

February 2012

# The Mayor's Rail Vision

## Investing in Rail Services in London



**MAYOR OF LONDON**



**Greater London Authority**  
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# The Mayor's Rail Vision

## Investing in Rail Services in London

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Not since the high watermark of the Victorian railway age has there been such a period of optimism for our rail system.

Government has given the green light in principle to High Speed 2, a project offering real promise if implemented well. Crossrail and Thameslink continue apace and the Tube upgrade is now bringing measurable benefits to passengers. These multi-billion pound projects are vital, but the attention their Brunelian scale generates can be a diversion from more mundane, but no less vital, aspects of our transport system.

Our inner-suburban railways are the workhorse of much of the Capital's economy. Investment in these assets often generates a high return in the job creation and growth that is crucial to the economic prospects of London and the UK. Despite the importance of this network, it is the area that is most in need of a plan for additional capacity. Realising my Rail Vision would deliver an extra 1,700 train coaches serving London.

The city's rail network is fractured. The highest performing, most popular and integrated services are operated by Transport for London's (TfL's) London Overground network under my democratically accountable oversight. But other rail services are run by separate Train Operating



Companies (TOCs) under commercial franchises from the Government.

As a result, swathes of London, especially towns on routes running to and through Bexley, Enfield and Bromley, suffer from less frequent trains and lower levels of customer service than their passengers have a right to expect. Worse still, proposed changes to franchises may mean that customer service and off-peak travel deteriorate.

The lack of a coherent vision is a barrier to investment, innovation and full integration with London's Tube, bus, tram and Docklands Light Railway (DLR) networks. An already Byzantine fares-setting policy is likely to get even more complicated. The struggle to get the TOCs to accept Oyster shows that even

simple improvements can take years to happen.

There is an alternative. The London Overground network has been transformed in the relatively short time since TfL took over. It is now among the most reliable and most popular railways in the UK. The vivid orange lines offer turn-up-and-go train frequencies, safer and more secure stations, and much improved infrastructure. Better still these lines are more efficient. Instead of funding TOC 'risk premiums', fare and tax payers' money goes on the things that matter to passengers.

Responsibility for London's inner-suburban rail services should be devolved to the Mayoralty. In that way a single coherent vision for the city's railways can be made real. A single investment strategy, a single fares policy, consistently high levels of customer service and safety and a network fully integrated across all of London's communities.



**Boris Johnson**  
Mayor of London



This document sets out the Mayor's vision for transforming rail services in London.

It outlines the city's transport challenges, proposes a new approach to the management of rail services, highlights key investment needs and sets out a proposal that offers greater value for fare and tax payers' money.

If this new plan was taken forward, passengers would benefit from more reliable services, higher customer service standards, improved stations and higher off-peak frequencies.

London's rail travellers suffer from having two separate public transport networks. An integrated network run by TfL – including buses, the Tube, TfL's Overground network, DLR and trams – and different TOCs providing commuter rail services under commercial franchise agreements with central Government.

This results in a confusing mix of ticket products, fare levels, service quality standards and information provision for customers. It is the TOCs that typically provide the lower level of service and greater complexity of fare and ticket products. They also act as a barrier to integrated planning and operational management, and to innovation.

The current franchise model is ill-suited to inner-suburban rail management. It is both more

expensive and less efficient than other alternative models that have been tested successfully on TfL's Overground network.

As a result of this fractured approach to rail service provision, existing assets are not being exploited to their full capacity and the new infrastructure being delivered over the next decade may not reach its full potential.

The money saved through adopting a more efficient franchising model could be ploughed back into improved service quality and customer facilities. Gross savings from the Southeastern and West Anglia franchises alone could amount to £100m over 20 years, and TfL would look to improve some 104 stations, bringing them up to superior London Overground standards.

The success of London Overground exemplifies the benefits of devolution. Customer satisfaction has a score of 92 out of 100 and reliability performance is at a UK record of 96 per cent compared with the TOC average of 91 per cent. Demand has trebled since TfL took over the network and is forecast to grow by a further 34 per cent by 2020.

This document also considers London's rail investment needs, including the capacity required to

meet growing demand for rail services – crucial to the economy of the Capital and the wider UK.

It recognises that the Mayor and the Government have already made great progress on improving London and the UK's railways. Crossrail, the Tube upgrade, Thameslink and a package of suburban and inner-suburban rail improvements will transform many passengers' experiences of rail travel. It will add much needed capacity to the system. While an impressive achievement in its own right, it will not be enough additional capacity, and nor does it address problems on all rail corridors.

This document also outlines the rail investment necessary to support regeneration, improve interchange opportunities at strategic locations, the provision of step-free access and station congestion relief.

The committed rail schemes since 2007 will add 54 per cent to London's rail capacity, and 40 more National Rail stations will be made step-free. The £1bn investment package recommended here would add a further 10 per cent to capacity and 26 more step-free stations. A turn-up-and-go train service would support the regeneration of the upper Lea Valley.

Devolution of responsibility for further rail services in London to the Mayor, with his accountability to the London electorate, would drive up customer service levels. Realising this vision would deliver the benefits shown in Figure 1, and give London a railway fit to meet the challenges of the next decade.

**Figure 1:** London-wide benefits of the Mayor's Rail Vision

Extra vehicles (train coaches) serving London, including Crossrail and Thameslink, over 2007 levels	1,700
Total increase in capacity, including Crossrail and Thameslink, over 2007 levels	69%
Increase in peak demand over 2007 levels	34%
Increase in capacity from TfL's recommended schemes for National Rail (2014 to 2019)	10%
Reduction in crowding from TfL's recommended capacity schemes	5%
Number of additional stations made step-free	66



# The economic context and demand growth

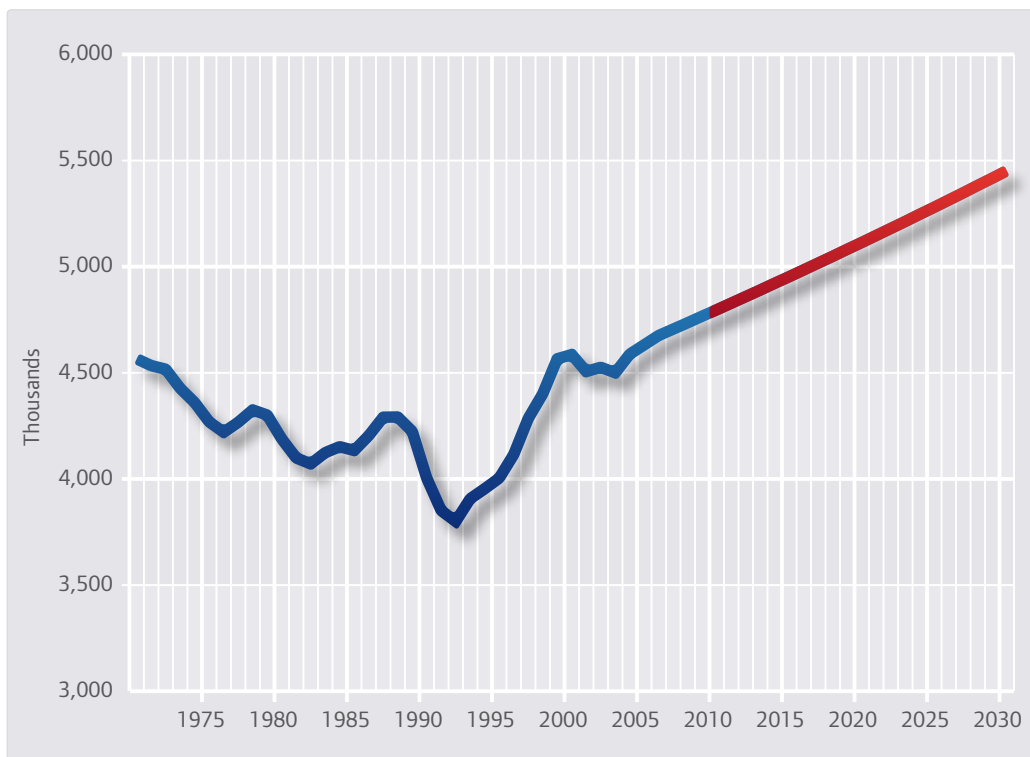
London's economy has grown by 20 per cent over the past 10 years (as measured by Gross Value Added), and further huge increases in the Capital's population and employment are forecast. Rail demand is now at unprecedented levels, up 27 per cent in a decade, and continues to grow strongly, despite the recession.

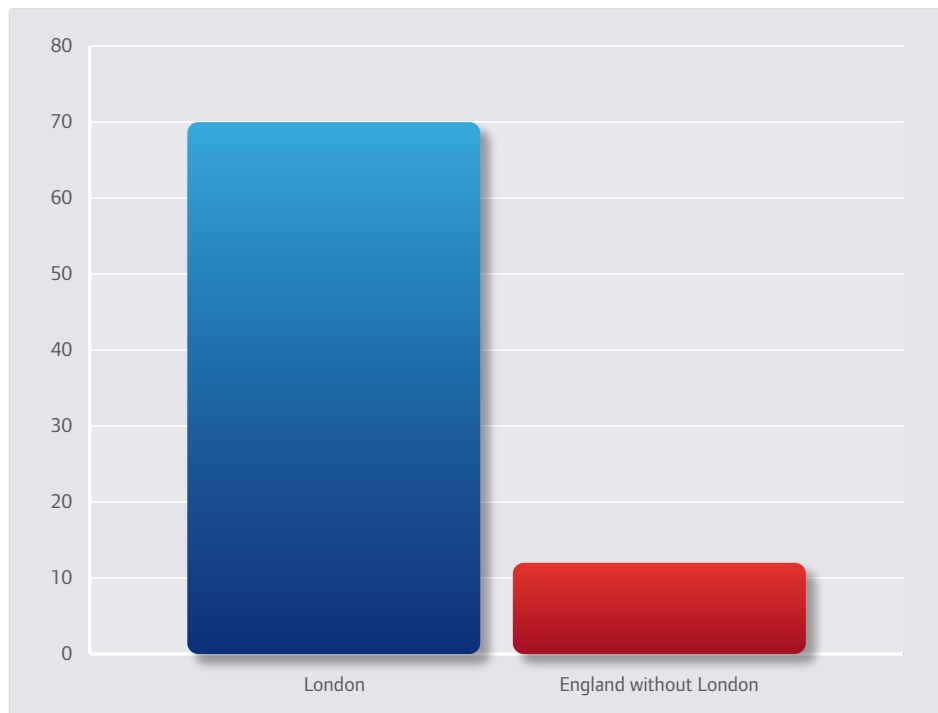
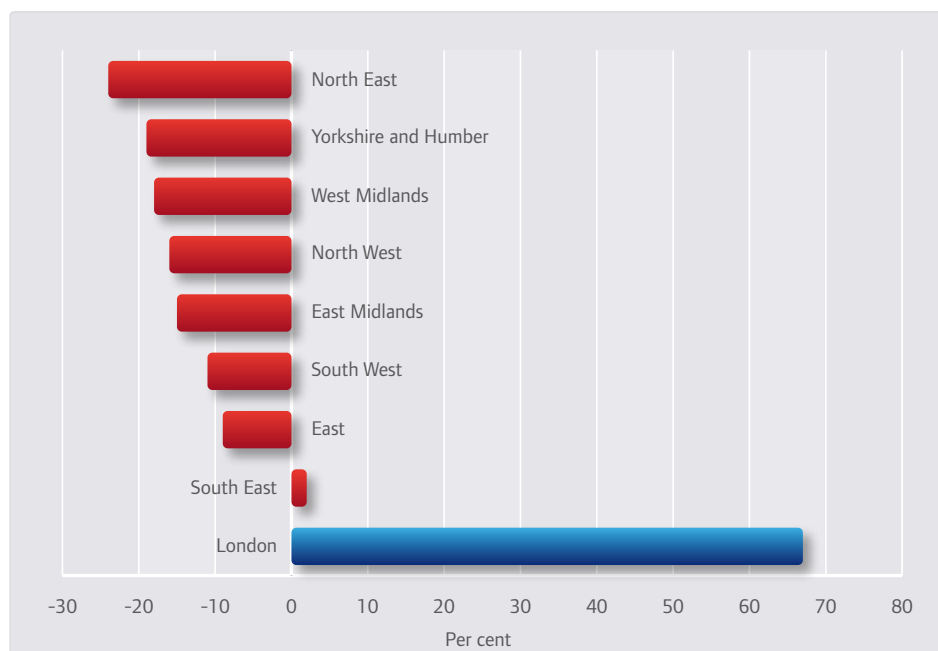
London's economy will continue to expand, with a massive rise in employment by 2031, much of which is focused in the highly productive central area. This has been likened to London growing by the size of the

whole of Sheffield by 2020, and Birmingham, Britain's second city, by 2031.

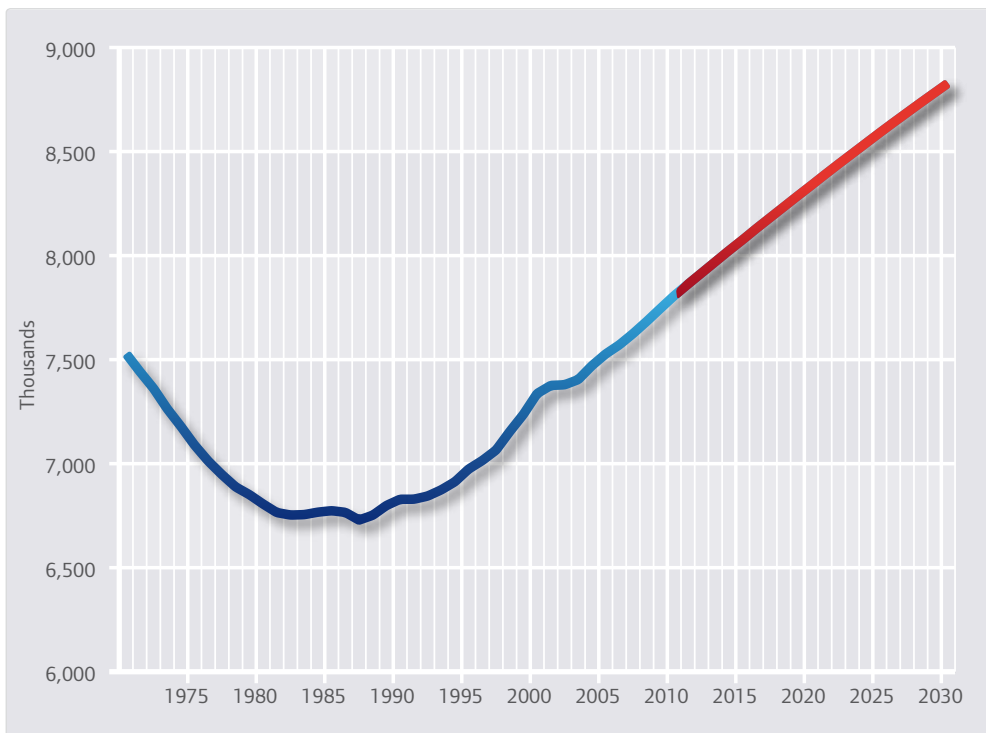
The Capital is highly dependent on rail, with the Tube and National Rail having a combined mode share of 78 per cent for trips to central London in 2010. Londoners make six times as many rail trips as people in the rest of England, and 60 per cent of all UK rail trips are made either to, from or within the Capital.

**Figure 2:** London employment from 1971 to 2031



**Figure 3:** Average number of National Rail trips per head per year**Figure 4:** Productivity per head by region relative to England as a whole

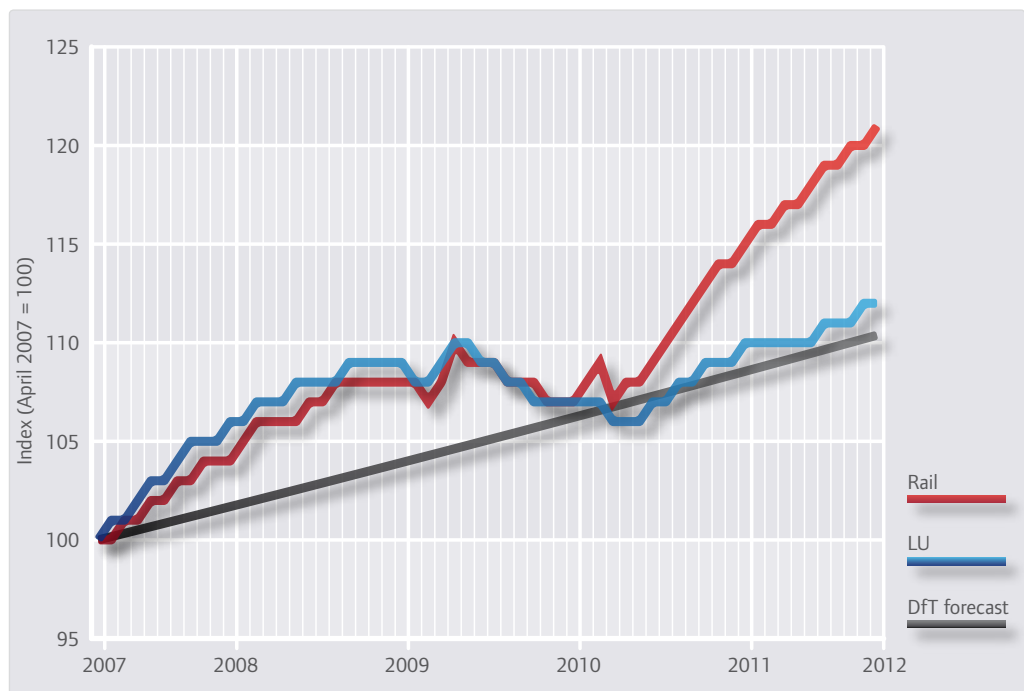
**Figure 5:** London's population from 1971 to 2031



As rail is the main means by which people get to their central London jobs, the Capital's economy is crucially dependent on it. In turn, the UK's economy is crucially dependent on London's. As a global and business financial centre, the city's productivity per head is 60 per cent higher than the UK average. London and the

South East contributes more than a third of UK GDP, and by 2016 it is forecast to generate a tax surplus of £27bn. London's share of the UK economy is forecast to continue to grow until at least 2020.

**Figure 6:** Rail passenger demand in London and the South East from April 2007



Rail journey numbers fell during the recession in 2009, but have since recovered strongly with demand now at an all-time high – above the levels forecast before the downturn. Figure 6 shows the impacts of the recession on rail demand have already dissipated.

Overall it is forecast that growth in trips (by all modes) will increase by 12 per cent by 2020, but because of rail's high mode share, rail trips are forecast to grow by 33 per cent during the same period.

# Proven success – London Overground as the model for London’s rail future

Responsibility for the former Silverlink Metro franchise was devolved to TfL in 2007. Under Silverlink Metro, services were of poor quality with old rolling stock, neglected stations, low levels of customer service and high levels of fare evasion. The operation consistently received dismal customer satisfaction results.

Since taking over the network and establishing the London Overground service, TfL has made significant enhancements to the level and quality of services. It has introduced new, longer rolling stock; upgraded infrastructure to run more frequent services; and refurbished stations. It also offers higher standards of customer service.

TfL has also doubled frequencies between Stratford and Willesden Junction, Clapham Junction and Willesden Junction, and Gospel Oak and Barking. Together with the train lengthening, this has increased capacity by 150 per cent on those sections.

London Overground routes now include: Croydon to Highbury & Islington; Richmond/Clapham Junction to Stratford; Watford Junction to Euston and Gospel Oak to Barking. And soon to be included is the new South London line from Surrey Quays to Clapham Junction. TfL has integrated the routes into its existing public transport network, standardising



fares and improving and harmonising branding, information and customer service. This is providing a consistent customer proposition across the Capital, making public transport easier to use and encouraging modal shift.

The Overground has been transformed from a neglected railway into the best performing network in Great Britain, with an outstanding reliability performance figure of 96 per cent.

The transformation has led to a surge in customer satisfaction, as measured by independent body Passenger Focus, from 65 out of 100 in spring 2008 to 92 out of 100 in autumn 2011. Its National Passenger Survey<sup>1</sup> noted the highest level of overall satisfaction on some routes for a Government franchised or concession operation in London and the South East.

Demand on the 'original' Overground network has grown by 110 per cent, while fare evasion is down from 16 per cent to four per cent. These improvements started well before the investment was completed. Crime, for example, fell by 19 per cent in the first year of TfL's control.

TfL has also greatly extended the original East London line. The new East London line from Dalston Junction to Crystal Palace, West Croydon and New Cross opened

in May 2010, and it was further extended to Highbury & Islington in February 2011, forming an integrated part of the London Overground network. The original route length has been quadrupled. This ambitious project, with a new fleet of trains and refurbished stations, was built successfully ahead of schedule.

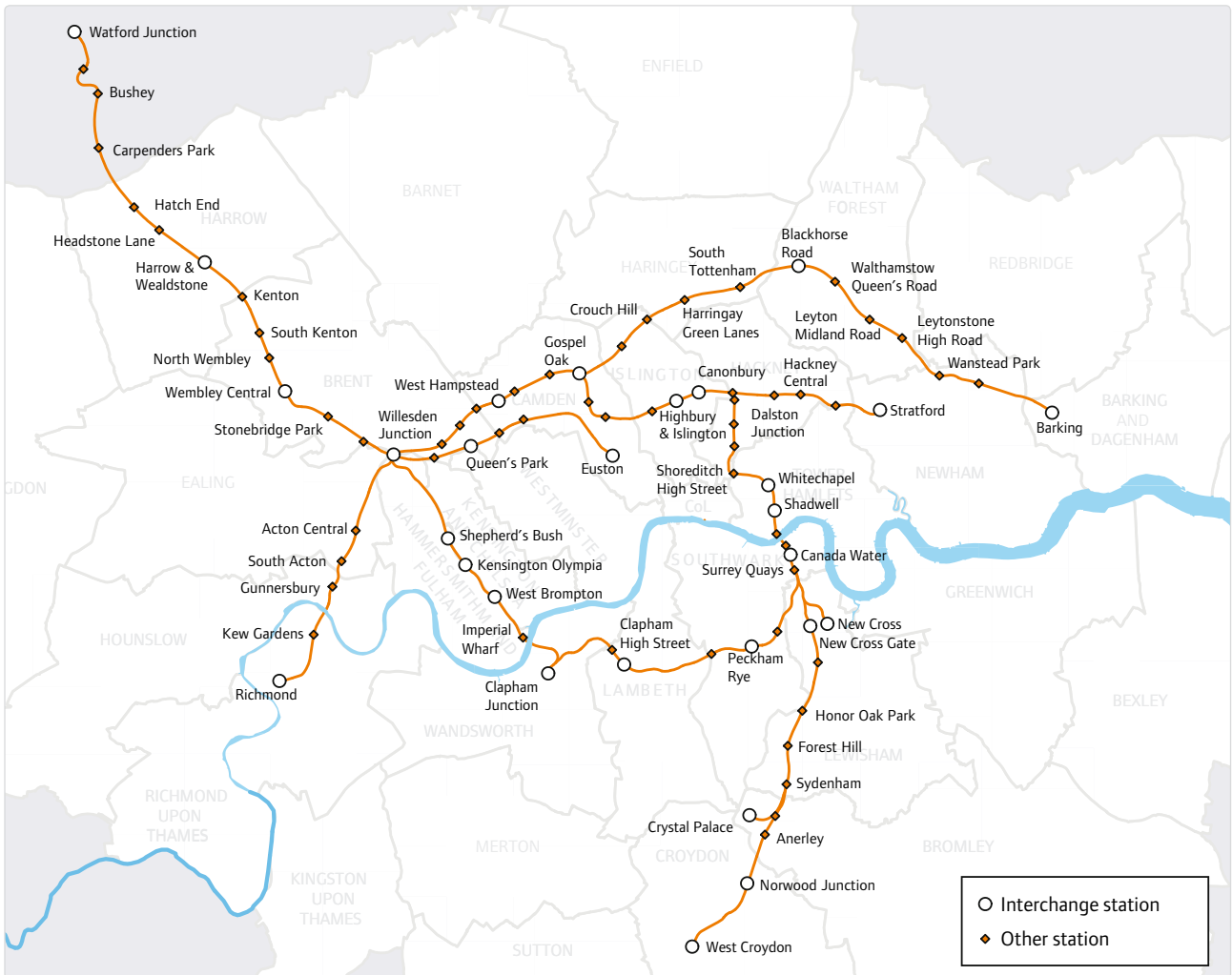
It is a vital new link in the transport network, opening up new journey opportunities, enabling access to Canary Wharf without entering the congested central area, and bringing TfL customer service standards to south London.

In 2007, Silverlink Metro carried 0.6 million passengers per week. That figure has now increased to 1.2 million on the 'original' Overground network, and the extended East London line has added a further 0.7 million journeys per week, trebling the original demand.

2012 will see the completion of the orbital network with a further extension of the London Overground from Surrey Quays to Clapham Junction. This will link the Overground services in the east and west, relieve the central area, create many new journey opportunities, and improve accessibility to areas of London currently poorly served by public transport.

<sup>1</sup> Passenger Focus National Passenger Survey, spring 2011

**Figure 7:** The London Overground network by the end of 2012



‘Rail users need longer and more frequent trains, with more spacious stations and new lines to relieve the pressure. The Mayor must use his or her powers to bring all our local railways up to the standards achieved by London Overground.’

**Janet Cooke**, Chief Executive of London Travelwatch

‘The powerful combination of investment in new trains, stations, visible staff and simple fares is drawing passengers in. This customer satisfaction score is a great result – the challenge is now to maintain this or move even closer to 100 per cent.’

**Anthony Smith**, Chief Executive of Passenger Focus





# London – making best use of the railway

The solution to London's rail problems is not just investment. How to get the best out of the railways and how they are managed is vital too.

The UK rail industry is being restructured in response to the McNulty Review<sup>2</sup>, which found the UK's railways are too expensive. Reform of the franchising process can help achieve a better railway for less.

Railway assets are expensive to create, maintain and operate. It is therefore essential to get the maximum possible benefit from them. In London, the whole rail network has considerably more potential in terms of service quality, cost of delivery and ease of use.

Rail is not just about capacity. More could be made from these expensive assets given relatively minor investment in customer service quality.

The Mayor's vision is for one integrated transport network in London, offering consistent customer service standards. At present there are two distinct transport systems – the services run by TfL and the network managed by the Department for Transport (DfT), which offers lower levels of customer service. There are also differences in customer

experience across the 10 TOCs that serve London suburban markets.

TfL has identified a value for money package of customer service standards which can be applied across the rail franchises serving London:

**Service frequency** – a 'turn-up-and-go' frequency of at least four trains per hour throughout the week.

**Station ambience** – improved station ambience by deep cleaning and refurbishing.

**Staffing** – a visible staff presence across the network throughout the day, offering proactive assistance to customers.

**Passenger security** – improved passenger security with networked CCTV and Help Points at all stations, plus improved lighting and more stations gated to reduce antisocial behaviour.

**Customer information** – visual and public address systems providing real-time train service information, supported by the best and most comprehensive online and mobile-enabled journey planning system anywhere in the world.

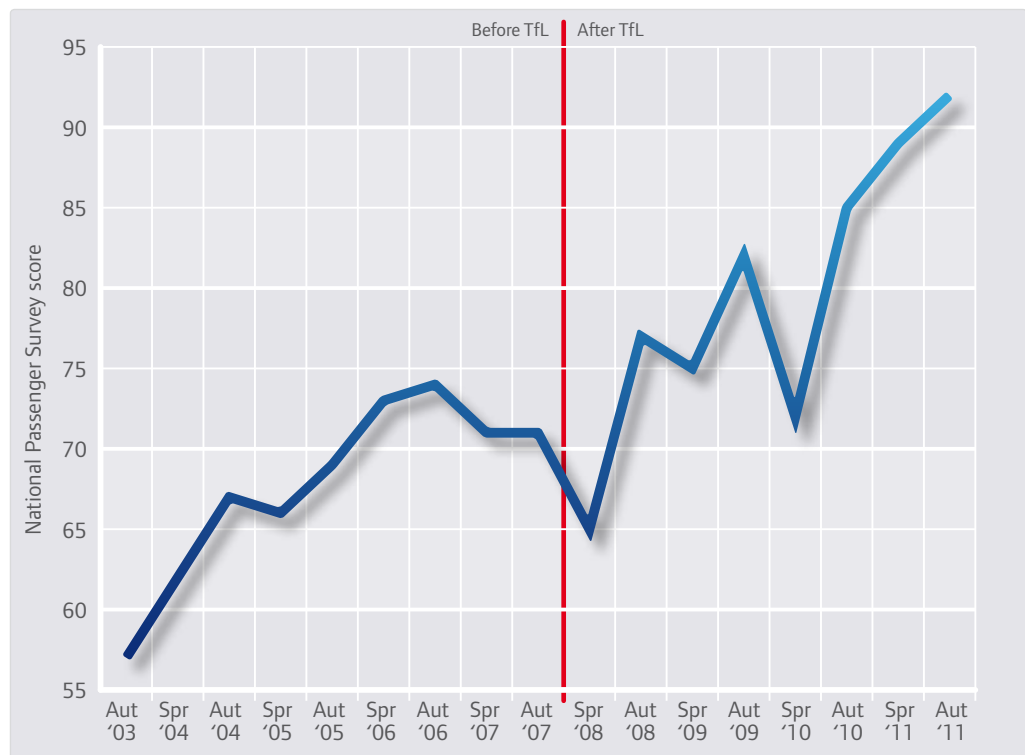
**Cycle parking** – high quality cycle parking facilities to promote cycling as a means of accessing stations.

Applying these customer service standards to the London Overground network shows a marked rise in customer satisfaction, alongside a 110 per cent increase in demand.

Under current rail industry structures, and constraints on national finances, these improvements would be difficult to achieve through the Mayor's limited right to buy increments or decrements to rail franchises. This is the process by which the Mayor has some influence over franchise specifications.

The increment/decrement process does not work satisfactorily in practice. The best and most commercially attractive ideas are taken by the DfT for inclusion in the base specification. There may be no obligation for the bidders to respond to the TfL options, as has been seen recently with bidders for the short-term Greater Anglia franchise. The options are not part of the bidder assessment process, so the quality and price ascribed to them is given no weight.

**Figure 8:** Customer satisfaction index on the London Overground network since 2003 (National Passenger Survey)



Also, the experience of negotiating the acceptance of Oyster pay as you go ticketing by the TOCs has been instructive. Reaching consensus across 10 TOCs took four years and generated much greater expense than should be the case for a project of this kind.

The Government's direction of travel towards more commercial, less prescriptive franchises, if applied in the Capital, could adversely affect London's non-commercial railway. This takes the form of possible reductions in off-peak frequencies and station service and facilities, all of which could mean worsening service quality. The increment to make this good would become ever greater financially, and less affordable for TfL.

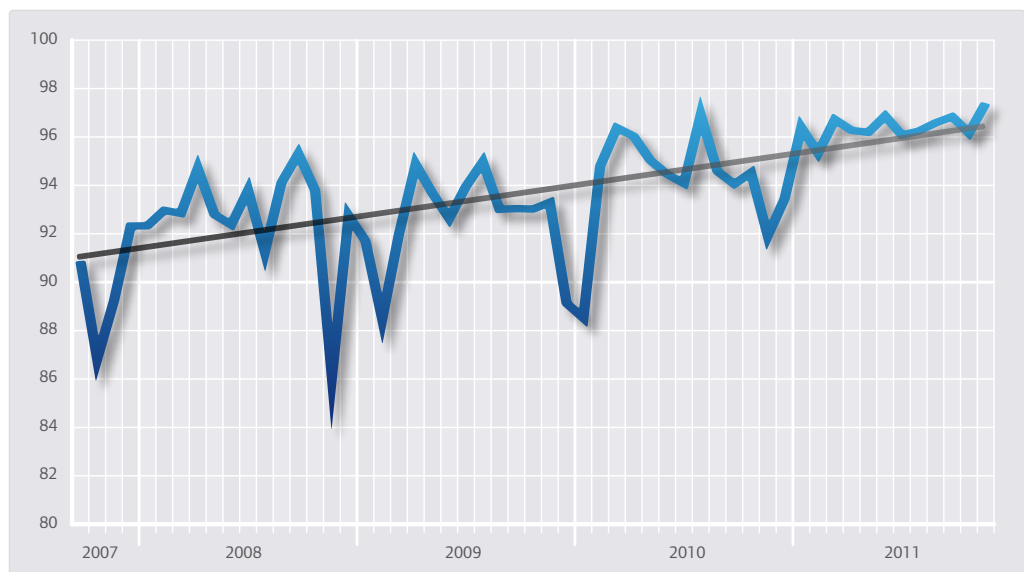
The solution to all these problems is devolution. This means the Secretary of State for Transport transferring control of the inner-suburban parts of the National Rail franchises serving London to the Mayor.

If the Mayor had control of National Rail services in the Capital (including a devolved budget), they could deliver the higher customer satisfaction and safety, and the lower level of fare evasion seen on the London Overground network.

#### The Mayor's five point plan for devolution:

1.	TfL is allocated a rail budget for inner-suburban passenger services
2.	As franchises come up for renewal, inner-suburban services are specified to Overground customer service standards, with the same performance indicators as the Overground
3.	TfL is given genuine control over contract management, such as 'breach' and 'default'
4.	Regulated fares in London would be set by the Mayor
5.	Inner-suburban services could then be branded 'London Overground'

**Figure 9:** Change in train service performance (Public Performance Measure) since 2007



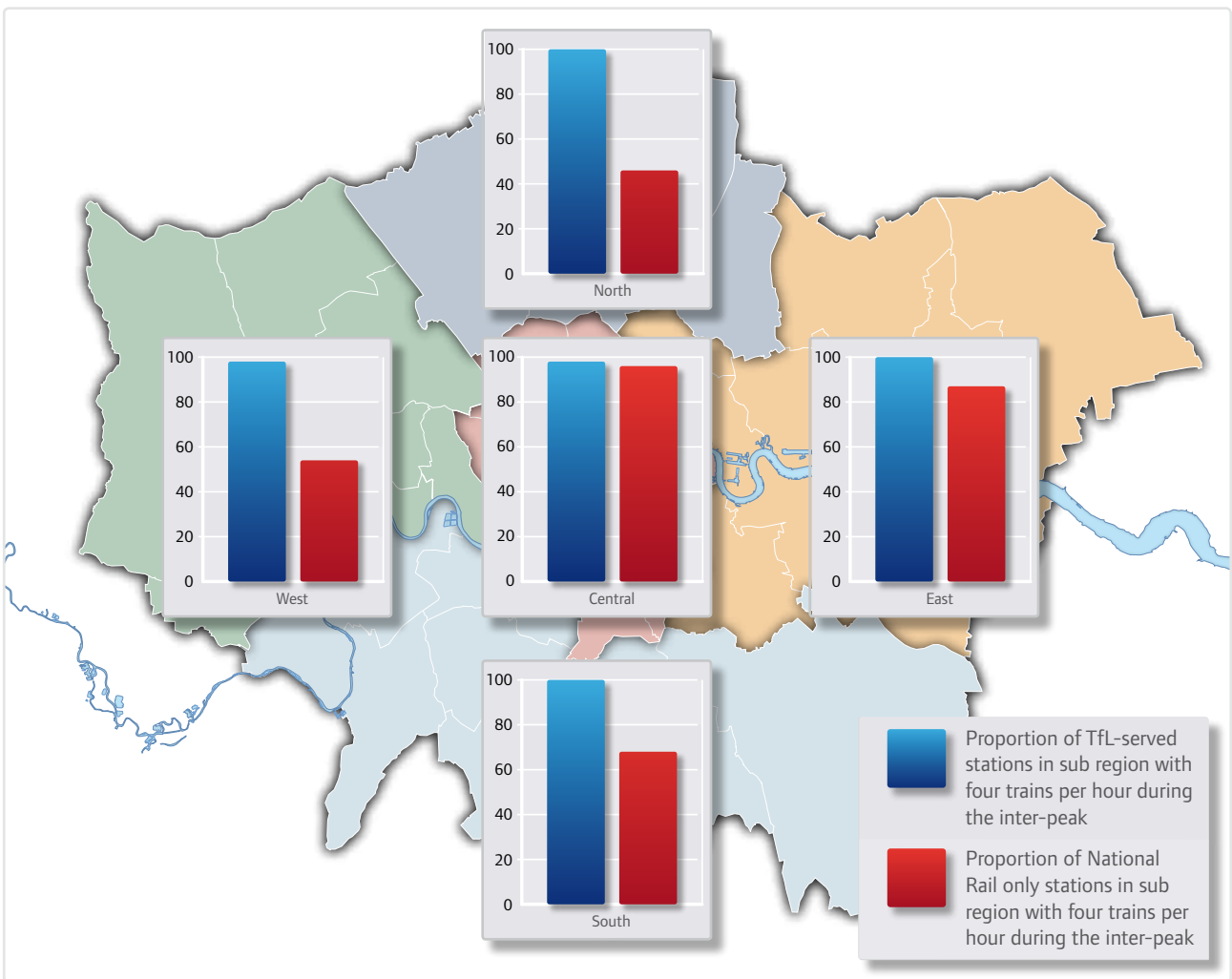
The accountability of the Mayor to the London electorate means he or she is answerable on issues such as train service performance, quality and fare levels. These are not key issues in a general election, but they are in Mayoral elections. A real and observable consequence of this is to drive up train service performance levels, as shown in Figure 9.

While each individual case would be judged on its merits, the TfL-run network also has significantly higher off-peak frequencies. Figure 10 compares the proportions of TfL-served and National Rail only stations receiving a turn-up-and-go frequency in the inter-peak period. This effect is even more pronounced on Sundays.

However, perhaps the greatest single reason for devolution is the better form of contracting employed by TfL in the London Overground concession.

TfL uses a 'gross cost' contract, in which it absorbs the revenue risk for the inner-suburban services. This is because train operators have little control over revenues, which are driven largely by macroeconomic factors such as London employment and fare levels. As a result, normal DfT rail franchisees include risk premiums in their bids, which would be massively reduced if TfL took the revenue risk instead.

**Figure 10:** Proportions of TfL-served and National Rail only stations receiving a turn-up-and-go frequency in the inter-peak period



For the two specific franchises proposed for devolution, the gross saving from the transfer of revenue risk has been estimated at £100m over 20 years. This could then be invested in improving customer service quality, giving more for less. In the context of the McNulty Review this is the single most overriding objective for UK railways.



# A specific proposal for devolution – Southeastern and West Anglia services

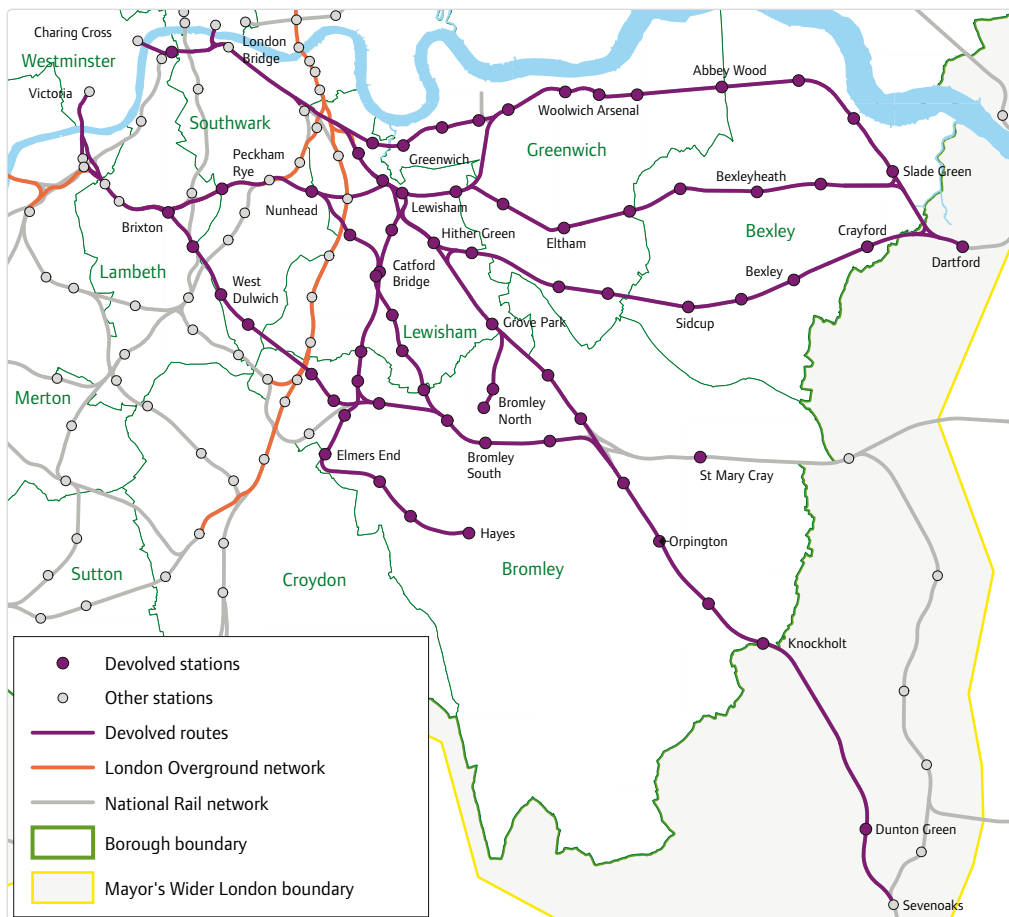
TfL has targeted the highest priorities for devolution as being the Southeastern network inner-suburban services from Dartford, Sevenoaks and Hayes, and the West Anglia inner-suburban services from Enfield Town, Hertford East and Chingford.

These routes are shown in purple in Figures 11 and 13. The proposed routes are wholly within the Mayor’s Wider London boundary. This is the area within which the Mayor has

the right to make increments or decrements to National Rail franchises.

If devolved to the Mayor these franchises would replicate the success of the Overground. There would be higher customer service standards, with greater train service reliability, and improved station ambience, staffing, passenger security, customer information and station facilities. The benefits to the West Anglia and Southeastern inner-suburban routes are shown in Figure 12.

**Figure 11:** Southeast London routes proposed for devolution (in purple)



TfL would increase service frequencies to a minimum 'turn-up-and-go' level wherever possible, subject to infrastructure requirements and impacts on other operators. For example, TfL would implement a new, off-peak Bromley South to Victoria all-stations service, to address gaps in service provision identified in previous TfL studies.

In addition, TfL would be able to make best use of interchange points and fully integrate the services into other parts of its network.

The Southeastern and West Anglia networks have been identified because service quality is currently poor, and TfL has almost no rail presence in southeast London, other than parts of the DLR and Tramlink networks. Of the 68 National Rail

stations on the Southeastern network within Greater London, TfL has a presence at only one – New Cross. TfL believes it can make the greatest difference with these two franchises.

They would also act as a stepping stone and proving ground for the model of TfL taking over part of an existing larger franchise, on the way to full devolution across London.

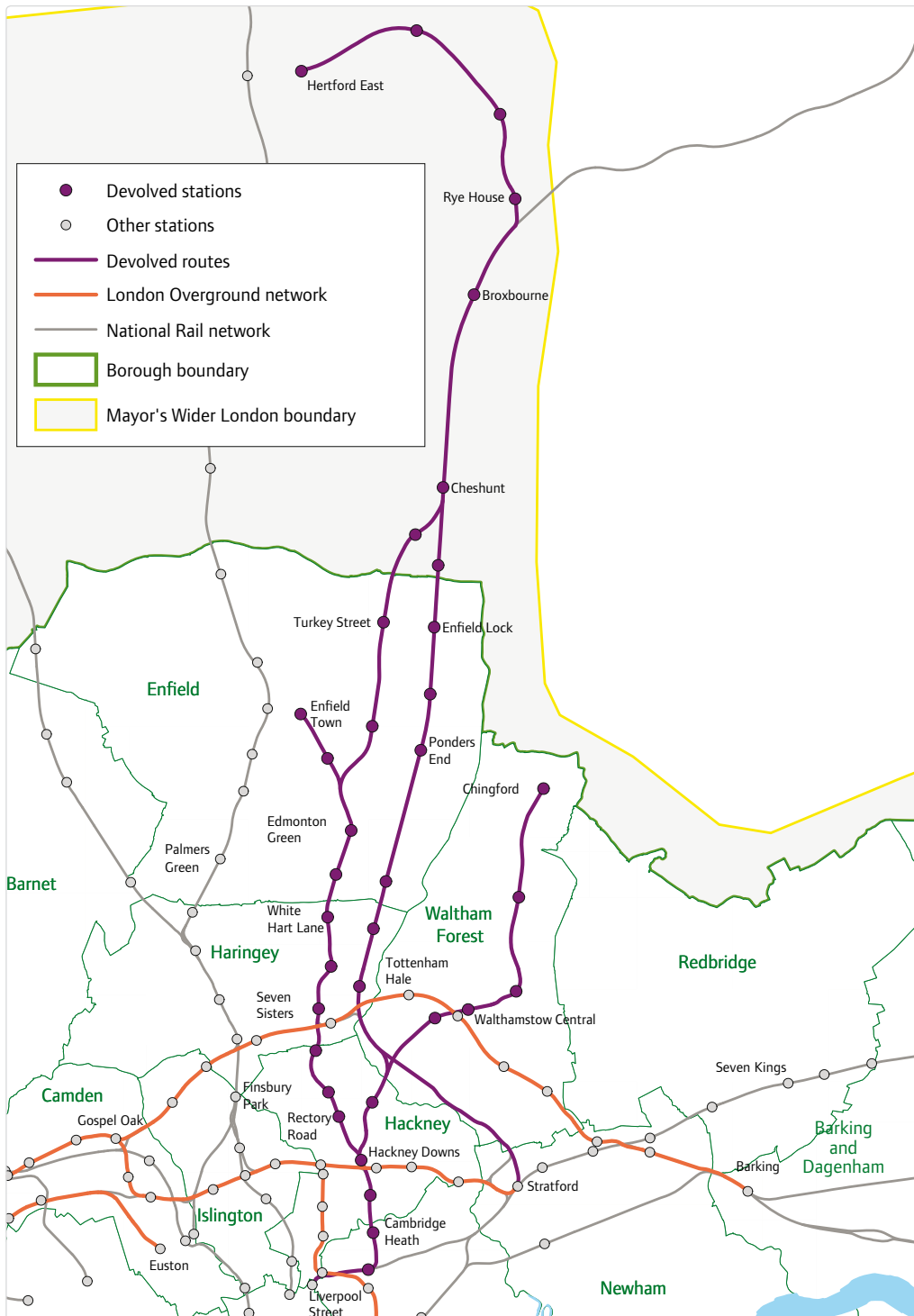
Also, local services on Great Eastern will be transferred to the Crossrail TOC in 2015. This will be a TfL-managed concession similar to the London Overground. Like the London Overground route to Watford Junction, Crossrail, Southeastern and West Anglia will all share track with longer distance services, for which there are established regulatory processes to ensure scarce capacity is best allocated.

**Figure 12:** Benefits of the Rail Vision to West Anglia and Southeastern inner-suburban routes

	Now	After Rail Vision
Extra passengers per year benefiting from a TfL rail service	-	85 million
Customer satisfaction score for overall satisfaction with stations (out of 100)	58-74	>75
Additional train services per week (in both directions) on Southeastern	-	500 (9%)
Additional train services per week (in both directions) on West Anglia	-	1,040 (39%)
Number of stations without a four trains per hour turn-up-and-go interpeak service	25	10
Number of stations that meet TfL's customer service standards for ambience, security and customer information	0	104
Train service performance measure	90%	90-95%
Estimated level of fares evasion	10%	5%



**Figure 13:** Northeast London routes proposed for devolution (in purple)



Some practical issues associated with devolution have been raised. These are listed in Figure 14, and either have ready solutions or are simply more apparent than real.

So by 2020 the Capital could be seeing the advantages of devolution on parts of Southeastern and West Anglia, and on the Crossrail concession, in addition to the established benefits to the London Overground network.

Separating inner-suburban services from longer distance services within existing franchises also makes it easier for the Government to achieve its policy of a less prescriptive franchising model.

Longer distance services have different revenue drivers and higher yields, and train operators are more incentivised to innovate and attract customers from competing modes. Freeing the franchises of inner-suburban services would make the residual longer distance services more homogenous. It would be a practical manifestation of the Government's stated policy that 'one size does not fit all'.

If Southeastern and West Anglia inner-suburban services are devolved to the Mayor, TfL would expect there to be an overwhelming case for further devolution.

**Figure 14:** Solutions to practical issues on devolution

Issue	Solution
Do users outside London and freight operators lose out as rail capacity in London is scarce?	The Office of Rail Regulation (ORR) would continue to regulate and protect access where appropriate. Operators with access rights have legally enforceable rights. Freight and longer-distance services have a key role in the London economy and contribute to the objectives of the Mayor's Transport Strategy, so TfL would protect these. This has been proven to work on the North London line, where passenger and freight services successfully operate side by side. TfL has partly funded line capacity works to the benefit of both passenger and freight services.
Is there a deficit in democratic accountability for rail users living outside London (yet having to be users of the Mayor's rail services)?	The TfL Board has members whose specific role is to look after the interest of out-boundary users of TfL services. In practical terms, there is no objection to the proposal from neighbouring transport authorities, and out-boundary services could be specified and managed jointly with them. It would represent an improvement in democratic accountability. The current TOCs are commercial enterprises and have no accountability to local people, except through the national regulatory regime.
Is TfL acceptance of revenue risk credible?	TfL not only has much more scope to manage this risk than TOCs, but an independent report by NERA Economic Consulting <sup>3</sup> shows it also offers the public sector better value for money.
Can improvements be afforded, given the imperative to cut costs?	TfL will continue to review the most effective use of staff in the context of new retail technologies, such as 'wave and pay' and internet transactions. For tram, National Rail and DLR, TfL regularly market tests operation through competitive procurement processes.

<sup>3</sup> The Costs and Benefits of Devolving Responsibility for Rail Services in London, March 2011

# Fares regulation and the future of ticketing

The runaway success of Oyster pay as you go on the National Rail network in London shows the appetite of passengers for an improved fares and ticketing system. Rail users clearly value the convenience, simplicity and integration that pay as you go provides, and this success is despite limited retailing and support at most National Rail stations.

The current system of fares and ticketing, where each of the 10 main London TOCs has a veto on fares policy, makes the system unwieldy

and hard to change. An example of a successful TfL innovation, which the TOCs have not agreed to, is contra-flow pricing, where off-peak rates are charged for evening peak trips into the central area.

There are multiple bodies with responsibilities for fares and ticketing within London (the Mayor, the Secretary of State and the 10 train operators), which inevitably leads to conflicts between the train operators' commercial objectives, the National Rail fare regulation regime and the



London regime. These are made acute by the high level of ticketing integration in London and the dominance in the market of joint products, such as the Travelcard and pay as you go.

Fares regulation has been tending towards greater divergence, just at a time when the new South London line (and Crossrail in the near future) will blur the historical distinction between TfL Rail and National Rail.

It is increasingly apparent that the current railway fares regime in London is outdated, and is no longer fit to meet the challenges of the coming years.

Simplified fare tariffs would be enormously easier for customers and cheaper to administer. They would also enable TfL to innovate further and provide more flexible, smartcard-based alternatives to the traditional rail-only season ticket, eg by offering better value to people working from home one day per week, or with shoulder-peak discounts. New offers would be phased in gradually and would be subject to affordability, with existing printed season tickets retained while there was demand.

TfL would also be able to roll out innovative new ticketing systems, such as 'wave and pay' and additional acceptance of contactless bank cards benefiting those users who are currently deterred or disadvantaged.

# Future rail infrastructure investment

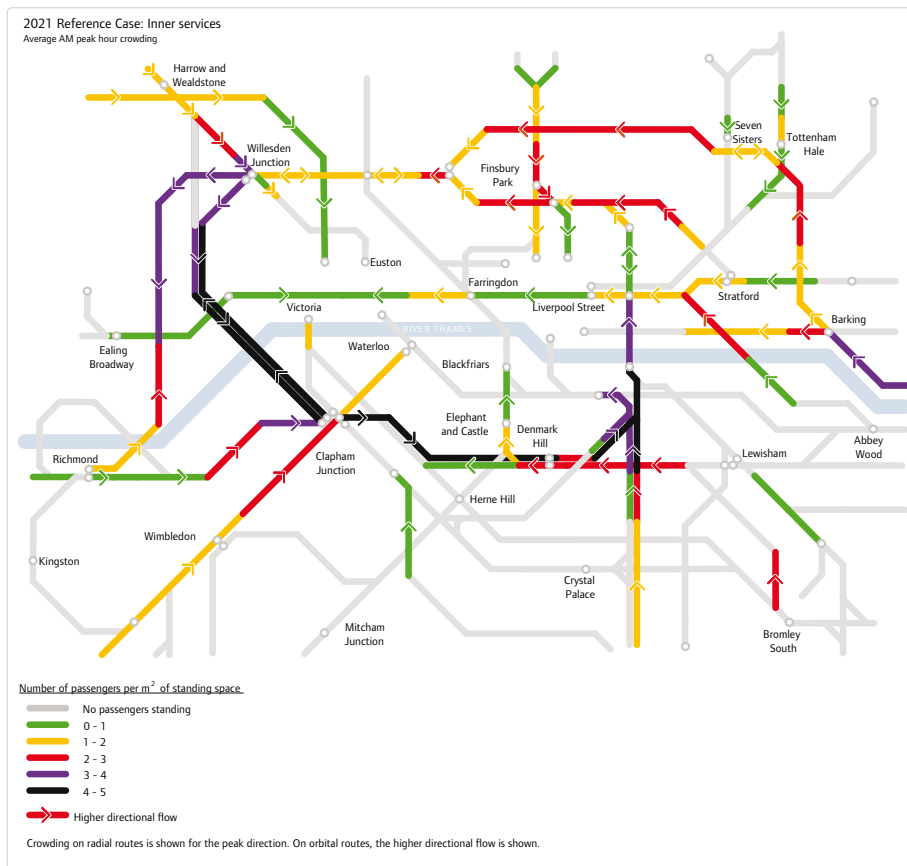
Jobs and population growth is such that, by 2020, there will be crowding on many rail corridors. Although we are in a period of unprecedented investment in transport infrastructure, not all corridors have committed capacity increases, and of the committed schemes, not all are sufficient to meet future demand. Capacity at key stations will also be a problem, along with the ongoing need to provide greater step-free access and support regeneration.

## Train capacity

Figure 15 shows crowding on National Rail inner-suburban services in 2021 if there are no further rail capacity increases beyond existing committed schemes. It shows the density of standing passengers, per square metre of standing space, in the morning peak hour.

Purple and black colours represent severe crowding, and red shows areas of concern. It reflects the pattern and

**Figure 15:** Crowding on National Rail inner-suburban services in 2021



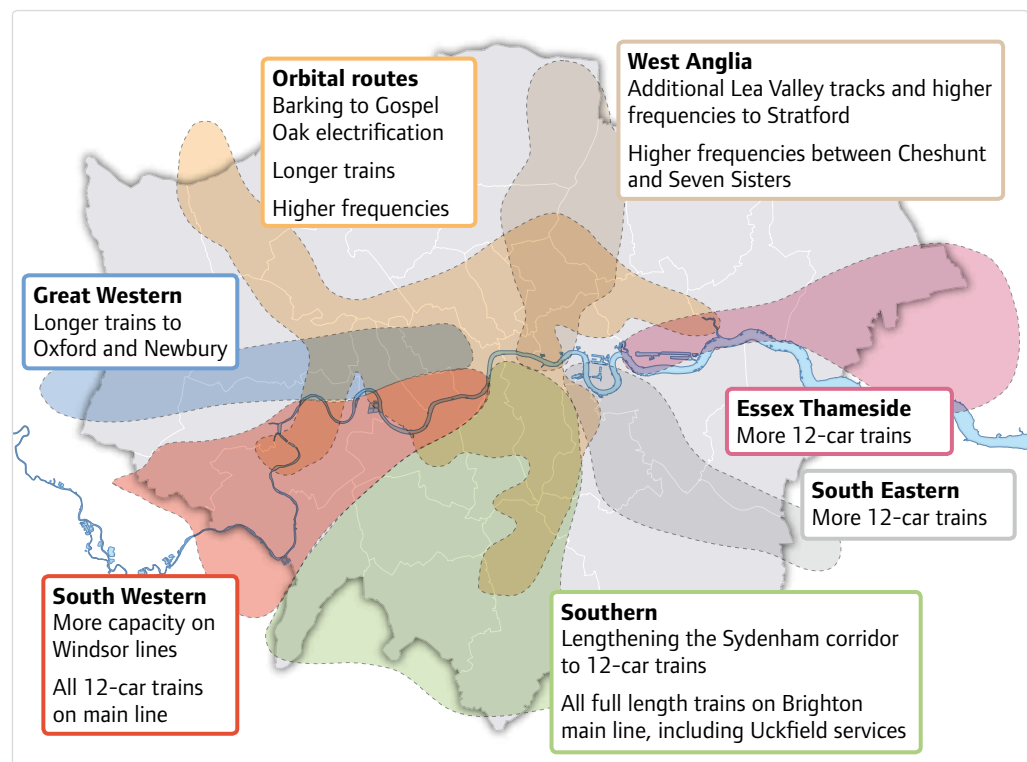
extent of the committed rail capacity investment.

The most severe crowding is on orbital routes, including much of the Overground network. The upgrade of the Overground has transformed it and unlocked a huge volume of previously suppressed orbital journeys. However, in the context of the forecast growth, the current Overground trains are not long enough to cope with the anticipated high level of demand.

Crowding is also forecast on the Windsor lines into Clapham Junction, services into London Bridge and the Tilbury Loop into Barking. TfL has also modelled 2021 crowding levels on outer-suburban services, with the concerns being on Essex Thameside, Kent coast, Brighton main line, South West main line and Great Western main line services.

Recommendations for the next National Rail investment period (Control Period 5 from 2014 to 2019) are shown in Figure 16.

**Figure 16:** TfL's recommended schemes for the next High Level Output Specification (2014 to 2019)



They are tempered by the likely availability of funding, and focus on the highest priority needs and best value for money solutions. The most pressing need is to lengthen trains on the London Overground network, and run additional services where possible. A 25 per cent increase in capacity is proposed, with longer trains on the North London, East London, South London, West London and the Gospel Oak to Barking lines.

In the next phase of rail investment, the High Level Output Specification for 2014 to 2019 or Control Period 5, TfL proposes an additional 386 vehicles (train coaches) serving London, making 3,800 trips per day. To benchmark this figure, the last investment phase for 2009 to 2014 will see the delivery of 590 vehicles serving London. This highlights both the scale of the investment in Control Period 4 and the scale of ongoing funding needed. TfL's recommendations for Control Period 5 (2014 to 2019) would add a further 10 per cent to London's rail capacity.

### **Station infrastructure**

Stations also present significant challenges for 2020. Jobs and population growth will result in increasing pressure on a number of stations. A package of congestion relief schemes has been identified at 18 key stations for Control Period 5, such as Barking, Finsbury Park,

Wimbledon and Fenchurch Street, shown in Figure 18 on page 33.

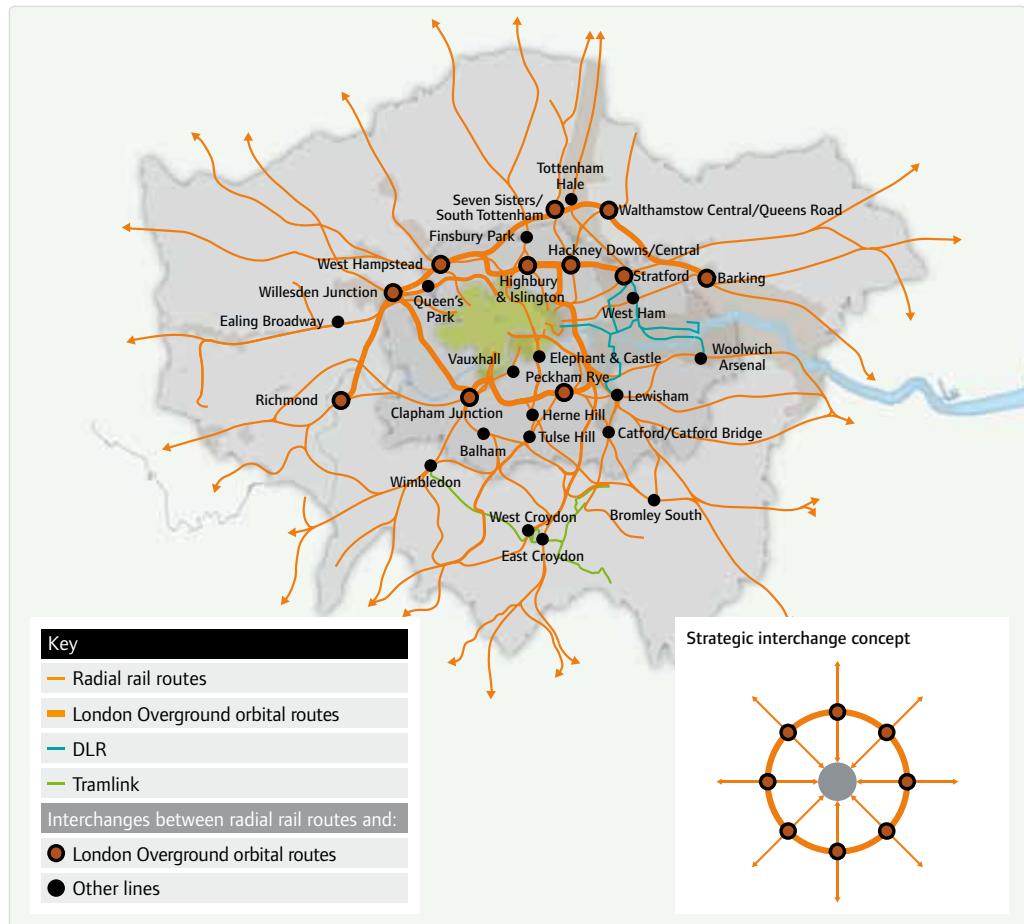
TfL's plans for the National Rail network support the development of the strategic interchange concept, as set out in the Mayor's Transport Strategy.

By improving the ease of interchange at key stations on orbital routes, and delivering the maximum orbital service (such as through the Overground train lengthening and frequency increases described earlier), the network can support the development of Outer London. Passengers can make a short radial journey to an interchange station, a journey on the orbital network, and a radial journey out to their destination.

This would also remove the need to interchange at busy central London locations and provide some congestion relief to the central area.

An example of a scheme to support the strategic interchange network is the proposed direct link between Hackney Downs and Hackney Central stations. Figure 17 shows further examples. There are also works required to improve links between London Underground and National Rail stations. At Finsbury Park, the re-instatement of Tube to National Rail interchange staircases would help meet growing demand. And London Underground will play its part by bringing forward congestion

**Figure 17:** The strategic interchange concept in the Mayor's Transport Strategy



relief and step-free works at Vauxhall, complementing those under way at the National Rail station.

### **Improving transport opportunities for all Londoners**

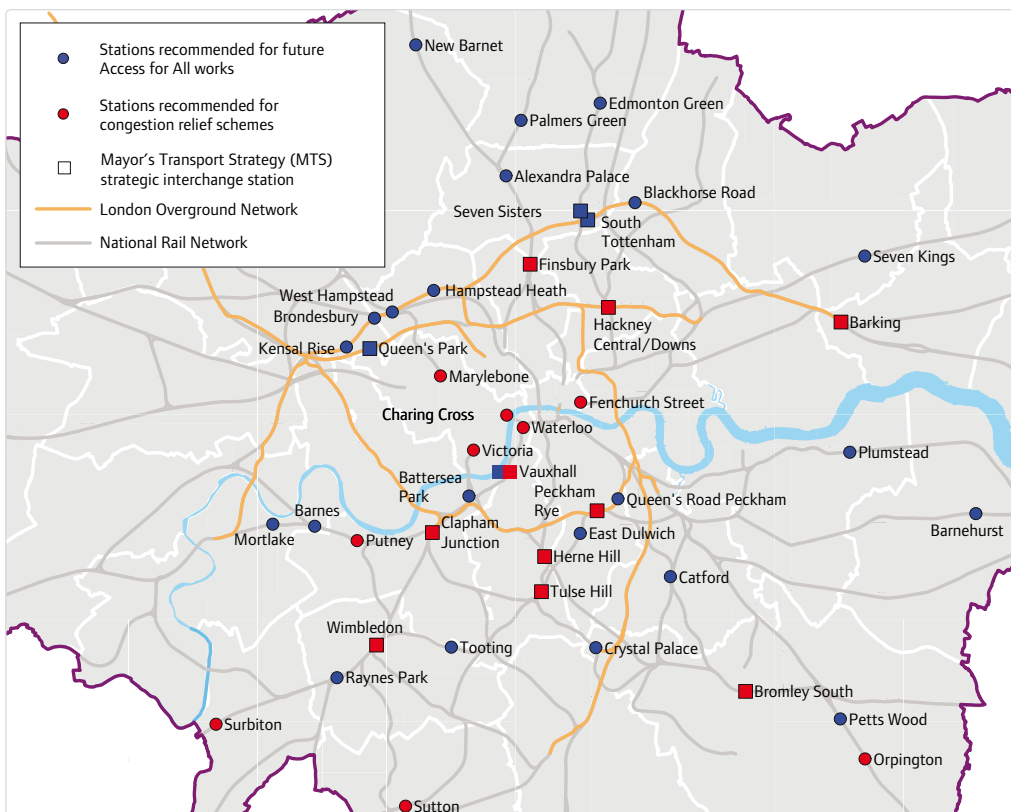
Not only is London's population forecast to increase significantly, but the populations of older and young people are expected to increase by proportionally greater amounts. The number of people aged over 65 is forecast to rise by 34 per cent by 2031, and the over-90s are expected

to double in number. A general increase in the population also means a rise in the number of disabled people.

Rail has a significant role to play in enabling equality of opportunity for people with particular support needs. Station refurbishments and upgrades can help to meet the needs of visually or audibly impaired people and physical works can assist mobility impaired people. In addition, making best use of available staffing resources can assist people of all needs.



**Figure 18:** TfL's recommended station congestion and step-free schemes for the next High Level Output Specification (2014 to 2019)



In conjunction with the MTS Accessibility Implementation Plan, TfL has identified a package of 26 priority stations it would like to see made step-free under an extension of the DfT's Access for All programme.

Figure 18 shows TfL's recommended station schemes for the next High Level Output Specification.

### Regeneration

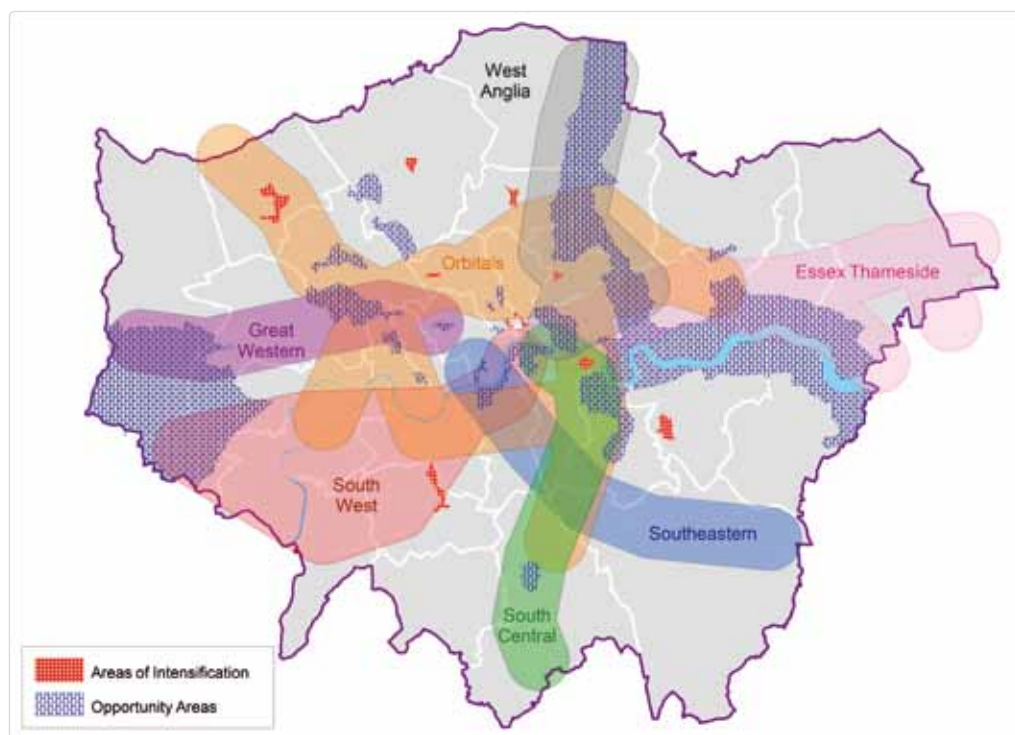
The recommended package of schemes for 2014 to 2019 serves some of the Intensification Areas identified in the London Plan,

including those in the City, West End and Isle of Dogs.

The recommended schemes are estimated to increase GDP by around £3bn (present value), helping to maintain London's status as a global economic powerhouse into the 2020s.

The schemes also serve many of the Opportunity Areas in the London Plan. Figure 19 shows the 1km catchment corridors either side of the rail lines where TfL is recommending improvements, overlaid on the Opportunity Areas.

**Figure 19:** Catchment corridors of TfL's recommended schemes for the next High Level Output Specification (2014 to 2019) overlaid on the London Plan Opportunity Areas and Areas of Intensification



In particular the additional infrastructure and turn-up-and-go frequency proposed for Lea Valley services into Stratford will significantly aid the regeneration of the upper Lea Valley. It will also serve the Olympic legacy developments around Stratford.

TfL's recommended package of train and station capacity schemes would have a capital cost in the region of £220m per annum for the five years of Control Period 5. It has a benefit:cost ratio of 4:1 and could generate up to £3bn (present value) in wider economic benefits. The package of schemes would also remove 2.3 million car journeys per year from London's roads, and reduce carbon dioxide emissions by around 6,000 tonnes per year.

There will remain an ongoing need for investment in rail capacity over the subsequent decades.

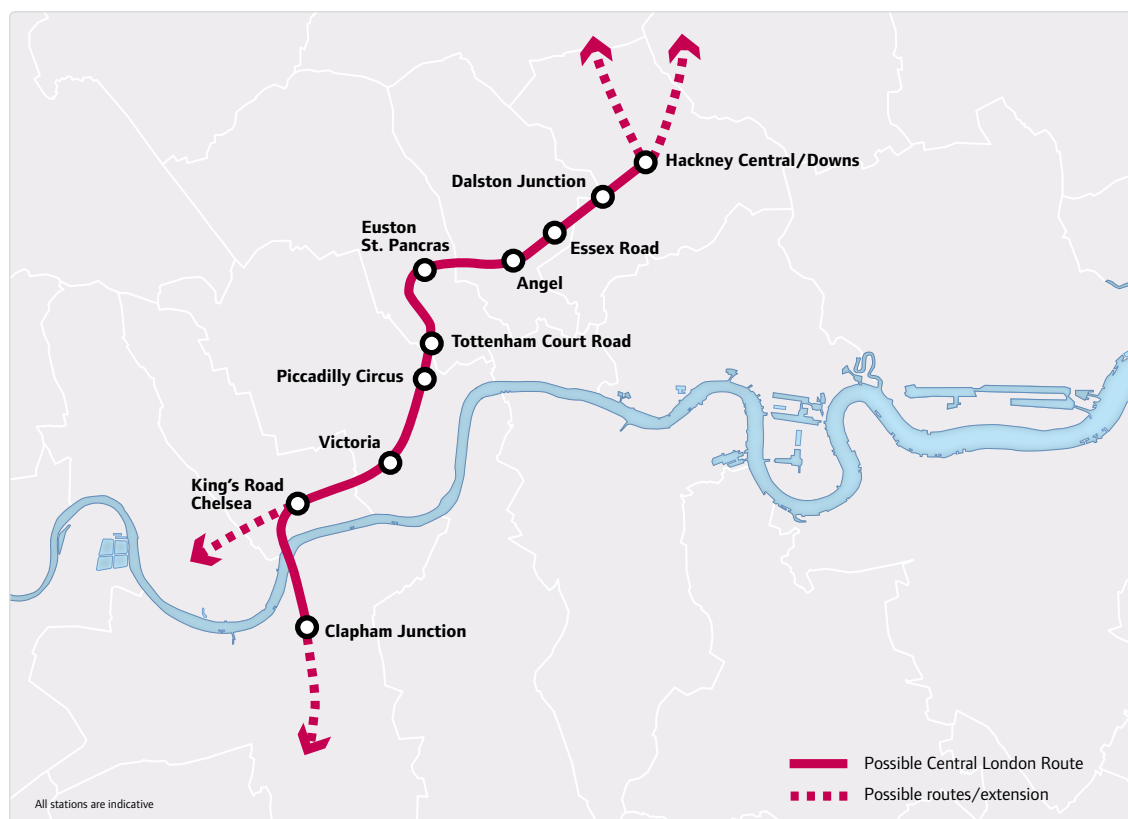
In the longer term new National Rail lines will be required to address capacity issues into the Capital. High Speed 2 will be the first of any new lines, but it is likely that others will also be required.

The 2020s will also see a need for Crossrail 2. This will be required to address capacity and connectivity issues within the Capital, providing congestion relief to the Victoria line

in particular. It will also be required to disperse passengers from the full High Speed 2 network at Euston. Crossrail 2 may also have the potential to address National Rail capacity issues on the South Western network, and support regeneration and economic growth in the upper Lea Valley, depending on the option chosen.

Figure 20 shows a potential central route and possible options for branches.

**Figure 20:** Potential Crossrail 2 core section, stations and branch options





# Next steps for the rail industry

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Realising this vision will depend on the Government's policies and agenda for rail, London and localism.

There are a number of forthcoming opportunities to change the rail network in London. In July 2012 the Government will announce the High Level Output Specification for 2014 to 2019 (Control Period 5), and the associated Statement of Funds Available. This is a twice-in-a-decade opportunity to provide essential further capacity to London's rail network.

If projects are deferred to Control Period 6 (2019 to 2024), then the Mayor's vision for rail in London will not be realised for another five years.

The Government is also due to respond to the McNulty Review into the costs and structure of railways in the UK, and to announce its policies in relation to franchise reform. A Government paper is expected in early 2012.



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### Vietnamese

Nếu bạn muốn có văn bản tài liệu này bằng ngôn ngữ của mình, hãy liên hệ theo số điện thoại hoặc địa chỉ dưới đây.

### Greek

Αν θέλετε να αποκτήσετε αντίγραφο του παρόντος εγγράφου στη δική σας γλώσσα, παρακαλείστε να επικοινωνήσετε τηλεφωνικά στον αριθμό αυτό ή ταχυδρομικά στην παρακάτω διεύθυνση.

### Turkish

Bu belgenin kendi dilinizde hazırlanmış bir nüshasını edinmek için, lütfen aşağıdaki telefon numarasını arayınız veya adrese başvurunuz.

### Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਾਪੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਹੇਠ ਲਿਖੇ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ ਜਾਂ ਹੇਠ ਲਿਖੇ ਪਤੇ 'ਤੇ ਰਾਬਤਾ ਕਰੋ:

### Hindi

यदि आप इस दस्तावेज की प्रति अपनी भाषा में चाहते हैं, तो कृपया निम्नलिखित नंबर पर फोन करें अथवा नीचे दिये गये पते पर संपर्क करें

### Bengali

আপনি যদি আপনার ভাষায় এই দলিলের প্রতিলিপি (কপি) চান, তা হলে নিচের ফোন নম্বরে বা ঠিকানায় অনুগ্রহ করে যোগাযোগ করুন।

### Urdu

اگر آپ اس دستاویز کی نقل اپنی زبان میں چاہتے ہیں، تو براہ کرم نیچے دئے گئے نمبر پر فون کریں یا دیئے گئے پتے پر رابطہ کریں

### Arabic

إذا أردت نسخة من هذه الوثيقة بلغتك، يرجى الاتصال برقم الهاتف أو مراسلة العنوان أدناه

### Gujarati

જો તમને આ દસ્તાવેજની નકલ તમારી ભાષામાં જોઈતી હોય તો, કૃપા કરી આપેલ નંબર ઉપર ફોન કરો અથવા નીચેના સરનામે સંપર્ક સાદો.

