Fit for the Future
Our plan for modernising London Underground, London Overground, Trams and the DLR
Foreword
The 2012 Games reaffirmed London as a truly world class city.

Millions of visitors came to London during that unforgettable six week period, and in seamless collaboration with other transport providers we carried more customers than ever before. Since then, we’ve celebrated London Underground’s 150th anniversary, marking the Tube’s role in London’s growth and evolution over the last century and a half. This has also provided the opportunity to look to the future that we are shaping by the decisions we are making today, setting out a clear vision that will deliver what London wants and needs in the years ahead.

As London’s reputation has transformed in recent years, so its population has grown, even faster than anticipated. It’s now expected to reach 10m by 2031. Our challenge is to keep up with the demand for transport this creates.

Over the last few years we’ve really started to reap the benefits of the renewal and modernisation of some of our lines, providing a step-change in the level of service and comfort we offer. But my aim is for us to be world class across the network. The investment we’re making will help us to get there.

The support we get is appreciated – I know this is not given lightly, and that it depends on us demonstrating to taxpayers and fare payers that we are providing value for money, and working constantly to improve the daily travel experience of millions of Londoners and visitors to this great city.

Mike Brown MVO
Managing Director, London Underground and Rail Transport for London
Good transport is crucial to support London as the driver of the UK economy. Investment is already having a transformative effect.

The Victoria, Jubilee and Central lines are now all operating services at least every two minutes through central London during peak hours. Air-conditioned, walk-through trains are running across the Metropolitan, Hammersmith & City and Circle lines, and parts of the District line. Major stations like King’s Cross St. Pancras have been totally transformed. And we’ve built the Overground, circling inner London and providing vital orbital capacity.

But, if we are to continue to we must keep going and we must do more.

We are still dealing with very old equipment in some places. Our goal is to achieve a steady state of renewal where modernising is a continual process, built into our everyday operations. This will minimise disruption and will also provide best value for London and the UK, as well as creating certainty for our supply chain and consequently greater value for money.

We know that we can only realise this plan if we deliver value for the taxpayer and our customers.

So we also need to transform the service we offer our customers, taking advantage of the latest technology while maintaining a clear commitment to the personal service that the Tube is built on – with staff at every station at all times.

Much has been delivered; much more still needs to be done.
Our four priorities

We have achieved a lot. But we know that there’s still much more to be done if we’re going to deliver on our vision of providing a world-class transport network for London. Our approach is defined by four priorities.

Safety and reliability
All day, every day.
We are proud to be among the safest metros in the world. We’re also much more reliable than we used to be, and getting even better.

Maximising capacity from the existing network
We must get the absolute most we can out of the infrastructure we have. We’re modernising signalling and trains to enable us to run more services and carry many more people.

Growing the network
Crossrail will add 10 per cent extra capacity to London’s rail network. The Tube is growing too and extensions of the Northern and Metropolitan lines, along with the expansion of our Overground network, will bring our rail services to new parts of the city and help stimulate growth and regeneration.

Customer service
The expectations of our passengers are growing. They want their journeys to be easy and straightforward, and the services we provide before and afterwards – like online information – have never been more important. Our people are at the core of this, as is the way we deliver information and sell tickets using the most modern technology.
The programme of investment

Between now and 2025, we will be making some significant investments right across the network. That includes a plan for every line and a number of major station upgrades.
This presents us with some complex challenges. Safety matters to our passengers — and to us — more than anything else. The Tube has one of the lowest rates of fatalities due to accidents in the world, among metros that report on this. To keep ageing equipment safe, including signalling installed as long ago as the 1920s, we have a careful and intensive maintenance programme, and we’re never complacent.

And customers want their journeys to be reliable. We’ve improved the reliability of our services by developing new preventative maintenance techniques.

Better response to incidents means less impact on passengers.

For example, our Emergency Response Unit now travels to the scene of incidents under ‘blue light’ and siren conditions, with a police escort, meaning much less time is lost before services can start running again.

Seeing results
Taken together, these initiatives — better maintenance and incident response, plus a new, modern infrastructure — have enabled us to cut delays by:

56% ... on the Overground since we took it over in 2007

40% ... on the Tube between 2007 and 2011. We’re also on track to meet our commitment of a further 30 per cent reduction in delays by 2015

74% ... on the DLR since 2007/08

The replacement of over a hundred kilometres of track – disruptive but necessary – has also had a big impact on reliability.

Although older equipment is still safe, passenger numbers are increasing and the only long-term solution for both capacity and reliability is to replace and modernise outdated technology and infrastructure. We’re already seeing the benefit of this on the upgraded Victoria and Jubilee lines, on the Overground and on the Northern line — which have seen some of the biggest leaps in performance.

So we must keep the modernisation programme on track.

In addition to all of this, we’re keeping our Tube and rail network secure. We’ve provided ticket gates, CCTV and help points, and we fund police and other security personnel. Crime is at an all-time low with only eight reported crimes per million customer journeys in 2013/14.
Maximising capacity from the existing network

With more customers using our services than ever before, it’s vital that we get the most out of the infrastructure we already have. We’re making a number of line improvements, upgrading some of our busiest stations and, in 2015, we’ll be launching our first Night Tube services.

Our lines

We’ve already made good progress. On the Jubilee line, for example, we added an extra car to every train in 2006. Since 2011, the new signalling we installed has allowed us to run more frequent trains – now 30 every hour, carrying 12,500 extra passengers an hour on a service that’s 50 per cent more reliable.

The Victoria line is even more frequent, reaching 34 trains per hour in 2014, and has also benefitted from spacious new trains. Walk-through, air-conditioned new trains are running on the Metropolitan, Circle, District and Hammersmith & City lines too. On the Circle and Hammersmith & City they’re a carriage longer than the previous trains, meaning they can carry many more people. On Trams we introduced Line 4 in 2012 providing extra capacity across central Croydon.

These achievements are just the start.

Over the next five years, new signalling on the Northern, Circle, District, Hammersmith & City and Metropolitan lines will allow much more frequent services, carrying many more people. We’ll lengthen trains on the Overground and invest in extra rolling stock for the Northern and Jubilee lines, the DLR and Trams, allowing even more intensive timetables.

We’ll combine the Jubilee and Northern line train orders to ensure value for money.

Looking further ahead, the plans we’re developing now for the Piccadilly, Central, Bakerloo and Waterloo & City lines will run right through into the 2030s.

It’s a continuous programme, but our aim is clear: to carry many more customers on newer trains, and on lines that have the most advanced signalling and equipment available.

Our stations

Adding capacity on our train services means that more people need to pass through our stations too.

At the busiest locations we need to upgrade the facilities, providing new entrances, making ticket halls more spacious and building new connecting passageways. We’re also integrating them with other modes of transport, like buses, National Rail, cycling and, at some locations, new Crossrail platforms.

In 2013, the transformations of Paddington (Hammersmith & City) station was completed. The biggest redevelopment so far is King’s Cross St. Pancras. Finished in 2010, it is now four times its original size, fully accessible with two new ticket halls.

In 2014, we completed work at Pudding Mill Lane station on the DLR, completely rebuilding it to create a gateway station for the Queen Elizabeth Olympic Park. The station will become increasingly important as new neighbourhoods with thousands of new homes are developed in the south of the park.

The new station can handle 20,000 people per hour – allowing it to serve major events at the stadium.

At other stations – including Vauxhall, Tottenham Court Road, Bond Street and Victoria – we’re using complex engineering techniques to keep these projects on time and on budget. And we’ve recently confirmed Bank, Holborn and Camden Town as added to the programme. Wherever possible, we look for opportunities to work with third-party developers to keep our costs to a minimum.

Turn to the fold out at the back of this plan to discover more about how we will transform our major stations.

Priority 2

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Night Tube
From autumn 2015, we will start running trains through the night on Fridays and Saturdays on core sections of five Underground lines.

This will help to grow and support London’s increasingly important night time economy. It will benefit not only leisure-users such as clubbers and theatregoers, but also those who are employed in these and other 24-hour industries and have to travel outside standard working hours.

Night Tube will be in addition to improvements we’ve already made to service levels in the early morning and late evening periods. Demand for travel at these times is growing strongly, and all-night trains will be similarly popular. These services are also in line with stakeholders’ aspirations.

We’ve designed the initial Night Tube network to cover areas where there is the highest known demand for travel (based on usage of Night Bus services) and night time activity on Friday and Saturday nights. We’ve also taken into account which lines have been modernised already. Night Tube will be carefully planned and integrated with the Night Bus network.

We are able to take this step now because investment has delivered brand new, highly reliable trains, signalling, track and other assets. Combined with more efficient maintenance and upgrade working methods, there is less of a requirement for night closures. We also learnt a lot when we operated later services successfully for the London 2012 Olympic and Paralympic Games.

In future we’ll look at how Night Tube could be expanded. In particular, once improvements on the Circle, District, Hammersmith & City and Metropolitan lines are complete we hope to run through the night on parts of those lines. On other sections of the Underground, Overground and DLR we will extend Night Tube as the demand for such services emerges.

Night Tube map

50% increase in demand for Tube services on Saturdays after 21:00 since 2003
Since 2007, we’ve been creating London Overground by renewing, modernising and linking together neglected and in some cases disused railways. With extensions opened in 2010, 2011 and 2012, the orbital network links 20 boroughs in every corner of the Capital and carried 136m passengers in 2013/14.

In 2008, we inaugurated the Piccadilly line extension to Heathrow Terminal 5, and the same year opened a new station on the Hammersmith & City line at Wood Lane. There have also been two new stations on London Overground – Shepherds Bush (2008) and Imperial Wharf (2009).

A year before the Olympic and Paralympic Games we opened the DLR’s sixth extension, serving seven stations and connecting development areas in the Royal Docks to the growing commercial, residential and transport hub at Stratford. The DLR has supported the regeneration of huge areas of east London.

In the years to come, Crossrail’s 40 kilometres of new tunnels will transform travel across and beyond the Capital. Extensions to the Northern and Metropolitan lines will bring Tube services to new parts of London. And continuing to bring more of the mainline rail network into the TfL family will remain a top priority – from 2015 we’ll expand the Overground into the Lea Valley, transforming neglected rail lines and stimulating regeneration.

Turn to the fold out at the back of this plan to discover more about how we will extend the Northern and Metropolitan lines and expand the Overground.

The Northern line extension to Battersea will enable up to 16,000 new homes and 25,000 new jobs

Crossrail

Crossrail is by far the UK’s largest construction project. It will connect the City, Canary Wharf, the West End and Heathrow Airport to residential areas and regional centres east and west of London. The line will be fully integrated with London Underground and other TfL services.

The first services – between Liverpool Street and Shenfield – will start in 2015, and will be managed by an operator appointed by TfL. Trains will begin running through the new core tunnel in 2018, and the whole network will be up and running in 2019.

Crossrail will add 10 per cent to London’s rail-based public transport capacity, and around 230m journeys a year are forecast by 2030.
Our stations
From 2015, we are proposing to change the way our Underground stations are operated and improve the service we provide to customers. Our customers want staff visible and available to help. We’ll move staff from underused ticket offices and back areas to public parts of the station like ticket halls and platforms. Every Tube station will be staffed from first train until last and we will sell tickets from our machines directly to passengers.

We’ll equip our staff with the latest mobile technology so they can get the information needed to help customers on the move. Completing the roll out of wi-fi to all below-ground stations will bring this information to the fingertips of every customer.

Ticket machines will be improved, with more of them, easier to use, and with full functionality. Staff will always be on hand to help.

We’ll classify stations into four types – tailoring the customer service we provide to the requirements of each location:

1. **Gateway**: the main entry points to London, these stations will all have enhanced Visitor Information Centres
2. **Destination**: busy central stations used by people going to work or leisure activities
3. **Metro**: mostly inner London stations with many regular users and at the heart of thriving communities
4. **Local**: smaller stations mostly in outer London, with lower footfall but an important link for commuters and other regular users

The introduction of contactless payments is allowing people to pass through the gateline using only a bank card. It will no longer be necessary for customers to convert their own currency (pounds and pence) into our ‘currency’ (tickets and Oyster) to travel. The changes will generate around £50m in savings every year – which we will invest in some of the other improvements explained in this document. As we go through this change process, we will engage fully with our staff and treat them with fairness and respect. We will achieve the changes without the need for any compulsory redundancies.

Our commitments to customers
Our changes will enhance services for passengers. We will:
- introduce a new 24-hour Tube service at weekends
- further improve the reliability and capacity of our services
- ensure all Tube stations are controlled and staffed while services are operating
- make journeys easier for our customers
- deliver improvements with the best possible value for money

World class customer service
Customers’ expectations of our staff, stations, information, ticketing and accessibility are rising. We will continue to provide outstanding customer service, and we will invest even more in people and technology.
An accessible transport network

London has one of most accessible transport networks anywhere in the UK.

All DLR stations and Tram stops are already fully step-free and around 50 per cent of London Overground stations are step-free, rising to 60 per cent by 2015. We intend that every Crossrail station will be step-free, providing vital accessible links into central London.

Although the Tube is 150 years old and was built with no consideration for those with special mobility requirements, we’ve considerably improved accessibility there too. Major schemes to provide step-free access between the street and the platform have already been completed at Green Park, Blackfriars, Farrington, King’s Cross St. Pancras, and Paddington (H&C), and many smaller stations.

Getting from the platform to the train is vital too. New trains have lower floors and, combined with raised platform ‘humps’, we ensure level access between the platform and the train. At other stations we’ve provided manual boarding ramps, deployed by staff, and we’re introducing a new design of ramp that works safely at locations where there is a step down into the train.

Keeping London moving

So much modernisation inevitably means that our engineers and contractors need to access the track and other parts of the network, but we’ve been working hard to minimise disruption.

There are a quarter fewer closures than a few years ago as we are using more off-system testing and fitting more work into our engineering hours – the four hours a night when services stop.

We ask suppliers to find ways of working that will require no closures – or as few as possible. We only close lines at the weekend or at other times when there is no other option – for example, when we’re replacing part of the track.

Weekend closures are still the most common, but sometimes longer block closures can be more cost effective, less disruptive and accelerate important works. We also occasionally extend engineering hours with early evening closing or slightly later opening.

Whatever the closure, we always make sure it is communicated to customers well in advance, and we provide lots of information and travel tools to help people plan alternative routes.

Of course, it’s not just about step-free access – almost every station now has tactile paving at platform edges and staircases and wider ticket gates. Our new trains are much easier to use for disabled people, with dedicated wheelchair spaces, high contrast interiors, low-level passenger alarms, and audible and visual announcement systems.

Full details of the accessibility improvements being made to the whole of the transport network can be found in our document ‘Your Accessible Transport Network’.

140 Tube, DLR and Overground stations are step-free

50+ more stations will be step-free by 2023 across the Tube, Overground and Crossrail

227 million step-free journeys will be made on the Underground each year by 2023

That’s a big increase, up from 77m journeys made via step-free routes today...
Value for money

We have to get the best value for every pound spent and we are aiming to save £8.1bn across Underground and Rail by 2020/21. With long-term certainty of funding, we are supporting jobs across the whole of the UK.

We reinvest all of our income to operate services and improve the network. Since 2011/12 we’ve been able to cover our day-to-day operations and maintenance from fares and commercial revenue with the surplus contributing to the modernisation programme. Commercial revenue (such as from advertising or property) is increasingly important and we are working to grow this strongly.

Long-term certainty of funding is helping us get better value from our capital investment programme. It means we can plan ahead and introduce standardised technology across several lines – bringing not only up-front savings in procurement, but also for years to come in maintenance and operations. Unit costs across many areas have come down by between 25 and 50 per cent.

We can transfer knowledge and skills from project to project. The Northern line modernisation is an excellent example of delivering faster, better and more cheaply thanks to having experienced teams already in place. And we can invest in apprenticeships – both in-house, where 1,442 have been created across TfL since 2009, and among our suppliers, where we’ve supported at least 3,500 over the same period.

Thanks to stable funding our supply chain is thriving, benefiting from a clear ‘pipeline’ of forthcoming work, guaranteeing jobs and spurring innovation. Annual investment in Underground and Rail totals £1.3bn and the benefit is for the whole country, with 83 per cent of spending going to suppliers based outside London, supporting an estimated 14,500 jobs in the UK’s regions.

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Fares and commercial revenue more than cover the day-to-day costs of operating the network. The surplus is used for vital modernisation projects, but grant and borrowing are necessary to deliver the full plan.

2013/14 revenue and expenditure – Underground and Rail

<table>
<thead>
<tr>
<th>How we spend our money</th>
<th>Where our money comes from</th>
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<tbody>
<tr>
<td>Improving the network</td>
<td>Fares and commercial revenue</td>
</tr>
<tr>
<td>42%</td>
<td>62%</td>
</tr>
<tr>
<td>Operating and maintaining the network</td>
<td>Government grant and borrowing</td>
</tr>
<tr>
<td>58%</td>
<td>36%</td>
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</table>

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Locations of Underground and Rail suppliers across the UK

Targeted cost reductions by 2020/21

- Total savings: Operations and maintenance £5.6 bn
- Total savings: Capital programmes £2.5 bn

- Improving the network 42%
- Operating and maintaining the network 58%
- Government grant and borrowing 36%
- Fares and commercial revenue 62%
Conclusion: investing in growth

Our investment plan has delivered huge benefits so far, leading to record levels of reliability, significantly increased capacity on modernised lines and faster journeys.

But to keep pace with demand and get maximum value from our investment, we have to keep going. Only sustained, long-term funding will enable us to complete the job of transforming the Tube, meet the challenge of population growth, provide certainty for our supply-chain, and secure a better deal for taxpayers.

By investing in London’s transport infrastructure, we’re not only helping to sustain its continued growth, we’re also playing an important role in the UK’s economic recovery. Fast and reliable journeys are vital to a city that’s the business and financial powerhouse of the country.

We’ve already made huge progress towards delivering on our vision, and with continued support, we’ll be one step closer to having a transport system that is consistently world class.
Northern line

The new signalling system on the Northern line will be ready in 2014. It will allow us to increase the frequency of trains, carry more people and make journeys faster.

- **24** trains per hour at peak times
- **11,000** extra passengers per hour at peak times
- **18%** faster journeys on average

By 2022, we’ll increase train frequencies further, to at least 30 trains per hour. To achieve this we’ll need to buy extra trains, and simplify the service pattern so that all Morden trains run via Bank and all trains from the new Battersea extension go via Charing Cross.

- **18,000** extra passengers per hour at peak times
- **at least 30** trains per hour at peak times
- **Almost 50%** extra capacity overall

*Northern line extension*

The extension, which is subject to powers, is being funded by an innovative combination of developer contributions and incremental business rates generated within a new Enterprise Zone.
We're adding a fifth car to trains on most Overground lines by 2015, increasing space by 25 per cent. The diesel Gospel Oak to Barking line will get four-car electric trains from 2017, almost doubling capacity. In May 2015 we’ll take over and improve some lines out of Liverpool Street, adding 28 stations.

Trams

2016 (phase 2)
By 2016, we will extend Line 4 all the way to Wimbledon. To achieve this we are buying another four trams and completing enhancement works (including double-tracking) to key sections of line, and at Wimbledon station where a second platform will be brought into use.

London Overground

2017 (phase 1)
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- 25% more capacity on key lines by 2015
- 28 trains on Gospel Oak - Barking line
- 4-car trains
- 28 more stations from 2015

Overground expansion

2015
- Cheshunt
- Theobalds Grove
- Turkey Street
- Southbury
- Enfield Town
- Bush Hill Park
- Edmonton Green
- Silver Street
- White Hart Lane
- Bruce Grove
- Seven Sisters
- Stamford Hill
- Stoke Newington
- Rectory Road
- Clapton
- Hackney Downs
- London Fields
- Cambridge Heath
- Bethnal Green
- Liverpool Street

Victoria line

2016 (phase 2)
Following the improvements in 2012, new signalling and new trains allow the line to run at one of the highest frequencies in our history. Over the next two years we’ll increase frequency yet again.

Trains per hour (peak times):

<table>
<thead>
<tr>
<th>Year</th>
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<tbody>
<tr>
<td>2011</td>
<td>28</td>
</tr>
<tr>
<td>2012</td>
<td>30</td>
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<td>2013</td>
<td>33</td>
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<td>34</td>
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<tr>
<td>2016</td>
<td>36</td>
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Docklands Light Railway

2022 (phase 2)
We will add more capacity by double tracking the line between Stratford and Bow Church, allowing 1,100 extra journeys per hour between Stratford and Canary Wharf at peak times from 2015 and a further 2,200 by 2019. By 2022 we’ll buy extra vehicles, to allow us to run more trains in three-car formation and double the frequency on the Beckton route.

With the Docklands being London’s prime site for regeneration and growth, demand over the last five years has grown by 54%.

Jubilee line

2020 (phase 1)
We completed phase one in 2011, taking frequencies to 30 tph. By 2020 we will buy extra trains, combined with an order for the Northern line to ensure value for money, increasing overall capacity across the line to 36 tph.

Already
- 50% more reliable service
- 12,500 more passengers every hour
- 36 trains per hour by 2020 at peak times

Extra passengers per hour
- 3,300 extra passengers per hour

More capacity to Beckton
- 100%
These highly interconnected lines make up 40 per cent of the Tube network by route length. For the first time ever they are being modernised as a single integrated system, introducing the same type of air-conditioned, walk-through train and modernised signalling on all four lines. Overall we’re increasing capacity by 33 per cent.

### Piccadilly, Bakerloo, Central and Waterloo & City lines

By the 2020s, the Bakerloo, Central, Piccadilly and Waterloo & City lines will be operating the oldest trains and signalling on the Tube. We are progressing plans for a comprehensive renewal of these ‘deep Tube’ lines, for the first time procuring a single train fleet and signalling system. We expect the Piccadilly line to be first, with modern, air-cooled trains entering service around 2022, and the full modernisation complete by 2025.

#### Piccadilly line

The Piccadilly line is likely to be first, as it is currently running with signalling dating back to the 1950s and trains that are over 40 years old.

#### Central line

The Central line already runs using a partially automated system and in 2013 we increased services on the core section of the line to 34 tph. But by the end of the next decade the trains will be approaching 40 years old and in need of replacement.

#### Bakerloo line

Like the Piccadilly line, the Bakerloo line also currently runs with outdated signalling and ageing trains.
Station improvements

**Vauxhall** 2015

Current use: 72,000 customers per day

Victoria line

Vauxhall station serves a key regeneration area and is a major interchange with bus, National Rail and river services, and for walkers and cyclists. We are reconfiguring and refurbishing the ticket hall to create more space, provide extra ticket gates, accommodate growing demand and provide step-free access.

- Fully accessible
- Enhancements for pedestrians and cyclists
- Improved access to mainline services
- Fully refurbished ticket hall

**Tottenham Court Road** 2016

Current use: 146,000 customers per day

Central, Northern lines, (Crossrail from 2018)

Tottenham Court Road is a major interchange and a gateway to one of the UK’s largest retail areas. The station is cramped and overcrowded and sometimes has to close during exceptionally busy periods. When Crossrail trains arrive from 2018 we expect passenger numbers to rise by around a third, so we’re undertaking major engineering works to provide more space.

- Fully refurbished
- Fully accessible
- Ticket hall size enlarged
- Crossrail trains arrive from 2018
Vauxhall
Station serves a key regeneration area and is a major interchange with bus, National Rail and river services, and for walkers and cyclists. We are reconfiguring and refurbishing the ticket hall to create more space, provide extra ticket gates, accommodate growing demand and provide step-free access.

Current use: 72,000 customers per day

Victoria
Current use: 325,000 customers per day
Circle, District, Victoria lines
Victoria is one of London’s busiest and most congested interchanges. The entrances often have to be closed for short periods several times a day, with the number of people passing through rising 20 per cent in 10 years.

Bank
Current use: 337,000 customers per day
Central, Circle, District, Northern, Waterloo & City lines, DLR
A huge interchange serving one of the world’s foremost financial districts, we’ll build a new Northern line running tunnel to provide more platform space and reduce congestion. We’ll also build two new entrances and provide step-free access to two lines.

Current use: 146,000 customers per day
Central, Northern lines, (Crossrail from 2018)

Tottenham Court Road
Is a major interchange and a gateway to one of the UK's largest retail areas. The station is cramped and overcrowded and sometimes has to close during exceptionally busy periods. When Crossrail trains arrive from 2018 we expect passenger numbers to rise by around a third, so we’re undertaking major engineering works to provide more space.

Current use: 173,000 customers per day
Central, Jubilee lines, (Crossrail from 2018)
In the heart of the West End’s shopping district, Bond Street station is already heavily used and will be a key stop on the new east-west Crossrail line.

New lifts
New escalators

Improved rail connections
Existing ticket hall size doubled
Step-free access

Crossrail trains arrive from 2018
New ticket hall open 2016

New entrance on Cannon Street
Step-free access

Improved access
to mainline services

Fully refurbished ticket hall
New ticket hall open
Step-free access

x2

Victoria Line
Epping 1 min

Crossrail
trains arrive

Bank
2021
Current use: 337,000 customers per day
Central, Circle, District, Northern, Waterloo & City lines, DLR

New Waterloo & City line entrance
Step-free access to the Northern line
Reduced walking time from street to platform
New entrance on Cannon Street

Step free access
Second ticket hall
Step free access
New platform-level connections

Bank
2021
Current use: 337,000 customers per day
Central, Circle, District, Northern, Waterloo & City lines, DLR
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New lifts
New escalators

Improved rail connections
Existing ticket hall size doubled
Step-free access

x2

Victoria Line
Epping 1 min

Crossrail
trains arrive

Bond Street
2017
Current use: 173,000 customers per day
Central, Jubilee lines, (Crossrail from 2018)
In the heart of the West End’s shopping district, Bond Street station is already heavily used and will be a key stop on the new east-west Crossrail line.

New station entrance
Crossrail trains arrive from 2018

Step-free access

9
new escalators
7
new lifts

9
9

Improved rail connections
Existing ticket hall size doubled
Step-free access

Crossrail trains arrive from 2018
New ticket hall open 2016

Step-free access

Crossrail
trains arrive

Holborn
2022
Current use: 179,000 customers per day
Central, Piccadilly lines
Situated where the West End meets the City, Holborn is experiencing rising demand and, as a key interchange for buses, walking and cycling, access regularly has to be restricted at the busiest times.

New ticket hall open 2016
Step-free access

50%
more customers by 2031 at peak times

Step-free access

Crossrail trains arrive from 2018
New ticket hall open 2016

Step-free access

Bank
2021
Current use: 337,000 customers per day
Central, Circle, District, Northern, Waterloo & City lines, DLR

New Waterloo & City line entrance
Step-free access to the Northern line
Reduced walking time from street to platform
New entrance on Cannon Street

Step free access
Second ticket hall
Step free access
New platform-level connections

Camden Town
2024
Current use: 81,000 customers per day
Northern line
Camden Town is frequently at capacity and crowding could become critical in the 2020s. Rebuilding the station will be crucial to accommodate more people changing between platforms, and could be complete by 2024.

Second ticket hall
Step free access
New platform-level connections

50%
more customers by 2031 at peak times

Step-free access

Crossrail trains arrive from 2018
New ticket hall open 2016

Step-free access

Crossrail
trains arrive

Camden Town
2024
Current use: 81,000 customers per day
Northern line
Camden Town is frequently at capacity and crowding could become critical in the 2020s. Rebuilding the station will be crucial to accommodate more people changing between platforms, and could be complete by 2024.

Second ticket hall
Step free access
New platform-level connections

50%
more customers by 2031 at peak times

Step-free access

Crossrail trains arrive from 2018
New ticket hall open 2016

Step-free access

Crossrail
trains arrive