

Breaking News... London's Transport Vision

As you're probably aware, London's transport infrastructure is undergoing a massive £3.5 billion overhaul, as the travel system is updated in time for the Olympics and beyond.

At this exciting time of transformation, we wanted to take this opportunity to provide you with an update of the progress so far and outline how these improvements will cut journey times within the capital and further improve travel to ExCeL London.

As a venue we've dedicated both staff and resources to working with TfL (Transport for London), London Underground, DLR (Docklands Light Railway), Visit London, the Mayor's Office and London's Transport Commissioner in order to minimise any disruption caused as a result of these improvements.

According to the latest visitor research, conducted by Vivid Interface (December 2008) on behalf of ExCeL London, 79% of visitors describe their journey as 'good' or 'excellent'.

With dedicated onsite DLR stations, parking for 4,000 vehicles and an international airport 5-minutes away, ExCeL London already offers multiple transport routes for the millions people who visit the venue each year. This is now set to improve further, with the following new transport projects:

DLR (Docklands Light Railway):

New Generation Trains

DLR has kick-started 2009 by rolling out a number of new generation trains, offering more space and new door opening systems, for faster boarding. By the end of 2010, 55 new generation trains will have been introduced onto the DLR network.

January 2009:

Woolwich Arsenal extension opens ahead of schedule and well within budget

The Mayor of London, Boris Johnson, officially opened a £180 million extension of the Docklands Light Railway (DLR) to Woolwich Arsenal earlier this month. The new line opened 7 weeks ahead of schedule.

One of the main benefits of the new line for visitors to ExCeL London is that it will offer improved transport links, connecting Woolwich to London City Airport in six minutes and providing faster connections to ExCeL from south east London and Kent. The new line provides a direct interchange with National Rail services at Woolwich Arsenal main line station.



March 2nd 2009:

Tower Gateway Station Re-Opens Ahead of Schedule

Tower Gateway Station, which offers direct routes to Custom House for ExCeL, will be re-opening in early March, with additional platform space for quicker boarding and alighting, greater protection from bad weather and longer platforms to cater for longer trains.

June 2009:

Canning Town 'Flyover'

A new flyover at Canning Town station will separate trains from the new Stratford International extension towards Woolwich Arsenal and Beckton. The new junction will mean improved frequencies and a wider range of destinations.

Early 2010:

3-Car Capacity Enhancement

By early 2010, DLR will be introducing 3-carriage trains on the Bank - Lewisham line, increasing capacity on this heavily used route. By spring 2011, the Canning Town - Beckton route will have been upgraded to allow 3 car trains to operate on this part of the network during 2012 Olympic and Paralympic Games, increasing capacity on trains to ExCeL during the Games by 50%, at a the cost of a further £18.2 million.

Mid 2010:

Stratford International Extension

A new 6km route will open by mid 2010 linking Canning Town (2-stops from Custom House for ExCeL) to Stratford International Station. This new £238 million line has a planned train frequency of every 6 minutes and will provide another route to ExCeL London during the Olympics. The new Channel Tunnel Rail Link will cut 20 minutes from current Eurostar journey times, making it possible to travel from London to Paris in 2 hrs 15 minutes, London to Brussels in 1 hour 51 minutes and London to Lille in 1 hour 20 minutes. The DLR connection from Stratford International to ExCeL London will take just 16-minutes.

London Underground:

End 2009:

All Jubilee Line engineering works are planned to be completed by the end of this year, with the Eastern section of the line finished by the summer and the Western section by year end, resulting in 33% increased capacity and journey times reduced by 22%.

2010:

Currently the Jubilee Line runs 21 trains per hour at peak times and 16 trains off peak. By 2010 these figures will be 27 trains and 18 trains respectively.

The Jubilee Line, along with the Central, District & Hammersmith lines, are all seen as the Olympic delivery lines, and during the 2012 Games will run a 'triple peak' service. The upgrades on all lines, give ExCeL London another major route to the venue from the West via West Ham.

2011-2015:

By 2011, the Jubilee Line will run 30 trains per hour at peak times and 18 trains off peak, with the ability to run more trains when required.

2012:

All escalators at Bank station, 15 in total, will be replaced by 2012, in time for the London Olympic Games.



Crossrail:

Now financed, Crossrail is due to open in 2017, with 12-car trains, connecting central London, the City, Canary Wharf and Heathrow to the areas east and west of the capital. Crossrail was given royal ascent last year and will cost £17.8 billion to complete.

ExCeL London will have a major, dedicated Crossrail interchange at Custom House. Trains will run as frequently as on the Tube and tickets will be integrated with other London transport. Journey times are estimated as follows - Heathrow - Paddington 26 mins; Heathrow - Liverpool St 36 mins; Heathrow - ExCeL London 43 mins.

Crossrail will be capable of moving 36,000 passengers per hour; 100,000 passengers per day; 150 million passengers per year. The combination of DLR and Crossrail will have a delivery capacity of 40,000 passengers, per hour to ExCeL London - more than any other UK venue, including Wembley Stadium.



London City Airport:

London City Airport finished the year on a high by announcing a 12% rise in passenger numbers to 3.3 million people.

2008 has been a significant year for the Airport especially with the decision by the London Borough of Newham to grant permission to grow the airport to 120,000 flight movements per annum.

In February 2008, British Airways announced its intention to launch the first ever business-class only service to New York. The twice daily service will commence this autumn. The New York route will be the first ever scheduled transatlantic destination from London City Airport.

British Airways has also recently announced a new direct service to Denmark. British Airways will operate this service with franchise partner Sun-Air of Scandinavia A/S, with a double daily service to the commercial centre of Billund.

London City Airport's Master Plan sets out their growth and development plans through to 2030, by which time the airport plans to accommodate 8 million passengers per year.



Kevin Murphy, CEO, ExCeL London

It goes without saying that the above development cannot be achieved without essential engineering works and ExCeL London recognises that in the interim there will be some challenges in reaching us and all other London destinations, when planned works dictate line closures and changes in service frequencies. The majority of works will take place during weekends, which allow progress to be made as quickly as possible.

In 2008, there were transport closures during 38 weekends but despite this ExCeL London events were successful and in many cases outperformed the industry, with attendances up 14% at trade events and 6% up at consumer events (EIA Facts). The British International Motor Show delivered 472,300 visitors representing a further 14% increase, compared to 2006, with closures on both weekends.



»»» Kevin Murphy, CEO, ExCeL London Continued

Kevin Murphy, Chief Executive, ExCeL London, said: “I would like to take this opportunity to reassure all of our customers that myself and the ExCeL London team are totally committed to the key issue of transport and are working tirelessly with all our partners, at the most senior level, to keep any inconvenience to an absolute minimum. I have deployed both staff and additional resources to this issue to ensure that when disruptions occur not only are they kept to a minimum but that we work with our partners and customers to assist with journey plans, advance notices and alternative route suggestions. To assist with this we’ve set up a dedicated Transport Team, headed up by our Group Head of Customer Services, Mandy Mather, and our Customer Services Manager, Lee Bryan.

The engineering works planned for the next few years are a London wide problem, not restricted to the east of town, yet ExCeL London is at the forefront of this issue, lobbying on behalf of our clients. We will continue to engage with the likes of TfL, London Underground, DLR, Visit London, the Mayor’s Office and London’s Transport Commissioner, to ensure the best possible solutions for our customers. Something, which to the best of my knowledge, no other London venue is doing.

What we are currently witnessing is the Olympic Legacy in action - in order to deliver the world’s greatest event in the summer of 2012, London must take the necessary steps to upgrade our current transport infrastructure, resulting in a system which will be world class.”

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ExCeL London is committed to being open and informative about any transport closures, which affect events at the venue. Further information on engineering works is available via both the **what’s on section** and the **travel section** of our website.

You can also e-mail **Mandy Mather** or **Lee Bryan** or call our Customer Service Team on 020 7069 5000, who will be happy to help with any queries you have.