



**London
Underground**

**Central line –
presentation to
Epping Forest District Council**

General Manager, Central and Waterloo & City line

Peter Tollington

12 July 2011

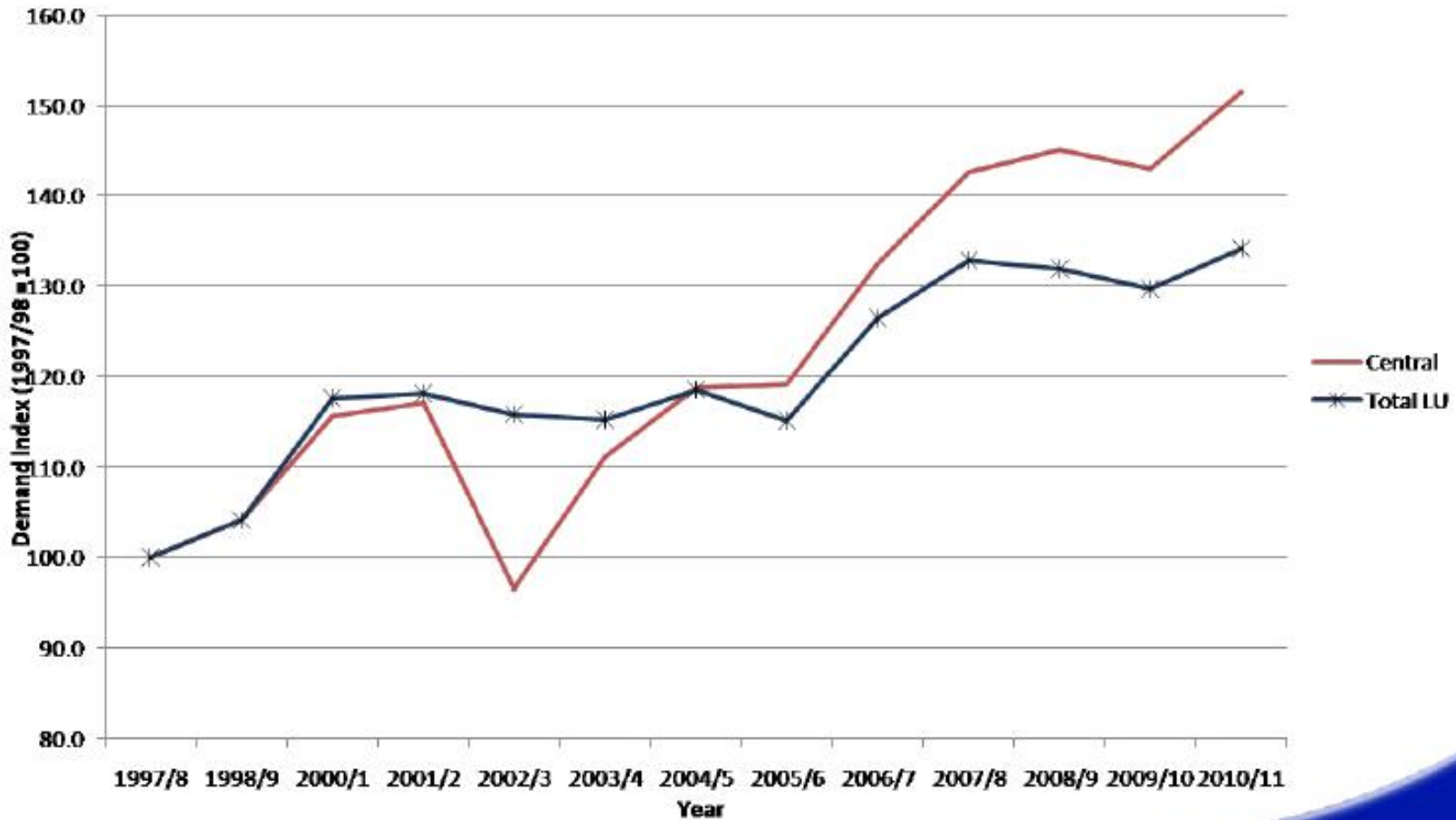


Collection of London Transport Museum



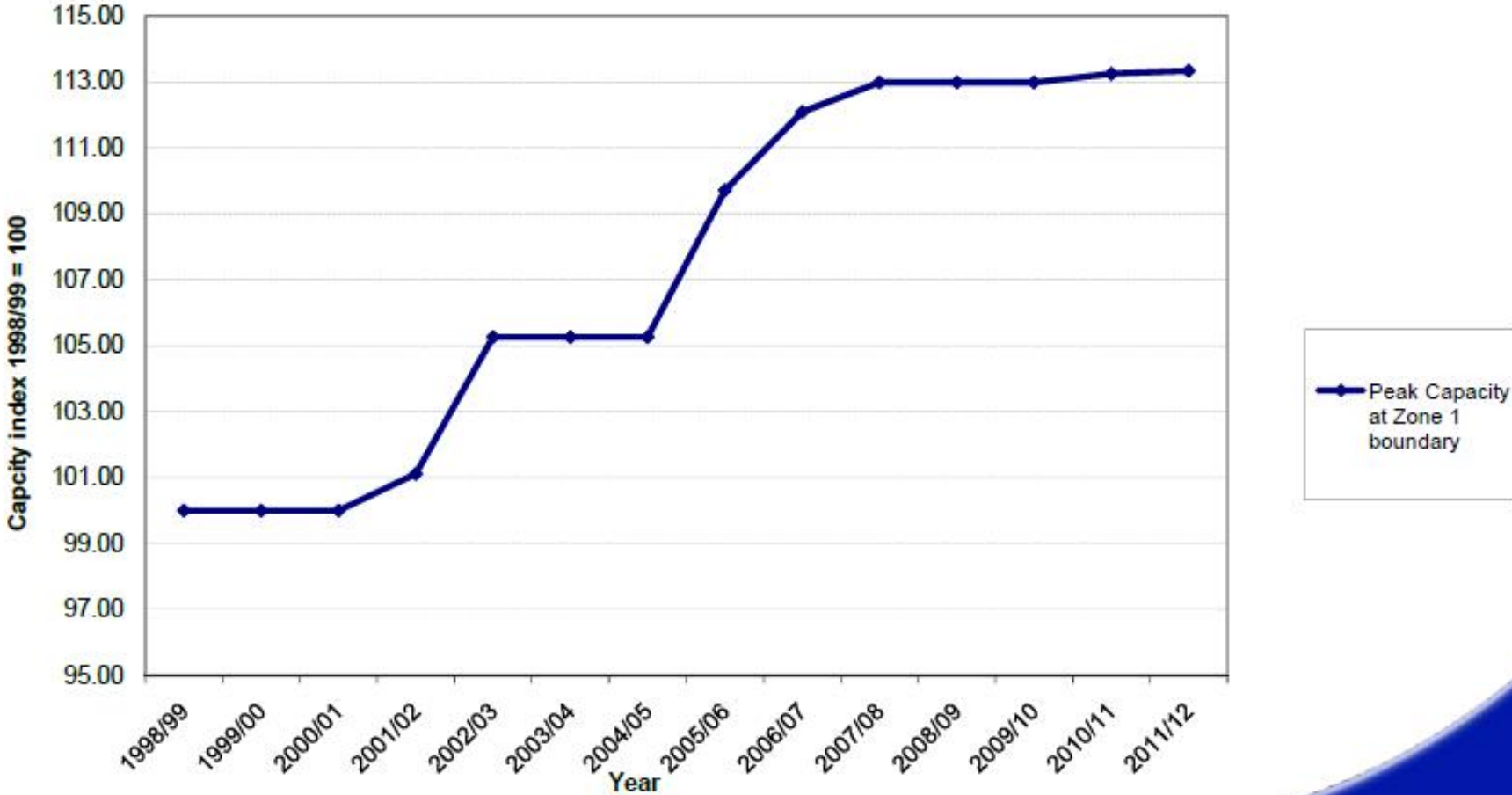
Demand increase (boarders)

Indexed from 1997/98

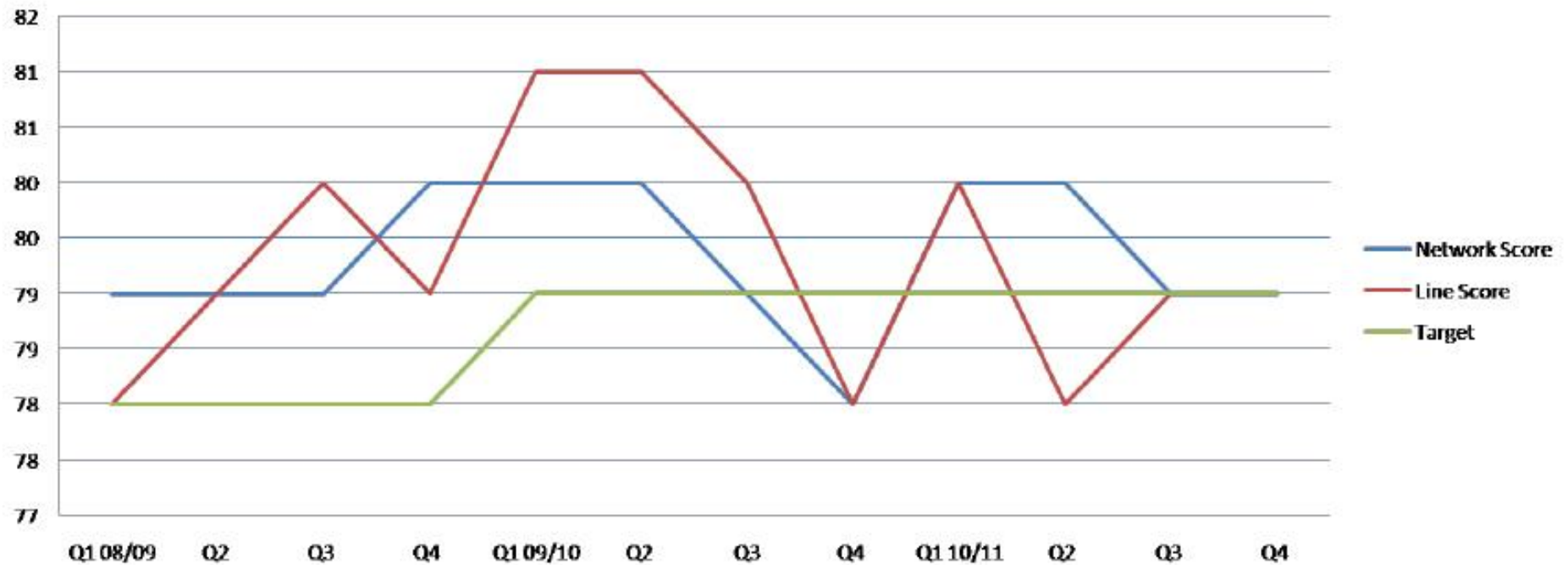


Peak capacity (zone 1 boundary)

Indexed from 1998/99



Customer satisfaction



Customer service improvement plans

- **Oyster vending with pre-loaded value at all stations**
- **More wide aisle gates**
- **Staff deployment reviews and coaching**
- **Service information**
- **Reliability programme**




Our upgrade plan

- **Capacity:** increasing network peak capacity by 30% through line upgrade programme: new trains, track and signalling
- **Stations:** rebuilding busiest stations: Tottenham Court Road, Victoria, Bond Street, Bank, Paddington; upgrading others with CCTV and better communication systems




Our upgrade plan – on the Central line

- Fleet refurbishment
- Station upgrades

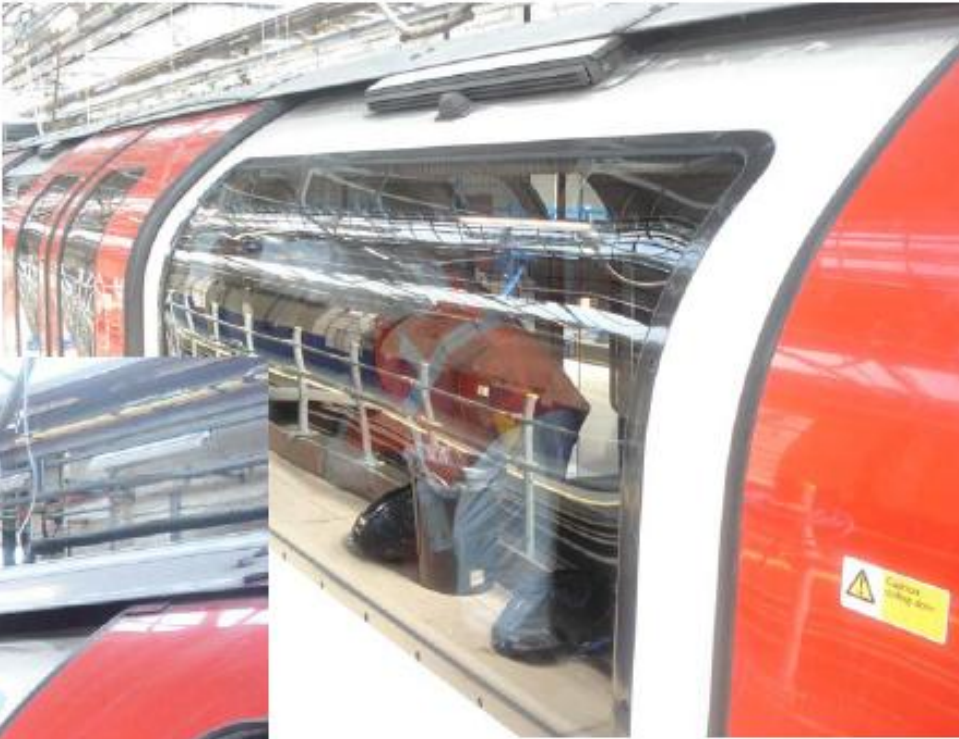


148. That's how old the Tube is. It was the very first underground railway in the world. Last year alone our trains carried over a billion passengers across London, and covered over 200 million miles. That's a heavy workload, and it's taken its toll. But we have a plan. We're upgrading the Underground so that we can meet growing demand, and keep London moving now and in the future. It's a huge task. Our plan is already well under way, but there's a lot more to do. Please bear with us. We're doing everything we can to keep disruptions to a minimum. **Keep up with the upgrade plan and how it might affect you at tfl.gov.uk**

MAYOR OF LONDON Transport for London 



Fleet programme



Fleet programme



Tottenham Court Road station



Stratford station



2012 Games



Questions?

