

TRANSPORT FOR LONDON

RAIL AND UNDERGROUND PANEL

SUBJECT: MANAGING DIRECTOR'S REPORT – RAIL AND UNDERGROUND

DATE: 21 FEBRUARY 2012

1 PURPOSE

- 1.1 The purpose of the report is to describe the performance of London Rail and London Underground (LU) from period 7 to period 10 of the year 2011/12 (17 September to 8 January 2012) and provide updates on the status and progress of major investment projects and items of special interest.
- 1.2 The Panel is asked to note this report.

2 LONDON UNDERGROUND PERFORMANCE

- 2.1 A four-weekly report on Tube performance is now being published on the TfL website and is supported by a more detailed performance 'almanac' which contains historic performance data back to 2003/04. Links to these documents are also available through the GLA Datastore.

Customer Satisfaction

- 2.2 LU's internal target has increased to 80 this year. This score was achieved in quarter 3 and is a record for this quarter, which is traditionally LU's busiest and which this year saw record passenger numbers.

Passenger Numbers

- 2.3 Underground demand continues to grow. Year to date journeys are up by 3.7 per cent compared with periods 1-10 of last year, with a record 95.8 million passenger journeys recorded in the four-week period ended on 10 December.

Service Performance

- 2.4 A reliability programme has commenced with meetings being held weekly to review reliability performance to ensure that the focus is maintained and to address key issues which could have an impact. A programme of work to deliver initiatives at a network level that will improve performance before the Games is being developed to cover the following three areas – Response and Recovery, Predict and Prevent and Introducing New and Upgraded Assets.
- 2.5 LU continues to meet its performance and reliability targets against a background of record passenger demand and despite the impact of industrial action by members of ASLEF on Boxing Day. The percentage of schedule operated for the year to date is 97.0 per cent (97.2 per cent excluding the impact of the strike) against a 96.7 per cent target, and compared with last year's period 10 year to date figure of 95.2 per cent (96.5 per cent excluding impact of strikes). Excess journey time is 5.79 minutes (5.75 minutes) compared with a

year to date target of 6.09 minutes, and last year's comparable figure of 6.57 minutes.

- 2.6 For the second year in succession, ASLEF train operators took strike action on Boxing Day following rejection of their claim for triple time plus a day off in lieu for operators scheduled to work on Boxing Day. LU operated partial services on all lines that were scheduled to run, apart from the Circle line. 25 per cent of the scheduled train service was operated, which was significantly more service than during the strike on Boxing Day 2010, and Central London was much better served. A further three days of strike action over this issue planned for January and February have been suspended while further discussions take place.
- 2.7 Underground services operated through the night of 31 December/1 January. Crowds appear to have been larger than in recent years, which resulted in Westminster station closing earlier than planned. In addition, for short periods the Jubilee and Bakerloo lines did not stop at Waterloo and Embankment stations respectively. By 02:30, all crowds entering stations had cleared without any significant incidents.

Safety

- 2.8 The moving annual rate of 'Major injuries per million hours on LU Infrastructure' stood at 0.25 at the end of period 10, within the 2011/12 target. To date this year, there have been 101 reported major injuries to customers, 12 LU employee/ contractor major injuries and one Tube Lines major injury.

3 LINE UPGRADES

Jubilee line / Northern line

- 3.1 Supplemental Agreement 8 (SA8) to the Thales contract for signalling on the Jubilee and Northern Line Upgrades was signed by Thales and Tube Lines on 20 December. Under the agreement, the Northern Line Upgrade will be completed by December 2014. Current progress with the signalling installation programme is ahead of plan and consequently all but one of the planned late Sunday morning start ups on the Northern line between 22 January and 1 April have now been handed back for operational service.
- 3.2 Since the introduction of the Transmission Based Train Control system a year ago, average journey times on the Jubilee line have improved by 11 per cent and are now some 1½ minutes faster. The next post-upgrade capacity increase on the Jubilee line will take place in late March, when the peak-hour capacity on the line will increase to 30 trains per hour (tph). This is equivalent to creating space for some 12,500 additional passenger journeys per hour during the morning and evening peaks.

Victoria line

- 3.3 The last of the new 2009 stock trains was delivered in mid-December, completing the 47-strong Victoria line fleet. Work continues for the remaining phases of asset replacement (removal of old signalling). The next timetable, to be introduced this spring, will increase the service by two tph in the peak (to 30tph) and one tph off-peak, adding around a quarter of a million kilometres to the service volume operated on the line. The final 33tph peak frequency is expected to be introduced early in 2013.



Sub Surface Railway (SSR)

- 3.4 By the end of period 10, there were 23 new eight-car S stock trains (S8) available for passenger service on the Metropolitan line. Deliveries of S8 trains have recommenced after Bombardier resolved technical issues which included adjustments to the levelling valves that affect the suspension.
- 3.5 Signalling improvement works have been successfully delivered at Edgware Road. This will enable the Circle, District and Hammersmith & City line services using the new seven-car S7 fleet, which are 23 metres longer than current stock, to run through the area later in 2012. The existing signalling equipment dated back to the 1920s and a significant amount of work had been undertaken in engineering hours and during last summer's closure of the Circle and District lines between Edgware Road and High Street Kensington. The final stages of the work were undertaken during a planned closure between Christmas and New Year. The works were completed within budget and a day early, allowing services on the lines through Edgware Road station to resume on 30 December.



- 3.6 Another milestone in the introduction of the new S7 trains was achieved in January when the Secretary of State for Transport signed the S-stock S7 Rail Vehicle Accessibility Regulations (RVAR) exemption order. LU worked with the Department for Transport, charities and organisations representing people with disabilities at all key stages of the S7 design to meet these requirements. The roll out of S7 begins this year with a one off service between Hammersmith and

Moorgate prior to the Olympic and Paralympic Games.

- 3.7 On 11 December, improved timetables were introduced on the Metropolitan, Hammersmith & City, Circle and District lines adding more than two per cent to the service provided on these lines. The most significant change is withdrawal of the very lightly used District line Olympia service on weekdays and the provision of additional trains on the Wimbledon branch, the busiest section of the line. The changes to the District line timetable were the subject of a major consultation exercise last year in which nearly 18,000 customers, local businesses and stakeholders took part, with almost 80 per cent being in favour of the changes.

4 OTHER PROJECTS

Central line Fleet Refresh

- 4.1 After 19 years in service, the Central line fleet is being refreshed to bring passengers cleaner, more comfortable trains. The work includes replacing 4,060 windows, replacing the side panels that make up the outside of the trains, and covering 23,144 seats with a new fabric. The outside of every carriage on all 85 trains in the fleet is also being coated with a protective film that will make them easier to clean. In addition, the gearboxes and their housings have been modified, as have the frames that house the wheels and axles, in order to improve the reliability of the trains. At the end of period 10, the programme was on plan with 46 trains completed.

Farringdon station

- 4.2 A major milestone in the Thameslink upgrade programme was achieved on 12 December with the opening at Farringdon station of a new LU ticket hall for LU and National Rail customers. It will also accommodate the increase in demand that is expected to occur when the Thameslink and Crossrail projects are completed. Improvement works at Farringdon will continue until June 2012, with lifts due to enter service in April of this year when the station becomes step-free.

Tottenham Court Road station

- 4.3 The Northern line platforms at Tottenham Court Road station reopened on Monday 28 November, following eight months of Northern line services not stopping at the station to allow essential works to be completed. Contractors worked round the clock to rebuild sections of the tunnel lining, and dig new connecting passages to allow new escalators to be connected to the platforms.



Croxley Rail Link

- 4.4 In December, the Department for Transport awarded the Croxley Rail Link project the necessary central government funding to proceed. The scheme, which is being promoted by Hertfordshire County Council (HCC) in partnership with LU and Network Rail, would see the Metropolitan line extended from Croxley to Watford Junction via Watford High Street, with the existing Watford station being closed and replaced by a new station half a mile away at Ascot Road. An additional station would also be built to serve a regeneration area in west Watford.
- 4.5 HCC and LU submitted an application for a Transport and Works Act Order on 6 January which, if approved, will provide the necessary legal powers to enable the project to go ahead. If the powers are granted, work would begin in 2014 with the extension open by 2017.

5 OTHER ITEMS

Frontline Experience

- 5.1 The Frontline Experience programme commenced at the end of January. This provides the opportunity for senior managers to work alongside, or shadow colleagues, on the front line to understand more about delivering services to customers. TfL senior managers will spend four days working alongside frontline colleagues.
- 5.2 The project began as a pilot in Rail and Underground, and a successful TfL wide trial followed. Feedback from participants and placement managers has been very positive to date.



Station Wi-fi

- 5.3 Following a successful trial of Wi-Fi technology at Charing Cross Tube station, LU had invited telecoms companies to tender for Wi-Fi provision at up to 120 stations across the network. The first phase of wider Wi-Fi provision would be to make available the service currently used by LU staff at 16 stations for customer use, and then to work to expand this service to other underground stations.

6 LONDON RAIL PERFORMANCE

Customer Satisfaction

- 6.1 London Overground exceeded its customer satisfaction target by four points in the quarter, achieving a score of 82, due mainly to improvements in personal safety and reliability scores. Satisfaction with personal safety and 'trains running on time' remains particularly high. Significant improvements against last year can be seen in scores for the 'number of trains on the route' and the condition of stations, demonstrating the continuing recognition of network and reliability improvements made on London Overground.
- 6.2 DLR customer satisfaction at 82 exceeded target by one point due to improvements in standards for cleanliness and graffiti, plus performance for passenger safety scores.
- 6.3 The customer satisfaction for Tramlink was 83 in the quarter, three points below target. This was due mainly to lower than expected scores in areas such as cleanliness and levels of crowding. An action plan is being developed to address any specific local issues.

Passenger and Service Performance

- 6.4 Passenger volumes continued to grow strongly across all London Rail divisions, with each division recently achieving record daily passenger numbers.
- 6.5 DLR passenger journeys were 27.1m (periods 7 to 10), up 1.8m on target, due mainly to the impact of the opening of the Stratford International Extension and the Westfield Stratford shopping centre, with record daily passenger journeys of 352,000 recorded on 6 October 2011.
- 6.6 London Overground passenger journeys at 33.0m continued to grow strongly,

following recent capacity enhancements and the opening of Westfield Stratford City shopping centre and are forecast to achieve over 100m journeys for the full year. Record daily passenger journeys of 377,000 were recorded on 16 November 2011.

- 6.7 Trams passenger journeys were 9.0m, being 0.3m ahead of target. Record daily passenger journeys of 103,000 were recorded on 2 December 2011.
- 6.8 DLR and Tram services operated through the night of 31 December/1 January without any significant issues arising.

Docklands Light Railway Operations

- 6.9 Apart from departures, all performance scores for the DLR exceeded the budget target. Departures (percentage scheduled operated) for the quarter was 97.7 per cent, down 0.3 per cent on target, while service reliability (percentage on time performance) at 97.3 per cent was 1.3 per cent above target.

London Overground Operations

- 6.10 London Overground continues to lead the UK in terms of service reliability with the highest national PPM¹ last period of 96.9 per cent and a second place PPM MAA² of 96.5 per cent, only marginally behind c2c³.



- 6.11 At the Chartered Institute of Logistics and Transport Awards, London Overground won the Transport Policy, Planning and Implementation award for the planning and implementation of the London Overground network. Judges recognised the complexity of the challenge in taking over the ex-Silverlink routes in North and West London and in planning and constructing the new route between Highbury & Islington and West Croydon and the further extension to Clapham Junction, as well as the significant improvements in operational performance, customer satisfaction and ridership.

¹ PPM (public performance measure): % trains that arrived within 5 minutes of their stated arrival time as per the timetable currently in operation.

² MAA: Moving annual average.

³ c2c period PPM 95.70%, PPM MAA 96.7%; last year period PPM 89.38%.

London Tramlink Operations

- 6.12 Service performance for Trams, as measured by scheduled service kilometres was 99.3 per cent (periods 7 to 10), being 1.3 per cent above target, due mainly to improved rolling stock performance.
- 6.13 The first new Stadler tram arrived in the UK on 8 January. Following a period of testing on the network, it is expected that this new tram will come into passenger service by the end of February. The five other new trams will follow by the end of July 2012.



Safety

- 6.14 Safety performance across the London Rail businesses was better than target. The London Rail Safety Indicator score of 0.04 was significantly better than the target of 0.12, and the DLR Safety Performance Index score at 86.3 was also significantly better than the target of 80.0.

7 DOCKLANDS LIGHT RAILWAY PROJECTS

Emirates Air Line (Cable Car for London)



- 7.1 Works on the Emirates Air Line are progressing to plan. The North Intermediate Tower is complete, the North Tower assembly is due to complete by 14 February 2012 and the South Tower by 9 March 2012. Manufacture of the cabins is also well underway and these are expected to be available at the end of February 2012 and on-site in March 2012.



- 7.2 A 'Strategic Operational Readiness Review' is currently being prepared by contractors Mace and Doppelmayr. The overall project remains on target for opening in Summer 2012.

Beckton Depot Offices

- 7.3 Trial operation of DLR services from the Beckton Control Centre were undertaken during the weekend of 28-29 January 2012. Following the successful completion of these trials, the centre came into operational use over the weekend of 4-5 February. It has now become the primary control centre for DLR with the current control centre at Poplar being used as a backup facility

8 LONDON OVERGROUND INFRASTRUCTURE PROJECTS

New South London Line

- 8.1 The programme for completing the New South London Line remains on schedule, with this expected to be finished in time for the National Rail timetable change in December 2012.

North London Railway Infrastructure Project (NLRIP)

- 8.2 Provisional practical completion of the works has been approved by London Rail and they are now in service, delivering a timetable in excess of ODA requirements. Final completion of the works will only be granted once minor outstanding items and snagging works are completed.

North London Railway (NLR) Stations Upgrade

- 8.3 Of the 44 stations, 38 have now achieved full sign off for ambience and 43 stations have achieved full systems sign off.
- 8.4 34 stations are now fully complete and London Rail and LOROL are working to a programme for completion by the end of March 2012.

9 REVIEW OF DEVELOPMENTS ACROSS NATIONAL RAIL

DfT High Level Output Specification (HLOS)

- 9.1 The Initial Industry Plan (IIP) was published in September 2011. This is the rail industry's initial view of what infrastructure enhancements, renewals and targets are required in the HLOS for the National Rail network for the next five year Control Period (2014-19) and builds on Network Rail's London and South East Route Utilisation Strategy. TfL responded to the Office of Rail Regulation (ORR) stating the importance of providing funding for enhancements to the London Overground network and calling for a greater level of investment to be provided on the West Anglia and South Western routes.
- 9.2 Network Rail is now undertaking a detailed engineering assessment of the infrastructure required to provide longer five car London Overground services. This will improve the likelihood of the Government providing funding in the next Control Period
- 9.3 Network Rail is also undertaking a more detailed timetable assessment of its recommended scheme on the West Anglia route. The Network Rail scheme would provide four trains per hour at stations on the main line but with uneven service intervals, which are much less effective at supporting the planned regeneration in the Lea Valley. TfL also has concerns about the performance and reliability of services in Network Rail's proposal. This new work will either give confidence that the Network Rail scheme is deliverable, or provide the evidence that a more comprehensive infrastructure solution providing a regular interval four trains per hour service and delivering wider benefits is required.

Office of Rail Regulation (ORR) Matters

- 9.4 ORR has consulted on incentives for Control Period 5. TfL's response covers the impact of efficiency benefit sharing on TfL's businesses and the need to monitor and incentivise better use of scarce network capacity. ORR is also consulting on the potential for expanding its role in franchising. It proposes taking responsibility for complaints and Disabled People's Protection Policies from DfT and is looking for increased longer term powers in areas such as fares regulation.
- 9.5 ORR and Network Rail have conducted a consultation on proposed changes to the Network Code that governs access to the rail system. TfL's response focused on the need to ensure that the integrity of Track Access Options is respected by any revisions to the current system.

Stations

- 9.6 TfL was successful in obtaining funding for accessibility improvements at seven stations from DfT under the Access for All Mid Tier Fund. Works at Stratford, Blackhorse Road, Kensal Rise, Hampstead Heath, West Hampstead, South

Tottenham and Crystal Palace will be completed by 2014. Hampstead Heath will be prioritised to enable the Access for All weeks to proceed jointly with the reconfiguration of the ticket hall to increase capacity at the station.

- 9.7 Work has begun on Clapham Junction Grant Road entrance and the project will be completed before the Games.

Rail Franchising

- 9.8 DfT has launched a consultation on the next Great Western franchise. TfL's response will focus on the need to ensure full cooperation with the works required to build Crossrail as well as the selection and mobilisation of the Crossrail operator. TfL has also discussed its aspirations with a number of bidders for the Thameslink, Essex Thameside and Great Western franchises.

Performance of the Passenger and Freight Network

- 9.9 National Rail passenger demand continues to grow strongly. In the second quarter of 2011/12, London and South East demand increased by 7.9 per cent and revenue increased by 10.0 per cent when compared with the same quarter last year.
- 9.10 There has also been a significant increase in both rail freight moved and lifted between the second quarter of 2010/11 and 2011/12. Freight moved increased by 10.7 per cent whereas freight lifted rose by 14.5 per cent.

High Speed (HS) Rail

- 9.11 TfL will continue to work closely with HS2 Limited and Network Rail on mitigating the impacts of HS2, in particular at Euston, which will be unable to cope with the number of passengers when the HS2 network is extended to the north of England without additional dispersal capacity. TfL will also ensure that the benefits for London are maximised, for example by lobbying for good connectivity between the proposed Crossrail interchange station at Old Oak Common with other parts of London.

10 RECOMMENDATION

- 10.1 The Panel is asked to NOTE this report.

11 CONTACT

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