

Bringing London Overground to West Anglia: TfL's plan



**London
Overground**

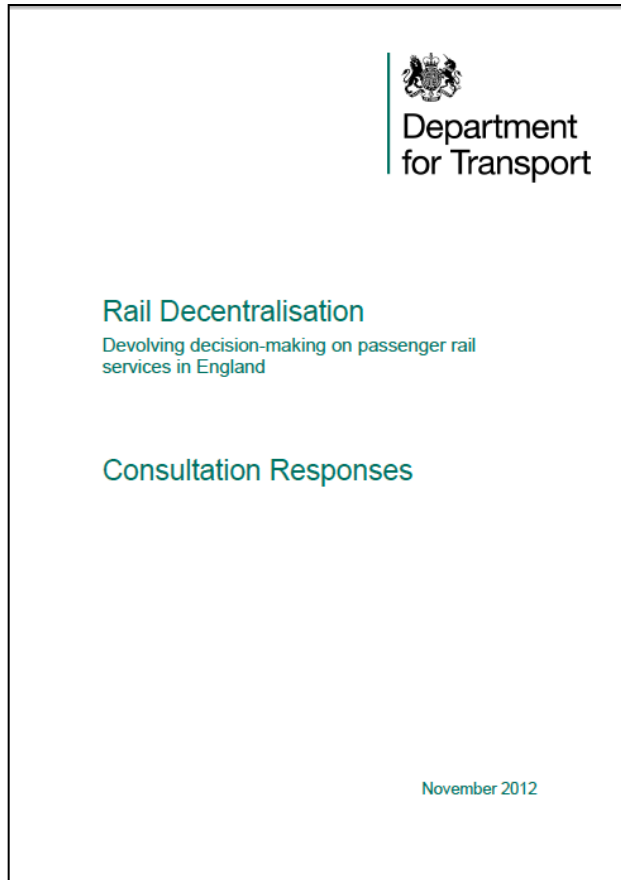
What this presentation covers



- What is the devolution of West Anglia services about?
- Who does it affect?
- What changes and what are the benefits?
- When we will deliver these
- What other possible opportunities are there?



The Secretary of State has agreed in principle to the transfer of three West Anglia routes to TfL



- **Three routes from Liverpool Street to:**
 - **Enfield Town**
 - **Cheshunt via Seven Sisters**
 - **Chingford**
- **Also Romford – Upminster service**
- **Transfer date 31 May 2015**
- **Working with Abellio to agree terms of transfer**
 - **Staff**
 - **Trains**
 - **Stations**
 - **Commercial aspects**
- **Will become part of London Overground network**

West Anglia - Current Situation



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West Anglia - Our Vision: the London Overground standard



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TfL will enhance the stations and the train fleet over the period to 2018

Trains



Station standards, staff



Info and branding



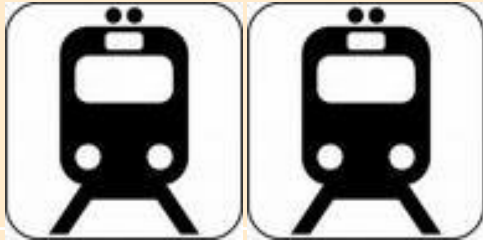
Fares and ticketing



Trains – Better reliability & new trains

Dimension

What we want



Reliability and service

- 2 more trains to support services
- Contract where every minute of delay matters



Refresh existing trains in short-run:

- Interior and exterior deep clean within six weeks of start date
- Replace seat cover, etched graffiti, damage, repairs and tidy up of panels and doors



31 new London Overground branded 4-car trains from 2018:

- Wide gangway / walk-through
- Air conditioning

Cleaning and repairs to bring stations up to London Overground standards

Deep clean to brickwork, masonry and concrete

Glazing

Wall and floor finishes

Platform surfaces / tactiles

DDA-compliant staircases

Waiting shelters

Seating

Railings, fences and gates

Signage / wayfinding

Paintwork / finishes

Canopy / gutter repairs

Roosting deterrents



TfL will change staffing, fares and ticketing arrangements

Staffing



Ticket gates



Ticket machines



Fares tariff



Revenue protection



Freedom Pass validity



Station Works Programme

	Requirements	Bethnal Green	Cambridge Heath	London Fields	Hackney Downs	Rectory Road	Sible Newington	Stamford Hill	Seven Sisters	Bruce Grove	White Hart Lane	Silver Street	Edmonton Green	Bush Hill Park	Enfield Town	Southbury	Turkey Street	Theobalds Grove	Clapton	St James Street	Malthamston Central	Wood Street	Highams Park	Chingford	Emson Park
	Cycle Parking																								
Station Ambience	Toilet Modernisation																								
	Repainting of posts	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x
	Painting - other																								
	Repair / replace fencing					x		x						x							x	x		x	x
	Repair / replace flooring	x	x		x				x				x		x	x	x	x							
	Clean up of adjacent embankments																								
	Deep clean, graffiti removal and install pigeon deterrent	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x
	Drainage mods/clean	x	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x
	CCTV Systems	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x
	Help Points		3	3	3	5	3	3	3	3	3	3	3	3	3	3	3	3							
Staffing over traffic day	New Staff accommodation	x	x	x																					
	New Train Crew Accommodation																								
	Modify existing accommodation					x	x	x		x	x	x	x	x	x	x	x	x		x	x			x	
Lower risk of injury through AFA scheme	Tactiles		x	x	x															x				x	
	Handrails with contrasting colours	x	x	x	x	x	x	x		x	x	x	x	x	x	x	x	x		x	x	x	x	x	
	Platform surface repairs														x										
	Tactiles to stairs / ramps																	x							
	Stair rises																								
Customer Information	None slip treads																								
	Hi viz nosings																								
	Platform painting of yellow lines																								
	CIS screens - ESUBs/NTIs/SODs	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x	x	
Shelters & Seating	PA System	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x	
	Replace poster frames	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x	
	Enhanced signage and branding	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x	
Low energy lighting and signals	New seating	x	x																	x			x		
	Replacement seating	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x	
	New shelters	x	x																	x					
Reduction to fraudulent travel	Repairs to existing shelters					x		x					x		x	x	x								
	Upgraded lighting - minor mods						x	x	x				x	x	x	x	x				x				
Others	Upgraded lighting - major change to existing																	x							
	Quicker and more convenient fare payments	x					x	x									x	x		x	x	x	x	x	
	New ticket machines	2	2	2	3	3	2	2	1	2	2	3	3	3	3	3	2	2		2	2	5	2	4	3
	Redundant Asset Removal																								
	New Control Centre																								
	Works to subways / underpasses																								
	Boundary Wall repairs																								
	Glazing works																								



Our Improvements Programme

Headlines

- **13 new gate lines**
- **59 new ticket machines**
- **74 TfL Help points**
- **13 shelters refurbished or installed**
- **Full deep clean of all stations**
- **Fully branded London Overground**
- **New trains by 2018**



Our Delivery Plans

Day 0 of Service (31 May 2015)

- **2 additional trains in fleet to build in more resilience**
- **Additional 2 hours of services on Romford to Upminster on weekday nights**
- **Staff at all stations 15 minutes before first train and 15 minutes after last train**
- **Turn up and go ramp assistance for train to platform step-free access**
- **Walthamstow Central gated ahead of transfer**
- **Gating installed at Southbury and St James Street**
- **Total of 7 stations gated as of 31 May (including Chingford, Edmonton Green, Enfield Town and Hackney Downs)**



Our Delivery Plan

Day 0 of Service (31 May 2015)

- **All stations on West Anglia suburban services have at least one ticket machine**
- **London Overground branding at all stations and new uniforms**
- **Travel information to be fully integrated with TfL system including Plan Your Journey, service updates online and in stations to show services as London Overground**
- **Fully integrated into TfL fares and ticketing, including online claims for service disruption**
- **New staff accommodation at Bethnal Green, Cambridge Heath and London Fields**
- **Marketing and customer communications campaign in place to promote the change and the improvement to be delivered.**



Our Delivery Plan Day 100 of Service (September 2015)

- **Deep clean and refresh of existing fleet underway**
- **Theobalds Grove and Bush Hill Park stations gated**
- **All stations fully branded and deep cleaned**
- **Signage to TfL/London Overground standard and consistent at all stations**
- **Oyster cards and top-ups available at ticket offices**
- **Lamp posts painted**
- **Lighting upgraded where necessary**
- **Platform yellow lines repainted where necessary**



Our Delivery Plan

A Year into Service (31 May 2016)

- **Refresh and clean of current trains completed**
- **Sunday service running on the Romford to Upminster branch**
- **All 59 new ticket vending machines will be installed**
- **Turkey Street and Rectory Road stations gated (total of 8 stations gated)**
- **Benches at all stations replaced and additional benches installed**
- **All DDA compliance work required to platforms and staircases completed**
- **Anti-roosting measures at all stations**
- **De-vegetation works completed**



Our Delivery Plan

A Year into Service (31 May 2016)

- **Long line public address completed**
- **Additional poster frames installed**
- **All summary departure screens installed**
- **Help points at all stations installed**
- **Toilets at Seven Sisters upgraded**
- **Electronic Service Update Boards (ESUBs) installed at Seven Sisters and Walthamstow Central**
- **Staff accommodation refresh completed**



Our Delivery Plan

2 Years into Service (31 May 2017)

- **Gating installed at Bethnal Green, Highams Park, Stock Newington, Clapton, Wood Street – all 13 stations now gated**
- **Real time information screens at all stations consistent with the screens on the rest of the London Overground**
- **All redundant Oyster validators removed**
- **CCTV upgrade and repairs completed**
- **All general station improvement works such as repairs, painting and fencing completed**
- **13 shelters either refurbished or installed**
 - Bethnal Green
 - Cambridge Heath
 - Clapton
 - Seven Sisters
 - Rectory Road
 - Silver Street
 - Stamford Hill
 - Stoke Newington



Our Delivery Plan

2 Years into Service (31 May 2017)

- **New London Overground concession has been in place for 6 months**
- **2018 –New trains start to enter service**



London Overground Network at 2015



There are a number of other schemes in north-east London

Scheme	Status
Edmonton Green step free access	2015
Walthamstow Central gating	2015
New station at Lea Bridge	Services start in 2016
Hackney Interchange	2015
Tottenham Hale station upgrade	2018
Stratford – Tottenham – Angel Road (STAR)	2018
Angel Road station upgrade	2018
Seven Sisters NR access for all	tbc
Gospel Oak to Barking electrification	New electric trains 2018

