

PN-162
28 June 2011

Work continues to keep passengers cool this summer and beyond

- **First air conditioned Tube trains now running in central London**
- **London Overground served by full fleet of air conditioned trains**
- **Work to double ventilation fans on the Victoria line nears completion**
- **Work underway looking at future of Tube trains**

With warm summer weather now hitting the capital and millions of Tube passengers experiencing hot journeys on the Underground, Transport for London (TfL) has set out the work it continues to carry out to try and cool the Tube network.

On the sub surface lines the roll out of new air-conditioned S stock Tube trains continues and this summer Metropolitan line passengers are able to use them on routes into central London for the first time. By 2016 forty per cent of the Tube network will use the new air conditioned trains as, once roll out is complete on the Metropolitan line, they will be introduced on the Circle and Hammersmith & City lines from 2012 and the District line from 2013.

However the challenge of cooling the deep level Tube lines is one that TfL continues to work on. The Tube is the oldest metro system in the world and its basic tunnel infrastructure has changed little since it was constructed over 145 years ago. On the deep-level lines, which are unique to London, the heat generated by trains has been passing into the tunnels and the clay surrounding them for many years, meaning the tunnels retain heat. They were also built with only enough room for trains and with very little space for air-conditioning on the trains, inside or outside.

TfL's acquisition of Tube Lines has created the opportunity for a joint approach to upgrades of the Piccadilly and Bakerloo lines including a common design for trains. London Underground, working with

the train industry, is looking to develop a train that would be lighter and more energy-efficient, which would mean the possibility of it being able to carry air conditioning equipment. Using regenerative braking, which returns power back to the rails, could in turn power the air conditioning while not adding to the heat that would be generated powering it. The current plan is that a prototype will be delivered to London Underground by 2015.

Work to double the capacity of the fans at all the main ventilations shafts serving the Victoria line is also due to be completed later this year. A total of nine fans have already been completed and the work on the final four is currently underway. Later this week the entire Victoria line train fleet will have been replaced and this will enable LU to operate the environmentally friendly regenerative braking system, which returns power to the rails while the train is braking. That will reduce the amount of heat that is generated and should therefore reduce the temperature in the tunnel.

Coupled with the new trains ventilation system, which will circulate cool air from ground level in the tunnel and distribute it into the carriage at head height, this will mean more comfortable journeys for customers during the hot summer months.

Peter Hendy, London's Transport Commissioner, said: "With the hot weather we've seen this week we know that it can get uncomfortable on the network, and I want to reassure our passengers that we are working hard to overcome the unique and considerable engineering challenge of cooling the Tube. We've made progress – air-conditioned Tube trains are now operating in central London, the entire London Overground network is served by a fleet of 57 air conditioned trains. Air cooling systems are now fitted on all new double deck buses joining the fleet and additional opening windows have also now been fitted on all double deck buses.

"Last summer saw the introduction of the first ever air-conditioned Tube train on the Metropolitan line and they are now running in central London in summer for the first time. By 2016, 191 air conditioned trains will be operating on the Circle, District, Hammersmith & City and Metropolitan lines. On the Victoria line, significant work has been done to improve ventilation and make journeys for customers more comfortable. Customers should notice a significant difference when we're able to use the regenerative braking feature on the new trains which we'll be able to do once the old trains have been taken out of service."

Cooling the other deeper lines of the Tube remains a considerable challenge. The deep level tube lines are unique to London's Tube network it is not replicated on any other metro system in the world, where the tunnels only enough room for trains. This means that on the deep-level Tubes there is very little space for air-conditioning on the trains, inside or outside. But TfL is looking to the future and what that holds for the next generation of Tube trains, with the aim of making them lighter, so that that they generate less heat and to create space so that a cooling solution could possibly be implemented.

On buses, all new double deck buses are now fitted with air cooling systems and all double deck buses in the Capital's fleet have been fitted with extra opening windows. Since 2007, TfL has required all new double deck buses to be fitted with air cooling systems, and there are now 4,654 double deck buses with air cooling or forced air ventilation systems, an increase of 33 percent on last year. TfL has also been working with the bus operators and joint funding a scheme to retrofit automatic heating systems on 1,361 of the older double deck buses in the fleet to ensure heating is not left on during the hot summer period. Of the 8,500 buses in the fleet 6,747 have white roof panels which help to reflect the heat. New buses must have insulated roof and side panels which reflect heat along with tinted side glass.

As with the last four years, Industrial sized blue fans are also being deployed to help cool around 30 stations across the Tube network and TfL will be providing hot weather advice to passengers. Posters and announcements at stations will provide tips to passengers on how to try and stay cool.

Here are a few tips for keeping comfortable in hot weather:

- Carry water with you;
- Don't board a train or bus if you feel unwell;
- If you feel unwell please get off at the next stop and seek help from our staff and;
- Avoid pulling the passenger alarm between stations, as help can be more easily obtained with the train in platform.

ENDS

Notes to editors:

London Underground

- **New trains** equipped with air cooling will be delivered for the sub-surface network (Circle, District, Hammersmith & City and Metropolitan lines). Currently being rolled out on the Metropolitan line, followed by Circle, Hammersmith & City and District. Roll out should be complete by 2016.
- **Ground water cooling** - the trial started at Victoria station in summer 2006 and has been successful and has improved temperatures in the mid platform area. The groundwater trial provides an environmentally friendly cooling solution for the Victoria line platforms at Victoria station and uses groundwater which is already pumped out of the station. Across the Tube network, LU pumps out 30 million litres of water each day.
- **Ventilation shafts** - London Underground is upgrading ventilation shafts, which will improve airflow- increasing air distribution capacity to allow warm air to escape more easily. We have been upgrading 13 ventilation fans along the Victoria line and work will be finished towards the end of 2011.
- **Out of service fans** - London Underground is working to re-condition and upgrade the existing station ventilation fan network. 83 ventilation fans have now been restored, more than doubling the capacity of the fan network and works are taking place at Old Street, Angel and Notting Hill Gate.
- **Portable fans** - In 2008 fans were installed within tickets and concourse areas, to increase air circulation at a number of stations.
- **Mechanical Chiller units** - A mechanical chiller which provides cooling to customers and staff in the ticket hall area have now been installed at Oxford Circus and Euston stations. Work to cool platform areas at Victoria, Green Park and Oxford Circus will be complete 2012-15.
- **Impulse fans** - LU has installed high speed ceiling mounted impulse fans on Bakerloo line platforms at Marylebone and Lambeth North stations.

London Buses

- All new double deck buses entering the fleet have a thermostatically controlled air cooling system fitted on the upper deck as standard.
- Better windows - all new buses must be fitted with opening windows on all full sized window bays (on the upper and lower deck). We have also retro-fitted almost the entire fleet of existing double deck vehicles with additional opening front side windows (these are not full sized window bays and so traditionally did not open).
- Upper deck air cooling systems - following successful trials of such systems London Buses has now made it compulsory for all new vehicles to be fitted with upper deck cooling systems as standard.
- Heat reflection - all new buses and buses going for repainting now have to have white-painted roof panels which reflect the heat. At May 2011, 6,474 buses had white roof panels. New buses must have insulated roof and side panels which reflect heat along with tinted side glass.
- Thermostatically controlled heating system - most buses have heating systems which are automatically controlled by sensors in the passenger area, rather than by the driver or the garage engineers. The sensors start to shut the heating down at 13 °C and it will be fully shut down by the time the bus reaches 17 °C.
- 2,532 double deck buses have upper deck cooling systems and 2,122 have upper deck forced air ventilation systems (so 83% of the double deck fleet have been fitted with some form of cooling system);

- TfL has been working in conjunction with the bus operators upgrading 1,361 older double deck buses so the heating turns off automatically at a certain temperature, and this work was completed in July 2010.

London Overground

- 57 air conditioned trains are operating on London Overground network

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From: UKACCS [<mailto:support@ukaccs.info>]
Sent: 06 July 2011 06:26
To: Carole Havercroft; Philip CARLISLE
Subject: News @ UK Airports: Heathrow Express joint top in passenger survey

Heathrow Express joint top in passenger survey

04.07.11

Heathrow Express has seen its National Passenger Survey score increase from 93% to 95%. The results see the airport link ranked as joint first amongst all UK train companies.

The service saw significant improvements in scores from passengers on the ability of their staff in dealing with delays, the availability of the staff on the train and in the value for money score, which increased by 5%; demonstrating the customers' appreciation of the service and a reflection of the absence of ticket price increases in the last 12 months.

Richard Robinson, managing director of Heathrow Express, said: 'To be able to raise overall customer satisfaction by two percentage points is a major achievement – even more so because we are already performing to such a high standard, with our score never dropping below 92%.'

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From: Bradley Peter (ST) [mailto:Peter.Bradley@tfl.gov.uk]
Sent: 08 July 2011 11:25

Transport for London



To: Carole Havercroft; Theo Panayi; Andy Clarke (Buckinghamshire); Ashwell, Tracey; Christian Hoskins; Daniel Washington [Kent]; David Joyner (Kent); Gamble, Matt; Gavin Bennett (gbennett@thurrock.gov.uk); Guy Brigden; John Pope [Essex]; Keith White (Hertfordshire); Kenneth Cobb (Kent); Laurie James; Nawaz, Rub; Nick Blackall (Essex); Palminder Sandher [Kent]; Paul Millin; Paul Rowden (paul.rowden@essex.gov.uk); Roy Varley; Stephen Pay [Kent]; Valerie Sexton

PN-175
8 July 2011

Subject: TfL
Press Release -
Transport for

London publish draft accessibility action plan for comments

Transport for London publish draft accessibility action plan for comments

- **Londoners asked what they would prioritise in future bids for Government funding**
- **Development of Mayor's Transport Strategy to set out accessibility implementation plan to 2031**

Londoners are being asked what they think about plans to make public transport in the Capital more accessible in the future at stakeholder meetings to be held over the next few months. With funding for improvements currently limited they are being asked what projects they would prioritise in the Mayor's Accessibility Implementation Plan. Their opinions will also help Transport for London (TfL) to make the best possible case when they make future bids for Government funding to support accessibility projects.

The Mayor of London's Transport Strategy includes an Accessibility Implementation Plan that sets out what is being done to make transport services accessible, what is due to be delivered and what TfL's priorities should be.

A report providing further detail on the existing accessibility proposals in the Mayor's strategy is now open for consultation and TfL will be engaging directly with accessibility groups. One potential long term aim the report sets out is to reduce extra journey time taken by passengers with mobility problems by as much as half by 2031.

TfL hopes the report will generate a discussion of options and priorities for accessibility improvements on London's transport system beyond the current programme of improvements.

Michele Dix, Managing Director for Planning at TfL, said: “We want to continue to improve the experience of public transport for those with accessibility needs. Our aim is to provide passengers with more confidence to travel through better information and physical improvements to our transport system. I hope anyone with a view on this in the capital will come back to us with their comments.”

The Mayor and TfL are determined to ensure that London’s transport network is as accessible as possible and a great deal of progress has been made over the last 10 years, including:

- all of London’s 8,500 buses are now low floor and provide audio and visual announcements;
- the DLR and Croydon Tramlink networks are step-free and provide visual and audible information;
- new trains on London Overground meet the latest accessibility specifications and by 2012 30 stations will have step-free access;
- as London Underground stations are refurbished they are fitted with accessible features including tactile strips and contrasting rails and hand poles. 62 LU stations provide step-free access from street to platform, with a total of 65 due to be step-free ahead of the London 2012 Games; and
- the new trains currently being introduced on the Victoria and sub-surface lines meet the latest accessibility requirements including easier boarding and alighting, improved lighting, visual and audible information, and more space for pushchairs and wheelchairs.

TfL continues to invest in making London’s transport network more accessible, with projects funded in TfL’s Business Plan prioritising step-free access at strategic interchanges, improving street accessibility in town centres and around accessible stations.

However, TfL recognises there is more to do and would like to hear from people and stakeholder groups on how the existing proposals in the Mayor’s Transport Strategy should be prioritised. Early involvement from stakeholders will help provide the best possible focus on areas that will provide the biggest improvement for passengers; and build the case for ongoing investment in accessible transport beyond the period of TfL’s current Business Plan and funding settlement with Government to 2014/15.

The report takes major programmes such as Crossrail and Thameslink into account and looks at a ‘whole journey approach’ for passengers in London by working with Network Rail, train operating companies and local authorities. This should provide a more consistent approach when travelling around the Capital and provide those with mobility difficulties the confidence in travelling independently.

The consultation will run until the end of October 2011 and a final report is due to be published in December. This report will inform the development of other planning documents including the five sub-regional transport plans, TfL's planning for the period of its next five year Business Plan, 2015-2020, and TfL's recommendations for step-free schemes at National Rail stations.

Ends

Notes to Editors

- The full report and consultation materials can be found at: <http://www.tfl.gov.uk/assets/downloads/corporate/taking-forward-the-mts-accessibility-implementation-plan-report.pdf>
The report shows how the Accessibility Implementation Plan in the 2010 Mayor's Transport Strategy is proposed to be implemented. It does not propose any alterations to the policies and proposals concerning mobility access outlined in the Mayor's Transport Strategy and does not amount to a revision of the MTS.
- An integrated impact assessment, which included an equalities impact assessment, of the policies and proposals contained in the Mayor's Transport Strategy, including those in its Accessibility Implementation Plan, can be found at <http://www.london.gov.uk/publication/transport-strategy-integrated-impact-assessment>.

Vicky Morley

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From: UKACCS [mailto:support@ukaccs.info]
Sent: 14 July 2011 11:48
To: Carole Havercroft;
Subject: Travelmole: Government to unveil plans for airport security shake-up

Government to unveil plans for airport security shake-up

14th July 2011

Taking your belt and shoes off as you pass through airport security could become a thing of the past.

Government ministers will today unveil new plans to give airports greater flexibility in how they screen passengers and will encourage greater use of technology to lessen the long waits travellers experience in queues.

Currently airports have a ticklist of security measures that they must follow which means that a certain number of

travellers must take off their shoes. It also demands that all computers are removed from carry-on luggage.

According to the Daily Telegraph, this may now be scrapped.

Transport secretary Philip Hammond will present the new plans today which will suggest airports spend money on cutting edge screening devices to slash waiting times.

Theresa Villiers, the aviation minister told the Telegraph: "What we are looking for is a better security outcome and we want this done in a more passenger-friendly way."

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From: UKACCS [mailto:support@ukaccs.info]

Sent: 17 July 2011 08:07

To: Carole Havercroft; 'Philip CARLISLE'

Subject: News @ UK Airport: New facial recognition systems at Heathrow

New facial recognition systems at Heathrow

16.07.11

Heathrow Airport will introduce new facial recognition systems at terminals 1 and 5 in September, Planet Biometrics reports. The system will be used to control passenger access to the common departure areas and verify passengers before they board flights.

The new system is an upgrade from the passenger processing technology Heathrow has used for the last three years. Passengers will be enrolled into the system and the biometrics linked with the boarding pass on entry into the common user lounges at T1 and T5. Passengers will then be verified against their previous enrolment before boarding their flight. In trials verification has taken 4.7 seconds on average.