

Introduction to 'TfL Rail' and Crossrail Services

Opening May 2015

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In this presentation

- What is Crossrail ?
- Construction Progress
- TfL Rail – May 2015 – the key changes
- New trains – 2017
- Stages to opening the full railway
- Borough specific improvements



The ambition for Crossrail

A unique railway
but fully integrated
with TfL's transport
network

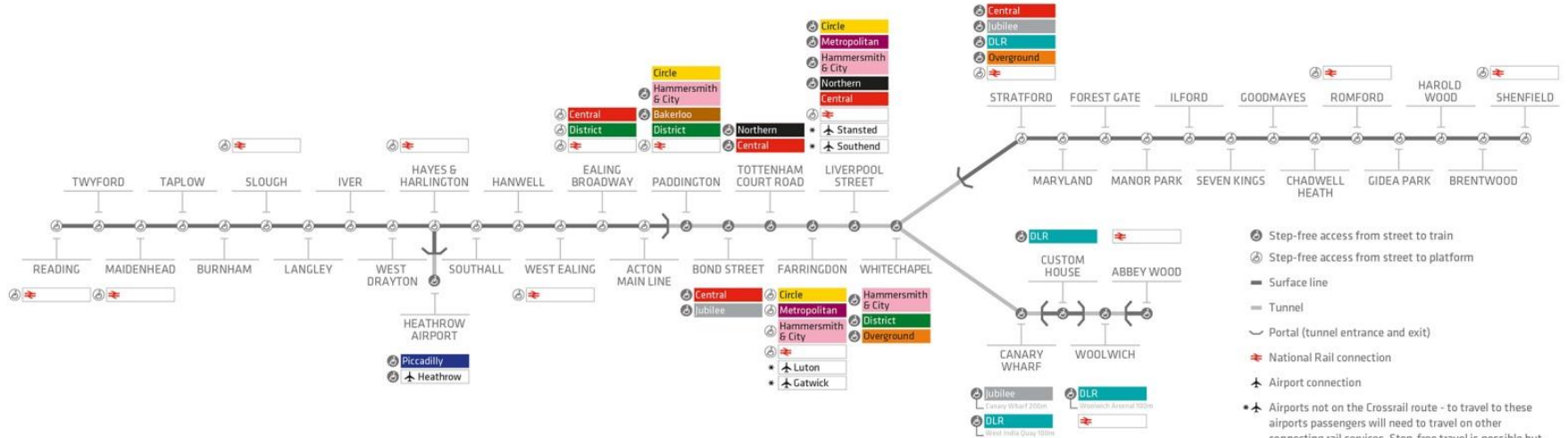


Crossrail key facts

- Over 100km from Reading/Heathrow to Shenfield/Abbey Wood
- 40 Crossrail stations including 10 new stations
- An extra 1.5 million people to within 45 minutes of central London and Heathrow, West End, the City, Docklands
- Over 200 million annual passengers
- Total funding £14.8bn
- Europe's largest construction project
 - 10,000 people
 - 40 construction sites
 - 62 million working hours



Crossrail route



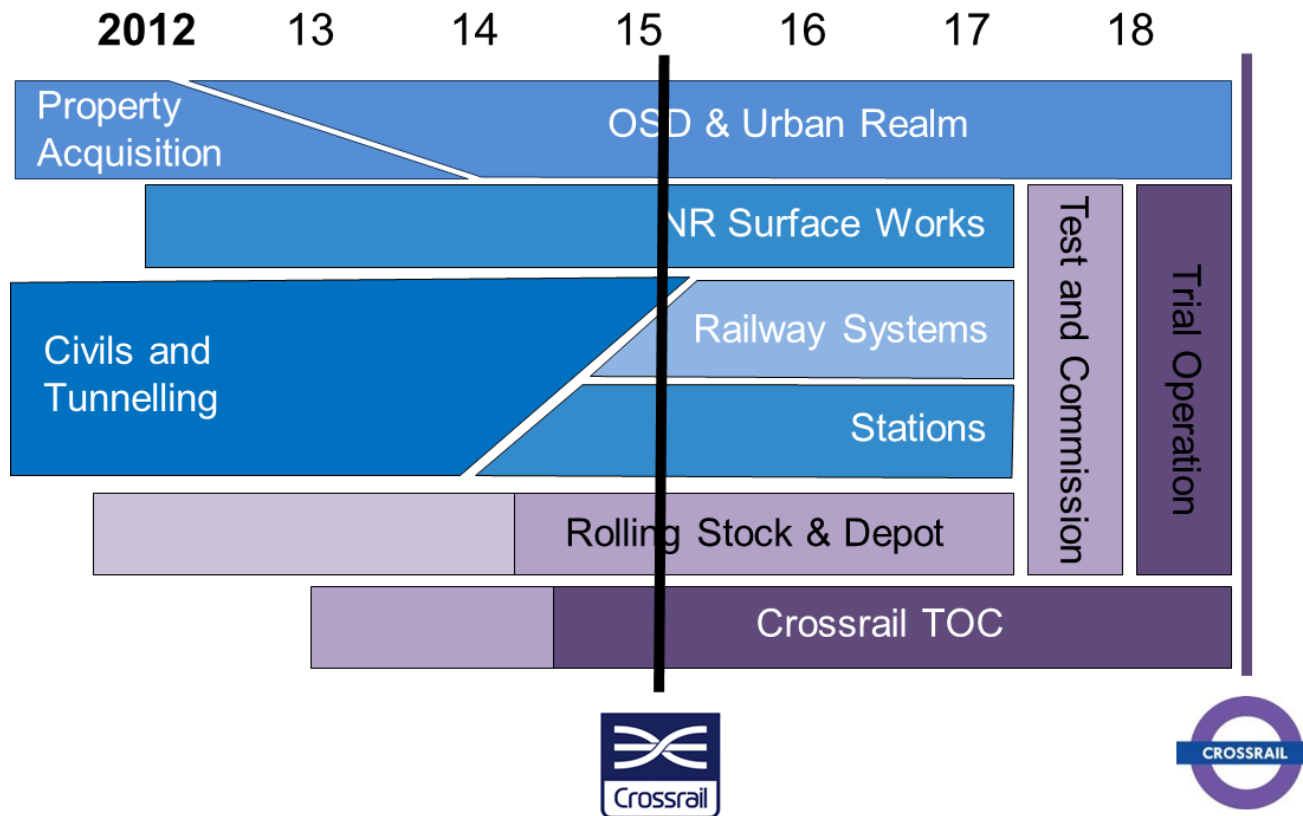
- Step-free access from street to train
- Step-free access from street to platform
- Surface line
- Tunnel
- Portal (tunnel entrance and exit)
- National Rail connection
- Airport connection
- Airports not on the Crossrail route - to travel to these airports passengers will need to travel on other connecting rail services. Step-free travel is possible but assistance will be required to get on and off some trains. Travel from Luton Airport Parkway Station to Luton Airport is via an accessible bus.



The Crossrail journey



Project phasing



The Project – tunnelling progress



Now
40KM
94%



The Crossrail journey



May 31st 2015

- In May this year TfL takes responsibility for stopping services between Shenfield and Liverpool St
- Services will be called 'TfL Rail' – 'Crossrail' will be used when new trains arrive in 2017
- TfL will also take responsibility for stations on the line excluding
 - Liverpool Street – run by Network Rail
 - Shenfield – stays with Abellio



TfL Rail May 2015 - Key Benefits



- All stations staffed from 1st to last train
 - Turn Up & Go service (TUAG)
- Safety & Security
 - More BT Police – regular enhanced, patrols
 - Secure station accreditation
- Stations
 - Cleaned up and maintained properly
 - New ticket machines & gatelines 2015-16
 - Refurbishment & rebuild 2016-19
- Trains
 - Existing trains cleaned and seating, signage and panels replaced
 - New 'Crossrail' trains May 2017
- Reliability
 - Clear Focus on reliability



Staffing and Turn Up and Go for All

- All stations staffed from first train to last
- Passengers needing assistance can travel without advance notice
- Lifts remain in service throughout the day
- New lifts to make all stations accessible by 2018



Safety and Security

- Additional British Transport Police deployed from May 2015
- Regular patrolling including 24 hours at weekends
- Reduced ticketless travel
- Station upgrades
 - Better lighting
 - CCTV
 - Help Points
 - Fully staffed



Stations - repaired

- Cleaned and repaired during 2015
- Cleaned twice daily
- Maintained to strict TfL standards thereafter
- New ticket machines and extra station gate lines 2015/6



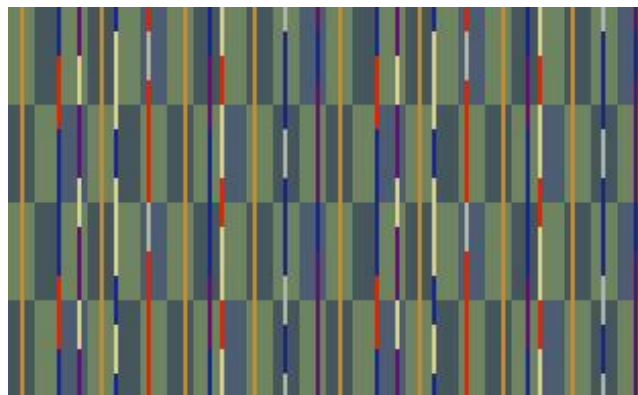
Stations – rebuilt and refurbished

- Several stations – including Ilford and Romford - are being rebuilt or upgraded as part of the Crossrail project
- TfL will refurbishing all other stations and making them accessible
- This includes new:
 - CCTV
 - Public Address systems
 - Customer Information Screens
- Fits with TfL and Crossrail funded station context work



Existing trains

- Cleaned – with seating signage and panels replaced and graffiti removed
- Modifications to doors and other components to improve reliability
- First train already completed
- ‘Turnround’ cleans to remove litter during the day
- New Crossrail trains follow from 2017



TfL integration

TfL Rail is fully integrated as part of the TfL network.
Consistency with TfL service across:

- Fares - in line with other TfL services
- On station & customer information signs
- Maps
- TfL Journey Planner
- Service Update Boards (ESUB's)
- Customer Service, on station, on train through Contact Centre
- Social media and Email alerts
- Proactive service messaging
- Commercial opportunities



Crossrail Operator **mtr**crossrail



- Won by MTR in July 2014, who run railways in Hong Kong, Melbourne, Stockholm and are 50% of LOROL who run London Overground
- 8 year contract to cover build up and transition to full Crossrail
- Based upon highly successful London Overground model
 - TfL specifies service, quality and timetable
 - TfL sets fares
 - Operator paid by performance – mainly on reliability





850 new people, creating jobs for local people



- Station staff
 - Combination of transferring and new staff
- 400 drivers
 - Combination of existing drivers transferring to TfL Rail, experienced drivers new to TfL and new trainee drivers
 - 50 apprenticeships

- Seven state of the art training rooms
- Inst of Customer Service accredited
- Use of iPads and Smart Phones
- MTR senior management will 'adopt' stations and mentor staff



The Crossrail journey



New trains in 2017



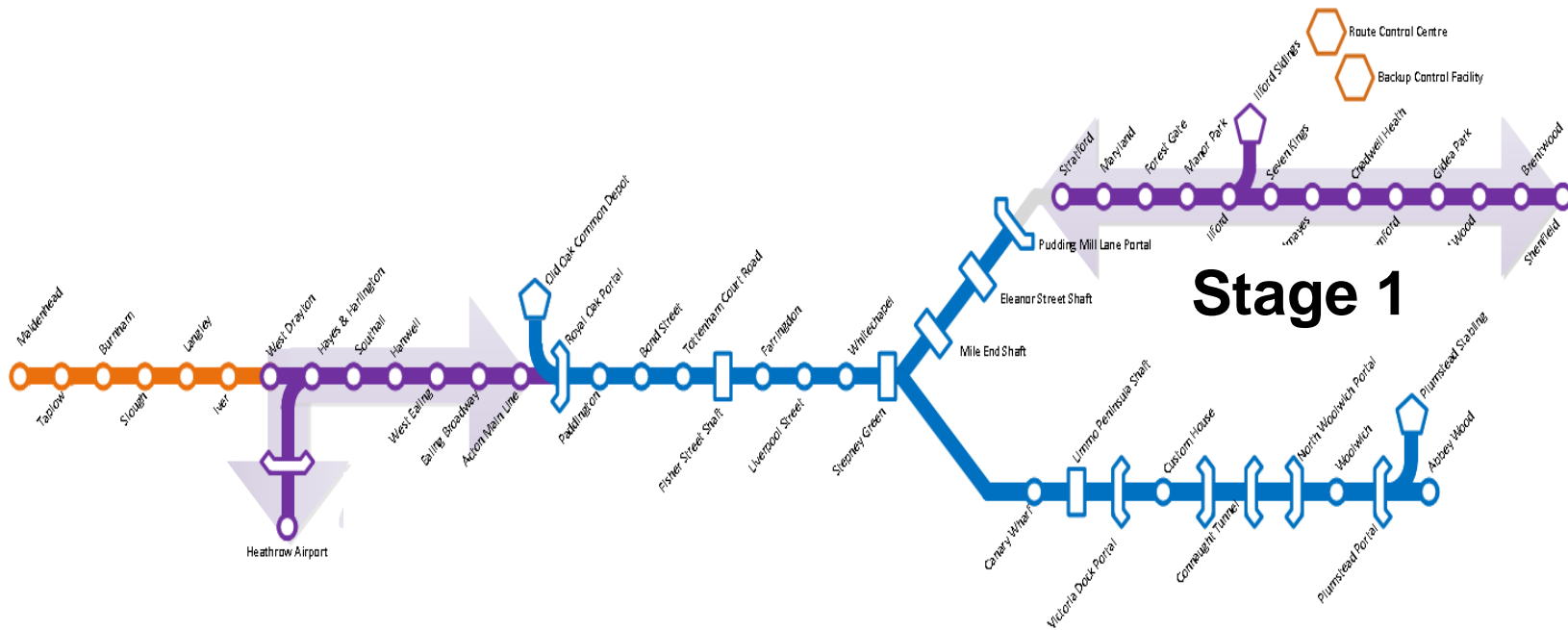
Key features:

- 65 trains each 200 metres long
- 9 inter-connecting walk-through carriages
- Space for 1,500 passengers capacity with 450 seats
- Air Conditioning
- Real time information on-train
- Energy efficient and intelligent on-train energy management systems
- 4 dedicated wheelchair spaces
- 10 multi-use spaces, can be used for bicycles, pushchairs, large luggage or additional wheelchairs
- Support 840 jobs in Derby

BOMBARDIER
the evolution of mobility



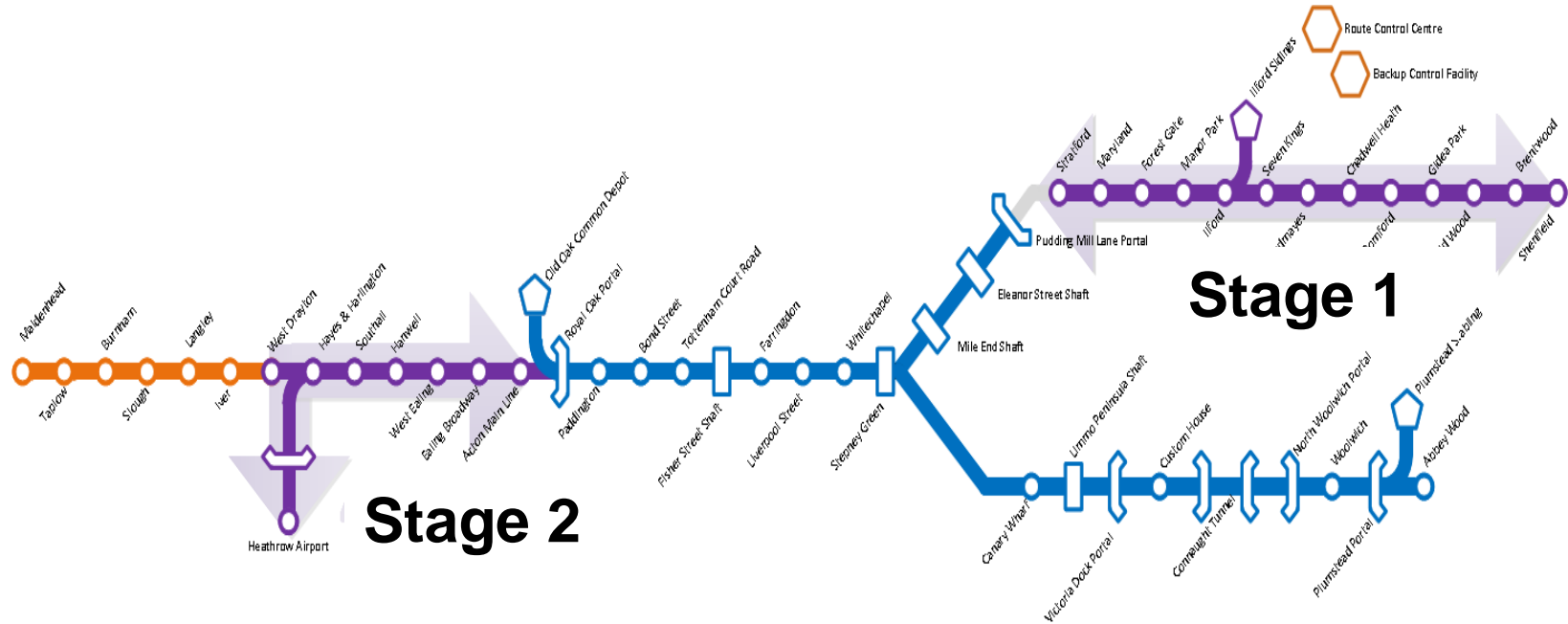
Stage 1 - commences May 2017



Stage 1: May 2017 – New Trains Shenfield – Liverpool St



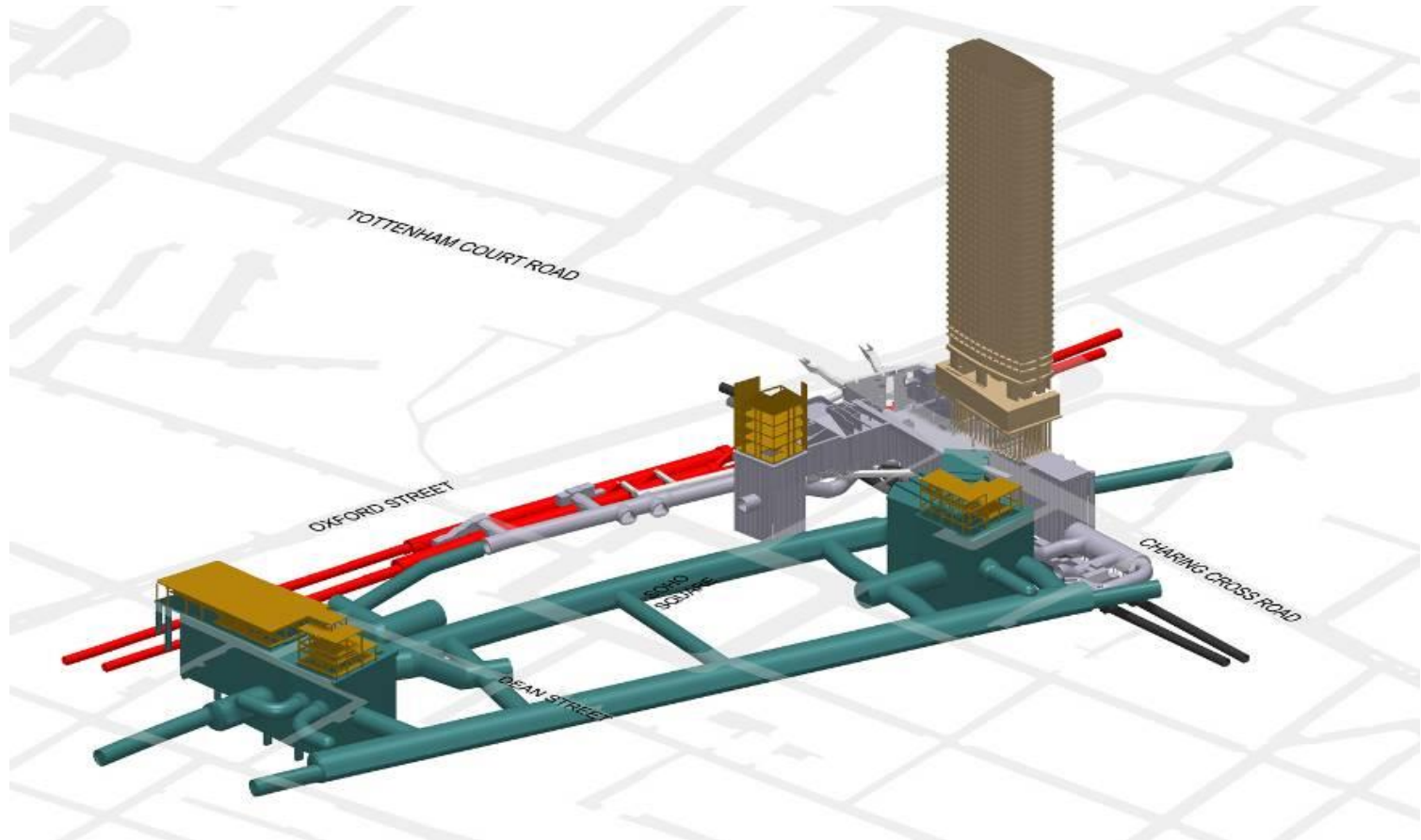
Stage 2 commences May 2018



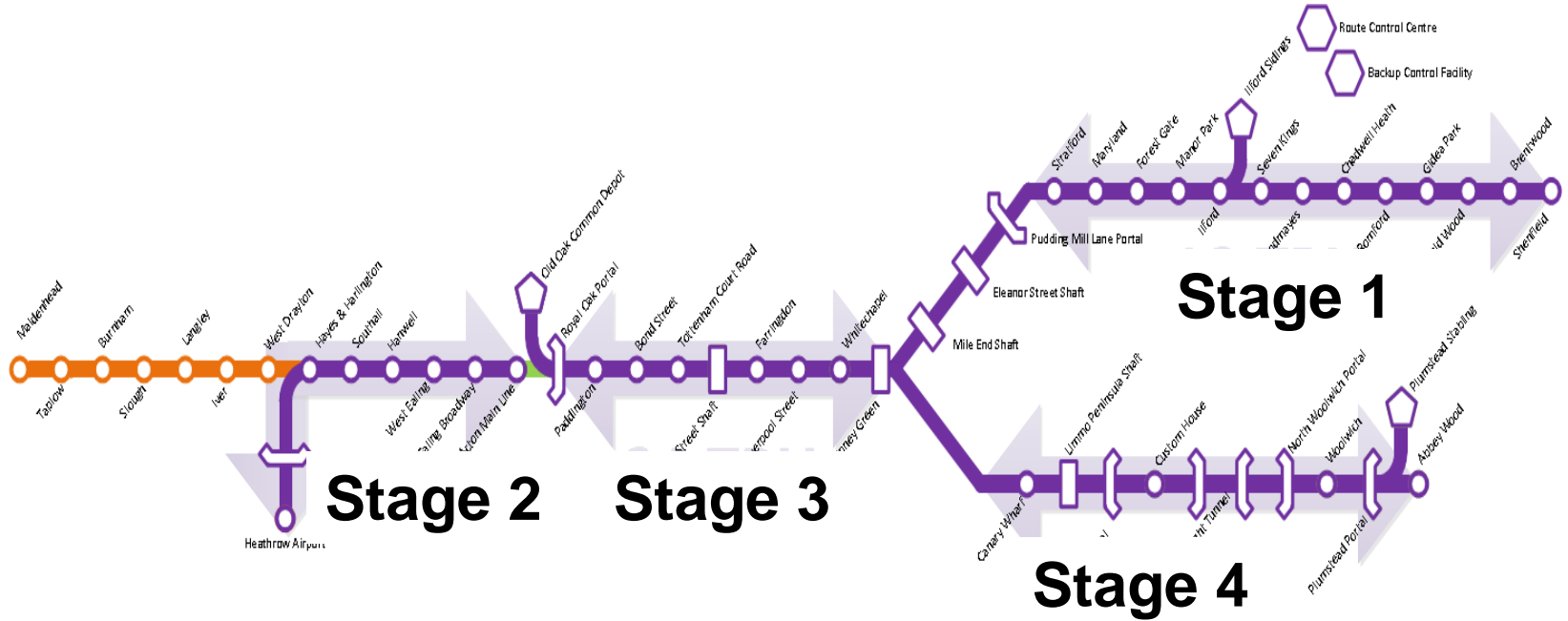
Stage 2: May 2018 - Heathrow to Paddington - surface



2018 Central stations open



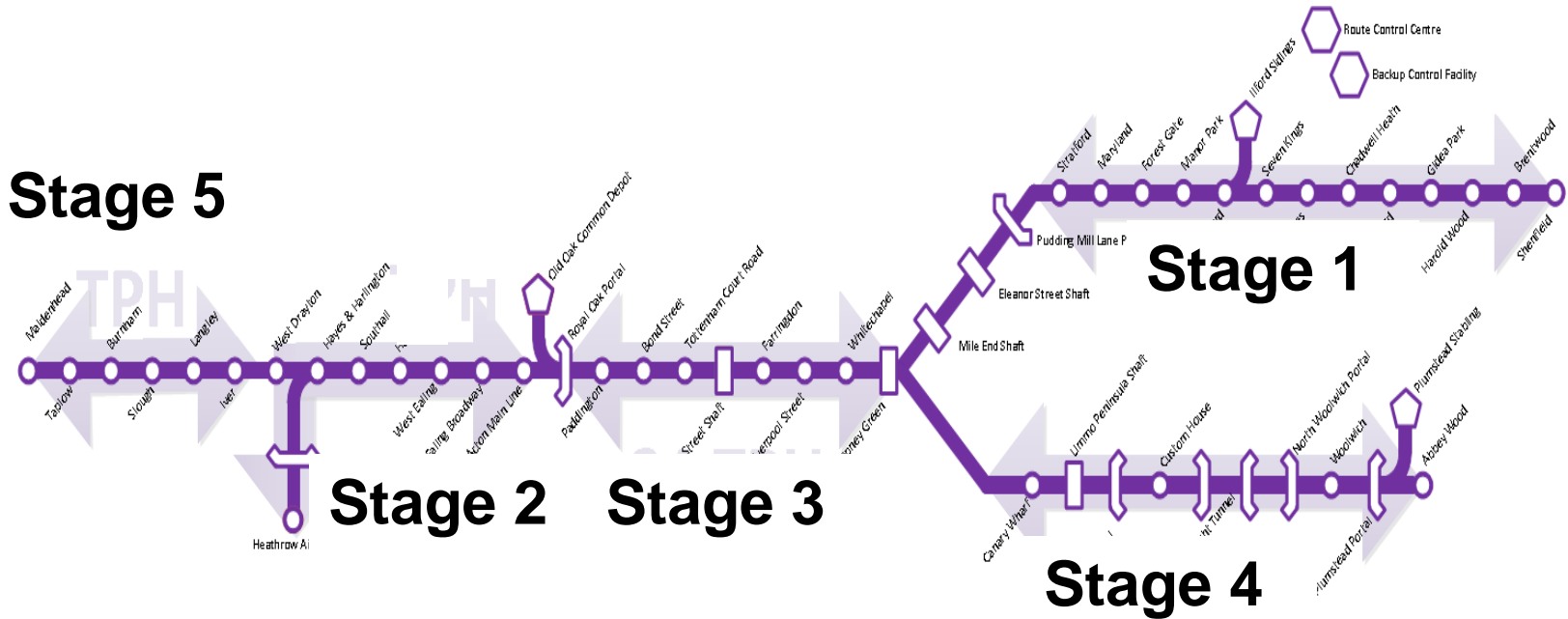
Stage 4 commences May 2019



Stage 4: May 2019 - Central Section passenger service connected to Great Eastern Surface Section



Stage 5 Dec 2019



- **Stage 5: Dec 2019** – Full service operating incl. Reading



Summary

- Crossrail is on its way
- TfL Rail starts that journey from May this year
- Real improvements to:
 - Staffing
 - Safety and Security
 - Stations
 - Trains
 - Reliability

