
External Meeting report

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Agenda item 6

TS011

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Extended Circle line

1 Purpose of Report

1.1. To report a site meeting and highlighting issues that had arisen out of the visit with London Underground (LUL) at Edgware Road and Paddington on 27 August 2009.

1.2. Present were :

London TravelWatch was represented by Board members Onjali Bodrul, Sophia Lambert and Teena Lashmore Chief Executive, a Casework Officer, Committee Administrator, Rail and Underground Policy Officer and Streets and Surface Transport Policy Officer were present.

London Underground Limited was represented by David Millard, General Manager, Circle Line, LUL, James Tringham and Adrian Brown, Project Manager; Ian Simons, Group Station Manager and Derek Penberthy, Duty Station Manager;

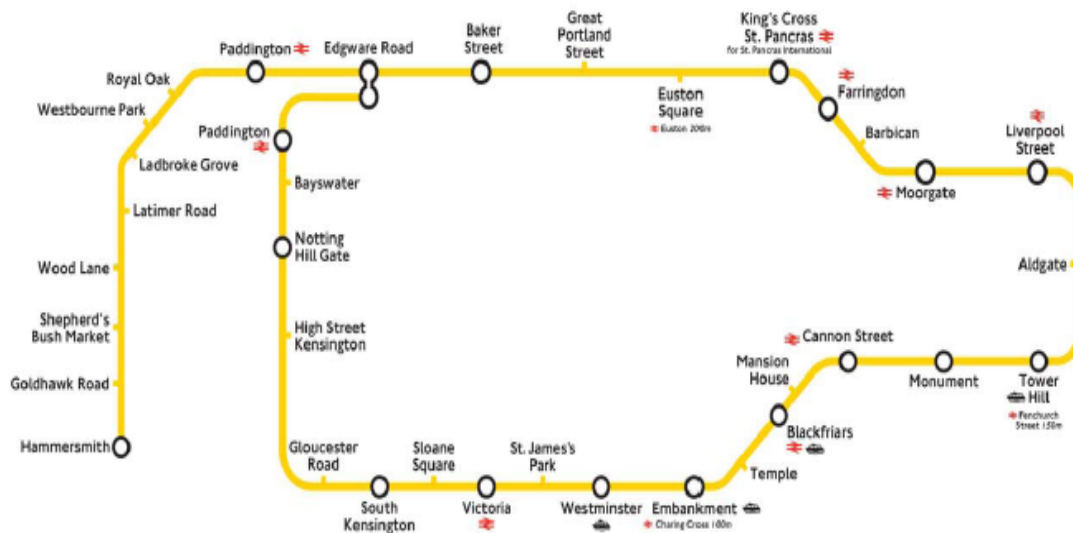
National Rail was represented by Alison Hanscomb, Assistant Station Manager (Paddington), First Great Western; and Terry Baker, Station Interface Manager (Paddington), Network Rail.

2 Recommendation

2.1. That the report is received for information. London Underground will address the points raised in section five of this report at this meeting.

3 Background information

3.1. At the London TravelWatch board meeting on 14 October 2008 and the meeting of this committee on 20 May 2009, 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.



- 3.2. 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.
- 3.3. 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.
- 3.4. Implementation is planned for December 2009.

4 Report

- 4.1. The first section of the meeting took place at LUL's building at Baker Street. Members received a short presentation from Mr Millard on the way that the current Circle line service pattern would change (Please see paragraph 3.1 for more information).
- 4.2. Mr Millard went on to update members on what had happened since LUL had given a presentation to the Transport Services committee on 14 July 2009. Work had been carried out on developing customer information; timetable and staff rosters were being finalised; an agreement on managing congestion at Paddington had been agreed; two pilot studies at weekends had been carried out; a stakeholder bulletin had been distributed; and staff engagement and training were under way.
- 4.3. Mr Tringham distributed copies of the tube maps that would be used on the platforms at Edgware Road and Paddington.
- 4.4. Mr Millard reported that LUL had been having meetings with Network Rail on how to manage passenger flows at Paddington.
- 4.5. Members and LUL staff travelled from Baker Street to Edgware Road. Ian Simons, Group Station Manager and Derek Penberthy, Duty Station Manager discussed with members about how the new pattern of service would work at

Edgware Road. This will be a busy station with passengers from Circle and District line trains via High St. Kensington wishing to interchange to go eastbound towards Kings Cross, and those from the Kings Cross direction changing to go westbound towards High St.

- 4.6. A particular feature would be that passengers arriving at Edgware Road from the High St. direction would have cross-platform interchange to continue eastbound if they arrive on a Circle line train, but would have to cross the footbridge if they arrive on a District line train.
- 4.7. Members and LUL staff then travelled from Edgware Road to Paddington station and reviewed the interchange arrangements between the Hammersmith and City line platforms (which many more LUL passengers would be using) and national rail. Alison Hanscomb, Assistant Station Manager (Paddington), First Great Western and Terry Baker, Station Interface Manager (Paddington), Network Rail talked to members. Mr Tringham explained that LUL were paying for all the current Network Rail signage to be replaced and updated before the introduction of the new pattern of service.
- 4.8. The site visit concluded with a look at the Hammersmith and City line platforms.

5 Issues highlighted by the visit

- 5.1. Members suggested that the District line trains terminating at Edgware Road should have “District line” followed by the destination to help passengers, to correspond with LUL’s proposed treatment of Circle line trains terminating at Edgware Road. It was also suggested that the colour of the line should be on the front of the train, i.e., green for District. These arrangements would help passengers identify trains which would provide cross-platform interchange at Edgware Road and those which would require use of the footbridge
- 5.2. A Member wondered if the name of the station at Paddington should change to reflect the new service pattern. LUL have advised that it is not considering renaming either or both of the stations at Paddington :

“While there may be some advantage in being able to differentiate these two locations, we believe that their names should both continue to reflect this important interchange with National Rail services. In addition renaming stations is expensive and not justifiable on those grounds.”
- 5.3. Members and staff raised concerns about the current ticket machines near the gate line to the Hammersmith and City line platforms. There are currently 3 ticket vending machines (1 First Great Western and 2 LUL). At present the LUL machines do not accept cash. There are plans to replace the 2 LUL ticket machines with First Great Western ones. The machines will sell LUL tickets and will be Oyster enabled. Members also felt that there needed to have information on the travel zones within London, for example, having a list of stations or an underground map.
- 5.4. Accessibility issues will feature highly particularly those with mobility impairments who need to change at Edgware Road for onward journeys and passengers from national rail services with luggage who wish to interchange on to underground services.

- 5.5. Information is a vital issue that will probably determine the success or failure of this scheme. There will need to be extensive information prior to the change becoming permanent for London based users; secondly there will need to be information and staff available for tourists; thirdly there is a requirement for Network Rail and train operating companies to provide information and announce which platforms passengers should use. LUL stated that they agreed that information will be vital:

“We have already discussed our plans with you on this, but to reiterate there are two work streams on information around the change:

- Temporary communications, including posters, leaflets, meet-the-manager events, announcements, information on the TfL website, customer emails, press releases, etc. This will ensure everyone is prepared for the change when it takes place.
- Changes to permanent information, including Tube maps, signage, automatic announcement systems, etc.

We are collaborating with Network Rail and TOCs on both of these work streams. For example, as you noted, we are replacing all of the signage across Paddington NR station to take account of the new service. During the pilot operations earlier this year, First Great Western and Heathrow Express assisted by making announcements on their trains and displaying posters at their stations – we anticipate that they will provide the same assistance when the new service is implemented.”

- 5.6. Members raised concerns that the area outside the Hammersmith and City gate line would possibly not be large enough to accommodate passengers entering and exiting during peak hours alongside national rail passengers waiting to see what platform their train was on. The Network Rail representative said it was not intended that passengers waiting for main line trains should wait in this area; rather they should walk along platform 8 to the main concourse where the full range of passenger facilities are provided. However neither the Network Rail nor the First Great Western representatives were able to explain how passengers would be encouraged to act in this way.
- 5.7. London TravelWatch staff made it clear that (as stated in previous correspondence) they hold LUL responsible for ensuring that interchange passengers are looked after properly in the new situation, and that LUL must therefore ensure that all necessary arrangements are made. They therefore requested that a further meeting be held – probably in late October – to provide London TravelWatch with reassurance that satisfactory arrangements would be made at Paddington.

6 Equalities and inclusion implications

- 6.1. There are no equalities and inclusion implications for London TravelWatch arise from this report.

7 Financial implications

7.1. Not applicable – report is for information only

8 Legal powers

8.1. Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.