

Our reference: MGLA140323-2581

12 April 2023

Dear

Thank you for your request for information which the Greater London Authority (GLA) received on 13 March 2023. Your request has been considered under the Freedom of Information Act (FoI) 2000.

You requested:

On 10 March 2023, Evening Standard Online ran a story about High Speed Two and Crossrail¹. Assuming the story is accurate, I would like to request

1. A copy of the letter sent by the Mayor of London to Mr Harper
2. The full evidence base used for the crowding and train fleet claims referred to in the story.

I would also like to establish

3. What the expected whole-Crossrail service pattern is, for when HS2 starts operating from Old Oak Common
4. What is the expected maximum hourly number of passengers using Crossrail between Paddington and Old Oak Common (i.e. westbound) when HS2 starts operating from there
5. What is the expected maximum hourly number of passengers using Crossrail between Old Oak Common and Paddington (i.e. eastbound) when HS2 starts operating from Old Oak
6. What is the expected Crossrail journey time (minutes) between (a) Old Oak Common and Paddington stations, and (b) between Old Oak Common and Acton Main Line stations.

Our response to your request is as follows:

Please find attached copy of the letter you are seeking.

The GLA does not hold the information within scope of the remainder of your request. Transport for London (TfL) is the Mayor's transport authority and is responsible for

¹ [Elizabeth line will be as crowded as Tube with new HS2 Euston delay, warns Sadig Khan | Evening Standard](#)

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implementing the Mayor's Transport Strategy, and for the day-to-day operational running of transport services. You may wish to send a further request to TfL at foi@tfl.gov.uk.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA140323-2581.

Yours sincerely

Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

MAYOR OF LONDON

The Rt Hon Mark Harper MP

Secretary of State for Transport
Department for Transport
Great Minster House
33 Horseferry Road
London
SW1P 4DR

Date: 8 March 2023

Dear Mark,

As you know, our officers are working closely together on HS2, to see Old Oak Common station and Euston station through to completion.

Works have recently started on Euston Road as part of this project. TfL has been working closely with HS2 to minimise the disruption to Londoners, but the works are still likely to result in traffic delays of up to 20 minutes. Given the disruptions Londoners will face, I would urge you to publicly commit to Londoners that they will see the full benefits of HS2 in central London within a reasonable timeframe – including new, fully accessible, Euston and Euston Square Underground station ticket halls and connections to platform as well as a new bus station, with the facilities large enough to serve our existing customers and additional customers from HS2.

I understand that Euston station is a more complex project and therefore Old Oak Common will need to be the terminus station for HS2 temporarily. However, reports that this situation could persist for up to a decade are concerning and it is imperative that all parties work together to minimise delays. The prospect of delays also adds to the importance of resolving two significant issues at Old Oak Common.

Level boarding

HS2 will provide level boarding at Old Oak Common, and all other new stations, in line with its inclusive design policy that seeks to provide a service that can be used safely, independently and with dignity by everyone. However, under current plans, Elizabeth line services at Old Oak Common will still require passengers using wheelchairs to use manual boarding ramps. Ramps are used on the existing network only as a last resort – and customers will rightly expect a newly constructed station to have full level access arrangements. The use of manual boarding ramps is also out of step with the Public Sector Equality Duty under the Equality Act 2010, to eliminate unlawful discrimination, foster good relations and advance equality of opportunity.

I understand that the Old Oak Common HS2 and Network Rail On-Network Works Team has identified a way to lower the track position and provide level boarding for Elizabeth line services. The solution identified minimises the impact to the current design of the station and the HS2 programme of works. However, TfL were notified in December 2022 that your department will not progress with this option. I would urge you to reconsider this decision. A seamless interchange

MAYOR OF LONDON

between HS2 and the Elizabeth line is essential for Old Oak Common to become a super-hub and the best-connected station in the UK.

Service levels


The Elizabeth line is already proving a great success, with around 600,000 journeys made each day, and demonstrates what can be achieved when central and regional governments work together. The challenge at Old Oak Common will be accommodating additional passengers arriving from HS2 onto already busy Elizabeth line trains. TfL forecasts that by 2030 the corridor past Old Oak Common will be nearing capacity. Luggage from Heathrow passengers, the higher loadings of trains coming in from Reading and Maidenhead and short platforms at inner stations are anticipated to lead to busy trains and passengers standing during the morning peak. Under current plans, there will be limited capacity to accommodate the additional passengers expected from HS2 and the local area. This means passengers boarding at Old Oak Common could wait for more than 10 minutes during the peak periods and there may be a need for station control where customers are held at different parts of the station to avoid congestion on stairs, escalators and platforms. The levels of crowding on the trains would be comparable to tube journeys in central London and would be at odds with customer expectations of the new HS2 services.

The currently planned Elizabeth line service levels are 12 trains per hour. To address the problems outlined above, TfL would need to increase the number of trains, initially to 20 trains per hour with the flexibility to increase to 24 trains per hour. The station and rail systems are already designed to accommodate this increased service level, but TfL would need to procure four additional Class 345 Elizabeth line trains which would require confirmation of financial support from your department.

To procure additional trains at a reasonable cost, TfL needs to act now, while manufacturing production lines are still in place. This will give TfL the flexibility to increase service levels in the future to optimise the delivery of HS2. The procurement of these additional trains will also support continued manufacturing capacity and jobs in Derby, once again demonstrating that investment in London can contribute to levelling up across the country. There will not be another opportunity to procure additional trains at similar prices until the full fleet is replaced in around 30 years.

I hope that we can work together to resolve these issues and I look forward to visiting Old Oak Common with you – I know our officials are working together to find a time in the coming months.

Yours sincerely,



Sadiq Khan
Mayor of London