

**Date:** 24 January 2018

**Item:** Night Tube One Year On

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**This paper will be considered in public**

**1 Summary**

1.1 The purpose of this paper is to update the Panel on the first full year of Night Tube operations on London Underground.

**2 Recommendation**

2.1 **The Panel is asked to note the paper.**

**3 Background and Launch Phases**

3.1 London is a busy global 24 hour city and in 2016 Night Tube services were launched in response to growing demand for night time services across both the Underground and bus networks. Since 2000, ridership on London Underground services after 22:00 had increased twice as fast as the average all-day rate and the ridership on the Night Bus network (over 100 routes) grew by 170 per cent during the same period. Demand is highest on Friday and Saturday nights.

3.2 The Night Tube service was developed to meet the following specifications:

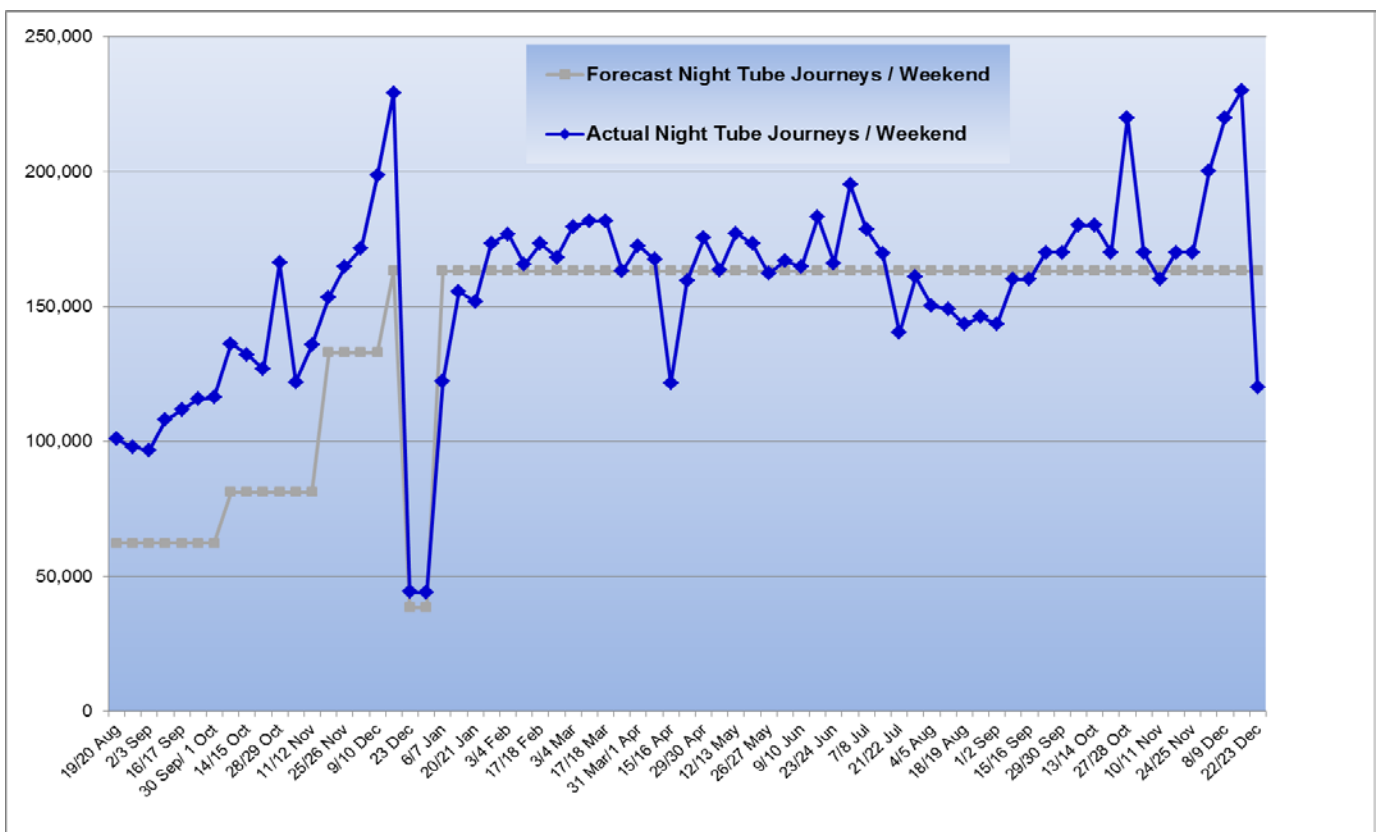
- (a) that a train service should operate at least every ten minutes through central London, to provide a turn-up-and-go service minimising the likelihood of anti-social behaviour on stations;
- (b) that staff availability, ticketing availability and fares, should be the same as during the day;
- (c) that depots or control centres would operate in line with daytime operations;
- (d) that a service would be provided where there is an existing demand for overnight travel;
- (e) that the service on each line would pass at least one maintenance depot; and
- (f) that any service would have minimal impact on major upgrade works.

- 3.3 Night Tube services matching that specification were launched as follows:
- (a) Central and Victoria lines: 19 August 2016
  - (b) Jubilee line: 7 October 2016
  - (c) Northern line: 18 November 2016
  - (d) Piccadilly line: 16 December 2016
- 3.4 The train service offered on Night Tube is predominately every 10 minutes, with some longer intervals in outer London areas:
- (a) Victoria and Jubilee lines: every 10 minutes;
  - (b) Central line: every 10 minutes between White City and Leytonstone and every 20 minutes between Ealing Broadway and White City and Leytonstone to Loughton/Hainault;
  - (c) Piccadilly line: every 10 minutes between Cockfosters and Heathrow Terminal 5; and
  - (d) Northern line: every eight minutes between Morden and Camden Town and every 15 minutes from Camden Town to High Barnet/Edgware.
- 3.5 A substantial number of physical changes were made to the network for Night Tube, to ensure customer safety by preventing access to areas of stations not being used for Night Tube (primarily within interchange stations with lines not running a night service), and to ensure customers pay the correct fare when travelling either side of the 04:30 change of ticketing day.
- 3.6 Policing support was agreed with both the British Transport Police and the Metropolitan Police. Modifications were made to signalling and control systems. Part time Train Operators (drivers) and Customer Service Assistants and Supervisors (stations) were recruited, in accordance with Trade Union agreements. Maintenance activities were rephased to run from Sunday to Thursday evenings, which involved changes to maintenance staff rosters. Trial operations took place behind closed doors to test that the system (both staff and assets) were ready for launch.
- 3.7 A specific concern raised by stakeholders before the launch of Night Tube was disturbance from overnight noise and vibration. From the outset it was planned that noise at stations and on trains would be removed or reduced on Night Tube unless it was legally necessary (e.g. door closing chimes) or for safety (e.g. train whistles). For example PA announcements at stations and on trains would be reduced in volume and kept to an absolute minimum. In addition, the noise and vibration complaint handling processes were reviewed to ensure that residents would get both a speedy and consistent response and that investment in the most problematic areas is prioritised

## 4 Customer Experience

### Demand

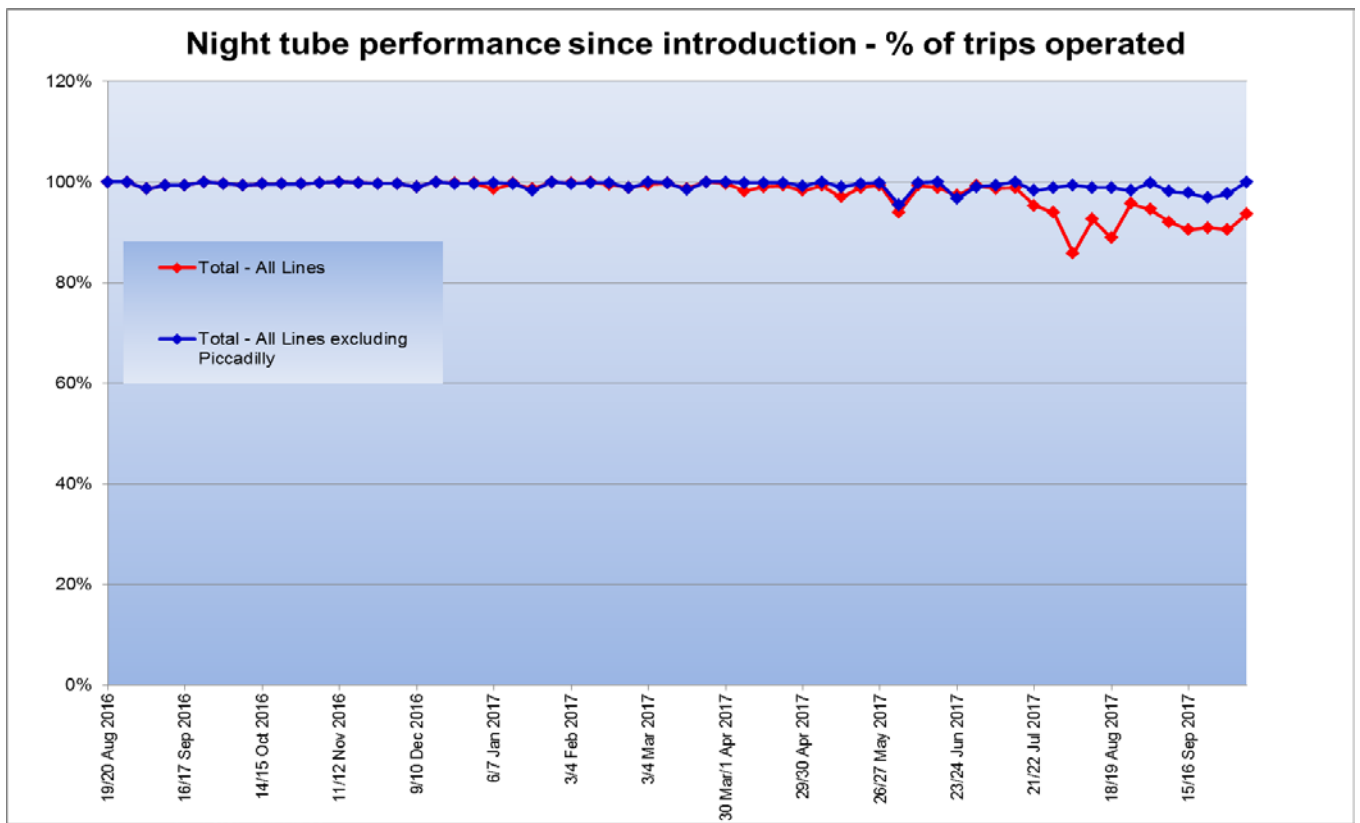
- 4.1 The chart below shows demand, by weekend, since the start of Night Tube on the Central and Victoria lines, up to Christmas 2017. The grey line shows the forecast demand, stepping up with each launch phase. The blue line shows entries to the Underground from 00:30 to 05:30 (Saturday morning) and 06:30 (Sunday morning).
- 4.2 Demand has been consistently around the forecast level. The initial take-up was higher than forecasted, showing the pent-up demand for night time services, and that even the small initial network offered significant customer benefits. The data shows a summer drop-off in late July, August and early September 2017, which is consistent with the well-known seasonal pattern of day time demand, but is the first summer over which we have operated Night Tube. Autumn/winter 2017 shows the same pattern of demand spikes and dips as autumn/winter 2016.



### Performance

- 4.3 The chart below shows reliability on Night Tube, measured as the percentage of trips operated. With frequencies being lower than those in the daytime, one cancellation has a disproportionately greater effect on the figures for Night Tube than it does during the day, but the Jubilee, Central, Victoria and Northern lines have operated at an average of over 99 per cent since the introduction, and frequently run at 100 per cent. The Piccadilly line has suffered from a shortage of

train operator (driver) availability, and this has resulted in cancellations to the Night Tube service, but the trend is now upwards again as new drivers are undergoing training and starting to operate services.



## Noise

- 4.4 From the outset, significant work has been undertaken to address Night Tube noise concerns. In advance of Night Tube, TfL identified that it needed to provide additional support to its neighbours who might complain about noise at night on Fridays and Saturdays. TfL wrote to 250,000 residents, businesses and stakeholders in advance of each line, or group of lines launching a Night Tube service. TfL logs every complaint it receives, which are acknowledged within 24 hours and with complete responses to complainants within 10 working days. Complainants are also asked to complete a short questionnaire.
- 4.5 Noise levels are recorded within people's homes, and TfL combines this with its own information about track condition, and complaints made about a given location. From this, TfL determines where the rail noise hot-spots are located and mitigation work is prioritised in those areas.
- 4.6 Up to mid-November 2017, TfL has received 372 complaints about Night Tube noise, of which 222 complaints have been resolved and 150 are in progress or are unresolved. TfL considers a case is resolved when a resident is satisfied because the noise level has been reduced or we have reduced noise (or noise levels are low) and there are no further actions our engineers can take to make further improvements. £2.4m has been spent since 2016. TfL also receives noise complaints on non-Night Tube lines which are handled through the same process.

- 4.7 Noise mitigation works are largely around improving the track and by controlling, at source, the amount of energy that escapes the system. In the last couple of years, TfL has completely renewed over 70km of track and maintained more than 450km of its rails through grinding (smoothing) or like-for-like replacement. Since July 2016, TfL engineers have replaced an additional 2km of rail with a more resistant high performance steel rail and removed or improved the condition of a number of rail joints to reduce noise. Over 4.5km of shock absorbent track fixings (11,438) have been installed across all five of its Night Tube lines.
- 4.8 TfL continues to study noise issues, both ground borne and airborne, and to trial new technologies and solutions to reduce noise for its neighbours.

### **Crime and Safety**

- 4.9 A key concern of many stakeholders, including staff, before the launch of Night Tube related to potential increases in crime and issues with personal safety. To allay this concern a policing plan was developed with the British Transport Police (BTP). The plan was based on the approach taken in other cities that run night metro services and analysis of data on patterns of crime and anti-social behaviour both within stations and in the surrounding area.
- 4.10 The total volume of crime reported on the Night Tube is considerably lower than during daytime hours. The Tube continues to be a low crime environment and it remains rare for passengers to witness or be victim of a crime. However the nature of crime at night is different. TfL experiences more challenges with anti-social behaviour and people under the influence of alcohol.
- 4.11 Many of the incidents of crime consist of theft of personal property, especially the opportunistic theft of smartphones when customers fall asleep. In 2017, TfL proactively launched a marketing campaign to raise awareness of this issue and encourage customers to protect their belongings.
- 4.12 Crime levels vary randomly from weekend to weekend. There are no definite trends in type, time or location of crime on which any changes to the long term policing proposition can be made, but TfL will continue to monitor this closely and work with the BTP to provide a safe environment for our customers.

### **Night Bus Impacts**

- 4.13 The introduction of the Night Tube in 2016 has affected how passengers travel at night. New Night Bus services were introduced including new routes in the suburbs linking Night Tube stations. Service reductions where buses ran parallel to the Night Tube were deferred pending a full review after its introduction. There has also been a more general decline in radial Night Bus use from central London at weekends, which may be linked to increased use of private hire and taxi services.
- 4.14 The review was carried out in summer 2017; Night Bus service frequencies are now being adjusted but in no cases are any frequencies dropping below half-hourly. About 40 routes have already or shortly will have frequency reductions. In a few cases night services during the week are also being reduced. Passenger boardings on Night Bus services paralleling Night Tube have declined by 13 per cent in the year between period 6 2016/17 and period 6 2017/18.

## **5 Economic Impacts**

- 5.1 Transport is an enabler of economic and social activity, rather than an end in itself. Boosting the night time economy was one of the primary drivers for Night Tube.
- 5.2 Immediately prior to the launch of Night Tube, London First and Ernst & Young released a report on the value of the night time economy in London. They reported that the night time accounts for eight per cent of London's GDP, contributing some £26.3bn annually. London represents 40 per cent of the entire UK night time economy. It employs some 723,000 people which could increase to 790,000 people within 15 years. In 2014 London First and Transport for London commissioned a study into the economic impact of Night Tube which estimated almost 2,000 permanent jobs would be created by Night Tube, adding some £360m to the night time economy over the next 30 years.
- 5.3 Subsequent work by Ernst & Young for the anniversary of the launch of Night Tube identified that the service had generated £171m of economic value in its first year, supporting over 3,600 jobs.
- 5.4 London First and Ernst & Young now predict that Night Tube will add £138m to the capital's economy annually for 30 years.
- 5.5 Night Tube has cut late-night journey times by an average of 20 minutes and, in some cases, by up to an hour. This has generated circa £10m in gross revenue for TfL.

## **6 Conclusion and Next Steps**

- 6.1 The first year of Night Tube has had a successful impact on London's night time economy. Night Tube has delivered significant time savings to workers and customers making leisure trips, generating revenue, economic value and jobs, and has confirmed London's status as a global 24 hour city with a 24 hour transport network. The time savings delivered are a result of the train service frequencies provided, and the reliability of the service.
- 6.2 TfL is also very conscious of the potential negative impacts of the service to some of its neighbours, and will continue to monitor and mitigate these in partnership with stakeholders and working closely with residents/businesses that are affected
- 6.3 Following the success of Night Tube, December 2017 saw the launch of the Night Overground service between Dalston Junction and New Cross Gate, and in 2018 that will be extended to Highbury & Islington. Like Night Tube, this will provide journey time savings of more than half an hour to some destinations. London Overground celebrated its 10th anniversary in 2017, which has seen passenger numbers increase six-fold. Given the success of both London Overground and Night Tube, Night Overground is also expected to be highly popular with Londoners and visitors.
- 6.4 In the future, the Night Tube will be extended to parts of the Metropolitan, Circle, District, and Hammersmith & City lines, once the £5.4bn modernisation programme is completed in 2023.

**List of appendices to this report:**

None

**List of Background Papers:**

None

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