



# Sub-Surface timetable: December 2009

London TravelWatch update: 20 May 2009

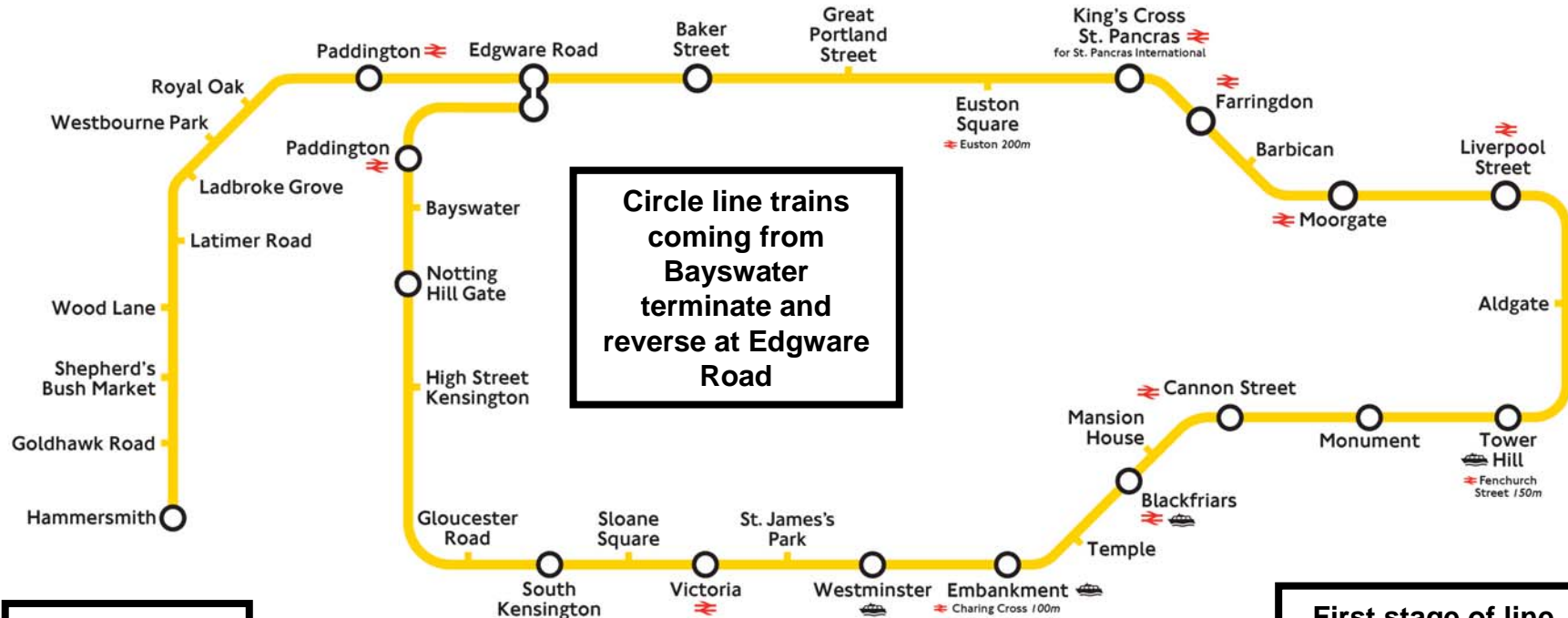




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# Overview: Circle line



Extend Circle line from Edgware Road to Hammersmith (frequency almost doubled)

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

First stage of line upgrade. Necessary to realise full capacity (+48%) and reliability benefits of new trains and signalling





# Overview

- Integrated proposal for Sub-Surface lines
- First stage of line upgrade that will deliver 48% capacity increase
- Change to Circle line route:
  - Enhances service Edgware Road – Hammersmith
  - Delivers significant reliability improvements
- Changes elsewhere improve reliability and redistribute services in line with demand
- Run-times reviewed to reflect demand increases



# LTW requests



1. *At Paddington, LUL should work with Network Rail to provide plentiful staff, trolleys and MIP buggies, guaranteed to be available on request at any time, to help passengers move between the H&C station and the Network Rail concourse and platforms.*
2. *At Edgware Road, LUL should provide staff to assist passengers interchanging across the footbridges.*
3. *LUL should operate a trial of the proposed new service (both peak and off-peak) during one or more weekends in advance of introduction, to confirm that it is operationally practicable.*
4. *LUL should consult London TravelWatch on how the revised service is to be presented to passengers in terms of line designation and its portrayal on maps, line diagrams and other information media. LUL's work in this area should be supported by consumer research.*
5. *LUL to commit to the principle of reverting to the traditional Circle service if the new arrangements do not deliver the expected benefits or create unacceptable problems for passengers.*
6. *LUL to provide London TravelWatch with copies of all public correspondence which they receive as a result of the change.*
7. *London TravelWatch and LUL to conduct a joint review after 3, 6 and 12 months operation, with LUL providing any data London TravelWatch reasonably requests.*
8. *LUL agree that, once the new timetable is finalised, they will prepare a revised version which reinstates the traditional Circle but retains as many as possible of the other benefits. This is a contingency measure to avoid having to wait 9 to 12 months – the normal lead time for a new timetable – between a decision to withdraw an unsatisfactory extended Circle and implementing its replacement.*
9. *London TravelWatch to set up a working party to act on behalf of the board and report back as necessary.*
10. *LUL to commit to the double-staffing of Edgware Road signal cabin during the day-shifts, as described to me by David Millard at our meeting on 7<sup>th</sup> October, in order that signalling staff can satisfactorily cope with the intensive train working which the new scheme will require at Edgware Road station and the adjacent Praed Street junction.*



# Timetables and duty schedules

- Timetables
  - Compilation underway – final versions expected September
  - Provide recovery time at termini
  - Better train synchronisation at junctions
  - Not feasible to write full alternative timetable
- Duty schedules
  - Compilation underway – follows timetables
  - Simpler duties with fewer train pick-ups – less scope for unreliability



# Trial operations

- Planned for three weekends:
  - 27/28 June
  - 4/5 July
  - 24/25 October
- Communications handled through normal weekend closure methods
- Monitoring of key locations by managers
- Feedback mechanisms for staff comments
- Post-trial data analysis





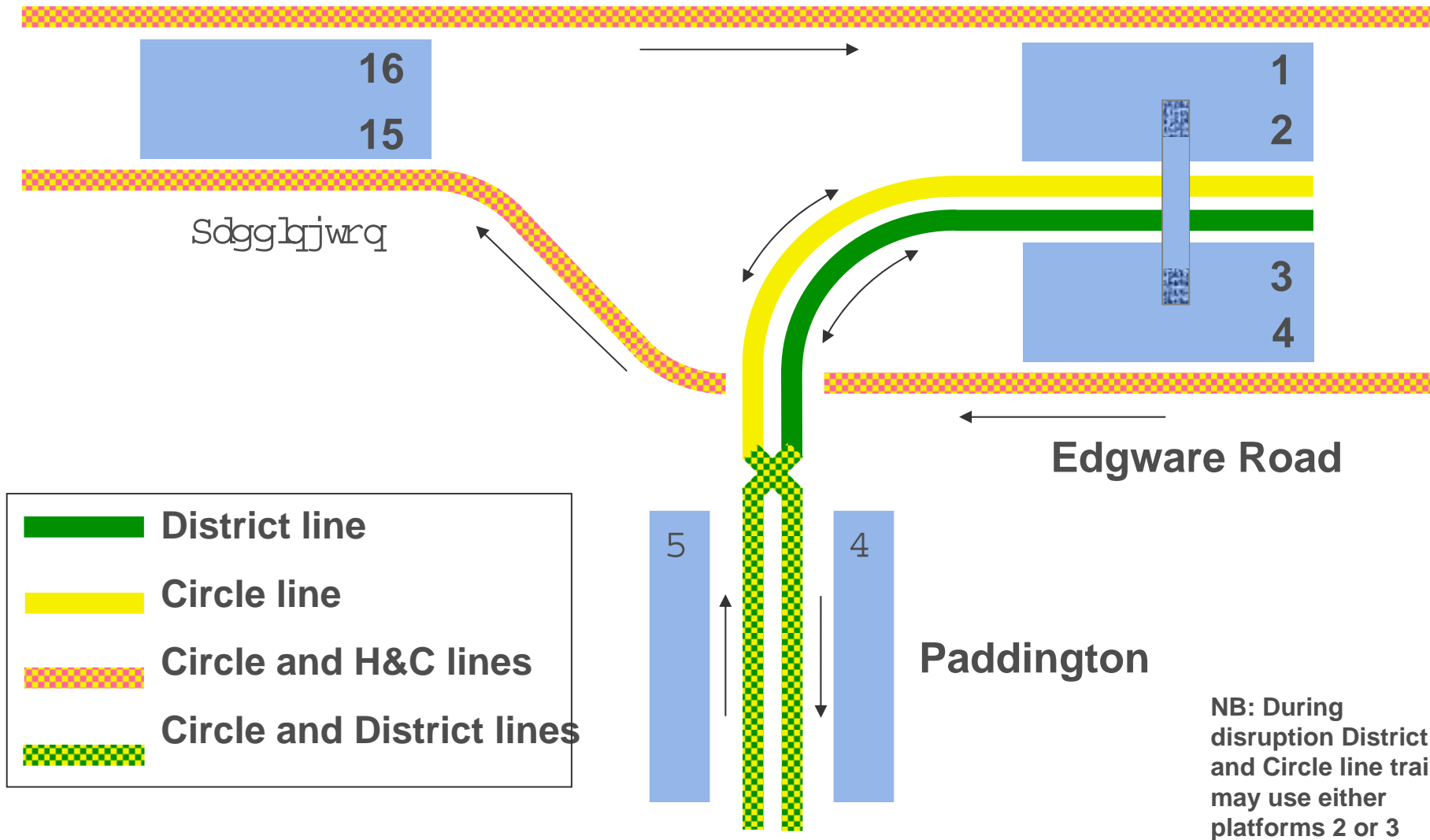
# Edgware Road and Paddington

- Additional staff for initial period
- Amended signage
- Computer modelling of pedestrian flows
- Paddington
  - Working with Network Rail on passenger management
  - Walking route analysis shows H&C station equally convenient for most people
- Edgware Road
  - Step free interchange for most people





# Interchange at Edgware Road



# Paddington: station comparison







	District/Circle/Bakerloo	Hammersmith & City
Walking time	<ul style="list-style-type: none"><li>• On average, slightly longer walking time</li></ul>	<ul style="list-style-type: none"><li>• On average, slightly shorter walking time</li></ul>
Flights of steps	<ul style="list-style-type: none"><li>• Eastbound: One</li><li>• Westbound: Three</li></ul>	<ul style="list-style-type: none"><li>• Both directions: Two</li></ul>
Step free access	<ul style="list-style-type: none"><li>• Eastbound only</li></ul>	<ul style="list-style-type: none"><li>• None</li><li>• Where essential recommend using D/C/B station with step-free interchange at Edgware Road</li></ul>
Signage	<ul style="list-style-type: none"><li>• Will be updated</li></ul>	<ul style="list-style-type: none"><li>• Will be updated</li></ul>

# Proposed signage



- Options:

 ← Hammersmith & City line	 Bakerloo line →	 District line →
 ← Circle line via King's Cross	 Circle line via Victoria →	

← Hammersmith & City line		Bakerloo line →
← Circle line via King's Cross		District line →
		Circle line via Victoria →

- Subject to agreement with Network Rail





# Stakeholder engagement

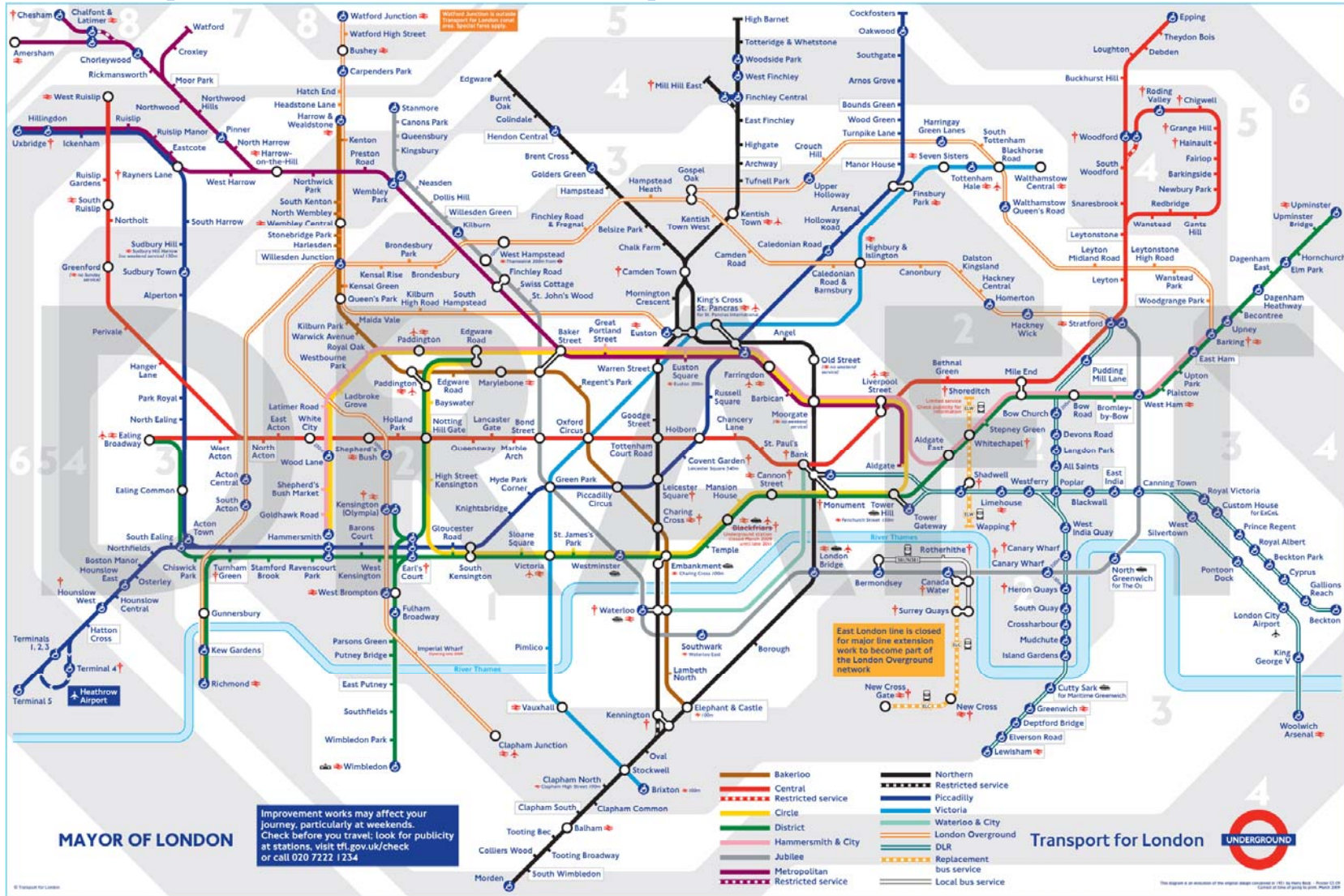
- Letters to over 200 stakeholders in March
- Media coverage
- Ongoing programme of briefings:
  - London Boroughs
  - Members of Parliament
  - London Assembly Members
  - Other organisations
- Limited customer correspondence:
  - Main issues: Edgware Road and Paddington



# Customer information

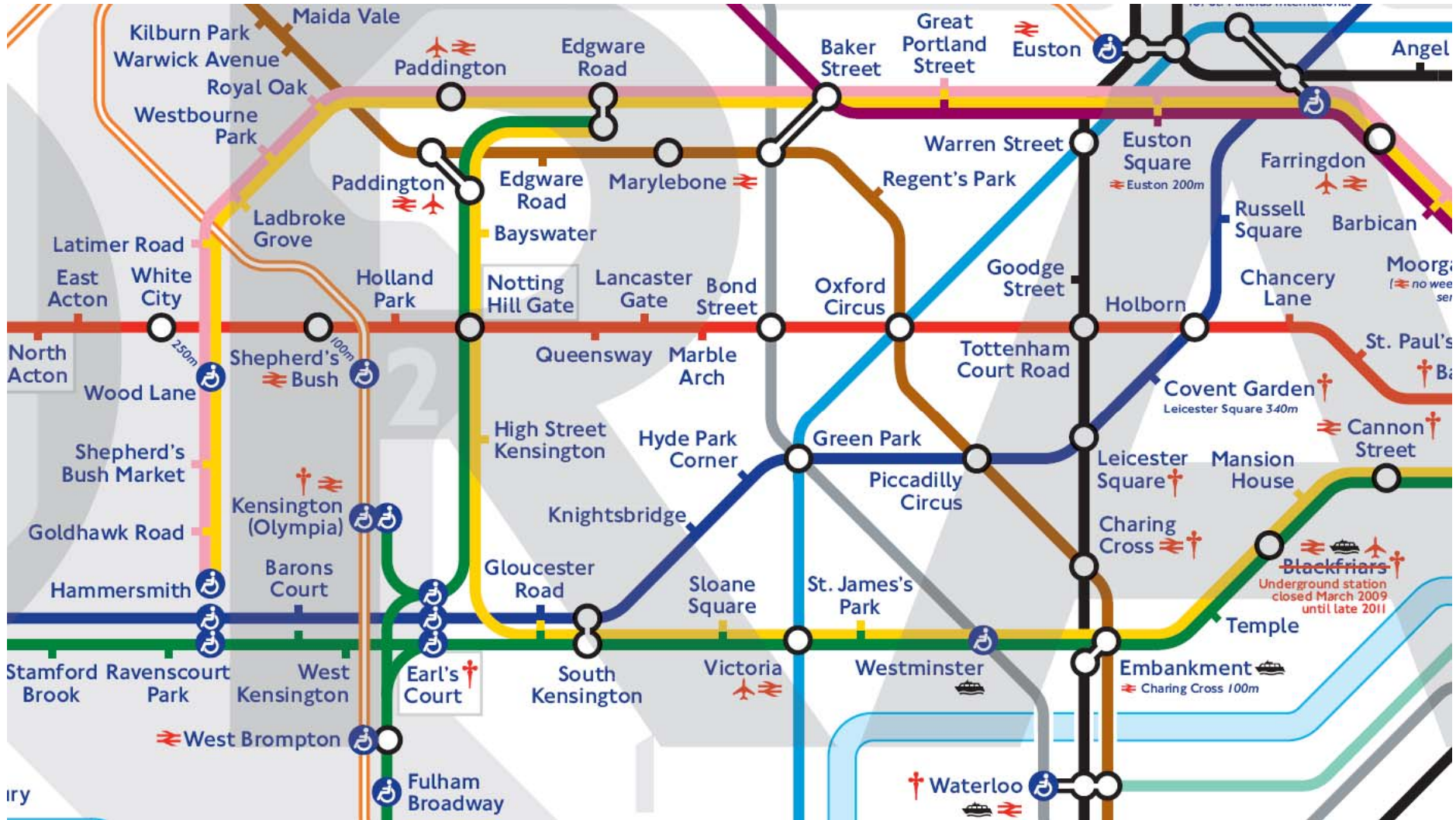
- Comprehensive information plan
- Permanent changes:
  - Tube map and in-car diagrams amended
  - Signage updates at affected stations
  - Automatic announcements and platform describers updated
- Short term awareness raising:
  - Network-wide information campaign: posters, media space, general email, website
  - Tailored activities for specific locations: posters, leaflets, emails, announcements, staff deployment

# Sample Tube map

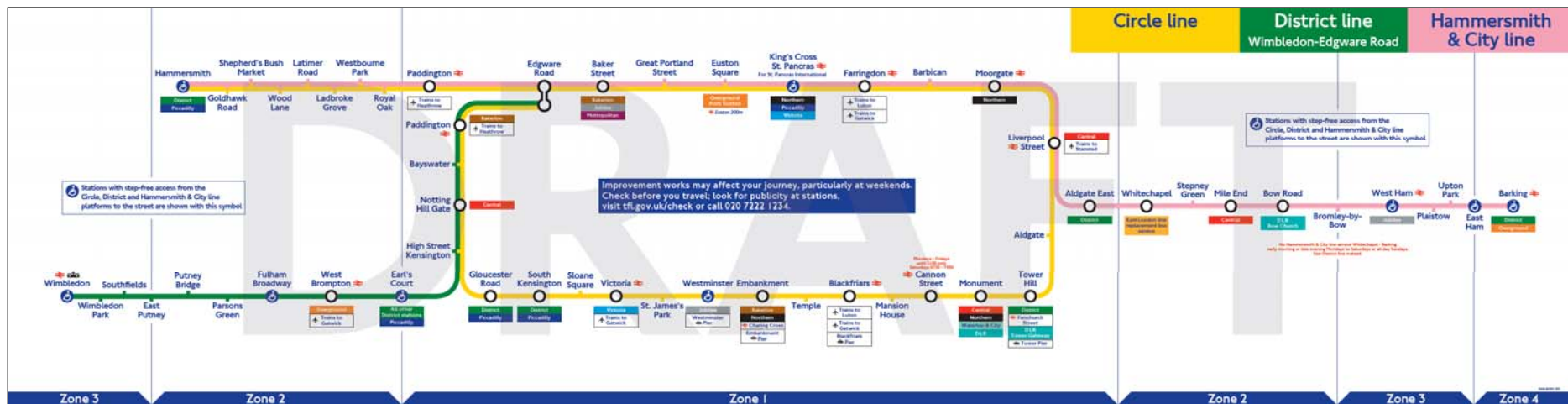




# Sample Tube map



# Sample in-car line diagram

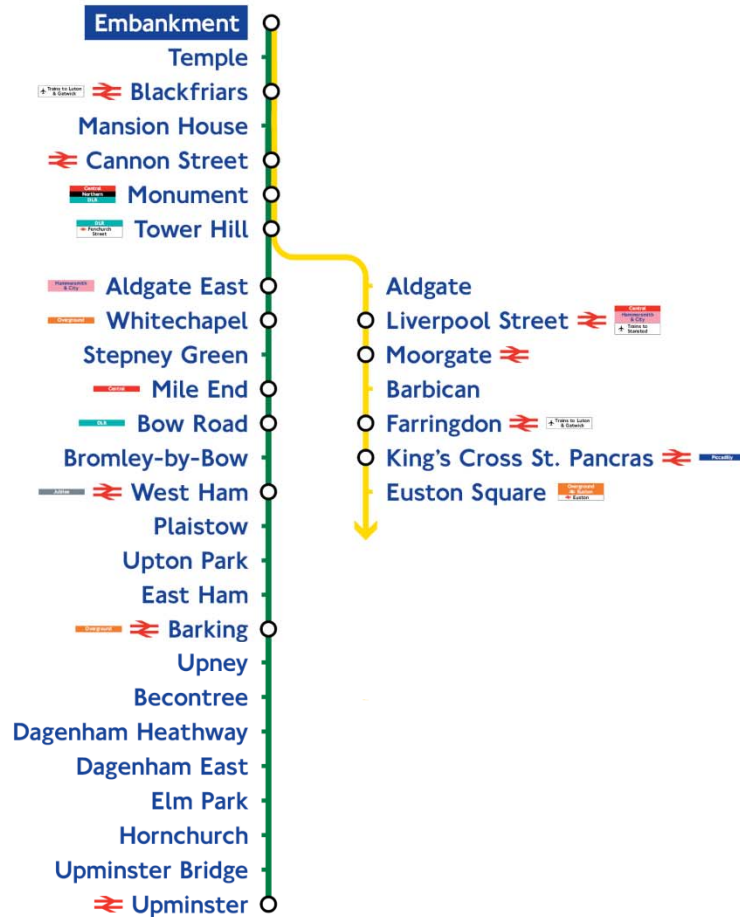




# Sample station diagram



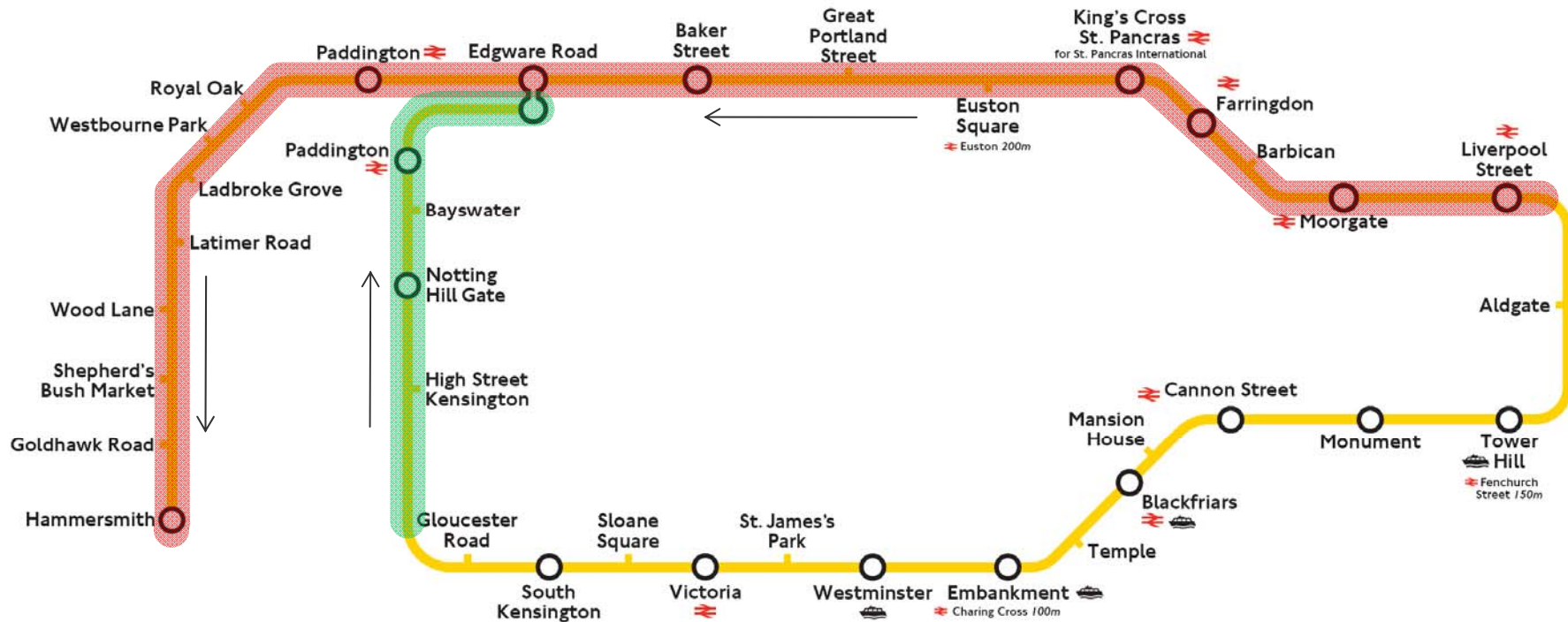
Eastbound :



Westbound :



# Announcements and platform indicators



Location	Announcement/display
Gloucester Road – Edgware Road [clockwise]	<ul style="list-style-type: none"> <li>• “Circle line to Edgware Road”</li> </ul>
Liverpool Street – Hammersmith [westbound]	<ul style="list-style-type: none"> <li>• “Circle line to Hammersmith”</li> </ul>
Standard format	<ul style="list-style-type: none"> <li>• “Circle line via...”</li> </ul>



# Timeline



Date	Milestone
June	<ul style="list-style-type: none"><li>• Trial operations</li><li>• Work on updating information systems begins</li></ul>
July	<ul style="list-style-type: none"><li>• Trial operations</li></ul>
August	<ul style="list-style-type: none"><li>• Initial customer awareness raising</li></ul>
September	<ul style="list-style-type: none"><li>• Timetables and duty schedules finalised</li></ul>
October	<ul style="list-style-type: none"><li>• Trial operations</li><li>• Asset modification complete</li></ul>
November	<ul style="list-style-type: none"><li>• Intensive customer communication campaign</li><li>• Staff training complete</li></ul>
December	<ul style="list-style-type: none"><li>• Implementation</li></ul>
...2010	<ul style="list-style-type: none"><li>• Review timetable</li><li>• S stock introduction</li><li>• Sub-Surface signalling contract</li></ul>





Questions?

