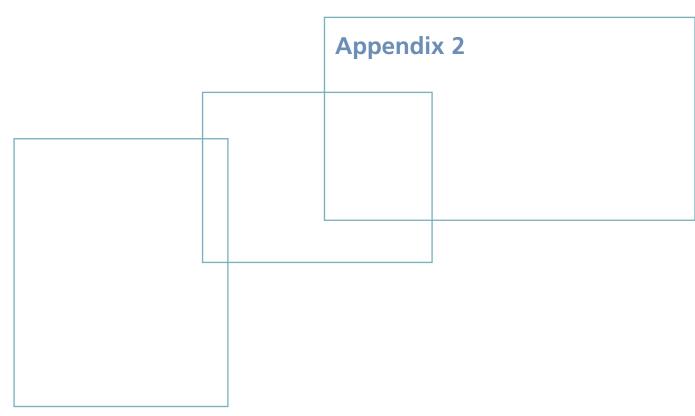
Argent St George, London and Continental Railways and Exel

King's Cross Central

Transport Assessment

April 2004





London Underground Limited Public Private Partnership



Final Assessment Report

7 February 2002



Contents

1.	Intro	duction	5
2	PPP	Policy	7
	2.1	What the private sector brings	7
	2.2	Private finance	9
	2.3	Commission on Public Private Partnerships	10
3.	Desig	gn of the PPP	12
	3.1	Challenges for the PPP	12
	3.2	Structural considerations	12
	3.3	PPP Design principles	14
	3.4	Performance objectives	15
	3.5	The performance and payment regime	17
	3.6	Business critical decisions	19
	3.7	Planning and co-ordination	19
	3.8	Decisions reserved to LUL	20
	3.9 3.10	Remedies	20 21
	3.10	Flexibility and change Safety	21
	3.11	Risk Allocation	22
	3.12	Obligations to other parties	24
	3.14	Testing the structure	25
4.		mentators on the PPP	26
4.	4 .1	Transport Select Committee	20 26
	4.1 4.2	Industrial Society	28
	4.2	Mr Kiley's December 2000 Report	30
	4.4	Mr Kiley's February 2001 Report	31
	4.5	Parsons Brinckerhoff	32
5	The	Marran's Tuanan and Strictory	
5	5.1	Mayor's Transport Strategy	33
	5.1 5.2	Vision and priorities Policies and proposals in relation to LUL	33 34
	5.2 5.3	The London Underground PPP	34
	5.4	The Mayor's alternative to the PPP	35
6.	Viou	s of the Mayor and TfL	36
0	6.1	The August 2000 consultation	36
	6.2	The October 2000 consultation	38
	6.3	Mr Kiley's 'term sheet'	39
	6.4	Mr Kiley's letter to the Prime Minister	41
	6.5	The September 2001 consultation	42
	6.6	Mr Kiley's letter of 13 November 2001	47
	6.7	Mr Kiley's letter of 4 January 2002	47
	6.8	Final consultation	48
7.	Final	Assessment of the PPP	49
8. .	The l	Final PPP Contract	51
0.	8.1	Performance	51
	8.2	Asset management	58
	8.3	Standards	60
	8.4	Remedies for poor performance	62
	8.5	Dispute resolution	64
	8.6	Variation and flexibility	66
	8.7	Periodic Review	72
	8.8	Extraordinary Review	75
	8.9	Co-operation and Co-ordination	75
	8.10	Monitoring and Audit	77
	8.11	Direction and Control	78
	8.12	Infraco Governance	79
	8.13	Mandatory Sale	81

9.	Risk S	Share	84
	9.1	Revenue risks	85
	9.2	Cost risks	86
	9.3	Event risks	87
	9.4	Default risks	91
10.	Safety	under the PPP	93
	10.1	Safety background to the PPP	93
	10.2	Safety under the PPP	94
	10.3	The PPP safety regime	94
	10.4	Components of the safety regime	95
	10.5	Preparation for the PPP	98 99
	10.6 10.7	SRCC Review process Mr Kiley's comments on the safety regime	99 99
	10.7	Readiness of the revised Safety Cases	100
	10.8	Overall Case for Safety	100
11.	Tho P	PP in Practice	
11.	11.1	Management autonomy	103
	11.1	Capability of bidders	103
	11.3	Working relationships	104
	11.4	Robustness of the contract	106
	11.5	Flexibility	108
	11.6	Remedies	108
	11.7	Enforceability	109
	11.8	Risk allocation	109
	12.	What the PPP Delivers	111
	12.1	Overview	111
	12.2	Infraco JNP	112
	12.3	Infraco SSL	112
	12.4	Infraco BCV	115
	13.	Bid Evaluation	117
	13.1	Evaluation objectives	117
	13.2	Technical evaluation	117
	13.3	Organisational evaluation	120
	13.4 13.5	Financial Evaluation	121
	13.5	BAFO Submissions SSL Capability resubmission	123 123
	13.7	Risk assessment	123
	13.8	Awarding two contracts to one bidder	126
	13.9	Final Bids	126
14.	Final	Assessment of the Bids	127
1.11	14.1	The bidding process	127
	14.2	The Pre-existing Position	127
	14.3	Committed Finance Offers	128
	14.4	CFO Evaluation	128
	14.5	Tube Lines JNP	129
	14.6	Metronet SSL	131
	14.7	Metronet BCV	133
	14.8 14.9	Evaluation price adjustments PSC adjustments	136 137
15		•	
15.	15.1	iew of Financial Analysis Public Sector Comparators	141 141
	15.2	Independent reviews	141
	15.3	The NAO Report	141
	15.4	The Deloitte and Touche Report	142
	15.5	Documenting the analysis	143
16.	The P	ublic Sector Comparator	145
	16.1	Structural assumptions	145
	16.2	Methodology	145
	16.3	Base Costs	145
	16.4	Whole Life Asset Plans & Long-Term Investment Plan	146
	16.5	Independent reviews of the base cost estimates	147
	16.6	Cost Risk adjustments	147

	16.7	Performance Risk Adjustments	148
	16.8	Efficiency Adjustments	149
	16.9	Components of PSC	150
	16.10	Factors not included	150
	16.11 16.12	Bond-Financed PSC	151 152
	16.12	Basis of comparison Robustness of 30 year Pricing	152
17.	Base	Costs Analysis	155
	17.1	Overview	155
	17.2	Comparison of base costs and bids	155
	17.3	Outturn and base costs	156
	17.4	LUL's past performance	157
	17.5	LUL final review workshop	159
	17.6 17.7	Ove Arup opinion Review of external precedents and guidance	160 160
	17.7	Conclusions	161
18.	Statis	tical Analysis	162
	18.1	Overview	162
	18.2	Quantification adjustments to base costs	162
	18.3	Performance adjustments	163
	18.4	Simulation	164
	18.5 18.6	Interpretation of the simulation Conclusions	165 166
19.	Simnl	lified Model	167
	19.1	Identification of key drivers	167
	19.2	Adjustment factors for key drivers	167
	19.3	Modelling the PSC on the key drivers	168
	19.4	Conclusions	168
20.		cial Analysis over 7½ Years	170
		Overview	170
	20.1		
	20.1 20.2 20.3	Underlying cost comparison	170 171 172
21.	20.2 20.3	Underlying cost comparison Comparison of ISCs plus fixed amounts	171 172
21.	20.2 20.3	Underlying cost comparison	171
21.	20.2 20.3 Sensit 21.1 21.2	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis	171 172 173
21.	20.2 20.3 Sensit 21.1 21.2 21.3	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years	171 172 173 173 173 173
21.	20.2 20.3 Sensit 21.1 21.2 21.3 21.4	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years 7½ year sensitivity analysis	171 172 173 173 173 173 177 179
21.	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years 7½ year sensitivity analysis Statistical distribution ranges	171 172 173 173 173 173 177 179 181
	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years 7½ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities	171 172 173 173 173 177 179 181 183
21. 22.	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6 Finan	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years 7½ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities the and Ability to Carry Risk	171 172 173 173 173 173 177 179 181 183 186
	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6 Finan 22.1	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years 7½ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities the and Ability to Carry Risk Overview of funding	171 172 173 173 173 173 177 179 181 183 186 186
	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6 Finan 22.1 22.2	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years 7½ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities the and Ability to Carry Risk Overview of funding Conditionality	171 172 173 173 173 173 177 179 181 183 186 186 186
	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6 Finan 22.1	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years 7½ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities the and Ability to Carry Risk Overview of funding	171 172 173 173 173 173 177 179 181 183 186 186
	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6 Finan 22.1 22.2 22.3 22.4 22.5	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years 7½ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities the and Ability to Carry Risk Overview of funding Conditionality Ability to carry risk	171 172 173 173 173 173 177 179 181 183 186 186 186 186
	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6 Finan 22.1 22.2 22.3 22.4	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years 7½ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities tee and Ability to Carry Risk Overview of funding Conditionality Ability to carry risk Tube Lines	171 172 173 173 173 173 177 179 181 183 186 186 186 186 186 186
	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6 Finan 22.1 22.2 22.3 22.4 22.5 22.6 An Al	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years 7½ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities the and Ability to Carry Risk Overview of funding Conditionality Ability to carry risk Tube Lines Metronet Conclusions	171 172 173 173 173 173 177 179 181 183 186 186 186 186 186 186 187 187 188
22.	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6 Finan 22.1 22.2 22.3 22.4 22.5 22.6 An Al 23.1	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years $7\frac{1}{2}$ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities Ice and Ability to Carry Risk Overview of funding Conditionality Ability to carry risk Tube Lines Metronet Conclusions Iternative to the PPP TfL's management approach	171 172 173 173 173 177 179 181 183 186 186 186 186 186 186 187 187 188 189 190
22.	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6 Finan 22.1 22.2 22.3 22.4 22.5 22.6 An Al 23.1 23.2	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years $7\frac{1}{2}$ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities Ice and Ability to Carry Risk Overview of funding Conditionality Ability to carry risk Tube Lines Metronet Conclusions Iternative to the PPP TfL's management approach TfL's financing plan	171 172 173 173 173 173 177 179 181 183 186 186 186 186 186 187 187 188 189 190 191
22.	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6 Finan 22.1 22.2 22.3 22.4 22.5 22.6 An Al 23.1 23.2 23.3	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years $7\frac{1}{2}$ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities Ince and Ability to Carry Risk Overview of funding Conditionality Ability to carry risk Tube Lines Metronet Conclusions Iternative to the PPP TfL's management approach TfL's financing plan Assessing the Alternative	171 172 173 173 173 173 177 179 181 183 186 186 186 186 186 187 187 188 189 190 191
22. 23.	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6 Finan 22.1 22.2 22.3 22.4 22.5 22.6 An Al 23.1 23.2 23.3 23.4	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years 7½ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities tee and Ability to Carry Risk Overview of funding Conditionality Ability to carry risk Tube Lines Metronet Conclusions Iternative to the PPP TfL's management approach TfL's financing plan Assessing the Alternative A Mixed Solution	171 172 173 173 173 173 177 179 181 183 186 186 186 186 186 186 187 187 187 188 189 190 191 192 193
22.	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6 Finan 22.1 22.2 22.3 22.4 22.5 22.6 An Al 23.1 23.2 23.3 23.4 Concl	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years 7½ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities tee and Ability to Carry Risk Overview of funding Conditionality Ability to carry risk Tube Lines Metronet Conclusions Iternative to the PPP TfL's management approach TfL's financing plan Assessing the Alternative A Mixed Solution	171 172 173 173 173 173 177 179 181 183 186 186 186 186 186 186 187 187 188 189 190 191 192 193 194
22. 23.	20.2 20.3 Sensit 21.1 21.2 21.3 21.4 21.5 21.6 Finan 22.1 22.2 22.3 22.4 22.5 22.6 An Al 23.1 23.2 23.3 23.4	Underlying cost comparison Comparison of ISCs plus fixed amounts tivity Analysis Overview Sensitivities on the Traditional PSC over 30 years Sensitivities on the Bond PSC over 30 years 7½ year sensitivity analysis Statistical distribution ranges Discount Rate and Bond Rate sensitivities tee and Ability to Carry Risk Overview of funding Conditionality Ability to carry risk Tube Lines Metronet Conclusions Iternative to the PPP TfL's management approach TfL's financing plan Assessing the Alternative A Mixed Solution	171 172 173 173 173 173 177 179 181 183 186 186 186 186 186 186 187 187 187 188 189 190 191 192 193

12. What the PPP Delivers

The PPP performance specification is based on LUL's own long term train and station plans. It also requires Infracos to recover the shortfall in the condition of the Underground's infrastructure. Restoring this to a state of good repair requires enormous investment in track, signalling, stations, earthworks, bridges and other structures. Tackling the backlog on a whole-life asset management basis is essential to ensuring that service improvements will be sustained. Completing the job is a very long-term undertaking.

The purpose of this chapter is to give an impression of the physical improvements which the PPP will deliver, based on the programmes of work set out in each bidder's final submissions.

12.1 OVERVIEW

The PPP enables an intensive programme of work on a scale never previously undertaken on the Underground . It delivers new projects in the order that delivers most benefit to customers. In summary:

- 12 new trains will be in service by 2008, a further 324 new trains by 2014, and an additional 42 trains by 2019.
- All rolling stock which is more than 10 years old now will be replaced by 2019.
- All lines will have modern signal and control systems by 2016. These will provide automatic train operation and automatic train protection which is key to improving reliability.
- These improvements will deliver extra capacity by 22% on the Jubilee line, 15% on the Victoria line and 17% on the Metropolitan and Circle lines, all within 10 years.
- Ten of London's busiest stations will be modernised or refurbished by 2010 -Oxford Circus, King's Cross, Liverpool Street, Piccadilly Circus, Waterloo, Leicester Square, Tottenham Court Road, Charing Cross, Paddington and Victoria.
- In the same period, 60 more stations will be modernised and 139 will be refurbished, with stations refurbished again every 7¹/₂ years.
- 16 more stations will be accessible to mobility impaired customers by 2009, giving a network of 68 stations providing step-free access by 2012.
- Trains and station works will improve the travelling environment. Ambience scores will rise 10-15% across the network.
- Some 80% of the Underground's 400-plus kilometres of track will be replaced over the life of the contract.
- All infrastructure will be fully maintained and renewed to achieve a network-wide state of good repair by the end of the third review period.

12.2 INFRACO JNP

Infraco JNP maintains 100 stations and 164km of track. The Jubilee line has the newest section of track on the network and covers a distance of some 53km, serving 35 stations between Stanmore and Stratford. The Northern line serves 39 stations from Edgware, Mill Hill East and High Barnet to Morden. The Piccadilly line runs across London from Uxbridge and Heathrow to Cockfosters serving a total of 37 stations.

The challenges which face JNP include the need to provide new signalling systems on the Northern and Jubilee lines which will unlock the additional capability of the existing modern trains. This is particularly important on the Jubilee line extension where demand is growing rapidly. The Piccadilly line requires new trains an signalling.

The line upgrades will deliver new transmission based signalling, 68km of track renewed - £180m-worth of replacement works with a further £73m spent on renewals. By 2014 all the line upgrades will be complete. These works result in marked improvements in journey times – 22% on the Jubilee Line, 20% on the Piccadilly Line and 18% on the Northern Line.

All lines will see significant station works. All stations will be modernised or refurbished and there will be stations accessible to mobility impaired customers. Lifts and escalators will also be refurbished or replaced to improve reliability, reduce delays and ease congestion.

An indication of the range of performance improvements to be delivered by Infraco JNP is given in Table 12.1.

12.3 INFRACO SSL

Infraco SSL is responsible for the subsurface railway – the District, Circle, Metropolitan, East London and Hammersmith & City lines. These lines have approximately 150 km of track and 158 stations. They interconnect to form a network, and three sections of SSL's track interface with the National Rail Network. Stations present a similar picture. Of SSL's 97 stations, 43 provide interchanges between lines. SSL therefore faces the most technically complex challenges of any Infraco.

Within the first two review periods, capability upgrades, involving new trains, signalling, control systems and track works will be implemented on all lines. These will reduce journey time on the northern section of the network by 17% and on the southern section by 11%. An inter-operable fleet of 190 new trains will be provided delivering significant flexibility benefits and reliability will improve through the delivery of a centralised signalling control centre.

As with the deep-tube Infracos, the SSL network will undergo a programme of station refurbishments, modernisations and enhancements to provide customers with improved travelling environment, better station facilities and more step free access.

Table 12.2 shows the performance improvements which can be expected on SSL.

Table 12.1: Infraco JNP Service improvements

First Review Period

Second Review Period

Jubilee		
12 additional new trains		
Extra car on each of the 59 existing trains		
New signalling system		
22% increase in capacity		
15% reduction in delays due to train, signal and track faults		
15% improvement in train ambience		

Northern

25% reduction in delays due to train, signal and track faults	New signalling system with enhanced control centre
11% improvement in train ambience	Two extra trains in peak service
	18% increase capacity by 2010
	10% increase in signal reliability
	106 trains refurbished by 2015

Piccadilly

32% reduction in delays due to train, signal and track faults	92 new trains by 2013
12% improvement in train ambience	New transmission-based signalling system with new control centre
	20% increase in capacity
	10% increase in train and signal reliability
	4% improvement in train ambience

Station upgrades

30 stations modernised	3 further stations modernised
41 stations refurbished	60 stations refurbished
65 lifts refurbished	
10% reduction in station system faults	
100% of communications systems replaced	
Deep cleans and interim refurbishments to improve ambience	

Table 12.2: Infraco SSL Service improvements

First Review Period	Second Review Period
Dist	trict
All trains refurbished by 2005	78 new trains by 2014
42% improvement in train reliability	New signalling system by 2014
36% improvement in signal reliability	12% increase in capacity
38% improvement in track reliability	
19% improvement in train ambience by 2014	
14% improvement in escalator track reliability	
29% reduction in delays due to other station faults	
12% improvement in station ambience	

Metropolitan, Circle, Hammersmith & City

3% improvement in capacity	
30% improvement in train reliability	112 new trains by 2011
38% improvement in signal reliability	New signalling system by 2011
37% improvement in track reliability	17% increase in capacity
15% improvement in train ambience	
New crew facilities at 26 locations	
7% reduction in delays due to lift and escalator faults	
25% reduction in delays due to other station faults	
12% improvement in station ambience	

Station upgrades

14 stations modernised	4 further stations modernised
70 stations refurbished	80 stations refurbished

12.4 INFRACO BCV

Infraco BCV is responsible for some of the busiest lines on the Underground Network - over 1,000,000 journeys are made on the Central and Victoria each weekday. Assets maintained by Infraco BCV include 125km of track and 76 stations with 145 escalators and 23 lifts. The future challenges facing Infraco BCV centre around the need to provide substantial improvements in reliability and journey time on each line.

On the Victoria line, a new fleet of 47 trains will be provided, together with a new signalling system and new, purpose built control centre. This will deliver a 15% improvement in passenger journey time over the first two review periods.

The Central line is the only Underground line not to receive a full upgrade under the PPP. This reflects the fact that its existing trains and signalling systems are currently less than 10 years old. However, capacity can still be improved. By 2003 journey times will have reduced by 5% through a combination of track works, completing existing signal works, and repairing and returning to service two trains which are not currently operable.

The Bakerloo line will be upgraded by 2019, replacing the existing fleet with 42 new trains. This will improve journey times by 15%. During the early years of the contract, capital expenditure on the Bakerloo line will include installing additional crew facilities, for example at Elephant & Castle and Harrow & Wealdstone.

In common with the other Infracos, BCV will undertake a substantial programme of station modernisation and refurbishment work targeted at relieving congestion and improving the travelling environment.

An indication of service improvements on BCV is given in Table 12.3.

First Review Period Second Review Period **Bakerloo** 33% improvement in train reliability 42 new trains 30% improvement in signal reliability New signalling system 29% improvement in track reliability 15% increase in capacity 22% improvement in train ambience An additional train in peak service Central 2 additional trains in service by 2003 Signalling upgrade complete by 2005 46% improvement in train reliability 33% improvement in signal reliability 29% improvement in track reliability 16% improvement in train ambience Victoria Trains in service increased to 39 (peak) and 47 new trains and new signalling system by 30 (off peak) 2011 5% increase in capacity by 2004 Further 11% increase in capacity 41% improvement in train reliability 45% improvement in signal reliability 26% improvement in signal reliability New crew facilities at Walthamstow 32% improvement in track reliability 21% improvement in train ambience New crew facilities at Brixton and Seven Sisters Waterloo and City Signalling upgraded by 2004 12% increase in capacity 49% improvement in train reliability 28% improvement in signalling reliability 32% improvement in track reliability 16% improvement in train ambience **Station upgrades** 21 stations modernised 17 further stations modernised 43 stations refurbished 40 refurbishments

Table 12.3: Infraco BCV Service Improvements

16% improvement in lift and escalator

15% improvement in station ambience

reliability