



3 February 2017

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Dear Caroline,

London Assembly Transport Committee, 9 November 2016

Thank you for your letter of 15 November following Mark Evers', Steve Griffiths' and my attendance at your meeting alongside John Stewart from London TravelWatch. I am pleased that the Committee found the discussion helpful.

I apologise for getting the Night Tube performance data to you so close to your meeting. However, I hope that the Committee found our explanation of this data, and subsequent update, helpful. Our responses to the requests in your letter are set out below.

A breakdown of how many:

- **Night Tube passengers were buying a ticket specifically to travel at night, compared to how many already had daytime tickets or Travelcards**
- **Night Tube noise complaints related to surface and sub-surface Tube stations**

Of the 1.9 million journeys on Night Tube services at the end of November 2016, 50 per cent used uncapped pay as you go (Oyster or contactless), 10 per cent used pay as you go (Oyster or contactless) so the journeys were free due to daily capping, around 37 per cent were made using Travelcards and the remaining three per cent used paper tickets.

To date, we have received 119 complaints regarding noise and vibration from Night Tube. Of these, 38 are related to surface-level stations and 81 relate to stations which are underground.

A list of all the stations that have been subject to a Night Tube noise complaint (and how many at each)

A list of noise complaints by Night Tube station and line is provided at **Attachment 1**.

The number of Night Tube noise complaints from individuals and the number sent on behalf of a group of people

All of the complaints detailed in the table at **Attachment 1** were from individuals. As part of our commitment to being a good neighbour and working to resolve or mitigate noise issues promptly, we also engage directly with residents groups. There are seven local noise action groups that we are aware of and we have worked with each of these groups to resolve issues affecting some residents in Pimlico, Baker Street, Notting Hill Gate and Bethnal Green before Night Tube services began.

We have also met with noise action groups representing residents living near Walthamstow Central, Seven Sisters, and Woodford stations as part of our work to mitigate noise and vibration issues. We have set out our plans to address their concerns and have set clear timescales for when this work will take place.

We are monitoring the persistence of noise in the East Finchley area following rail grinding. We carried out grinding work on this section of track to ensure that the rails were in good condition ahead of the Night Tube. We have worked hard in this area and I am pleased to report that our latest readings from the area show that the situation has vastly improved. I thank the Committee for acknowledging our efforts to work with residents to understand and address their concerns.

A follow-up to the suggestion that users of the Night Tube be actively encouraged to reduce noise disturbance for people living around Tube stations

I thank the Committee for its suggestion of a publicity campaign to encourage revellers to be considerate of our neighbours when leaving stations after a night out.

Considering the small scale of this issue, we determined that local station PA announcements, where relevant, is a more effective and affordable way to achieve this goal. Specifically, we remind customers at our busy central London stations to be considerate of our neighbours when they arrived at their destination. We will continue to monitor noise levels around Night Tube stations, be it from customers, PA announcements or the service itself and take action as required.

As part of our commitment to being a good neighbour, we have a Noise and Vibration Steering Group. This group looks at complaints about station noise, including noise from customers. Since Night Tube services began, we have only received one complaint relating to customer noise. This was considered an isolated event, but we will work to ensure these types of incidents are kept to a minimum through our customer communications, service delivery and ensuring our customers have options to continue their journey home from our stations.

As we explained to the Committee, we are very pleased that Night Tube is a low-crime environment, and we have seen a positive knock-on impact to the local area around bus stops and on night buses, with a reduction in crime close to stations since they opened for Night Tube. This is attributed to less waiting time for transport, which would also contribute to reduced customer noise in residential areas.

Data on trends in (i) Night Bus usage, including supplementary routes, and (ii) taxi and private hire usage (by Night Tube station taxi rank), since the Night Tube was introduced

We are pleased with the take-up of the Night Bus routes that were introduced or enhanced to support Night Tube services. With the fifth Night Tube line launched on 16 December and further enhancements to the Night Bus network to come to support the service, it is too early to draw trends from our data. While the data show our customers are using the new or enhanced routes to help them complete their journeys – with an average of more than 5,000 passenger journeys each weekend – it is too early to tell how much of this increase is due to seasonal factors or the new services.

As expected, there has been some decline on Night Bus routes parallel to the new services. Data comparing the average usage from three weekends prior to the Night Tube to the three weekends ending 4 November (i.e. before the Night Tube on the Northern line was launched) is below. To give context, the average number of total Night Bus passenger journeys on a typical weekend is 330,000 journeys.

Route Category	Aggregate average weekend usage (passenger journeys)
Parallel to the Central/Victoria lines	-6,700
Parallel to the Jubilee line	-6,200
New routes and enhanced routes	+5,100
All other Night Bus routes	+3,200
Total change across all routes	-4,600

We will carry out comprehensive analysis to better understand these impacts and we will be in a position to update the Committee with our findings by March 2017. This analysis will take account of seasonal factors and the impact of marketing and launch activities on the use of services to provide a clearer picture of actual usage as customers establish more regular travel patterns. It will also inform any adjustments to Night Bus services to reflect changes in their use on weekends.

There are taxi ranks at 87 Night Tube stations to help our customers complete the final leg of their journey safely. Unfortunately we do not have specific data on the use of these ranks as taxi drivers are self-employed and journey details are not shared with us. However, we are considering ways to monitor the use of these ranks, which will help inform planning for potential new ranks at other Night Tube stations.

Information on TfL's plans to increase the number of manual boarding ramps at Tube stations

The Mayor has challenged us to ensure London is truly open to everyone and our Business Plan outlines a more ambitious approach to achieve this. By the end of 2021/22, more than 40 per cent of Tube stations will have step-free access to all platforms. Over the next five years, some of our busiest stations will become step-free. These include Bond Street, Finsbury Park, Tottenham Court Road and Victoria. We will also focus on improving accessibility at stations across London, including Colindale, Harrow-on-the-Hill, Newbury Park and Knightsbridge.

As part of our plans for line upgrades we will provide level access at Tube station platforms which are step-free to/from the street. This will involve permanent works such as the installation of platform humps or, where permanent works are not feasible, the provision of manual boarding ramps. For lines which are not being upgraded in the near future, we will develop more innovative ways to fund step-free projects and to use new technology and construction techniques so more can be delivered. We will keep the Committee updated on this important work to ensuring our network is as accessible as it can be to all Londoners.

Tube station lifts requests:

- **Information on the maintenance cycle of Tube station lifts, including duration of maintenance, when and where the work is carried out**
- **An estimate of how many Tube station lifts were out of service at any given time**
- **Details of lifts currently scheduled for renewal**

Our Tube station lifts are routinely serviced, with the frequency ranging from once every two weeks to every 12 weeks, depending on the lift type. All lifts are given a full maintenance service (similar to an MOT) every six months. Major maintenance interventions, enhanced maintenance interventions and refurbishments are planned at five to seven year intervals, with the exact timing depending on the lift's usage and condition. Our lifts are generally replaced every 20 to 40 years, depending on their type, usage and conditions.

We publish lift availability summaries quarterly showing the duration and the reason why lifts were out of service across our network. These reports are available online at <https://tfl.gov.uk/corporate/publications-and-reports/lift-availability>. We also publish a six months look ahead document, which details forthcoming station, lift and escalator closures. Station closures which affect step-free access are clearly highlighted in this document, which is available on our website at <https://tfl.gov.uk/campaign/tube-improvements/what-we-are-doing/minimising-disruption>.

We do not publish the details of lifts which are scheduled for renewal as projected timings can change. For example, if we identify that scheduled works clash with an event or other works at the station that may compound the impact on our customers, we look to reschedule works to minimise disruption. We use various communication channels to provide the latest travel information to our customers. These include the live travel news page on our website, Twitter, electronic service update boards at stations, customer announcements and our free text and email travel alert service. We will look at ways to ensure our customers are made aware of these renewal works as early as possible to help them plan their journeys in advance.

A follow-up to the suggestion that passengers be given clearer advice that they must touch out when gates are left open, both during major events and when the gates were not staffed

Since the launch of contactless payment, we have had wide-reaching marketing and customer communications in place across the network to promote the importance of touching in and out at our Oyster readers. Examples of the posters which are visible across on the network are provided at **Attachment 2**. Regular PA announcements also remind customers to touch in and out. These are played in our stations every 20 to 30 minutes and we will review these to look at whether they can be more effective.

We have recently done some work to identify the stations where gates are left open most frequently due to a staff member not being at the gates. We are reviewing this to look at how we can reduce the incidence of gates being left open for this reason and to improve the information we provide for customers at these stations so they understand the need to touch in and out.

When gates are left open for major events, such as the Notting Hill Carnival or football matches, we apply auto-complete settings so that our customers' journeys are automatically completed on our systems even if they do not touch out. During busy periods we may leave the gates open so that customers can pass through the station quickly. However, passengers with Oyster cards and contactless payment cards should still touch out on the yellow readers even when the gates are open. We appreciate that the open gates may cause confusion for some customers at these times and we are looking at our communications during major events to sort this out.

We will look at using the whiteboards at our stations to also remind customers to touch in and out when the barriers are left open.

The amount of space (in square metres) at Tube stations currently used for retail in Zone 1, and how much space would be used for retail by 2020

We currently have 14,835sqm of retail space at Tube stations in Zone 1. Only a limited amount of this space is on the paid side of the gate lines (for example, kiosks), with the majority above or around the station and within the station environment. We are growing our retail estate in Zone 1 by identifying opportunities to make the most of our assets, including converting non-operational areas of stations into commercial use. We do not have a specific target for how much floor space is to be converted to retail outlets by 2020.

The level of income TfL receives from retail outlets at Tube stations, and how much would it receive by 2020

In 2015/16, we generated £30.1m in revenue from our retail estate. In 2020/21, we expect to generate £31.9m. We are investing in improving our retail estate and creating new space. While this capital expenditure is expected to mean only limited increases in income generated from retail by 2020/21, we expect that our investment programme will generate greater revenues to re-invest in the transport network in the future.

Information on any remedial measures being implemented to tackle persistent flooding at Hyde Park station

The recent flooding at Hyde Park Corner station was due to a Thames Water mains leak. The leak caused water ingress to the local area, including the Tube station, pedestrian subways and the Wellesley Hotel. Thames Water and our contractor remained on site throughout the incident and supported the station to minimise any disruption to customers. Extra cleaners were also there to keep the subway area clear of flooding as much as possible. After an initial closure we were able to re-open the main exit leading to Hyde Park. The second entrance remained closed as a water pump was in place to remove water from the station ticket hall.

If there are any further water mains leaks in the area, there is a risk of flooding and Thames Water is monitoring this risk. To reduce any future risk to station operations,

a simpler escalation process has been put in place. As a result of this incident, we now have a named direct contact in the Thames Water Escalation Team who understands the specific details of the incident and is able to put resources in place immediately should a similar issue arise. This means we will be able to respond more quickly to any similar incidents in future.

Further detail on the phasing of the New Tube for London and Four Lines Modernisation programmes, including the target dates for capacity upgrades on each of the lines

We are modernising the Piccadilly, Central, Bakerloo and Waterloo & City lines – known as the Deep Tube Upgrade Programme (formerly New Tube for London). Capacity-boosting works will begin on the Piccadilly, Bakerloo, Central and Waterloo & City lines. The Piccadilly line will be upgraded first with new signalling and trains, increasing capacity by 60 per cent. The re-signalling work will start in 2020, with new trains arriving from 2023.

We are also transforming the Circle, District, Hammersmith & City and Metropolitan lines. When the work is completed by 2022, increased capacity and boosted reliability will make journeys faster and more comfortable.

The table at **Attachment 3** shows the phasing of these programmes including target dates and increases to the capacity of each line.

Yours sincerely,


Mark Wild

Copy to: Richard Berry, London Assembly Transport Committee Scrutiny Manager

Attachments:

Attachment 1 – Noise complaints received by Night Tube station and line
(Current at 12 January 2017)

Attachment 2 – Customer information examples

Attachment 3 – Schedule of Tube improvement works

Attachment 1 – Noise complaints received by Night Tube station and line
(Current at 12 January 2017)

Night Tube station/line	Number of complaints
Central line (total)	35
Woodford*	8
Bethnal Green	8
Wanstead	7
Stratford	3
Shepherd's Bush	2
Holland Park	1
Notting Hill Gate	1
Leyton	1
East Acton*	1
Snaresbrook*	1
Gants Hill	1
Liverpool Street	1
Jubilee line (total)	6
St John's Wood	1
Canons Park*	2
Kilburn*	1
Swiss Cottage	1
Kingsbury*	1
Northern line (total)	38
Mornington Crescent	6
East Finchley*	5
Kennington	4
Camden	3
Kentish Town	3
Finchley Central*	2
Stockwell	2
Golders Green*	2
Colindale*	2
Tooting Bec	2
Burnt Oak*	1
Oval	1
High Barnet*	1
Belsize Park*	1
Highgate	1
Archway	1
South Wimbledon	1
Victoria line (total)	27
Highbury & Islington	6
Seven Sisters	4
Vauxhall	3

Pimlico	3
Warren Street	3
Blackhorse Road	3
Tottenham Hale	2
Victoria	1
King's Cross	1
Brixton	1
Piccadilly line (total)	13
Osterley*	3
Stamford Brook*	2
Barons Court*	2
Chiswick Park*	2
Gloucester Road	2
Acton Town*	1
Southgate	1

Notes:

* Surface-level station

Where complaints are from locations between stations, the nearest station is provided.

Attachment 2 – Customer information examples



Attachment 3 – Schedule of Tube improvement works

Line	Current max peak frequency July 2016 – trains per hour (tph)	Maximum Planned Peak time frequency (tph) target and date	Overall capacity benefits		
Piccadilly	24tph	33tph by 2026/27	64 per cent increase*		
Bakerloo	22tph	27tph by 2028/29	37 per cent increase		
Central	27tph (average for peak 3 hours through central section)	33tph by 2033/34	30 per cent increase*		
Waterloo & City	22tph	27.5tph (Completion date is under review)	40 per cent increase		
Circle	6tph	8tph	32tph on central sections by 2022	65 per cent ** increase across two lines	
Hammersmith & City	6tph	8tph			
District	22tph	24tph			24 per cent ** increase
Metropolitan	22tph	28tph***			27 per cent ** increase
			33 per cent ** total across the 4LM lines		

Notes:

*Current line upgrade requirements specify 33tph peak services; feasibility work is underway in 2016/17 to confirm the viability of increased service levels up to 36tph on the Piccadilly and Central lines.

**Since the start of the upgrade programme.

***Metropolitan line is 28tph north of Baker Street and 16tph south of Baker Street.