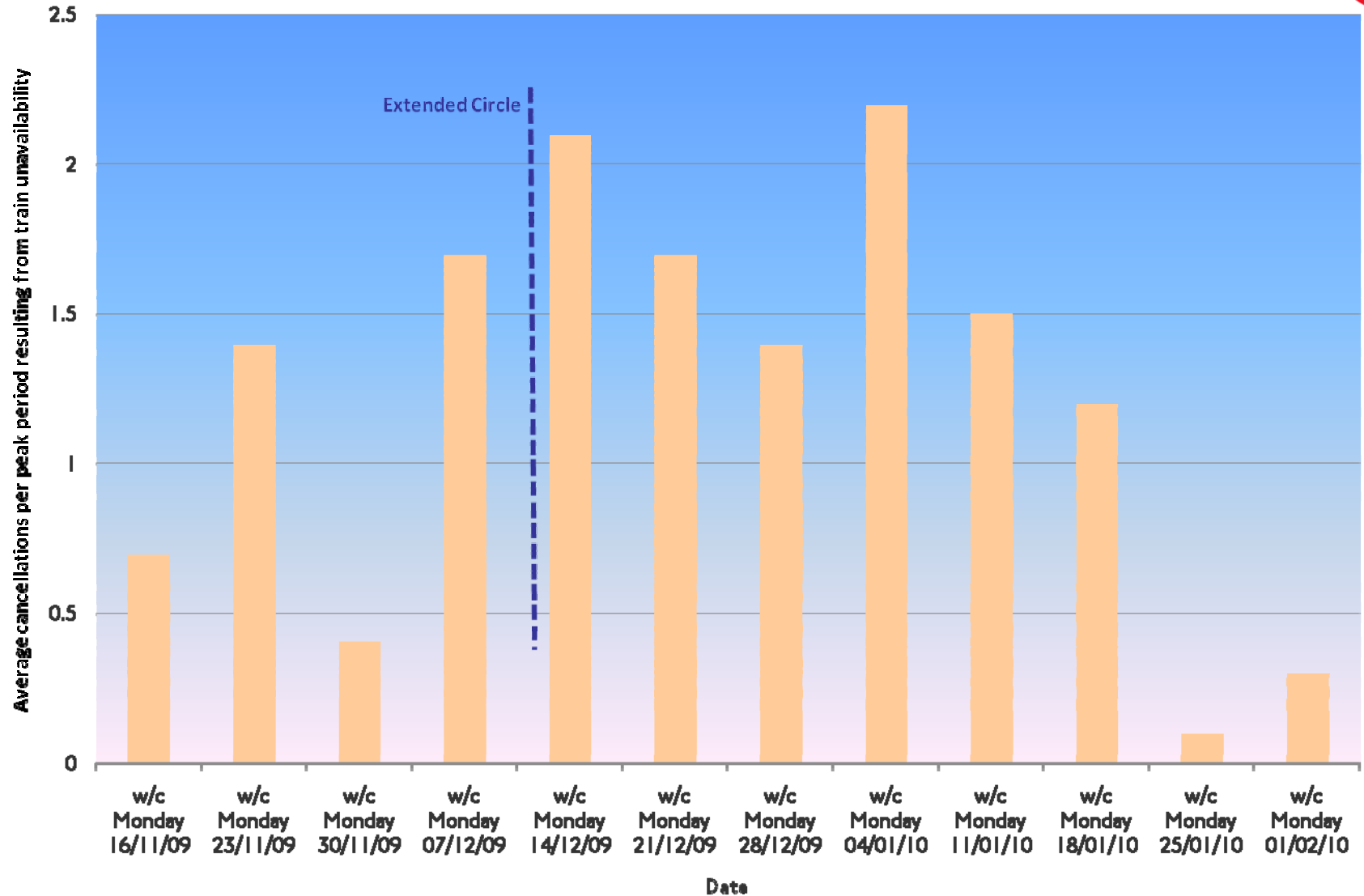


- Measure: Excess Waiting Time (EWT)
- Full comparison requires 6-12 months' data
- First two 28-day periods: significant improvement:
 - 41% better than final 28-day period of old route
 - 30% better than previous seven periods
- Improvement even better but for various factors:
 - Severe weather
 - Rolling stock unavailability
 - Seasonal demand changes and other incidents

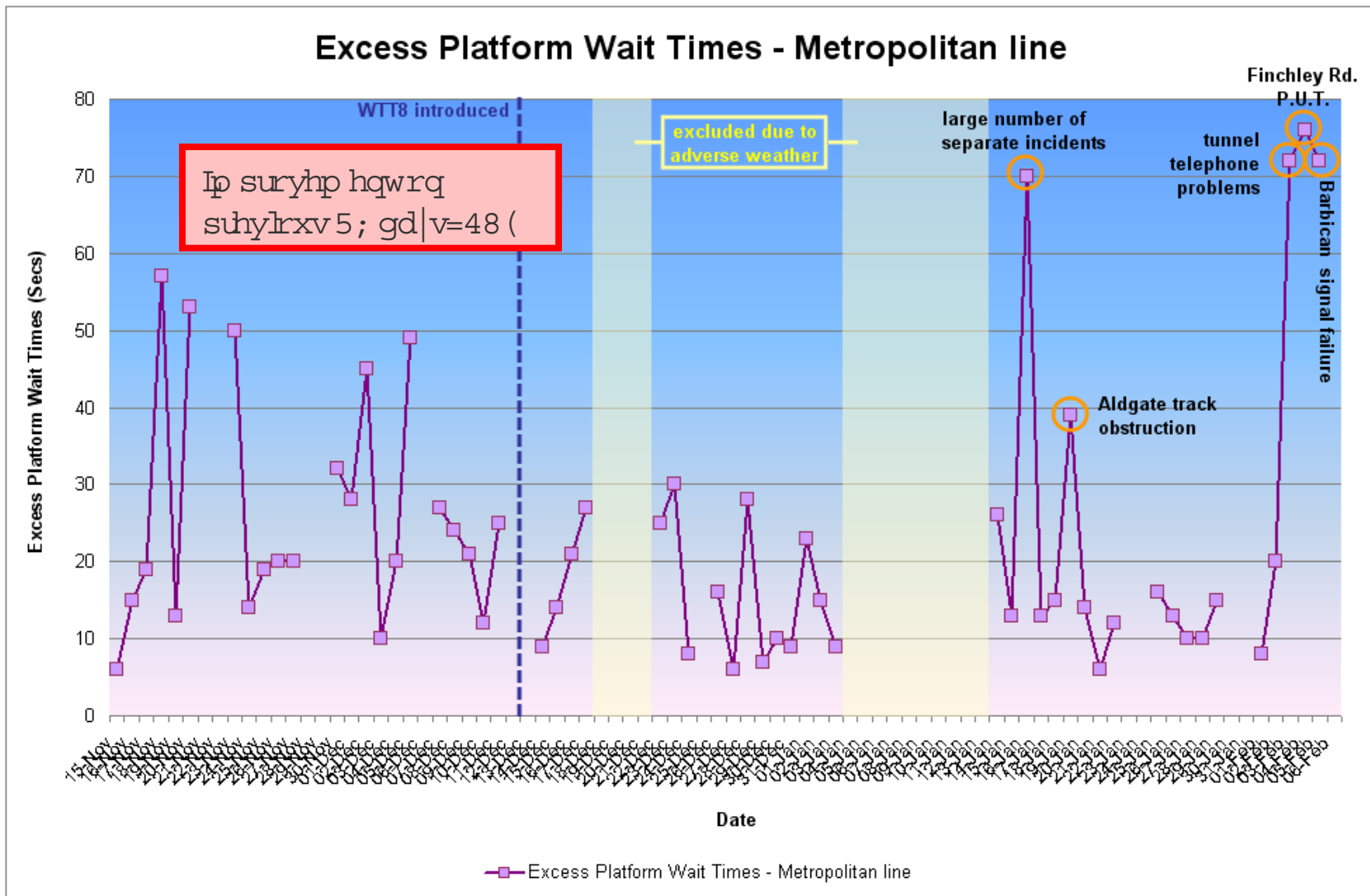
Circle line EWT



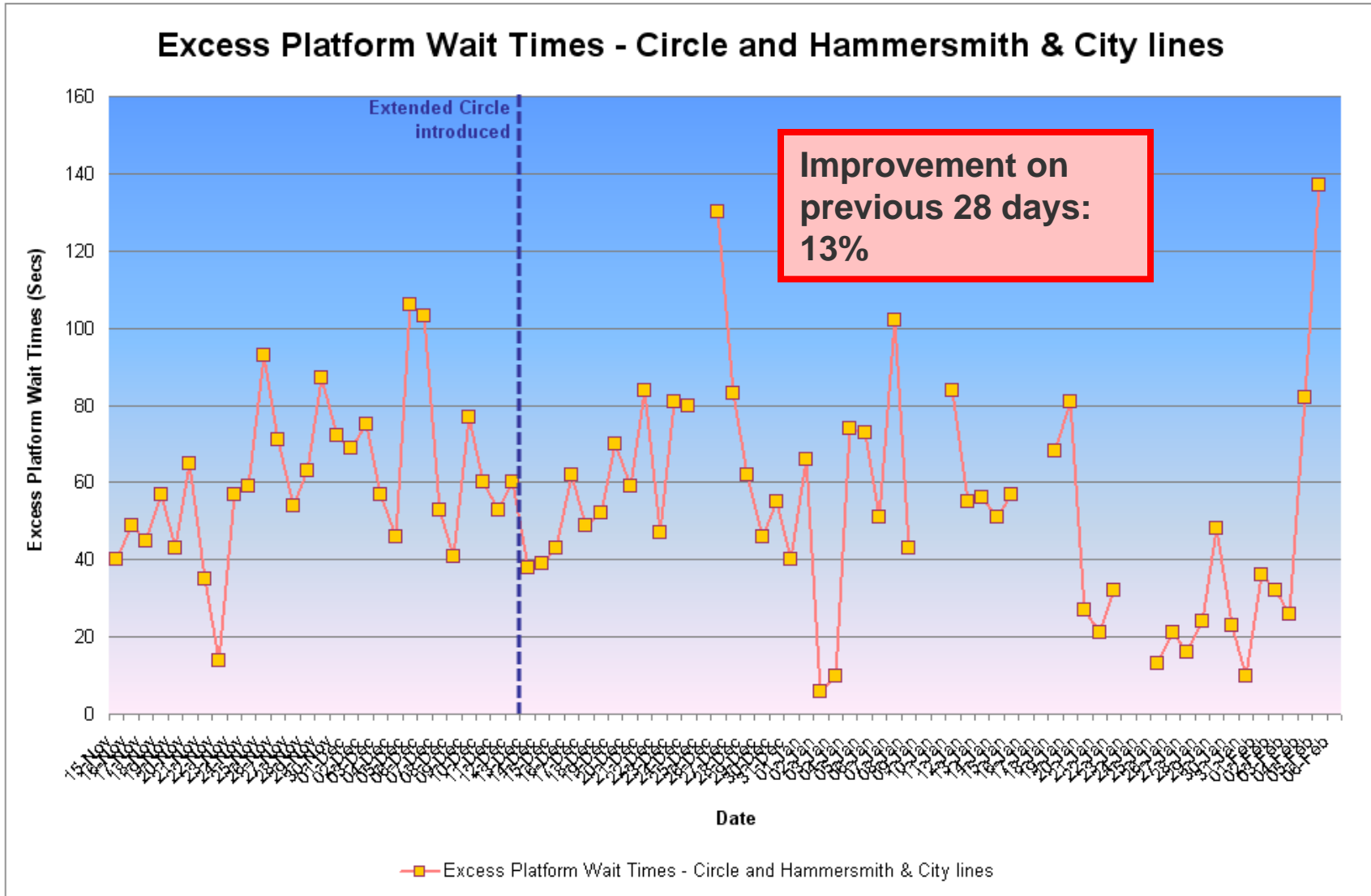
Effect of train unavailability



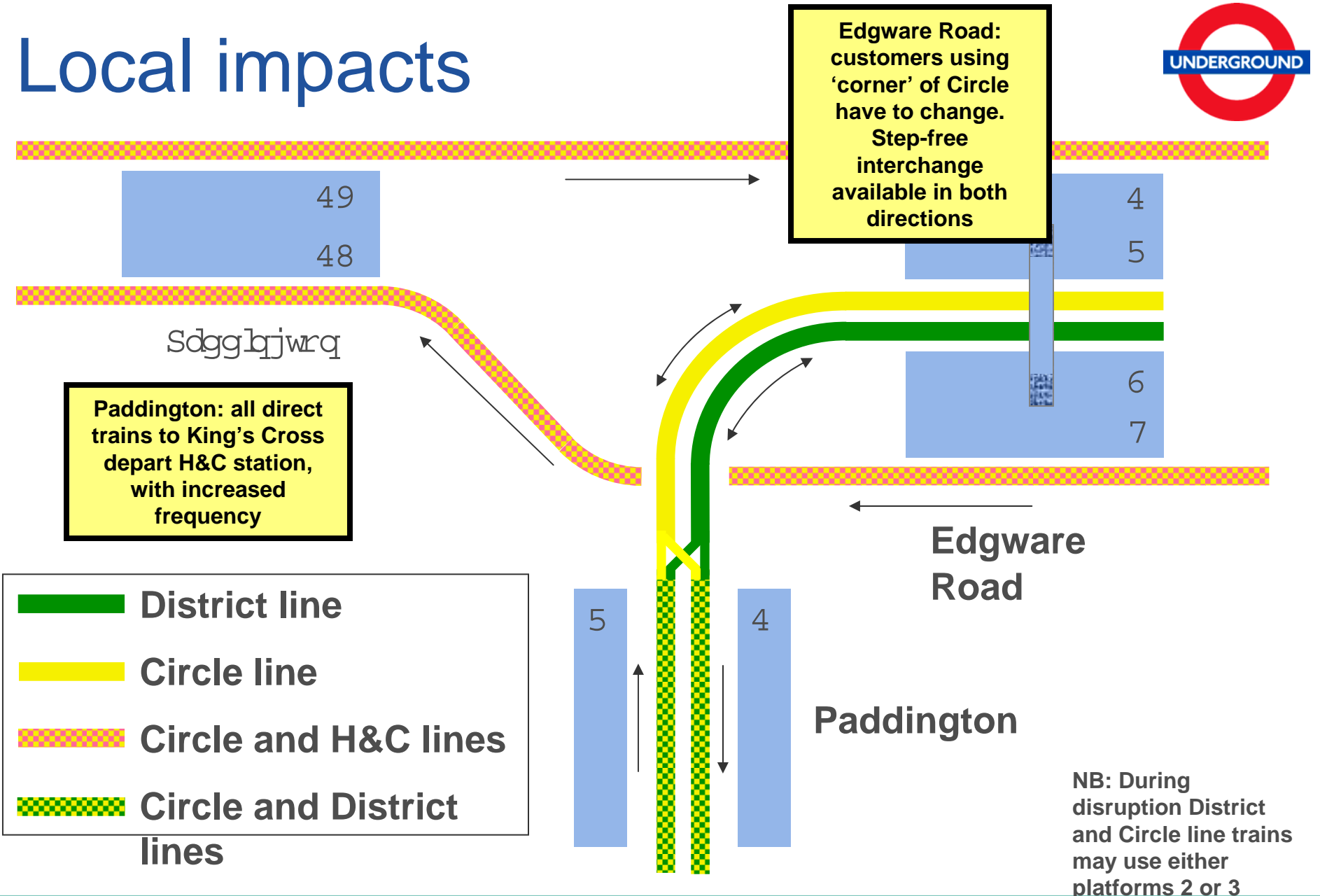
Other lines' performance



Reworking performance



Local impacts



Orfdolp sdfw



- Paddington:
 - Increase in usage at H&C station
 - ‘Keep right’ system: no closures, some short holds
 - Maximum platform clearing time: 2.5 minutes
- Edgware Road
 - Infrastructure accommodates extra interchanging
 - Clearer signage and dedicated platforms in place
 - Cross-platform interchange successful
 - Staff available on platforms
 - Customers becoming familiarised

Future experience



- Extensive information package implemented
- Regular customers now familiar with new service
- Feedback mostly covers issues that were foreseen:
 - Interchange at Edgware Road
 - Paddington arrangements
- Some other issues raised:
 - Frequency of service
 - Trains waiting in platforms and between stations
 - Improvement on Hammersmith branch



Next steps

- Ongoing monitoring of performance
- Ongoing liaison with key stakeholders
- Six month review – June
- First new Metropolitan line train – September
- New Circle and H&C line trains – 2011
- New District line trains – 2013
- Signalling upgrade
- End-state timetable: significant capacity increase

Summary



- Introduced successfully on 13 December 2009
- Significant improvement in reliability, although 6 months' data required for full analysis
- Improvement would be even better if not for various factors
- More frequent service to Hammersmith and on other parts of SSR network
- Customer feedback focused on Paddington and Edgware Road, as expected



Questions?

