

Secretariat memorandum

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Agenda item 3

TS002

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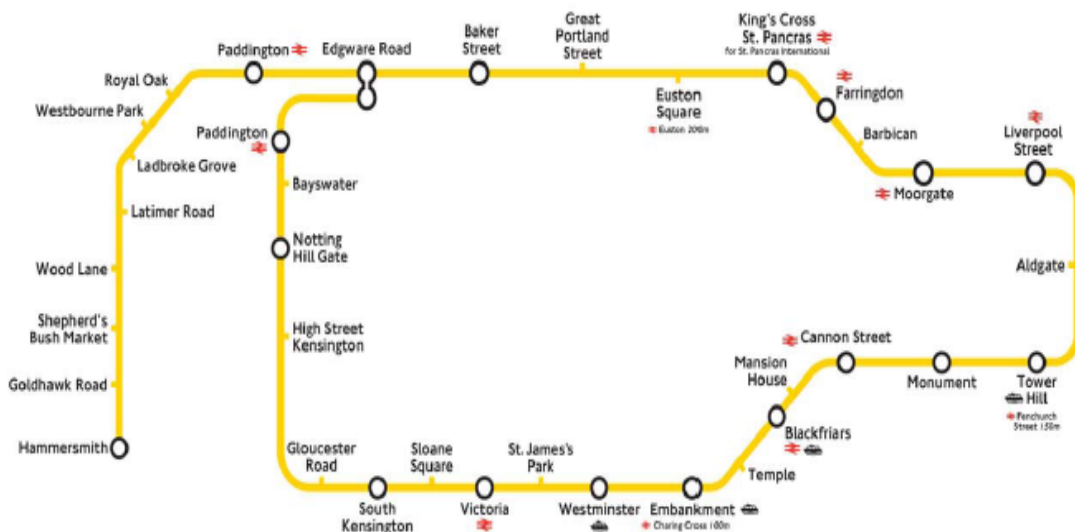
Extended Circle line

1 Purpose of Report

1.1. To provide background information on planned changes to the pattern of service on the Circle line, in advance of receiving the first progress update from London Underground (LUL).

2 Background information

2.1. At the London TravelWatch board meeting on 14 October 2008, LUL presented a proposal to change the traditional pattern of service on the Circle line. Instead of operating continuously round and round, trains would start at Hammersmith, run around the Circle and terminate at Edgware Road on the second call there. Trains would then reverse, run the opposite way around the Circle and on reaching Edgware Road again would go to Hammersmith and terminate.



2.2. The main aims of the plan were to improve the reliability of the Circle line service and increase the frequency of trains on the Hammersmith to Edgware Road section of the Hammersmith & City line. In addition, the scheme would allow small peak frequency increases on the Metropolitan line through to the City and from the District line Wimbledon branch to the West End and City.

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- 2.3. The main disadvantages would be that more passengers would use the Hammersmith & City line platforms at Paddington (albeit with a matching increase in the frequency of trains) and more would have to change trains at Edgware Road – many of whom would have to cross a footbridge.
- 2.4. Implementation was planned for December 2009.
- 2.5. The board decided to support the proposals, but subject to several conditions. LUL wrote on 5 January 2009 giving their (largely favourable) response to the London TravelWatch conditions. This letter is attached to this report at Annex A.
- 2.6. One of the conditions was that LUL should report progress periodically to a London TravelWatch working party to be established for the purpose. This has been overtaken by London TravelWatch's new working arrangements, as a result of which this Transport Services Committee has been asked to take on this task.
- 2.7. Mr. James Tringham is attending this meeting to give LUL's first progress report.



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5 January 2008

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Dear Jerry,

Extended Circle line proposal

I was very pleased to receive your letter of 27 October confirming London TravelWatch's support for the extended Circle line proposal and explaining the conditions upon which that support is dependent. Please accept my apologies for not having written back to you sooner.

You will no doubt be interested to hear that on 31 October the London Underground (LU) Executive Committee formally adopted the proposal. We have now started the detailed planning work necessary to be able to implement the proposal in December this year. We are expecting the Rail Panel of the TfL Board to give final approval in February.

Below I have set out LU's response to each of the preconditions on which your support is based:

- i) *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.*

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We have been working closely with Network Rail and the other Train Operating Companies at Paddington to ensure that the National Rail and Underground stations will continue to operate together effectively once the service change is introduced. Our discussions will continue up to and beyond the date of implementation, and arrangements to ensure that staff and customer facilities, particularly for those with accessibility needs, are available will be addressed as part of those discussions. I will make sure you are kept up to date on the outcomes.

ii) At Edgware Road, LUL should provide staff to assist passengers interchanging across the footbridges.

We are reviewing the required staffing levels at Edgware Road and will provide additional staff if sufficient need is identified. As at all Underground stations, staff will be available at all times to assist customers, particularly those with accessibility needs.

iii) 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.

Trial operations have been scheduled for three weekends prior to the introduction of the timetable. These are:

- 27/28 June 2009
- 4/5 July 2009
- 24/25 October 2009

These trials will be used to identify any issues with the reliable operation of the service and resolve them where appropriate in time for the timetable introduction. Temporary customer information will be provided as necessary, and the impact of the service pattern on customers will be monitored. We will make information about the outcomes of the trials available to you.

iv) 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.

We are currently drawing up customer information proposals and will consult you on them well in advance of the implementation date. They will be in line with LU and TfL standards for customer information, which themselves are based on principles of clarity and accuracy developed using our extensive experience of providing transport information, including previous customer feedback.

v) 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.

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We are committed to delivering a world class service to our customers and every endeavour will be made to ensure that the plan will deliver the customer benefits that modelling has suggested are achievable. Nonetheless, we would always look again at any new service should it fail to achieve expected levels of customer benefit. In the unlikely event that this is the case we would of course consider reverting to the current Circle line service pattern, alongside any other options identified.

vi) LUL to provide London TravelWatch with copies of all public correspondence which they receive as a result of the change.

We will be happy to provide you with public correspondence that is received in relation to the extended Circle service.

vii) 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.

We will regularly meet with you to review progress on the plan both before and after implementation, and will make available any data reasonably requested by you.

viii) 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.

It is not feasible given the time available for us to prepare a full alternative timetable prior to the introduction of the extended Circle line service. As noted above, every effort will be made to ensure that the new service pattern is successful, and we will devote all necessary resources to achieving this. However in the unlikely event that the new timetable should prove to be unsuccessful we will of course look to introduce an alternative timetable as quickly as possible, although it should be noted that many of the benefits of the new service cannot be achieved without the extended Circle element of the proposal.

ix) London TravelWatch to set up a working party to act on behalf of the board and report back as necessary.

The setting-up of this working party has been noted and we will cooperate with it to the best of our ability.

In addition to these conditions as agreed by our members at the board meeting, we expect 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 7th October, in order that signalling staff can satisfactorily cope

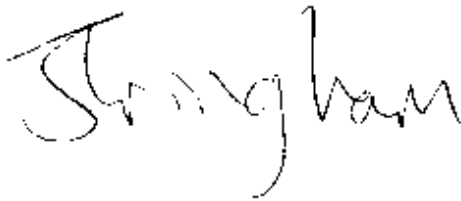
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with the intensive train working which the new scheme will require at Edgware Road station and the adjacent Praed Street junction.

We can confirm that approval has been given for double staffing at Edgware Road signal cabin.

Thank you once again for your letter, and thank you also for the time and effort you have put into understanding and analysing our proposals and for the useful suggestions you have previously made. I will be in touch in due course to give you an update on our progress towards implementation, including on the issues discussed here. In the meantime, please don't hesitate to get in touch if you have any questions or comments.

Yours sincerely,

A handwritten signature in black ink that reads "Tringham". The signature is written in a cursive, slightly slanted style.

James Tringham
London Underground Stakeholder Communications