



# Next for London Rail

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## Key items to review...

- Demand trends
- National Rail and Overground capacity
- Franchise reform
- DLR and Tramlink projects
- Preparations for the Olympics
- Performance



# Operational performance is currently sound across all London Rail modes...

Mode	Measure	Score, year to date	Target	Trend
DLR	Departures	97.80%	98%	↑
DLR	%tage on time	97.70%	97%	↑
Overground	%tage on time	95.40%	94%	↔
Tramlink	%tage schedule operated	98.50%	98%	↓

**London Overground has been the top performing train operator in terms of punctuality for the last five periods**



## Customer satisfaction performs strongly on a consistent basis across all London Rail modes...

Mode	Measure	Score, year to date	Target	Trend
DLR	Overall satisfaction	82	81	↔
Overground	Overall satisfaction	82	78	↔
Tramlink	Overall satisfaction	86	86	↔

**Overall satisfaction on the Overground reached record levels during Q4 10/11 and Q1 11/12**



# DLR and Overground will be key to delivery of the Olympics Travel Plan



- Work underway within DLR to ensure Olympics are delivered smoothly, covering timetabling, signalling, rolling stock and station management (particularly at Bank)
- May 2011 Overground timetable delivers the capacity required for the Olympics
- Further work underway to fine tune timetable to meet event requirements and ensure stations are managed appropriately

**The DLR will have to accommodate twice the number of daily journeys carried during 2010/11 during each day of the Olympics**



## Good progress continues to be made on the Overground extension to Clapham Junction

- Civils works are underway;
- New rolling stock under manufacture;
- System and power works to start by Spring 2012;
- Opens to public in Dec 2012.

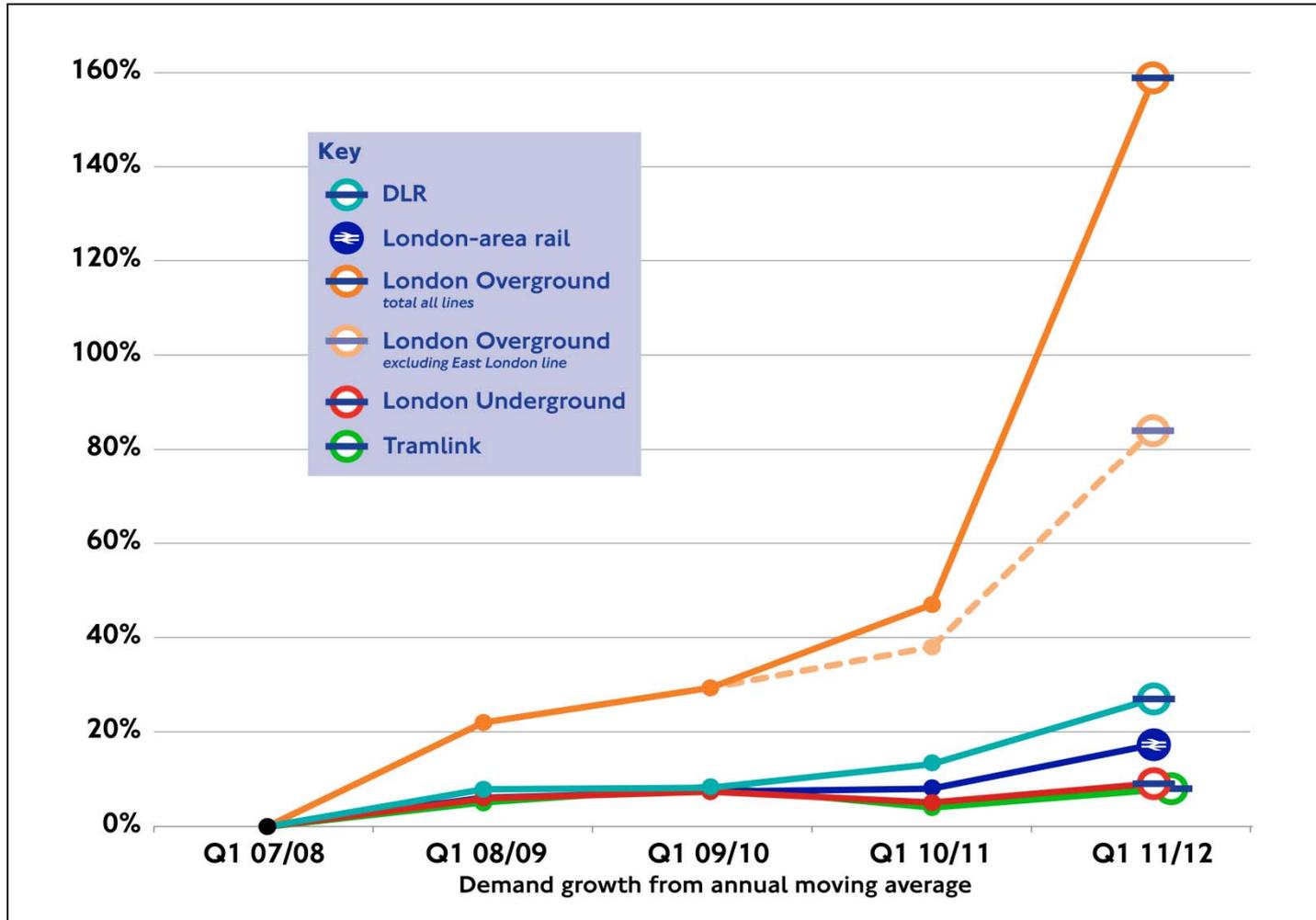


# Six additional trams have now been ordered for Tramlink to address rising demand on the network

- First tram delivered end 2011;
- Last tram delivered spring 2012;
- All trams in service by early summer 2012 on route between Elmers End and Therapia Lane via central Croydon;
- Will improve frequency and relieve crowding;
- Further network development under review.



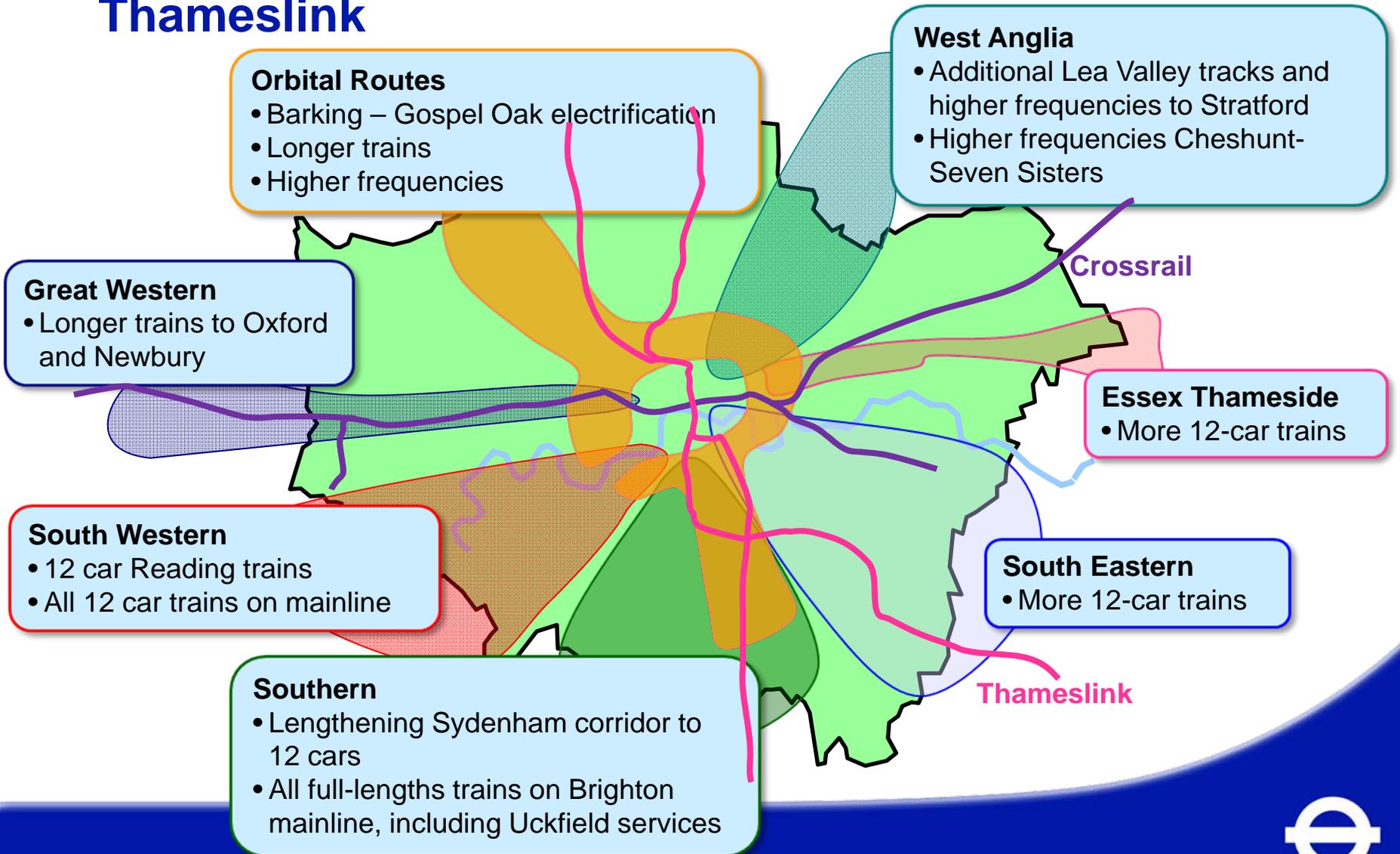
# Demand has risen fast on rail modes, more than doubling in four years on Overground



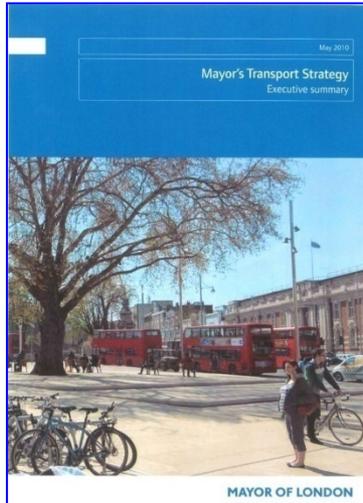
## **TfL is starting to develop possible future capacity upgrades to DLR, trams and Overground**

- **Overground journeys on typical weekdays 2½ times cf: two years ago**
- **Richmond/Clapham – Stratford carried more than 1 million journeys during w/c 12<sup>th</sup> September, up from 600k before December 2010**
- **Demand grown faster than new capacity in some places**
- **Stratford International Extension opened on 31st August, and a record 312k passenger journeys were made on DLR that day**
- **DLR year on year growth in last six months is 6%**
- **Equivalent for Trams is 5%**

# Our recommended 2014-19 train capacity schemes complement big schemes such as Crossrail and Thameslink



# The Mayor has made the case for devolution to help improve rail's value for money

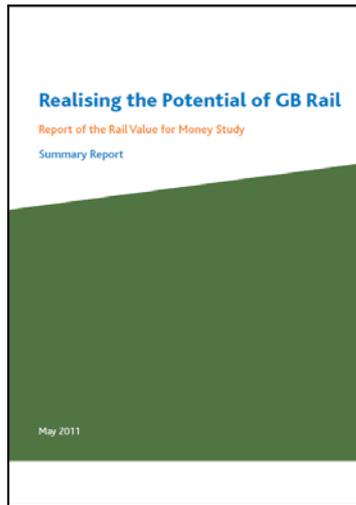
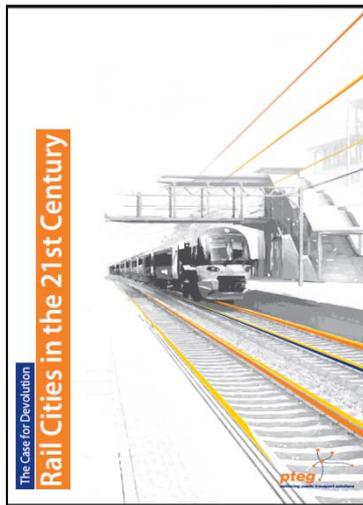


## Franchise policy tending towards:

- Longer franchises
- Less prescription by Government, more commercial freedom for TOCs

## However, one size doesn't readily fit all:

- Aspects of Urban rail often non-commercial (e.g. station facilities, off-peak train frequencies), yet have substantial external benefits to the economy
- 10TOCs makes TfL's role difficult



## Therefore, the Mayor has suggested:

- Devolve notional franchising budget to TfL
- Gross cost contracts fit market conditions better, reduces contract margins and costs
- 'Single till for transport' means every incentive for synergies and cost savings



**Thank you for listening.  
Any questions?**

