



## Victoria line

No service from approximately 03.00 on Sunday on Easter Sunday 16th April until close of traffic on Bank Holiday Monday 17th April 2017

Please contact [REDACTED] if you have any feedback regarding this closure

## Headlines

### What work is taking place

The entire Victoria line will be closed from 3am on Easter Sunday 16th April until close of traffic on Bank Holiday Monday 17th April 2017. The closure is part of the Victoria line Upgrade and will enable LU to operate 36 trains per hour in future working timetable updates.

## Alternative Transport

### Rail Replacement Bus Service

North End

RRBSA: Finsbury Park – Walthamstow Central via Manor House, Seven Sisters, Tottenham Hale, Blackhorse Road

RRBS B: Angel – Seven Sisters via Highbury & Islington, Finsbury Park, Manor House.

South End

RRBS C: Victoria – Brixton via Pimlico, Vauxhall, Stockwell

Local bus route no.2 has been enhanced for Brixton – Stockwell Gardens – Vauxhall - Pimlico – Victoria - Hyde Park Corner (Piccadilly Line) - Marble Arch (Central line).

### Bus enhancement

Local bus route no.2 has been enhanced for Brixton – Stockwell Gardens – Vauxhall - Pimlico – Victoria - Hyde Park Corner (Piccadilly Line) - Marble Arch (Central line).

### Network Rail Closures and Ticket Acceptance

The East London Line will be suspended Highbury & Islington to Shadwell Sunday 16th and Monday 17th April. Rail Replacement Buses will operate Dalston Kingsland – Shadwell calling at all stations. With a service every 10 minutes.

The North London Line will be suspended between Camden Road to Stratford Friday 14th to Monday 17th April. Rail Replacement Buses will operate Camden Road to Stratford calling at all stations. With a service every 10 minutes.

LU Ticket acceptance on NR will be as follows:

Greater Anglia services between:

Greater Anglia: Liverpool Street - Seven Sisters/Tottenham Hale

Greater Anglia: Liverpool Street - Tottenham Hale

## Events and Closures Staff Q&A



Greater Anglia: Liverpool Street - Walthamstow Central  
 Great Northern Finsbury Park - King's Cross - Moorgate  
 Southeastern: Brixton to Victoria  
 South West Trains Vauxhall to Waterloo

### CIAs

#### North End CIAs

Station	No.	Locations	Sunday		Monday	
Supervisors	2	As required	07:00	00:00	05:00	01:00
		As required	09:00	21:00	07:00	22:00
Highbury & Islington	1	Outside station	07:00	00:00	05:00	01:00
Finsbury Park	1	At pick-up bus stop	07:00	00:00	05:00	01:00
Manor House	2	At northbound bus stop	10:00	00:00	08:00	01:00
		At Southbound bus stop	10:00	00:00	08:00	01:00
Seven Sisters	2	At top of staircase 1 from LU station	08:00	23:00	06:00	00:00
		At top of staircase 2 from LU station	10:00	23:00	08:00	00:00
Tottenham Hale	2	At southbound bus stop	07:00	23:00	05:00	23:00
		At northbound bus stop	07:00	23:00	05:00	23:00

#### South End CIAs

Station	No.	Locations	Sunday		Monday	
Supervisors	1	As required	07:00	00:00	05:00	01:00
Victoria	5	At Sussex steps entrance	10:00	20:00	08:00	20:00
		At Sussex steps entrance	07:00	00:00	05:00	01:00
		At Sussex steps entrance	07:00	00:00	05:00	01:00
		At pick-up bus stop	07:00	00:00	05:00	01:00
		Working between bus station and pick-up bus stop	07:00	00:00	05:00	01:00
Vauxhall	4	Outside LU station entrance	08:00	23:00	06:00	00:00
		Outside National Rail station entrance	10:00	23:00	08:00	00:00
		At northbound bus stop	08:00	23:00	06:00	00:00
		At southbound bus stop	10:00	23:00	08:00	00:00
Stockwell	2	At northbound bus stop	09:00	21:00	07:00	22:00
		At southbound bus stop	11:00	21:00	09:00	22:00
Brixton	4	Outside station entrance	08:00	23:00	06:00	00:00
		Outside station entrance	10:00	23:00	08:00	00:00
		At bus stop	07:00	00:00	05:00	01:00
		At bus stop	07:00	00:00	05:00	01:00



North End Alternative Strategy

	Quickest to Central London	Rail Replacement Bus Services	Key Local Buses with Ticket Acceptance
Walthamstow	London Overground services to/from Liverpool Street	RRBS all stations to Finsbury Park (and Manor House). Southbound/ Drop Off bus stop W	W15, 230
Blackhorse Road	RRBS or local bus routes 123 or 230 to Tottenham Hale for London Overground services to Liverpool Street, RRBS to Manor House for Piccadilly line.	RRBS all stations to Walthamstow/Finsbury Park (and Manor House for Piccadilly line). Southbound bus stop BC, Northbound bus stop BD	W15, 123, 230
Tottenham Hale	London Overground services to/from Liverpool Street	RRBS all stations to Walthamstow/Finsbury Park (and Manor House). Southbound bus stop J, Northbound bus stop H.	W4, 123, 230
Seven Sisters	Use London Overground services to/from Liverpool Street. Alternatively, take the RRBS to Manor House. Change there for the Piccadilly line.	RRBS all stations to Walthamstow/Angel (and Manor House). Southbound bus stop A, Northbound bus stops B&G	W4, 123, 230, 259, 279
Finsbury Park	Use the Piccadilly line or FCC.	RRBS Angel to Seven Sisters (Via Manor House) southbound bus stops M & W, Northbound bus stop X & L. RRBS Walthamstow Central to Finsbury Park southbound bus stops M & S, Northbound bus stop L.	4, 19, 29, 253, 254
Highbury & Islington	For central London use the RBBS or Local Buses to either Angel or Holloway.	RRBS to Angel to Seven Sisters. Southbound bus stop B, Northbound bus stop A.	4, 19, 43, 153, 271, 393

Note: Angel station's pick up stop X on Upper Street .



South End Alternative Strategy

	Quickest to Central London	Rail Replacement Bus Services	Key Local Buses with Ticket Acceptance
Victoria	Use District and Circle line services.	RRBS all stations to Brixton. Southbound Pick up stop at Coach Stop Z9 in Vauxhall Bridge Road.	2, 24, 36, 185, 196, 333, 345
Pimlico	Use rail replacement bus service to connect with the District and Circle lines at Victoria.	RRBS all stations to Brixton. Southbound bus stop H, Northbound bus stop J.	2, 24, 36, 88, 185, 360
Vauxhall	Use South West Trains for trains to Waterloo.	RRBS all stations to Brixton. Southbound bus stop G, Northbound bus stop F.	88, 360
Stockwell	Use the Northern line.	RRBS all stations to Brixton (and Victoria). Southbound bus stop X Northbound bus stop R.	2, 88, 196, 333, 345
Brixton	Use Southeastern Trains to Victoria	Use rail replacement bus service to connect with the Northern line at Stockwell. RRBS all stations to Victoria. Northbound pick up stop at Coach Stop Z9 in Vauxhall Bridge Road	2

Contact details

Transport Investigations CIA Supervisor Contact Numbers

All weekend		

Rail Replacement Bus Service A (Finsbury Park – Walthamstow Central) – Arriva London North

Sunday & Monday	NAME	Time	CONTACT
		Early	
		Late	

Rail Replacement Bus Service B (Angel – Seven Sisters) – London General

For a full list of Bus Operator numbers, please see the Bus Timetable Notice.

Sunday	NAME	START	FINISH	CONTACT
		07:00	21:00	
		09:00	17:00	

Monday	NAME	START	FINISH	CONTACT
		05:45	19:45	
		09:00	17:00	

Rail Replacement Bus Service C (Victoria – Brixton) – Abellio London

For a full list of Bus Operator numbers, please see the Bus Timetable Notice.

Sunday	NAME	START	FINISH	CONTACT
		03:00	15:00	
		15:00	03:30	

Monday	NAME	START	FINISH	CONTACT
		03:30	15:00	
		15:00	02:00	

Transport for London (Buses) Contact Number

CentreComm	All weekend	
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Step Free Journeys



If a customer who needs step-free access is not able to get to their step-free destination because of a planned closure...

- Please check whether the rail replacement bus service can take them there.
- If not, Customer Service Managers (or those at higher grades) should call 1812 to arrange an unscheduled staff taxi.
- Provide the customer’s name and pick up / drop off location.
- Make sure the customer is happy with arrangements made.



26th December until 21:30 on 30 December:

- **District line closed** - Gloucester Road to Acton Town, Richmond and Wimbledon, Edgware Road to Wimbledon, High Street Kensington to Kensington (Olympia)
- **Circle line closed** - Aldgate to Gloucester Road via Victoria

30th December from 21:30:

- **District line closed** - As above plus extended to Embankment in the east
- **Circle line closed** - Embankment to Edgware Road

Please contact [REDACTED] if you have any feedback regarding this closure

## Headlines

### What work is taking place?

Track and drainage replacement work at Earl's Court and East Putney.

### Piccadilly line:

Piccadilly line trains towards Heathrow will call additionally at Ravenscourt Park, Stamford Brook (Westbound only) and Turnham Green. Please note four trains per hour District line shuttle service will operate all day, every day between Acton Town and Ealing Broadway

### London Overground:

No London Overground services on Boxing Day.

## Alternative Transport

### Rail Replacement bus service

RRBS A: Wimbledon - Hammersmith via Wimbledon Park, Southfields, East Putney, Putney Bridge every 5-10 minutes. Operated by Sullivan.

RRBS B: Wimbledon - Earl's Court via Putney Bridge, Parsons Green, Fulham Broadway, West Brompton every 4-10 minutes. Operated by Abellio London.

RRBS C: Turnham Green - Richmond via Chiswick Park, Gunnersbury, Kew Gardens (Victoria Gate) every 5 minutes (Operating on Boxing Day only). Operated by Metroline Travel. *This service operates all day Boxing Day but only early/late journeys Tuesday – Friday.*

### Residual train service.

Due to the nature of the closure and limitations of some of our assets, some train and DMI destinations may not tally. A residual service will run between Edgware Road and Barking/Upminster via Victoria.

Westbound trains departing Barking or Upminster will show as 'District line to Earl's Court' as far as Tower Hill. From Tower Hill to Edgware Road trains and DMIs should show 'Circle line to Edgware Road'.

Eastbound trains departing Edgware Road will show as 'Circle line to South Kensington'. Once at South Kensington the trains will show 'District line to Barking or Upminster'. Platform DMIs will show 'Circle line' at stations between Edgware Road and Mansion House. After Mansion House they will show as 'District line to Barking or Upminster'.

Train Operator scripts are scheduled at key stations to reinforce where the train's ultimate destination is as once they change over, customers may be confused.

## Events and Closures Staff Q&A Monday 26<sup>th</sup> to Friday 30<sup>th</sup> December 2016



*Monday 26th December (Boxing Day) and Tuesday 27 December 2016 (Public Holiday),*

- A special timetable will operate with a later SOT from 07:00 (Boxing Day only).
- Close of traffic will be at the normal Saturday time.
- SOT to 11:30: 6 tph Upminster to Edgware Road via Victoria.
- 6 tph Barking to Edgware Road via Victoria.
- From 11:30 to COT: 12 tph Upminster to Edgware Road via Victoria.
- 4 tph between Ealing Broadway and Acton Town
- The Circle line will operate a 3tph between Hammersmith and Aldgate from 11:30 to 20:00.

*Wednesday 28 and Thursday 29 December 2016*

- 07:00 to 21:30: 12 tph Upminster to Edgware Road via Victoria.
- From 21:30 to COT: 6 tph Upminster to Edgware Road via Victoria.
- 6 tph Barking to Edgware Road via Victoria.
- 4 tph between Ealing Broadway and Acton Town
- The Circle line will operate a 3tph between Hammersmith and Aldgate between 10:00 to 16:00 and 19:30 to 21:30. During the morning and evening peaks the service will increase to 6tph.

*Friday 30 December 2016*

- SOT to 21:30 12 tph Upminster to Edgware Road via Victoria.
- From 21:15 to COT 8 tph Upminster to Embankment.

### Station Specific Advice

#### **West of Earl's Court**

- Customers travelling west of Earl's Court should use the Piccadilly line. All Piccadilly line trains will stop at Turnham Green and Ravenscourt Park in both directions and Stamford Brook (westbound only).

#### **Ealing Broadway to central London**

- Customers travelling between Ealing Broadway and central London can take the District line to Acton Town and change to the Piccadilly line or use the Central line.

#### **Southfields or Wimbledon Park to central London**

- Customers travelling between central London and Southfields or Wimbledon Park must be advised to use the rail replacement bus to Wimbledon and use South West Trains services to/from Central London.

#### **East Putney**

- Customers travelling between central London and East Putney must be advised to walk to Putney station to use South West Trains services to London.

#### **West Brompton, Fulham Broadway, Parsons Green and Putney Bridge to central London**

- Customers travelling between central London and West Brompton, Fulham Broadway, Parson Green and Putney Bridge must be advised to travel via Earl's Court on the Piccadilly line and use rail replacement bus Service B.
- Alternatively use local bus 74 to Earl's Court for the Piccadilly line.

**Events and Closures Staff Q&A**  
**Monday 26<sup>th</sup> to Friday 30<sup>th</sup> December 2016**



**Richmond, Kew Gardens, Gunnersbury to central London**

- On 27-30 Dec 2016 there is no District but LOROL services will be in operation. There will be no RRBS in operation.
- Customers should use South West Trains services to London Waterloo. LU tickets will be accepted.
- Customers will be advised to use LOROL services from Richmond and change at Gunnersbury for local bus services to connect with Piccadilly line stopping services. Customers should be encouraged to use the following buses which would connect to the LU network.

	<i>Destination</i>	<i>Closest LU station calling point</i>	<i>Journey Time.</i>
237	Towards White City	Stamford Brook	13 mins
267	Towards Hammersmith	Ravenscourt Park	15 mins
391	Towards Sands End	Ravenscourt Park	15 mins
H91	Towards Hounslow West	Ravenscourt Park	15 mins
440	Towards Stonebridge Park	Chiswick Park	8 mins

- As a alternative to the LOROL customers can be advised to use the 391 to Ravenscourt Park from Richmond and Kew Gardens.

**Wimbledon to central London**

26<sup>th</sup> December:

- No District line or South West Train services in operation. Customers are advised to use RRBS A to Hammersmith for the Piccadilly line.

27<sup>th</sup> December – 30<sup>th</sup> December:

- Customers should use South West Trains services to London Waterloo. LU tickets will be accepted.

**Notting Hill Gate to central London**

- Customers travelling to/from Notting Hill Gate should use the Central or Circle line.

**Bayswater to central London**

- Customers travelling to/from Bayswater should use the Circle line or walk 5 minutes to Queensway for the Central line.

**Paddington to central London**

- Customers travelling to/from Paddington are advised to use the Hammersmith & City, Circle or Bakerloo lines.

*Note: There are no Great Western Railway, Heathrow Express or Heathrow Connect services at Paddington between 24 and 29 December inclusive.*

**West Kensington**

- Not served by the RRBS, use alternative local bus route 28 to Notting Hill Gate and change for the Central line or route 391 to Hammersmith and change for Piccadilly, Hammersmith and City or Circle line services.
- Customers should walk 5 minutes along Barons Court Road to Barons Court station for the Piccadilly line.

## Events

- On the 26<sup>th</sup> December Chelsea F.C will be playing against Bournemouth at Stamford Bridge from 15:00 to 16:45.
- Fulham Road will be closed to all traffic in both directions from 13:30 during the match. Buses towards Wimbledon will therefore serve Stop H and buses towards Earls Court Stop S during these times.



- Supporters travelling to the match using Tube services will be encouraged to use Piccadilly line services to Earls Court station and continue their journey by foot or alternatively use Piccadilly or District line services to South Kensington station and continue their journey by foot.
- Both routes will be signed between the stadium and station
- Victoria and Hammersmith will also be promoted but walking routes to these stations will NOT be signed – however routes will be indicated on walking maps on publicity prior to the match.
- For egress, LU will advertise that we expect 30 minute queues into Earls Court which will hopefully incentivise some supporters to walk the slightly longer distance to South Kensington station.

## Customer Information Assistants (CIA)

Monday 26th December 2016 – Boxing Day

Station	No.	Locations	Boxing day	
Supervisors	3	As required	07:00	01:30
		As required	08:00	23:30
		As required	07:00	01:00
Hammersmith	1	At pick-up bus stop	07:00	01:15
Earl's Court	1	Outside the Earl's Court road entrance	07:00	01:00
Fulham Broadway	2	At northbound bus stop	07:00	22:00
		At southbound bus stop	09:00	22:00
Parsons Green	2	At northbound bus stop	07:00	22:00
		At southbound bus stop	09:00	22:00
Putney Bridge	2	At northbound bus stop	07:00	01:30
		At southbound bus stop	09:00	01:30
Southfields	1	At bus stop	07:00	22:00
Wimbledon Park	1	At northbound bus stop	07:00	22:00
Wimbledon	3	At pick-up bus stop for both services, Hartfield Road	07:00	01:00
		At set-down bus stop and monitoring crossing to pick-up bus stop	09:00	01:00
		Outside station entrance, directing to fast / slow service	07:00	00:00
Turnham Green	1	At pick-up bus stop	07:00	01:00
Gunnersbury	2	At eastbound bus stop	07:00	00:00
		At westbound bus stop	09:00	00:00
Kew Gardens	2	At eastbound bus stop (next to park gates)	07:00	22:00
		At westbound bus stop (next to park gates)	09:00	22:00
Richmond	2	Outside station entrance	07:00	01:00
		At pick-up bus stop	09:00	01:00

**Events and Closures Staff Q&A**  
**Monday 26<sup>th</sup> to Friday 30<sup>th</sup> December 2016**



*Tuesday 27 – Friday 30<sup>th</sup> December 2016*

Station	No.	Locations	Tuesday 27 – Friday 30th December 2016	
Supervisors	3	As required	04:15	01:30
		As required	06:00	23:30
		As required	05:00	01:00
Hammersmith	1	At pick-up bus stop	05:30	01:15
Earl's Court	1	At pick-up bus stop	04:45	01:00
Fulham Broadway	2	At northbound bus stop	07:00	22:00
		At southbound bus stop	09:00	22:00
Parsons Green	2	At northbound bus stop	07:00	22:00
		At southbound bus stop	09:00	22:00
Putney Bridge	2	At northbound bus stop	04:45	01:30
		At southbound bus stop	04:45	01:30
Southfields	1	At bus stop	07:00	22:00
Wimbledon Park	1	At northbound bus stop	07:00	22:00
Wimbledon	3	At pick-up bus stop for both services, Hartfield Road	04:15	01:00
		At set-down bus stop and monitoring crossing to pick-up bus stop	06:00	01:00
		Outside station entrance, directing to fast / slow service	06:00	00:00
Gunnersbury	1	Outside station entrance	05:00	01:00
Richmond	1	Outside station entrance	05:00	01:00

**PLEASE NOTE:**

- CIAs should not be moved to another location during the closure.
- Any changes must be requested in advance. [REDACTED] to discuss.
- Please make all CIAs fully welcome in stations and, where it does not compromise safety or cash handling regulations, allow them use of toilet and kitchen facilities. All CIAs carry identification when working for LU.



## Contact details

### Transport Investigations CIA Supervisor Contact Numbers

All weekend		

### Rail Replacement Bus Service A –

For a full list of Bus Operator numbers, please see the Bus Timetable Notice.

Monday 26th December 2016 – Boxing Day	GRADE	NAME	START	FINISH	CONTACT
AM	Supervisor		06:00	15:00	
PM	Supervisor		14:45	01:00	

Tuesday 27 – Friday 30 <sup>th</sup> December 2016	GRADE	NAME	START	FINISH	CONTACT
AM	Supervisor		05:00	15:00	
PM	Supervisor		14:45	01:00	

### Rail Replacement Bus Service B –

For a full list of Bus Operator numbers, please see the Bus Timetable Notice.

Monday 26th December 2016 – Boxing Day	GRADE	NAME	START	FINISH	CONTACT
AM	Supervisor		06:30	16:00	
PM	Supervisor		16:00	03:00	

Tuesday 27 – Friday 30 <sup>th</sup> December 2016	GRADE	NAME	START	FINISH	CONTACT
AM	Supervisor		03:30	15:00	
PM	Supervisor		15:00	03:00	

### Rail Replacement Bus Service C –

For a full list of Bus Operator numbers, please see the Bus Timetable Notice.

Monday 26th December 2016 – Boxing Day	GRADE	NAME	START	FINISH	CONTACT
AM	Supervisor		07:00	14:00	
Mid-day	Supervisor		10:00	20:00	
PM	Supervisor		17:00	01:00	

Tuesday 27 – Friday 30 <sup>th</sup> December 2016	GRADE	NAME	START	FINISH	CONTACT
PM	Supervisor	(Abellio)	00:00	01:00	

## Step Free Journeys



If a customer who needs step-free access is not able to get to their step-free destination because of a planned closure...

- Please check whether the rail replacement bus service can take them there.
- If not, offer them a taxi to their destination at LU's cost.
- Station Supervisors (*or those at higher grades*) should call 1812 to arrange an unscheduled staff taxi.
- Provide the customer's name and pick up / drop off location.
- Make sure the customer is happy with arrangements made.



## Jubilee and Metropolitan Lines

Jubilee: Waterloo to Wembley Park (Stanmore from 00:30-05:00 on Saturday morning)

Metropolitan: Aldgate to Harrow-on-the-Hill

Saturday 28<sup>th</sup> to Sunday 29<sup>th</sup> January 2017

### Headlines

#### What work is taking place

Track renewal between Neasden and Wembley Park and track drainage work between Finchley Road and Baker Street.

#### Chiltern Railways

Chiltern Railways will operate a normal Aylesbury Vale Parkway – Marylebone service together with an additional shuttle train service between Harrow-on-the-Hill and Marylebone, every 30 minutes.

### Alternative Transport

#### Rail Replacement bus service

- RRBS A: Harrow-on-the-Hill to Wembley Park via Northwick Park, Kenton (for the Bakerloo line), Preston Road.
- RRBS F: Northbound Baker Street to Harrow-on-the Hill (early / late extensions)/ Southbound Stonebridge Park to Harrow-on-the Hill (early only).
- RRBS C: Wembley Park to Stonebridge Park (for the Bakerloo line) non-stop.
- RRBS D: Wembley Park to Baker Street via Neasden, Dollis Hill, Willesden Green, Kilburn, West Hampstead, Finchley Road, Swiss Cottage, St. John’s Wood.

Please note: There is no Rail Replacement bus for the Night Tube service, however, there are a number of Night buses running in the area:

Station	Night Buses to Central London
Stanmore	N98
Canons Park	N98
Queensbury	N98
Kingsbury	N98
Wembley Park	N98
Neasden	N98
Dollis Hill	N98, 6
Willesden Green	N98
Kilburn	189
West Hampstead	139
Finchley Road	N13, N113
Swiss Cottage	N13, N113
St Johns Wood	N113, N13, 139, 189
Baker Street	N113, N13, N18, 139, 189, 453

## Events and Closures Staff Q&A

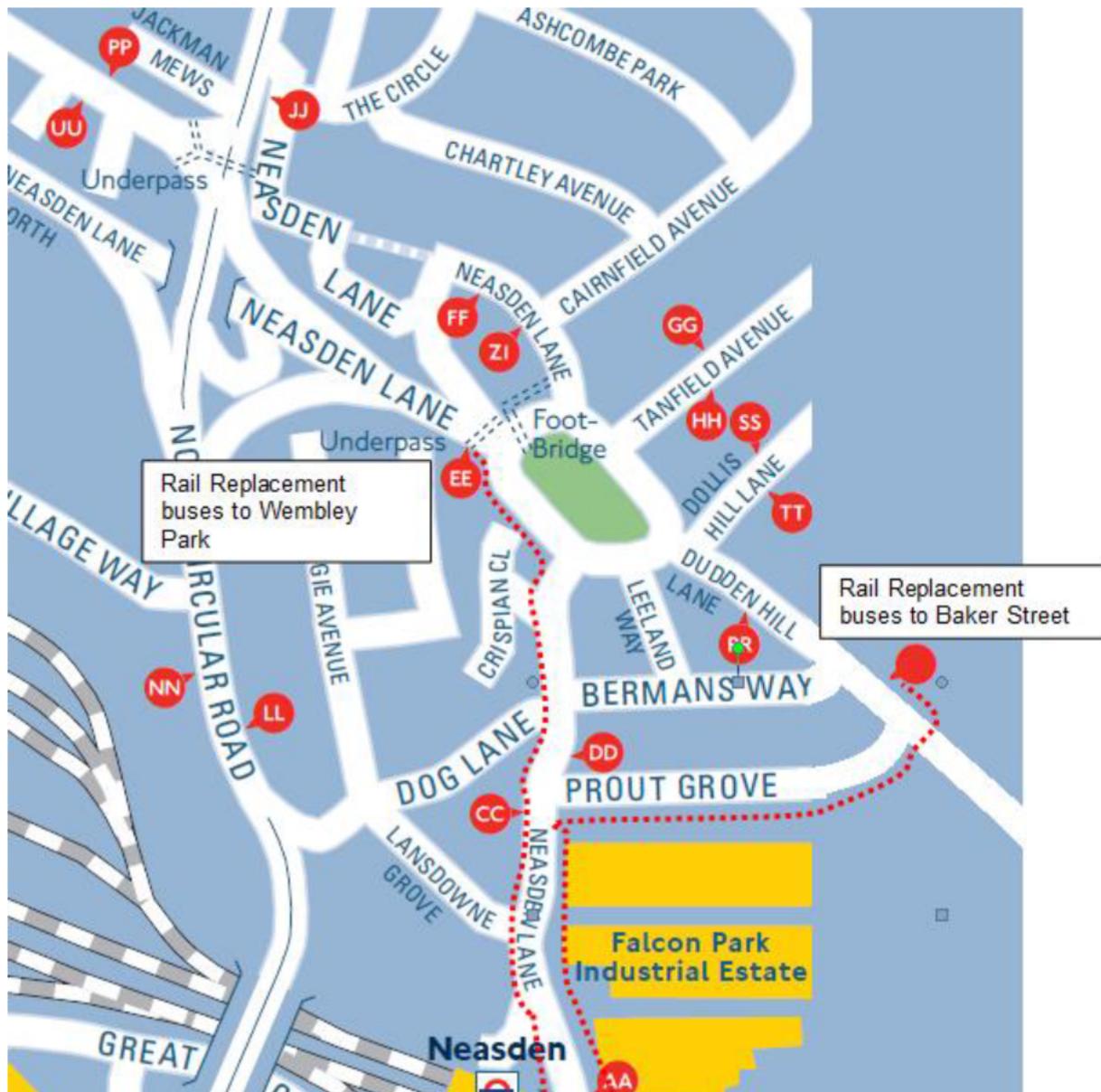


Owing to a burst water main which has caused serious traffic congestion in the Willesden/Dollis Hill area, we have implemented a diversion to the rail replacement (Route D) service.

Buses are routed directly via Dudden Hill Lane between Neasden Roundabout and Dollis Hill.

Buses towards Baker Street will serve the existing bus stop (No point letter but called "Musgrave Road") in Dudden Hill Lane opposite Prout Grove.

Buses towards Wembley Park will serve Stop EE on Neasden Lane by the roundabout/North Circular Road on-slip. Customers at Neasden Station should use local bus 297 between there and Wembley Park. (Tickets are valid but customers will need to touch in when boarding).





Customer Information Assistants (CIA)

Station	No.	Locations	Saturday		Sunday	
Supervisors	2	As required	04:30	01:30	06:30	00:30
		As required	06:00	00:00	08:00	23:00
Baker Street	4	Outside station entrance on Baker Street	05:00	01:00	07:00	00:00
		Outside station entrance on Marylebone Road	07:00	22:00	09:00	21:00
		At pick-up bus stop	05:00	01:00	07:00	00:00
		At pick-up bus stop	07:00	01:00	09:00	00:00
Finchley Road	1	At southbound bus stop	08:00	00:00	10:00	23:00
West Hampstead	1	At northbound bus stop	08:00	00:00	10:00	23:00
Dollis Hill	1	Outside end of alleyway leading to station	08:00	20:00	10:00	20:00
Stonebridge Park	1	Outside station entrance	05:00	01:00	07:00	00:00
Wembley Park	4	As required at pick up / drop off	07:00	01:30	09:00	00:30
		As required at pick up / drop off	05:00	01:00	07:00	00:00
		At pick-up bus stop	07:00	01:30	09:00	00:30
		At pick-up bus stop	04:30	00:30	06:30	23:30
Harrow-on-the-Hill	1	At pick-up bus stop	05:00	01:00	07:00	00:00

Contact details

CIA Supervisor Contact Numbers:

All Weekend	[Redacted]
	[Redacted]

Bus Operator Contact Numbers – RRBS A & C Abellio

Day	Name	Start	End	Contact Number
All Weekend	[Redacted]	04:00	15:00	[Redacted]
	[Redacted]	15:00	03:00	[Redacted]

Bus Operator Contact Numbers – RRBS D Sullivan Buses

Day	Name	Start	End	Contact Number
Saturday	[Redacted]	04:30	15:00	[Redacted]
	[Redacted]	14:45	01:00	[Redacted]
Sunday	[Redacted]	06:00	15:00	[Redacted]
	[Redacted]	14:45	01:00	[Redacted]

Bus Operator Contact Numbers – RRBS F Metroline

Day	Name	Contact Number
All Weekend	[Redacted]	[Redacted]



## Transport for London (Buses) Contact Number

CentreComm	All weekend	
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## Step Free Journeys



If a customer who needs step-free access is not able to get to their step-free destination because of a planned closure...

- Please check whether the rail replacement bus service can take them there.
- If not, offer them a taxi to their destination at LU's cost.
- Station Customer Service Managers (*or those at higher grades*) should call 1812 to arrange an unscheduled staff taxi.
- Provide the customer's name and pick up / drop off location.
- Make sure the customer is happy with arrangements made.



### District, Circle, H&C and Metropolitan lines

**District:** Aldgate East to West Ham, Edgware Road to High Street Kensington, Earl's Court to Kensington (Olympia)

**Circle:** Hammersmith and Aldgate via King's Cross St Pancras

**H&C:** Edgware Road to Barking

**Metropolitan:** Baker Street and Aldgate

**Saturday 11<sup>th</sup> and Sunday 12<sup>th</sup> March 2017**

Please contact [REDACTED] if you have any feedback regarding this closure

## Headlines

### What work is taking place

Track replacement work at King's Cross, points and crossings installation at Farringdon and Crossrail work at Whitechapel.

### Fastest journey to/from Central London

Passengers travelling between central London and stations West Ham – Upminster must be advised to use c2c train services between Fenchurch Street/Liverpool Street, West Ham, Barking and Upminster or Jubilee line services to/from West Ham.

Passengers travelling between central London and stations Aldgate East to Bromley-by-Bow must be advised to make full use of alternative Underground lines to connect with the rail replacement bus services at Tower Hill, Aldgate, Mile End and Canning Town.

## Alternative Transport

### Rail Replacement bus service

RRBS A: Tower Hill to Canning Town via Aldgate/Aldgate East, Whitechapel, Stepney Green, Mile End, Bow Road, Bromley-by-Bow, Canning Town operated by Sullivan Buses.

### Revised Hammersmith & City line train service:

- Hammersmith – Edgware Road, every 10 minutes.

### Special Circle line train service:

- Edgware Road – Aldgate (via Victoria), every 10 minutes.

### Revised District line train service:

- Ealing Broadway – Tower Hill, every 10 minutes.
- Richmond – Aldgate East, every 10 minutes.
- Wimbledon – High Street Kensington, every 5 minutes.
- West Ham – Upminster, every 7½ minutes.

### Revised Metropolitan line train service:

- Amersham – Baker Street, every 30 minutes.
- Chesham – Baker Street, every 30 minutes.
- Watford – Baker Street, every 15 minutes.
- Uxbridge – Baker Street, every 7½ minutes.

## Customer Information Assistants (CIA)

Station	No.	Locations	Saturday		Sunday	
Supervisors	2	As required	04:30	01:30	05:00	01:30
		As required	06:00	00:00	07:00	23:00
Tower Hill	1	At pick-up bus stop	05:00	01:00	07:00	00:00
Aldgate East	2	At eastbound bus stop	07:00	22:00	09:00	21:00
		At westbound bus stop	09:00	22:00	11:00	21:00
Whitechapel	3	Outside station entrance (junction of Court Street & Durward Street)	05:00	01:00	07:00	00:00
		At eastbound bus stop	05:00	01:00	07:00	00:00
		At westbound bus stop	05:00	01:00	07:00	00:00
Mile End	2	At eastbound bus stop	05:00	01:30	05:30	00:30
		At westbound bus stop	05:00	01:00	07:00	00:00
Bow Road	1	At westbound bus stop	08:00	20:00	10:00	20:00
Bromley-by-Bow	1	Working between both bus stops	08:00	20:00	10:00	20:00
Canning Town	1	Working between both bus stops on Silvertown way	07:00	22:00	09:00	21:00

**PLEASE NOTE:**

- CIAs should not be moved to another location during the closure.
- Please make all CIAs fully welcome in stations and, where it does not compromise safety or cash handling regulations, allow them use of toilet and kitchen facilities. All CIAs carry identification when working for LU.

## Contact details

**CIA Supervisor Contact Numbers**

All Weekend	[Redacted]
	[Redacted]

**Rail Replacement Bus Service A (Tower Hill to Canning Town) – Sullivan Buses (For a full list, please see the Bus Timetable)**

Day	Name	Start	End	Contact Number
Saturday	[Redacted]	04:30	15:00	[Redacted]
	[Redacted]	14:45	01:00	[Redacted]
Sunday	[Redacted]	06:00	15:00	[Redacted]
	[Redacted]	14:45	01:00	[Redacted]

**Transport for London (Buses) Contact Number**

CentreComm	All weekend	[Redacted]
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## Step Free Journeys



If a customer who needs step-free access is not able to get to their step-free destination because of a planned closure...

- Please check whether the rail replacement bus service can take them there.
- If not, offer them a taxi to their destination at LU's cost.
- Station Customer Service Managers (or those at higher grades) should call 1812 to arrange an unscheduled staff taxi.
- Provide the customer's name and pick up / drop off location.
- Make sure the customer is happy with arrangements made.



## NOTICE OF RAIL REPLACEMENT BUS SERVICE

<b>Contract Ref:</b>	DIS/241
<b>Date(s) of closure:</b>	03/04 June 2017
<b>London Underground closure between:</b>	Embankment and West Ham
<b>Bus services description:</b>	A: Tower Hill – Canning Town
<b>Bus operator:</b>	Sullivan Buses
<b>iBus Provision:</b>	Yes
<b>Bus Operations Region:</b>	Central/North
<b>Bus Operations contact:</b>	CentreComm ( [REDACTED] ) and ask for the Network Duty Manager

For further rail replacement info please contact: RailReplacementGroup [REDACTED]

## **ROUTE DESCRIPTION**

### **LONDON UNDERGROUND RAIL REPLACEMENT BUS SERVICE**

#### **A: Tower Hill to Canning Town**

#### **STREETS TRAVERSED**

##### **Eastbound Towards Canning Town:**

Minories, RIGHT Goodman's Yard, LEFT Mansell Street, RIGHT Whitechapel High Street, ahead Whitechapel Road, AHEAD Mile End Road, AHEAD Bow Road, Bow Interchange, RIGHT Blackwall Tunnel Northern Approach, BEAR LEFT Gillender Street, MERGE RIGHT Blackwall Tunnel Northern Approach, BEAR LEFT Brunswick Road, LEFT East India Dock Road, LEFT slip Canning Town roundabout, at Canning Town Roundabout, 4<sup>TH</sup> EXIT Silvertown Way.

##### **Westbound Towards Tower Hill:**

Silvertown Way, AHEAD Silvertown Way, 1<sup>ST</sup> EXIT East India Dock Road, RIGHT St. Leonard's Road, MERGE RIGHT Blackwall Tunnel Northern Approach, LEFT Bow Road, AHEAD Mile End Road, AHEAD Whitechapel Road, AHEAD Whitechapel High Street, AHEAD Aldgate High Street, Left Minories, LEFT Goodmans Yard, RIGHT Mansell Street, RIGHT Shorter Street, RIGHT Minories.

#### **WARNING LOW BRIDGES:**

**Low Bridge at Manor Road, West Ham.**

**Please ensure adherence to specified route**

#### **TURNING POINTS**

DRIVERS MUST SWITCH OFF ENGINES DURING LAYOVER PERIODS AT TERMINI. THE USE OF BUS STOPS, STATIONS AND STANDS FOR RAIL REPLACEMENT BUSES ON RELIEF IS EXPRESSLY PROHIBITED WITHOUT THE WRITTEN PERMISSION FROM THE APPROPRIATE LBSL BUS OPERATIONS AREA MANAGER OR HIS REPRESENTATIVE. DRIVERS OF RAIL REPLACEMENT BUSES MUST IN ALL CASES COMPLY WITH ALL REASONABLE INSTRUCTIONS FROM LBSL BUS OPERATIONS OR LONDON UNDERGROUND PERSONNEL.

#### **CANNING TOWN**

Set down at Stop TS2 on Silvertown Way opposite Canning Town Bus Station. Buses proceed to stand via RIGHT Silvertown Way, LEFT Caxton Street North, RIGHT Victoria Dock Road, RIGHT Peto Street North, Stand on temporary stand in Peto Street prior to Silvertown Way. Buses depart stand AHEAD Silvertown Way, pick up at TS5 Silvertown Way (prior to Canning Town Station).

#### **TOWER HILL**

Set down Stop TC, Tower Hill. Buses should stand in Mansell Street returning to Tower Hill right Alie Street, right Prescott Street, left Mansell Street, right Shorter Street, right Minories.

Pick Up: Stop TC, Minories opposite Tower Gateway station.

**Buses must not stand in Tower Hill or Minories but must operate to Mansell Street to stand**

OPERATION: For the duration of this rail replacement service ONLY.

### **CALLING POINTS**

Buses should be timed to call at the following points:

#### Eastbound towards Canning Town

Tower Hill	Stop TC, Minories
Aldgate/Aldgate East	Stop E, Whitechapel High Street
Whitechapel	Stop B, Whitechapel Road
Stepney Green	Stop B, Mile End Road
Mile End	Stop D, Mile End Road
Bow Road	Stop Y, Bow Road
Bromley-by-Bow	Stop BA, Blackwall Tunnel Northern Approach
Canning Town	Stop TS2, Silvertown Way

#### Westbound towards Tower Hill

Canning Town	Stop TS5, Silvertown Way
Bromley-by-Bow	Stop BE, Blackwall Tunnel Northern Approach
Bow Road	Stop Z, Bow Road
Mile End	Stop M, Mile End Road
Stepney Green	Stop G, Mile End Road
Whitechapel	Stop A, Whitechapel Road
Aldgate/Aldgate East	Stop J, Whitechapel High Street
Tower Hill	Stop TC, Minories

## TIMETABLE

### TOWER HILL – CANNING TOWN

SATURDAY, 4<sup>th</sup> FEBRUARY 2017

<b>Eastbound</b>			<b>A</b>		
TOWER HILL	05 31		00 20	00 40	01 00
Aldgate/Aldgate East	05 35	Then	00 24	00 44	01 04
Whitechapel	05 37	as	00 26	00 46	01 06
Stepney Green	05 40	shown	00 29	00 49	01 09
Mile End	05 43	below	00 32	00 52	01 12
Bow Road	05 46	until	00 35	00 55	01 15
Bromley-by-Bow	05 50		00 39	00 59	01 19
CANNING TOWN	05 56		00 45	01 05	01 25
<hr/>			<hr/>		
<i>Jubilee train departs</i>	<i>06 04</i>		<i>00 53</i>	-	-
			<b>UP</b>	<b>UP</b>	

EASTBOUND Times quoted are Tower Hill departures.

05.51 – 06.11 Every 20 minutes (3 bph)  
 06.21 – 07.11 Every 10 minutes (6 bph)  
 07.19 – 09.19 Every 7-8 minutes (8 bph)  
 09.26 – 20.33 Every 6-7 minutes (9 bph)  
 20.40 – 00.10 Every 7-8 minutes (8 bph)

**Note: UP** – Bus continues if required, calling at Plaistow, then all stations to Upminster, setting down only.

**Note: A** – Connects at Aldgate, from Circle line train arriving at 00.55½.

### Westbound

<i>Jubilee train arrives</i>	<i>05 00</i>	<i>05 16</i>	<i>05 41</i>		<i>23 41</i>	<i>00 01</i>	<i>00 20</i>	<i>00 30</i>
CANNING TOWN	05 08	05 28	05 48	Then	23 48	00 08	00 28	00 38
Bromley-by-Bow	05 14	05 34	05 54	as	23 54	00 14	00 34	<b>TH</b>
Bow Road	05 16	05 36	05 56	shown	23 56	00 16	00 36	
Mile End	05 18	05 38	05 58	below	23 58	00 18	00 38	
Stepney Green	05 21	05 41	06 01	until	00 01	00 21	00 41	
Whitechapel	05 24	05 44	06 04		00 04	00 24	00 44	
Aldgate/ Aldgate East	05 26	05 46	06 06		00 06	00 26	00 46	
TOWER HILL	05 30	05 50	06 10		00 10	00 30	00 50	

WESTBOUND Times quoted are Tower Hill arrivals.

06.20 – 07.10 Every 10 minutes (6 bph)  
 07.18 – 09.25 Every 7-8 minutes (8 bph)  
 09.32 – 20.32 Every 6-7 minutes (9 bph)  
 20.39 – 23.54 Every 7-8 minutes (8 bph)

**Note: TH** – Bus runs, if required, calling at Bromley-by-Bow, then all stations to Tower Hill, setting down only.

**SUMMARY OF BUS SERVICE** (continued)

**TOWER HILL – CANNING TOWN**

**SUNDAY, 5<sup>th</sup> FEBRUARY 2017**

**Eastbound**

**A**

TOWER HILL		06 31		23 47	00 02	00 17	00 36
Aldgate/Aldgate East	06 15	06 35	Then	23 51	00 06	00 21	00 40
Whitechapel	06 17	06 37	as	23 53	00 08	00 23	00 42
Stepney Green	06 20	06 40	shown	23 56	00 11	00 26	00 45
Mile End	06 23	06 43	below	23 59	00 14	00 29	00 48
Bow Road	06 26	06 46	until	00 02	00 17	00 32	00 51
Bromley-by-Bow	06 30	06 50		00 06	00 21	00 36	00 55
CANNING TOWN	06 36	06 56		00 12	00 27	00 42	01 01
<i>Jubilee train departs</i>	<i>06 45</i>	<i>07 05</i>		<i>00 19</i>	-	-	-
					<b>UP</b>	<b>UP</b>	<b>BKG</b>

EASTBOUND Times quoted are Tower Hill departures.

06.51 – 07.31 Every 20 minutes (3 bph)

07.41 – 08.31 Every 10 minutes (6 bph)

08.39 – 22.39 Every 7-8 minutes (8 bph)

22.48,

22.57 – 23.37 Every 10 minutes (6 bph)

**Note: UP** – Bus continues if required, calling at Plaistow, then all stations to Upminster, setting down only.

**Note: BKG** – Bus continues if required, calling at Plaistow, then all stations to Barking, setting down only.

**Note: A** – Connects at Aldgate, from Circle line train arriving at 00.32½.

**Westbound**

<i>Jubilee train arrives</i>	<i>06 00</i>	<i>06 20</i>	<i>06 30</i>		<i>23 15</i>	<i>23 31</i>	<i>23 43</i>
CANNING TOWN	06 06	06 26	06 41	Then	23 23	23 38	23 53
Bromley-by-Bow	06 12	06 32	06 47	as	23 29	23 44	23 59
Bow Road	06 14	06 34	06 49	shown	23 31	23 46	00 01
Mile End	06 16	06 36	06 51	below	23 33	23 48	00 03
Stepney Green	06 19	06 39	06 54	until	23 36	23 51	00 06
Whitechapel	06 22	06 42	06 57		23 39	23 54	00 09
Aldgate/ Aldgate East	06 24	06 44	06 59		23 41	23 56	00 11
TOWER HILL		06 48	07 03		23 45	24 00	00 15

WESTBOUND Times quoted are Tower Hill arrivals.

07.18,

07.33 – 08.23 Every 10 minutes (6 bph)

08.33 – 22.33 Every 7-8 minutes (8 bph)

22.43 – 23.33 Every 10 minutes (6 bph)

An additional bus will, if required, depart Plaistow at 23.53, calling at Canning Town, then all stations to Tower Hill, setting down only.

## SUGGESTED RUNNING TIMES

	Basic	Sat 0830 – 1100 & 1800 - 2100 Sun 0930-1100 & 1800-2100	Sat & Sun 1100 - 1800
Tower Hill – Aldgate / Aldgate East	4	6	6
Aldgate / Aldgate East – Whitechapel	2	3	4
Whitechapel – Stepney Green	3	3	4
Stepney Green – Mile End	3	3	4
Mile End – Bow Road	3	3	4
Bow Road – Bromley-by-Bow	4	5	6
Bromley-by-Bow – Canning Town	6	9	11
<b>Total</b>	<b>25</b>	<b>32</b>	<b>39</b>
Canning Town - Bromley-by-Bow	6	7	8
Bromley-by-Bow – Bow Road	2	4	5
Bow Road – Mile End	2	2	3
Mile End – Stepney Green	3	3	4
Stepney Green - Whitechapel	3	4	5
Whitechapel – Aldgate / Aldgate East	2	2	2
Aldgate/Aldgate East - Tower Hill	4	5	6
<b>Total</b>	<b>22</b>	<b>27</b>	<b>33</b>

## SUMMARY OF BUS SERVICE

### TOWER HILL – CANNING TOWN

SATURDAYS, 11th MARCH, 3<sup>rd</sup> JUNE and 1<sup>st</sup> July 2017

FRIDAY 14<sup>th</sup> SATURDAY 15<sup>th</sup> MONDAY 17<sup>th</sup> APRIL 2017

#### Eastbound

				<b>A</b>				
<i>District train arrives</i>	-	05 39½		23 51	00 01	00 15½	00 23½	00 50
TOWER HILL	05 31	05 48		23 58	00 08	00 22	00 40	01 00
Aldgate/Aldgate East	05 35	05 52	Then	00 02	00 12	00 26	00 44	01 04
Whitechapel	05 37	05 54	as	00 04	00 14	00 28	00 46	01 06
Stepney Green	05 40	05 57	shown	00 07	00 17	00 31	00 49	01 09
Mile End	05 43	06 00	below	00 10	00 20	00 34	00 52	01 12
Bow Road	05 46	06 03	until	00 13	00 23	00 37	00 55	01 15
Bromley-by-Bow	05 50	06 07		00 17	00 27	00 41	00 59	01 19
CANNING TOWN	05 56	06 13		00 23	00 33	00 47	01 05	01 25
<i>Jubilee train departs</i>	06 04¾	06 19¾		00 31¾	00 42¼	00 53¼	01 15	01 35
							<b>UP</b>	<b>UP</b>

**EASTBOUND** Times quoted are Tower Hill departures.

05.58 – 07.08 Every 10 minutes (6 bph)

07.16 – 09.24 Every 8 minutes (7.5 bph)

09.31 – 20.31 Every 6-7 minutes (9 bph)

20.38 – 23.50 Every 8 minutes (8 bph)

#### NOTES:

**A** – Connects at Aldgate from 00.01 ex Edgware Road via Victoria due 00.37½.

**UP** – Bus continues, if required, calling at Plaistow, then all stations to Upminster, setting down only.

#### Westbound

<i>Jubilee train arrives</i>	05 00	05 16	05 33	05 49	06 00¾		23 48¼	00 07½	00 30
CANNING TOWN	05 07	05 27	05 42	05 56	06 07	Then	23 57	00 17	00 37
Bromley-by-Bow	05 13	05 33	05 48	06 02	06 13	as	00 03	00 23	<b>TH</b>
Bow Road	05 15	05 35	05 50	06 04	06 15	shown	00 05	00 25	
Mile End	05 17	05 37	05 52	06 06	06 17	below	00 07	00 27	
Stepney Green	05 20	05 40	05 55	06 09	06 20	until	00 10	00 30	
Whitechapel	05 23	05 43	05 58	06 12	06 23		00 13	00 33	
Aldgate/ Aldgate East	05 25	05 45	06 00	06 14	06 25		00 15	00 35	
TOWER HILL	05 29	05 49	06 04	06 18	06 29		00 19	00 39	
<i>District train departs</i>	05 37½	05 57½	06 12½	06 24½	06 36		00 26	-	

**WESTBOUND** Times quoted are Tower Hill arrivals.

06.39 – 07.07 Every 10 minutes (6 bph)

07.15 – 09.31 Every 8 minutes (7.5 bph)

09.38– 20.32 Every 6-7 minutes (9 bph)

20.39 – 23.59 Every 8 minutes (7.5 bph)

#### Note:

**TH** – Bus runs, if required, calling at Bromley-by-Bow, then all stations to Tower Hill, setting down only.

**SUMMARY OF BUS SERVICE (continued)**

**TOWER HILL – CANNING TOWN**

**SUNDAYS, 12th MARCH, 4<sup>th</sup> JUNE and 2<sup>nd</sup> July 2017**

**SUNDAY 16<sup>th</sup> APRIL 2017**

**Eastbound**

						<b>A</b>			
<i>District train arrives</i>					<i>07 03½</i>	<i>07 16</i>	<i>23 38½</i>	<i>23 58½</i>	<i>00 14½</i>
TOWER HILL					07 13	07 27	23 47	00 07	00 27
Aldgate/Aldgate East	06 17	06 37	06 57	07 17	07 31	Then	23 51	00 11	00 31
Whitechapel	06 19	06 39	06 59	07 19	07 33	as	23 53	00 13	00 33
Stepney Green	06 22	06 42	07 02	07 22	07 36	shown	23 56	00 16	00 36
Mile End	06 25	06 45	07 05	07 25	07 39	below	23 59	00 19	00 39
Bow Road	06 28	06 48	07 08	07 28	07 42	until	00 02	00 22	00 42
Bromley-by-Bow	06 32	06 52	07 12	07 32	07 46		00 06	00 26	00 46
CANNING TOWN	06 38	06 58	07 18	07 38	07 52		00 12	00 32	00 52
<i>Jubilee train departs</i>	<i>06 45</i>	<i>07 05</i>	<i>07 25</i>	<i>07 47</i>	<i>07 58¼</i>		<i>00 19</i>	<b>UP</b>	<b>UP</b>

**EASTBOUND** Times quoted are Tower Hill departures.

07.37 – 08.27 Every 10 minutes (6 bph)

08.35 – 22.35 Every 8 minutes (7.5 bph)

22.45 – 23.35 Every 10 minutes (6 bph)

**NOTES:**

**A** – Connects at Aldgate from 23.40 ex Edgware Road via Victoria due 00.14.

**UP** – Bus continues, if required, calling at Plaistow, then all stations to Upminster, setting down only.

**Westbound**

<i>Jubilee train arrives</i>	<i>05 50</i>	<i>06 10</i>	<i>06 30</i>	<i>06 50</i>				<i>23 10¼</i>	<i>23 26¼</i>	<i>23 42¼</i>
CANNING TOWN	05 58	06 18	06 38	06 57	Then		23 18	23 36	23 51	
Bromley-by-Bow	06 04	06 24	06 44	07 03	as		23 24	23 42	23 57	
Bow Road	06 06	06 26	06 46	07 05	shown		23 26	23 44	23 59	
Mile End	06 08	06 28	06 48	07 07	below		23 28	23 46	00 01	
Stepney Green	06 11	06 31	06 51	07 10	until		23 31	23 49	00 04	
Whitechapel	06 14	06 34	06 54	07 13			23 34	23 52	00 07	
Aldgate/ Aldgate East	06 16	06 36	06 56	07 15			23 36	23 54	00 09	
TOWER HILL		06 40	07 00	07 19			23 40	23 58	00 13	
<i>District train departs</i>		<i>06 53½</i>	<i>07 07</i>	<i>07 26</i>			<i>23 51</i>	-	-	

**WESTBOUND** Times quoted are Tower Hill arrivals.

07.29– 08.29 Every 10 minutes (6 bph)

08.37 – 22.29 Every 8 minutes (7.5 bph)

22.37 – 23.27 Every 10 minutes (6 bph)

An additional bus will, if required, depart Plaistow at 23.53, calling at Canning Town, then all stations to Tower Hill, setting down only.

## SUGGESTED RUNNING TIMES

	Basic	Sat 0830 – 1100 & 1800 -2100 Sun 0930-1100 & 1800-2100	Sat & Sun 1100 - 1800
Tower Hill – Aldgate / Aldgate East	4	6	6
Aldgate / Aldgate East – Whitechapel	2	3	4
Whitechapel – Stepney Green	3	3	4
Stepney Green – Mile End	3	3	4
Mile End – Bow Road	3	3	4
Bow Road – Bromley-by-Bow	4	5	6
Bromley-by-Bow – Canning Town	6	9	11
<b>Total</b>	<b>25</b>	<b>32</b>	<b>39</b>
Canning Town - Bromley-by-Bow	6	7	8
Bromley-by-Bow – Bow Road	2	4	5
Bow Road – Mile End	2	2	3
Mile End – Stepney Green	3	3	4
Stepney Green - Whitechapel	3	4	5
Whitechapel – Aldgate / Aldgate East	2	2	2
Aldgate/Aldgate East - Tower Hill	4	5	6
<b>Total</b>	<b>22</b>	<b>27</b>	<b>33</b>

## CALLING POINTS

### EASTBOUND

TOWER HILL	Stop TC, Minories
Aldgate/ Aldgate East	Stop E, Whitechapel High Street
Whitechapel	Stop B, Whitechapel Road
Stepney Green	Stop B, Mile End Road
MILE END	Stop D, Mile End Road
Bow Road	Stop Y, Bow Road
Bromley-by-Bow	Stop BA, Blackwell Tunnel App opposite station
CANNING TOWN	Stop E bus station

### WESTBOUND

CANNING TOWN	Stop D bus station
Bromley-by-Bow	Stop BE, Blackwell Tunnel App outside station
Bow Road	Stop Z, Bow Road
MILE END	Stop C, Mile End Road
Stepney Green	Stop G, Mile End Road
Whitechapel	Stop A, Whitechapel Road opposite station
Aldgate/Aldgate East	Stop J, Whitechapel High Street
TOWER HILL	Stop TC, Minories



**District: Embankment to West Ham**  
**Circle: Edgware Road to Aldgate via Victoria**  
**H&C: Liverpool Street to Barking**  
**Saturday 3<sup>rd</sup> to Sunday 4<sup>th</sup> June 2017**

Please contact [redacted] if you have any feedback regarding this closure

## Headlines

### What work is taking place

Trains will not run between Embankment and West Ham while we carry out track and drainage replacement work at Tower Hill as well as Crossrail construction work at Whitechapel.

On the Circle & H&C the sections described above will be closed to allow us to test new signalling and carry out Crossrail construction work at Whitechapel.

### Use c2c for a faster journey

London Underground tickets will be accepted on c2c trains between Fenchurch Street, Limehouse, West Ham, Barking and Upminster.

### Fastest journey to/from Central London

Passengers travelling between central London and stations West Ham – Upminster must be advised to use c2c train services between Fenchurch Street/Liverpool Street, West Ham, Barking and Upminster or Jubilee line services to/from West Ham.

Passengers travelling between central London and stations between Tower Hill to Bromley-by-Bow must be advised to make full use of alternative Underground lines to connect with the rail replacement bus services at Tower Hill, Aldgate, Mile End and Canning Town.

### London Overground

All weekend London Overground trains will not call at Whitechapel (Station closed) due to Crossrail construction works. Use local buses via any reasonable route.

## Alternative Transport

### Rail Replacement bus service

RRBS A: Tower Hill to Canning Town via Aldgate/Aldgate East, Whitechapel, Stepney Green, Mile End, Bow Road, Bromley-by-Bow, Canning Town operated by Sullivan Buses.

### Fastest Journey to/from

#### Aldgate

- Use the Circle or Metropolitan lines if travelling to/from stations north or west of.
- Use local bus routes 15, 25, 40, 78, 100 or 205 if travelling to/from stations south or east of.

#### Aldgate East

- If travelling from the east, use the RRBS.
- If travelling from the west, take the Circle and Metropolitan lines to Aldgate, which is a short walk from Aldgate East.

#### Blackfriars

- Use local bus route 388.
- Alternatively, take Thameslink services to/from Blackfriars National Rail station.
- Or, use the Jubilee line to/from Southwark station, which is a 13 minute walk from Blackfriars station. Alternatively, take local bus routes 45, 63 or 100.

#### Bow Road

## Events and Closures Staff Q&A



- For central London take RRBS or local bus routes 25, 205 or 425 to Mile End for the Central line.
- Alternatively, use the DLR from nearby Bow Church station

### Bromley-by-Bow

- For central London take RRBS to Mile End. Change there for the Central line.

### Cannon Street

- Take the Central line to/from Bank is a short walk from Mansion House.
- Alternatively use local bus routes 15 or 17.

### Embankment

- Use Bakerloo or Northern line services.
- Alternatively use local bus routes 11, 15 or 23.

### Mile End

- For central London or Stratford, take the Central line.

### Monument

- Take the Central, Northern or Waterloo & City lines or DLR from Bank station.
- Alternatively use local bus routes 15, 17, 21, 35, 40, 43, 47, 48, 133, 141 or 149.

### Stepney Green

- For central London take RRBS A to Aldgate for the Circle line.
- For Stratford take local bus route 25.

### Temple

- Use local bus routes 1, 4, 11, 15, 23, 26, 59, 68, 76, 91, 168, 171, 172, 188, 243 or 341 to/from Aldwych/Strand, which is a short walk to Temple station

### West Ham

- For central London or Canning Town use the Jubilee line or DLR.

### Whitechapel

- For central London take RRBS A to Aldgate for the Circle line.
- For Stratford take local bus route 25.

## Customer Information Assistants (CIA)

Station	No.	Locations	Saturday		Sunday	
Supervisors	2	As required	04:30	01:30	05:00	01:30
		As required	06:00	00:00	07:00	23:00
Tower Hill	1	At pick-up bus stop	05:00	01:00	07:00	00:00
Aldgate East	2	At eastbound bus stop	07:00	22:00	09:00	21:00
		At westbound bus stop	09:00	22:00	11:00	21:00
Whitechapel	3	Outside station entrance (junction of Court Street & Durward Street)	05:00	01:00	07:00	00:00
		At eastbound bus stop	05:00	01:00	07:00	00:00
		At westbound bus stop	05:00	01:00	07:00	00:00
Mile End	2	At eastbound bus stop	05:00	01:30	05:30	00:30
		At westbound bus stop	05:00	01:00	07:00	00:00
Bow Road	1	At westbound bus stop	08:00	20:00	10:00	20:00
Bromley-by-Bow	1	Working between both bus stops	08:00	20:00	10:00	20:00
Canning Town	1	Working between both bus stops on Silvertown way	07:00	22:00	09:00	21:00



**PLEASE NOTE:**

- CIAs should not be moved to another location during the closure.
- Please make all CIAs fully welcome in stations and, where it does not compromise safety or cash handling regulations, allow them use of toilet and kitchen facilities. All CIAs carry identification when working for LU.

## Contact details

**CIA Supervisor Contact Numbers**

All Weekend	[Redacted]
	[Redacted]

**Rail Replacement Bus Service (Tower Hill to Canning Town) – Sullivan**

Day	Name	Contact Number
All weekend	[Redacted]	[Redacted]

**Transport for London (Buses) Contact Number**

CentreComm	All weekend	[Redacted]
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## Step Free Journeys



If a customer who needs step-free access is not able to get to their step-free destination because of a planned closure...

- Please check whether the rail replacement bus service can take them there.
- If not, offer them a taxi to their destination at LU's cost.
- Station Customer Service Managers (*or those at higher grades*) should call 1812 to arrange an unscheduled staff taxi.
- Provide the customer's name and pick up / drop off location.
- Make sure the customer is happy with arrangements made.