

# Introduction to 'TfL Rail' and Crossrail Services

Opening May 2015

**Howard Smith**



# In this presentation

- What is Crossrail ?
- Construction Progress
- TfL Rail – May 2015 – the key changes
- New trains – 2017
- Stages to opening the full railway
- Borough specific improvements



# The ambition for Crossrail

A unique railway  
but fully integrated  
with TfL's transport  
network

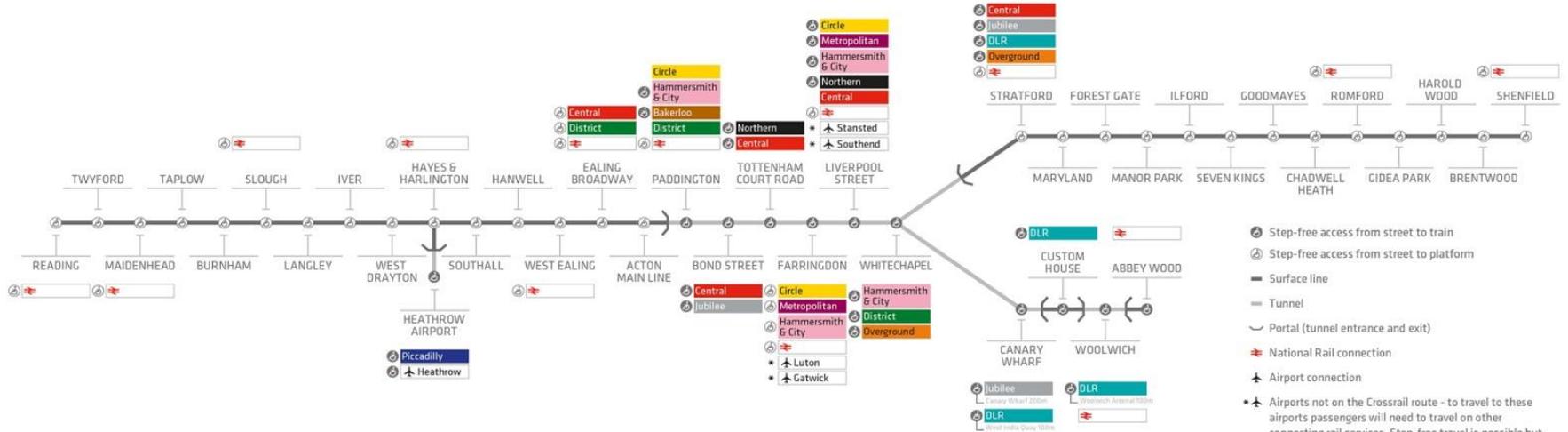


# Crossrail key facts

- Over 100km from Reading/Heathrow to Shenfield/Abbey Wood
- 40 Crossrail stations including 10 new stations
- An extra 1.5 million people to within 45 minutes of central London and Heathrow, West End, the City, Docklands
- Over 200 million annual passengers
- Total funding £14.8bn
- Europe's largest construction project
  - 10,000 people
  - 40 construction sites
  - 62 million working hours



# Crossrail route



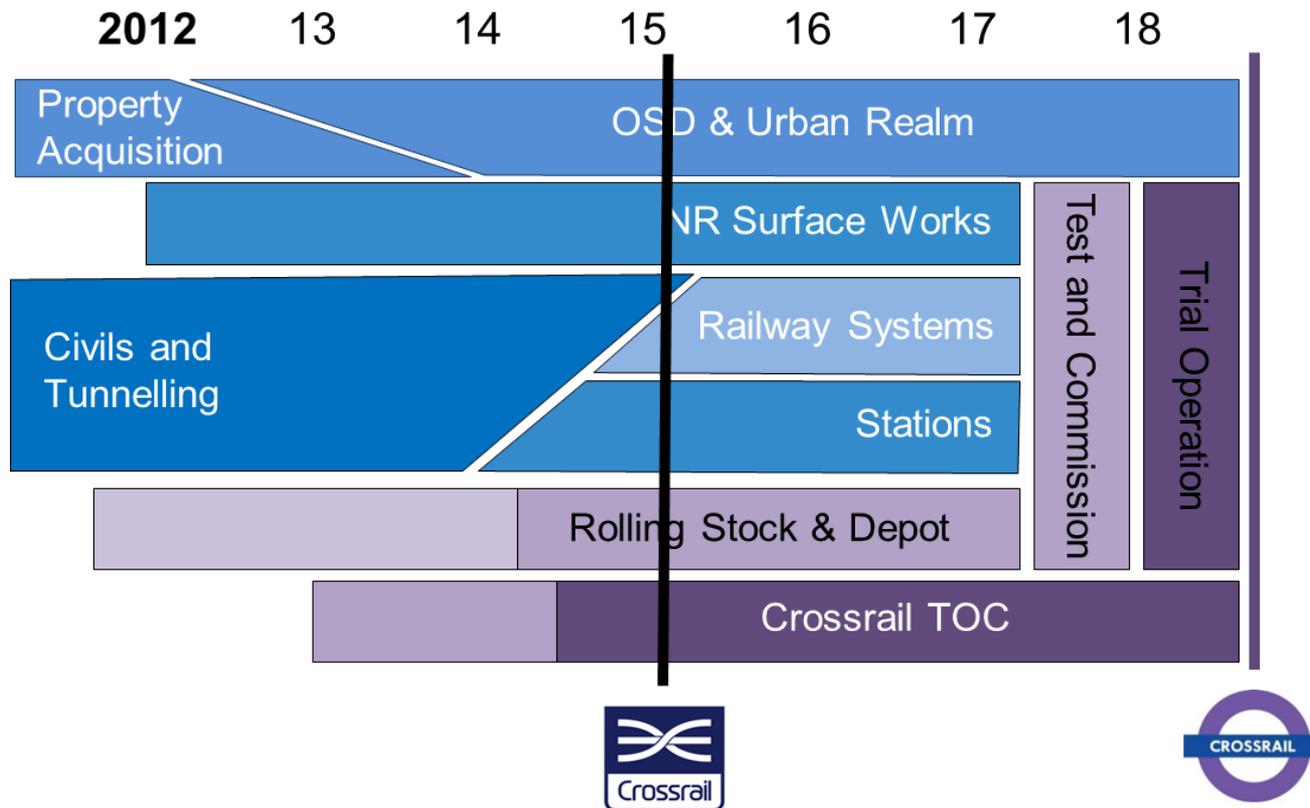
- Step-free access from street to train
- Step-free access from street to platform
- Surface line
- Tunnel
- Portal (tunnel entrance and exit)
- National Rail connection
- Airport connection
- Airports not on the Crossrail route - to travel to these airports passengers will need to travel on other connecting rail services. Step-free travel is possible but assistance will be required to get on and off some trains. Travel from Luton Airport Parkway Station to Luton Airport is via an accessible bus.



# The Crossrail journey



# Project phasing



# The Project – tunnelling progress



Now  
40KM  
94%



# The Crossrail journey



# May 31<sup>st</sup> 2015

- In May this year TfL takes responsibility for stopping services between Shenfield and Liverpool St
- Services will be called 'TfL Rail' – 'Crossrail' will be used when new trains arrive in 2017
- TfL will also take responsibility for stations on the line excluding
  - Liverpool Street – run by Network Rail
  - Shenfield – stays with Abellio



# TfL Rail May 2015 - Key Benefits



- All stations staffed from 1<sup>st</sup> to last train
  - Turn Up & Go service (TUAG)
- Safety & Security
  - More BT Police – regular enhanced, patrols
  - Secure station accreditation
- Stations
  - Cleaned up and maintained properly
  - New ticket machines & gatelines 2015-16
  - Refurbishment & rebuild 2016-19
- Trains
  - Existing trains cleaned and seating, signage and panels replaced
  - New 'Crossrail' trains May 2017
- Reliability
  - Clear Focus on reliability



# Staffing and Turn Up and Go for All

- All stations staffed from first train to last
- Passengers needing assistance can travel without advance notice
- Lifts remain in service throughout the day
- New lifts to make all stations accessible by 2018



# Safety and Security

- Additional British Transport Police deployed from May 2015
- Regular patrolling including 24 hours at weekends
- Reduced ticketless travel
- Station upgrades
  - Better lighting
  - CCTV
  - Help Points
  - Fully staffed



# Stations - repaired

- Cleaned and repaired during 2015
- Cleaned twice daily
- Maintained to strict TfL standards thereafter
- New ticket machines and extra station gate lines 2015/6



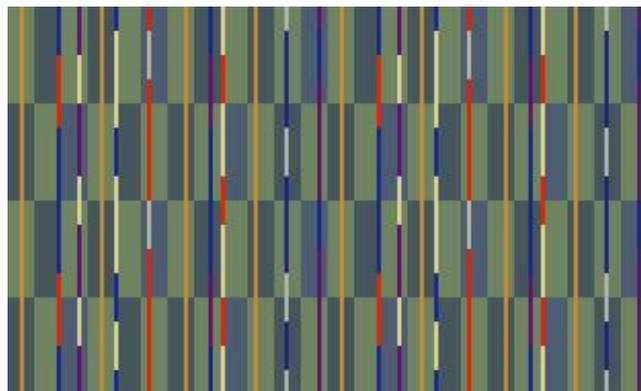
# Stations – rebuilt and refurbished

- Several stations – including Ilford and Romford - are being rebuilt or upgraded as part of the Crossrail project
- TfL will refurbishing all other stations and making them accessible
- This includes new:
  - CCTV
  - Public Address systems
  - Customer Information Screens
- Fits with TfL and Crossrail funded station context work



# Existing trains

- Cleaned – with seating signage and panels replaced and graffiti removed
- Modifications to doors and other components to improve reliability
- First train already completed
- ‘Turnround’ cleans to remove litter during the day
- New Crossrail trains follow from 2017



# TfL integration

TfL Rail is fully integrated as part of the TfL network.  
Consistency with TfL service across:

- Fares - in line with other TfL services
- On station & customer information signs
- Maps
- TfL Journey Planner
- Service Update Boards (ESUB's)
- Customer Service, on station, on train through Contact Centre
- Social media and Email alerts
- Proactive service messaging
- Commercial opportunities



# Crossrail Operator **mtr**crossrail



- Won by MTR in July 2014, who run railways in Hong Kong, Melbourne, Stockholm and are 50% of LOROL who run London Overground
- 8 year contract to cover build up and transition to full Crossrail
- Based upon highly successful London Overground model
  - TfL specifies service, quality and timetable
  - TfL sets fares
  - Operator paid by performance – mainly on reliability





850 new people, creating jobs for local people



- Station staff
  - Combination of transferring and new staff
- 400 drivers
  - Combination of existing drivers transferring to TfL Rail, experienced drivers new to TfL and new trainee drivers
  - 50 apprenticeships

- Seven state of the art training rooms
- Inst of Customer Service accredited
- Use of iPads and Smart Phones
- MTR senior management will 'adopt' stations and mentor staff



# The Crossrail journey



# New trains in 2017



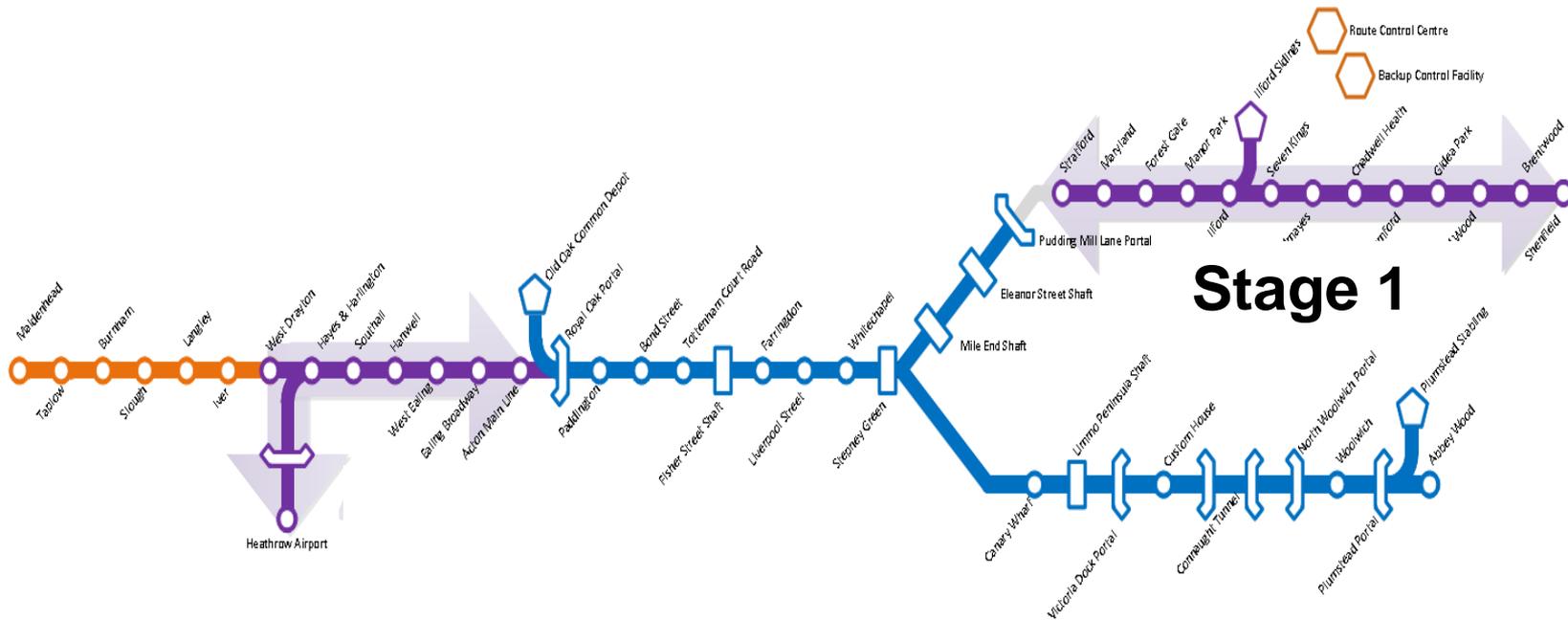
## Key features:

- 65 trains each 200 metres long
- 9 inter-connecting walk-through carriages
- Space for 1,500 passengers capacity with 450 seats
- Air Conditioning
- Real time information on-train
- Energy efficient and intelligent on-train energy management systems
- 4 dedicated wheelchair spaces
- 10 multi-use spaces, can be used for bicycles, pushchairs, large luggage or additional wheelchairs
- Support 840 jobs in Derby

**BOMBARDIER**  
the evolution of mobility



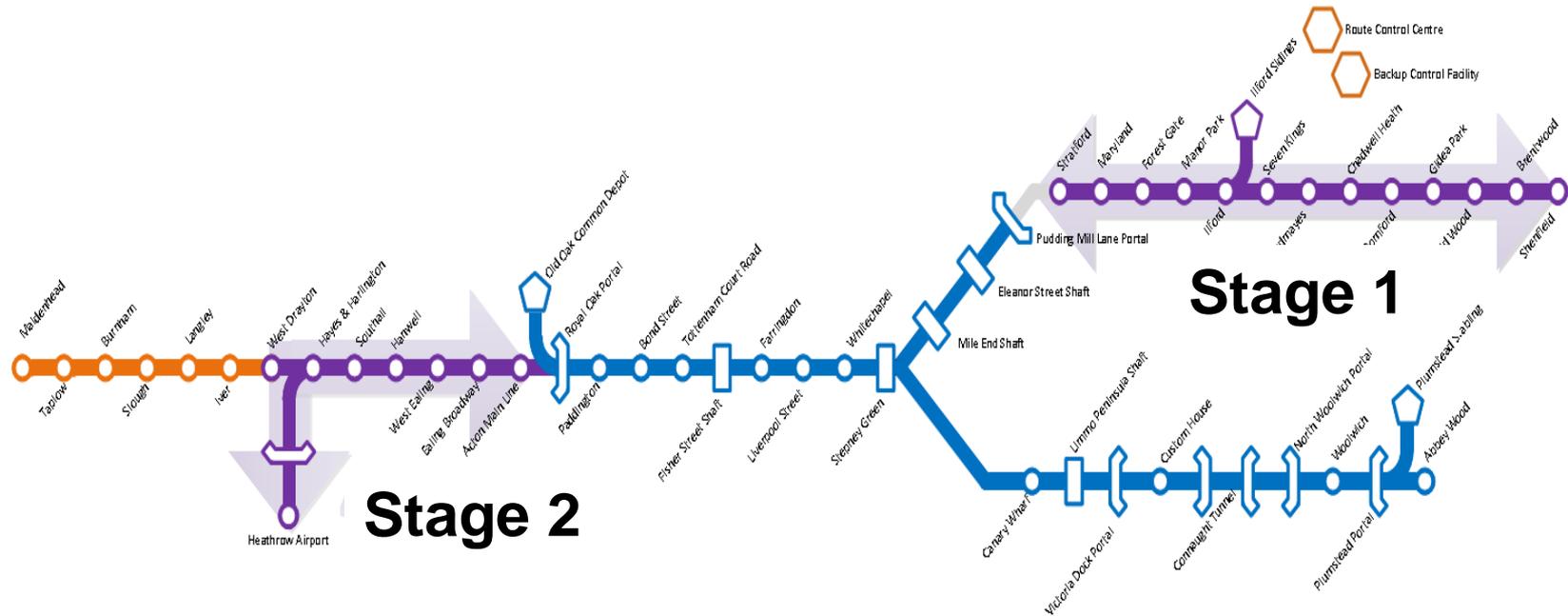
# Stage 1 - commences May 2017



**Stage 1: May 2017 – New Trains Shenfield – Liverpool St**



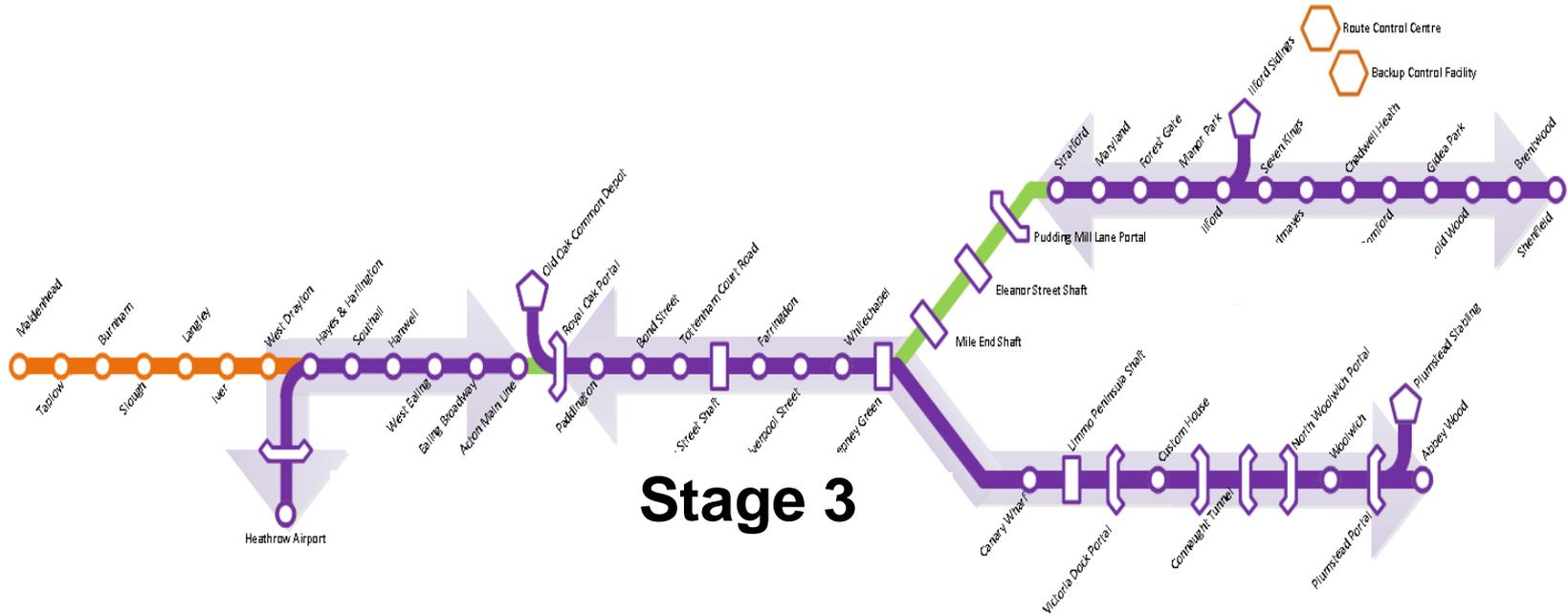
# Stage 2 commences May 2018



**Stage 2: May 2018 - Heathrow to Paddington - surface**



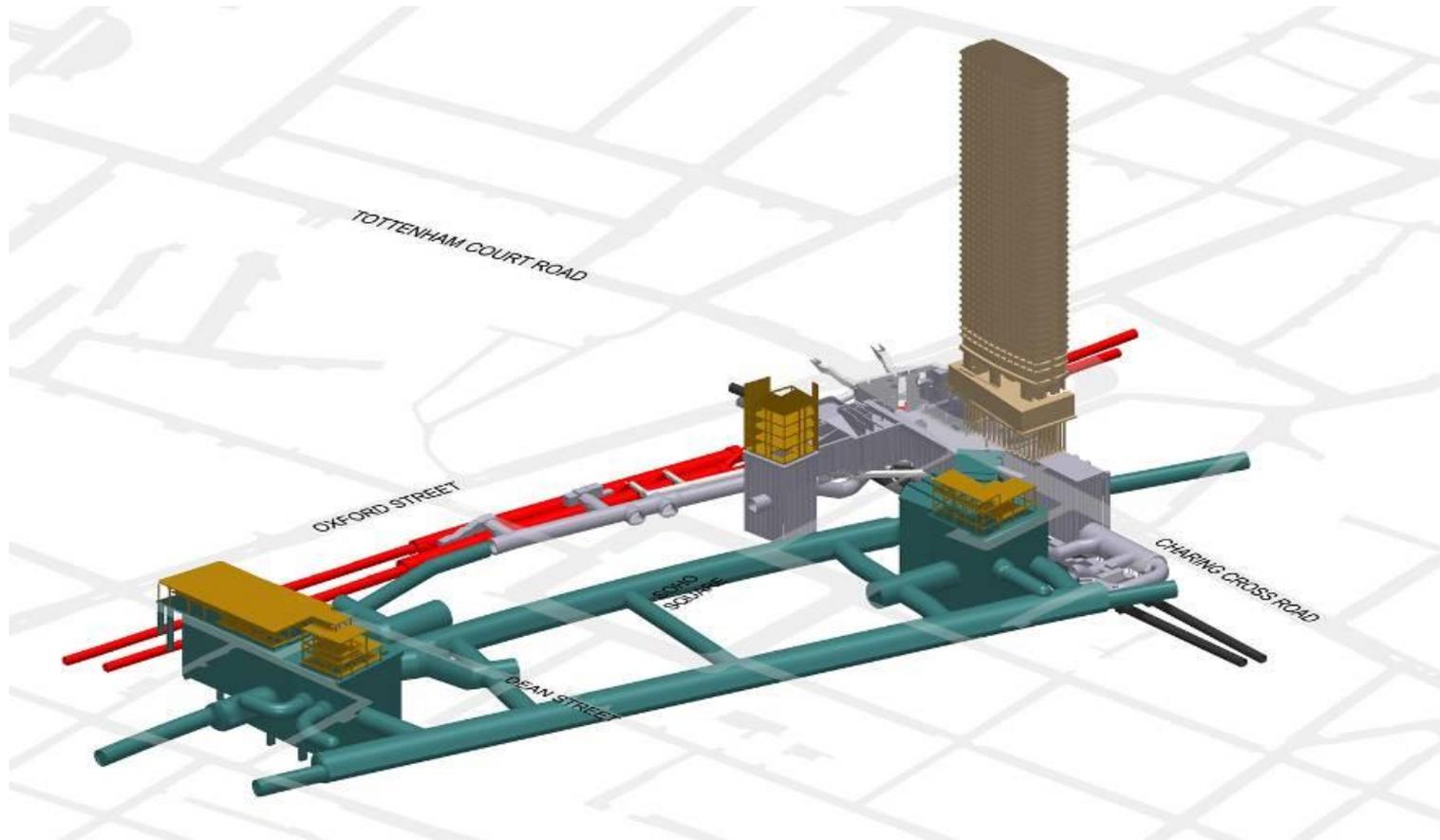
# Stage 3 commences Dec 2018



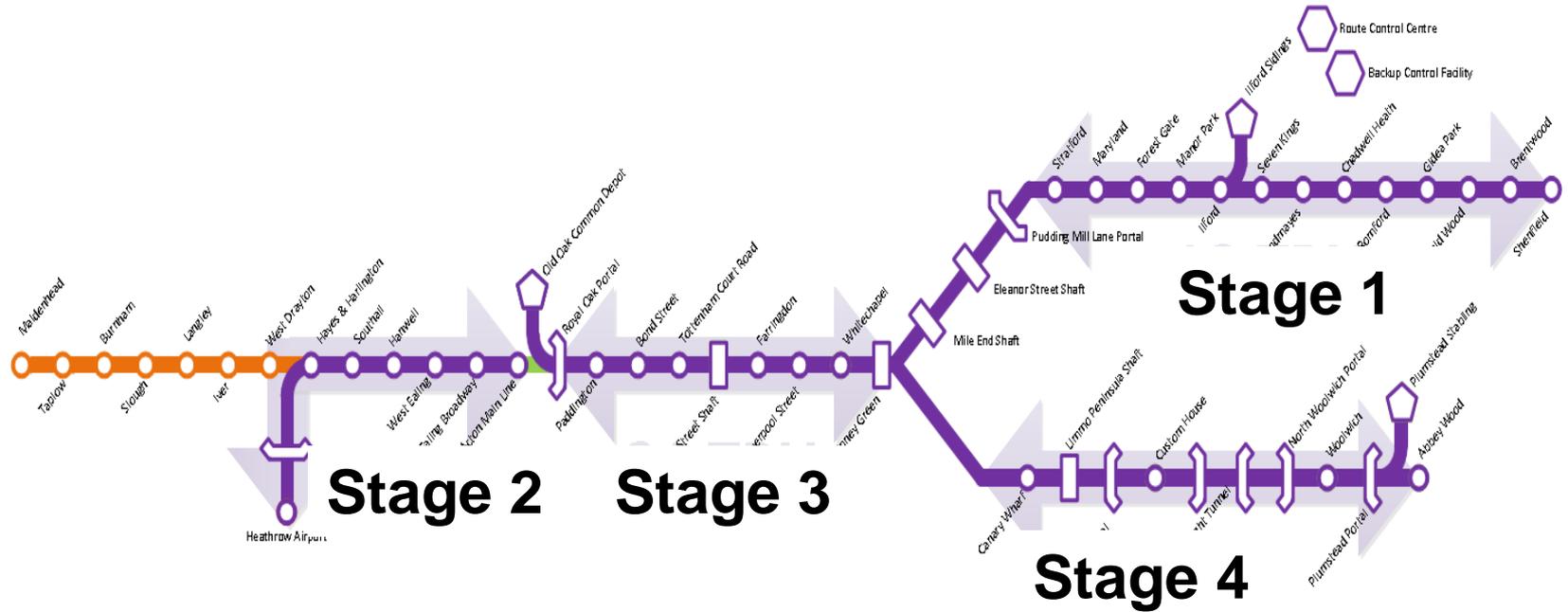
**Stage 3: Dec 2018 – Trains run through Central Section**



# 2018 Central stations open



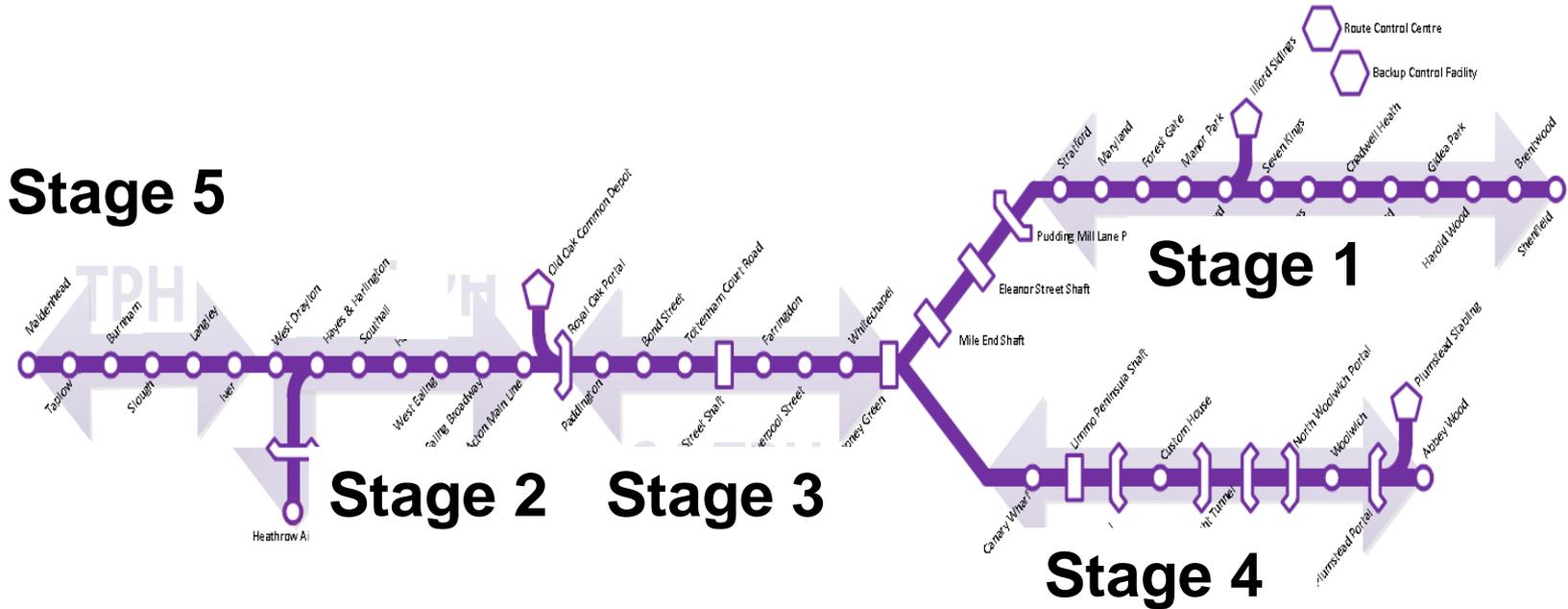
# Stage 4 commences May 2019



**Stage 4: May 2019** - Central Section passenger service connected to Great Eastern Surface Section



# Stage 5 Dec 2019



- **Stage 5: Dec 2019** – Full service operating incl. Reading



# Summary

- Crossrail is on its way
- TfL Rail starts that journey from May this year
- Real improvements to:
  - Staffing
  - Safety and Security
  - Stations
  - Trains
  - Reliability

