



# Public Awareness and Public Consultation Round 1: Results and Crossrail's Response

August 2004

Crossing the Capital Connecting the UK



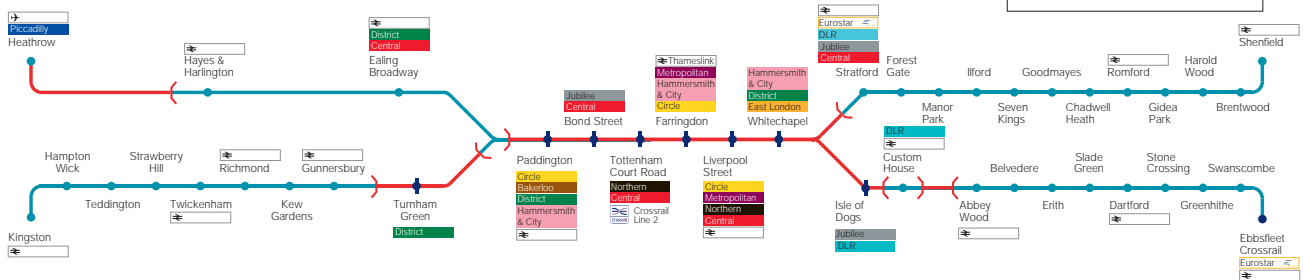
# Contents

01	Introduction	2
02	Why did we consult?	3
03	Who did we consult?	3
04	When did we consult?	4
05	How did we consult?	5
06	What happened?	6
07	What did you say?	9
08	How did stakeholders respond?	13
09	How have we responded?	16
10	Summary and conclusions	18
11	What are the next steps?	18



## Crossrail line 1

Preferred Route connections map



*Route prior to August, 2004*

# 01 Introduction

Cross London Rail Links Ltd (CLRL) was formed in 2001 to promote and develop Crossrail lines 1 and 2. It is a joint venture company owned by Transport for London (TfL) and the Strategic Rail Authority (SRA).

Current planning work concentrates on the development of Crossrail line 1. This document only refers to work done on Crossrail line 1.

Crossrail line 1 is a proposal to introduce a new west – east railway linking Heathrow and Kingston with Shenfield and Ebbsfleet through new tunnels under central London.

The Secretary of State for Transport asked CLRL to consult on Crossrail line 1 proposals in a statement to Parliament on 14 July 2003. As a result, a Public Awareness Campaign and Public Consultation Round 1 were completed, aimed at introducing the Crossrail proposals.

All comment received has been analysed, categorised, passed to Government and used to inform design development. Revised proposals are to be presented in the document 'Public Consultation Round 2 – Developing Crossrail'.

Stakeholders such as Government agencies, local authorities and community groups were also consulted.

A schools education programme provided students along the proposed line of the route with a number of curriculum-based Crossrail activities.

This document describes the public consultation activities carried out from September, 2003 to January, 2004. It explains who was consulted, summarises the comments received and reports on the Project's response to these comments.

August 2004



Examples of panels

## 02 Why did we consult?

As a publicly owned company Cross London Rail Links Ltd (CLRL) is committed to acting in a responsible and professional manner and to promoting the best scheme. Furthermore, Crossrail has a genuine desire to work closely with Government and statutory bodies and to those with an interest in the Project.

The Office of the Deputy Prime Minister (ODPM) has issued guidelines called the 'Code of Practice for the Dissemination of Information during Major Infrastructure Projects' that Crossrail has chosen to follow. Crossrail has also developed the following consultation objectives:

- identify and contact a wide range of stakeholders and interested parties
- uphold social inclusion, be fair, open and honest
- record and report on consultees' comments
- assess the level of support for the proposals
- identify concerns and, where practical, seek to address them



Crossrail mobile Public Information Centre

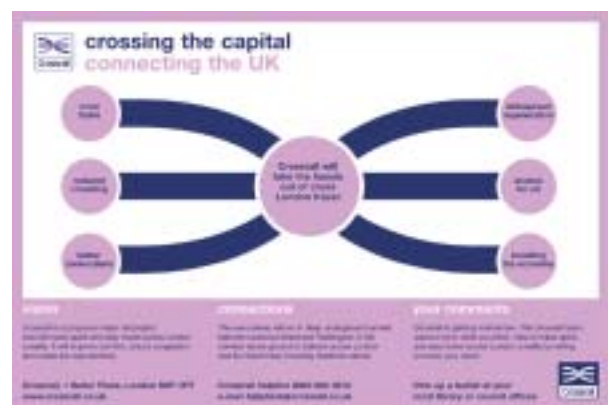
## 03 Who did we consult?

A large number of people needed to be consulted. Our activities were aimed at the following groups:

- The General Public, including local communities, existing rail passengers and all those registered on the Crossrail contacts database
- Community Groups and other Stakeholders' Bodies
- Statutory Bodies
- Local Authority Members, Officers and Leaders

Those with land or property interests that may be directly affected have been informed separately, and supported through the Crossrail 24-hour seven days a week Helpdesk.

All local authorities served by the proposals were invited to submit their comments.



Public Awareness Campaign advert, September 2003

# 04 When did we consult?

Consultation is taking place in three phases and so far the following two have been completed:

## Phase 1: September – November 2003

A 'Public Awareness Campaign' introduced and broadly explained the proposals, asked for comment and announced the forthcoming Public Information Centres.

## Phase 2: October – December 2003

'Public Consultation Round One' introduced the route proposals with a programme of Public Information Centres displaying preliminary Project designs and seeking comment.

The following phases are planned:

## Phase 3: August – October 2004:

'Public Consultation Round Two' involves Public Information Centres showing further design detail and development, Crossrail's response to comment received to date and seeking further comment on how Crossrail is developing.

## Phase 4: Dates to be confirmed:

A 'Information Round' where results of Round 2 and presentation of the final proposals forming the scope and content of any proposed Parliamentary Bill deposit would be presented.

A consultation comment card with the Crossrail logo at the top left. It contains a form with fields for Name, Address, Post code, and E-mail address. There is a 'Comments' section with a text area. Below the form, there are two checkboxes: 'Yes, I would like to be added to your mailing list for regular updates on the project' and 'I would like to be informed via: email' and 'post'.

Consultation Round One Comment card



Public Awareness Campaign leaflet



Various translations were available on request



Invitation leaflet listing information centres



Consultation section on the Crossrail website

## 05 How did we consult?

Crossrail used various ways to try to inform those who may have an interest and to seek their comment. These are summarised below.

### Public Awareness

#### Duration 8 – 29 September 2003

The purpose was to introduce the concept of Crossrail to the general public and explain the proposals.

- 300,000 leaflets were distributed along the proposed route containing freepost reply-paid 'Vision' comment cards
- Adverts were placed in publications with an estimated readership in excess of 6 million describing the Project and announcing Round 1 details

### Public Consultation Round 1

#### Duration 27 October – 3 December 2003

The purpose was to provide outline detail of the proposals with interested parties able to discuss them with qualified Project staff and make comments.

- 24-hour seven days a week Helpdesk continued to operate
- An independent referee was available
- A consultation section was launched on the Project website carrying all the information relating to Round 1 ranging from Public Information Centre details and comment cards to downloads of the Public Information Centre display panels
- 51 days of Public Information Centre were held at 29 locations featuring 145 separate display panels where freepost reply-paid comment cards were actively distributed. These Centres displayed route wide and site specific information with appropriately qualified staff available to explain the proposals and answer questions

- Preview exhibitions were held for Members of Parliament, local authority members and officers
- Nearly 32,000 invitations to Public Information Centres were distributed through letter boxes of residences and businesses near to the proposed route and at relevant railway stations
- Over 4000 e-mails and 270 letters were sent providing a Project update and Public Information Centre invitation
- Over 2600 separate Public Information Centre invitations were sent
- 234 local authorities, community groups, statutory and non-statutory bodies were sent the business case summary, sets of display panels, the 'Next Step' brochure, the Public Information Centre invitation and invitation update. Their comments were asked for
- Over 570 e-mails were sent attaching a comment card and Summary Business Case
- 300,000 copies of 'The Link' newsletter were distributed to schoolchildren in over 750 primary and secondary schools along the route
- A curriculum-based programme of Crossrail related activities was started involving schoolchildren along the line of route
- Over 100,000 leaflets and brochures were handed out at Public Information Centres
- Meetings were held with stakeholders
- Documents were sent to local libraries and civic offices for display
- Consultation material was available, on request, in 10 community languages, Braille, large print and audio tape

## 06 What Happened?

Public Awareness and Round 1 can be summarised as follows:

- 7256 visitors attended the Public Information Centres
- 2826 'Voice' and 'Vision' comment cards were completed
- 4855 separate comments were identified during analysis of the comment cards, e-mails, letters and telephone conversations raising 12 key issues (details appear in section 8)
- Over 97,000 visits to the website were made
- More than 120 calls were received from the media during Public Awareness
- Over 1000 enquiries were made of the Helpdesk
- 72 stakeholder responses were received
- 3 translations of material were requested

The following table sets out the results of the Public Information Centre by local authority, venue and date.

### London Borough of Hillingdon

Location	Date	Visitors	Comments Returned
Sainsbury's, Hayes	17/11/03	50	8
Sainsbury's Hayes	18/11/03	60	56
Heathrow Express Central Terminal Area	17/11/03	59	1
<b>Total</b>		<b>169</b>	<b>65</b>

### London Borough of Ealing

Location	Date	Visitors	Comments Returned
Arcadia Centre	2/12/03	110	5
Arcadia Centre	3/12/03	111	27
<b>Total</b>		<b>221</b>	<b>32</b>

### Royal Borough of Kingston-upon-Thames

Location	Date	Visitors	Comments Returned
Cattle Market Car Park	26/11/03	66	6
Cattle Market Car Park	27/11/03	70	6
<b>Total</b>		<b>136</b>	<b>12</b>

### London Borough of Richmond-upon-Thames

Location	Date	Visitors	Comments Returned
Old Town Hall, Richmond	29/11/03	469	36
Old Town Hall, Richmond	1/12/03	250	30
<b>Total</b>		<b>519</b>	<b>66</b>

### London Borough of Hounslow

Location	Date	Visitors	Comments Returned
Sainsbury's, Chiswick	28/11/03	311	39
Sainsbury's, Chiswick	29/11/03	262	24
<b>Total</b>		<b>573</b>	<b>63</b>

### London Borough of Hammersmith & Fulham

Location	Date	Visitors	Comments Returned
Old Oak School, East Acton	22/11/03	7	2
Old Oak School, East Acton	24/11/03	7	2
<b>Total</b>		<b>14</b>	<b>4</b>

### Royal Borough of Kensington & Chelsea

Location	Date	Visitors	Comments Returned
Sainsbury's, Ladbroke Grove	1/12/03	14	2
Sainsbury's, Ladbroke Grove	2/12/03	28	4
<b>Total</b>		<b>42</b>	<b>6</b>

### City of Westminster

Location	Date	Visitors	Comments Returned
Paddington Library	27/10/03	25	4
Paddington Library	28/10/03	51	10
Hinde St Methodist Church, Thayer St.	31/10/03	34	10
Paddington Station	21/11/03	280	13
<b>Total</b>		<b>390</b>	<b>37</b>

### London Borough of Camden

Location	Date	Visitors	Comments Returned
Conway Hall	29/10/03	30	0
Conway Hall	30/10/03	44	2
<b>Total</b>		<b>74</b>	<b>2</b>

### London Borough of Islington

Location	Date	Visitors	Comments Returned
Old Session House, Clerkenwell Green	27/10/03	26	5
<b>Total</b>		<b>26</b>	<b>5</b>

### City of London

Location	Date	Visitors	Comments Returned
Ironmongers' Hall	30/10/03	30	8
Liverpool St Station	24/11/03	1615	4
<b>Total</b>		<b>1645</b>	<b>12</b>

### London Borough of Tower Hamlets

Location	Date	Visitors	Comments Returned
Bancroft Library			
Stepney Green	28/10/03	38	7
Vallance Road			
Whitechapel	31/10/03	77	10
Vallance Road			
Whitechapel	1/11/03	71	3
Canada Place Mall			
Isle of Dogs	26/11/03	302	12
Canada Place Mall			
Isle of Dogs	27/11/03	337	9
Leopold Estate, Bow	28/11/03	7	0
Leopold Estate, Bow	29/11/03	7	6
<b>Total</b>		<b>839</b>	<b>47</b>

### London Borough of Newham

Location	Date	Visitors	Comments Returned
Beckton ASDA (Custom House)	14/11/03	75	3
Beckton ASDA (Custom House)	15/11/03	75	3
Stratford Shopping Centre	25/11/03	130	12
Stratford Shopping Centre	26/11/03	140	103
<b>Total</b>		<b>420</b>	<b>121</b>

### London Borough of Redbridge

Location	Date	Visitors	Comments Returned
Ilford Town Centre	10/11/03	100	21
Ilford Town Centre	11/11/03	150	13
<b>Total</b>		<b>250</b>	<b>34</b>

### London Borough of Havering

Location	Date	Visitors	Comments Returned
Romford Town Centre	3/11/03	110	13
Romford Town Centre	4/11/03	200	6
<b>Total</b>		<b>310</b>	<b>19</b>

### Brentwood Borough Council

Location	Date	Visitors	Comments Returned
Brentwood Town Centre	5/11/03	100	32
Brentwood Town Centre	6/11/03	100	12
<b>Total</b>		<b>200</b>	<b>44</b>



### London Borough of Greenwich

Location	Date	Visitors	Comments Returned
Woolwich			
Town Centre	7/11/03	100	15
Woolwich			
Town Centre	8/11/03	150	9
Abbey Wood	12/11/03	100	10
Abbey Wood	13/11/03	50	5
<b>Total</b>		<b>400</b>	<b>39</b>

### London Borough of Bexley

Location	Date	Visitors	Comments Returned
Bexleyheath			
Town Centre	19/11/03	100	25
Bexleyheath			
Town Centre	20/11/03	100	13
<b>Total</b>		<b>200</b>	<b>38</b>

### Dartford Borough Council

Location	Date	Visitors	Comments Returned
Dartford			
Priory Centre	21/11/03	60	840
Dartford			
Priory Centre	22/11/03	70	46
<b>Total</b>		<b>130</b>	<b>886</b>

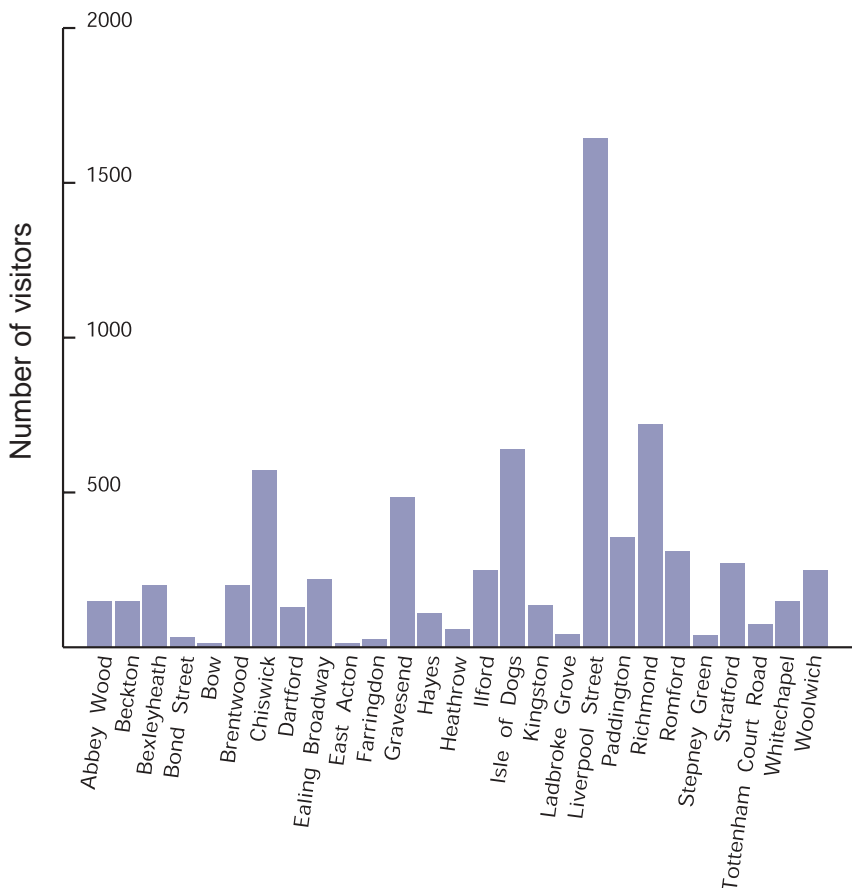
### Gravesend Borough Council

Location	Date	Visitors	Comments Returned
St George's Centre, Gravesend	8/11/03	392	11
St George's Centre, Gravesend	10/11/03	94	6
<b>Total</b>		<b>486</b>	<b>17</b>

### London Borough of Barking and Dagenham

Crossrail services would pass through the Borough on existing tracks, but no works are proposed. No Public Information Centres were held.

### Public Information Centre Visitors



## 07 What did you say?

### Results

**2826 comment cards were returned containing 4855 separate comments. These have been categorised as follows:**

#### Project Concept

Agree	1311
Neutral	376
Disagree	67
No comment	1139
Sub-total	2893

#### Accessibility

View expressed	54
----------------	----

#### Environmental – view expressed

Air quality	6
Archaeology	3
Community	27
Construction traffic	13
Ecology	5
Landscape & townscape	3
Noise and vibration	25
Road congestion	24
Planning	5
Property	44
Regeneration	25
Socio-economics	2
Sub-total	182

#### Integration – view expressed

Interchange opportunity	88
Station amenities	239
Sub-total	327

#### Financial – view expressed

Project funding	64
-----------------	----

#### Consultation – view expressed

Adequate	121
Inadequate	53
Sub-total	174

#### Further information requested

Yes	208
-----	-----

#### Engineering – view expressed

Positive view	11
Neutral view	44
Negative view	45
Sub-total	100

#### Freight

View expressed	2
----------------	---

#### Capacity – view expressed

Improved track capacity	26
Improved train capacity	44
Sub-total	70

#### Services

Replacement of services	
Agree	7
Neutral	8
Disagree	23
Sub-total	38

#### Disruption to existing services

View expressed	8
----------------	---

#### Detailed route comments: Whole route

Agree	11
Neutral	3
Disagree	3
Sub-total	17

#### Detailed route comments: Corridor 3

##### Great Western Branch

Agree	12
Neutral	14
Disagree	133
Sub-total	159

#### Detailed route comments: Corridor 6

##### Kingston Branch

Agree	38
Neutral	53
Disagree	106
Sub-total	197

**Detailed route comments: Central London Section**

Agree	19
Neutral	21
Disagree	22
Sub-total	62

**Detailed route comments: Corridor 4 North Kent Branch**

Agree	8
Neutral	13
Disagree	48
Sub-total	69

**Detailed route comments: Corridor 5 Shenfield Branch**

Agree	25
Neutral	4
Disagree	7
Sub-total	36

**Other general comment** 169

**Not categorised** 6

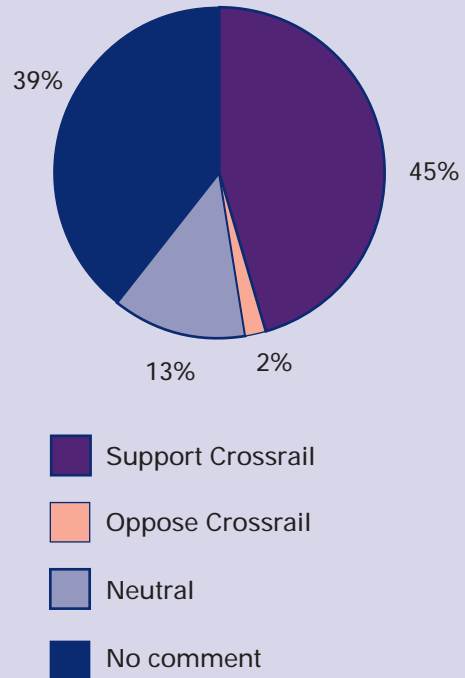
**TOTAL** 4855

The results can be summarised as follows:

Support	45.3%
Oppose	2.3%
Neutral	13.0%
No comment	39.4%

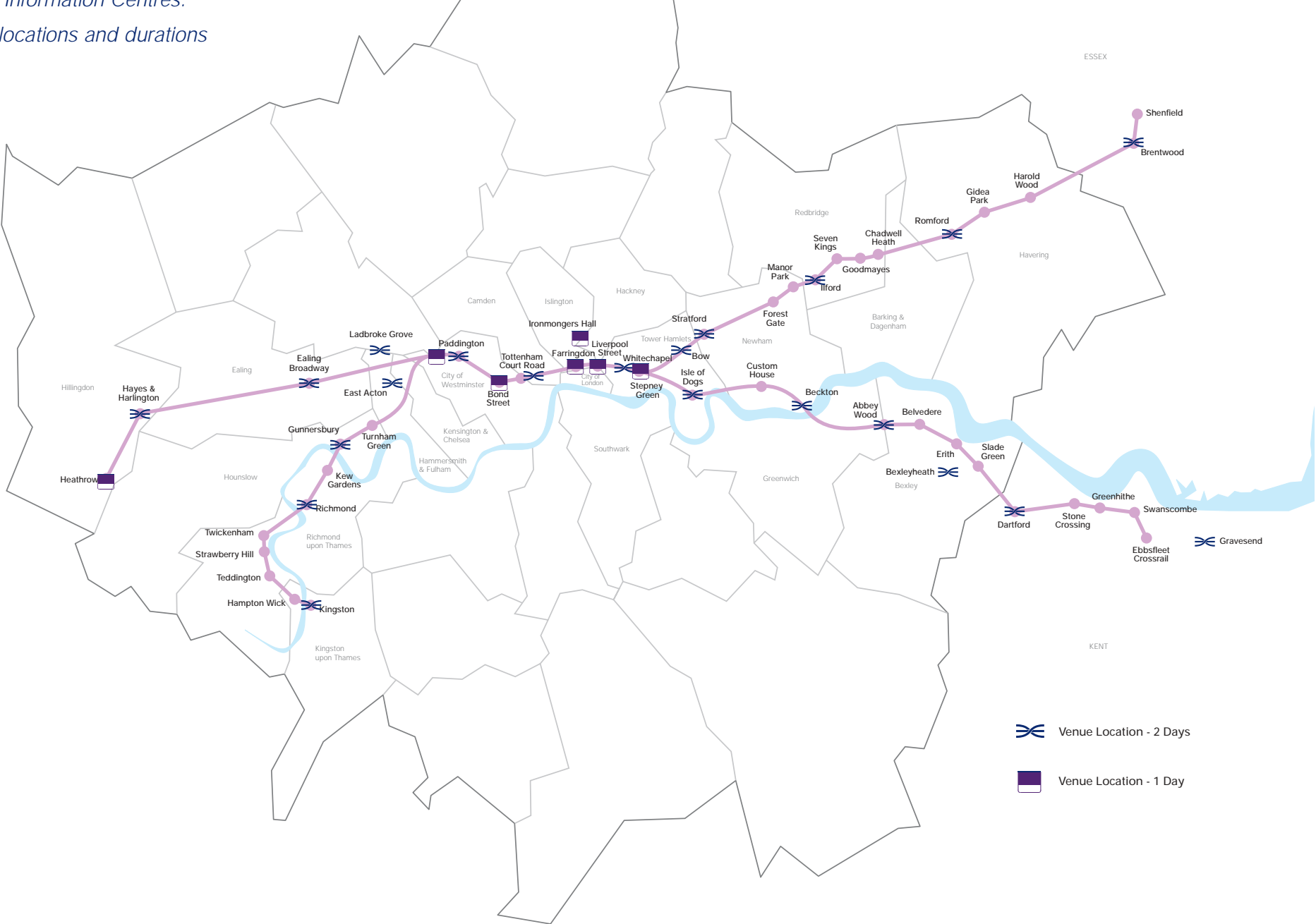
**Of those who commented, three out of four were supportive of Crossrail.**

*Level of support for Crossrail*

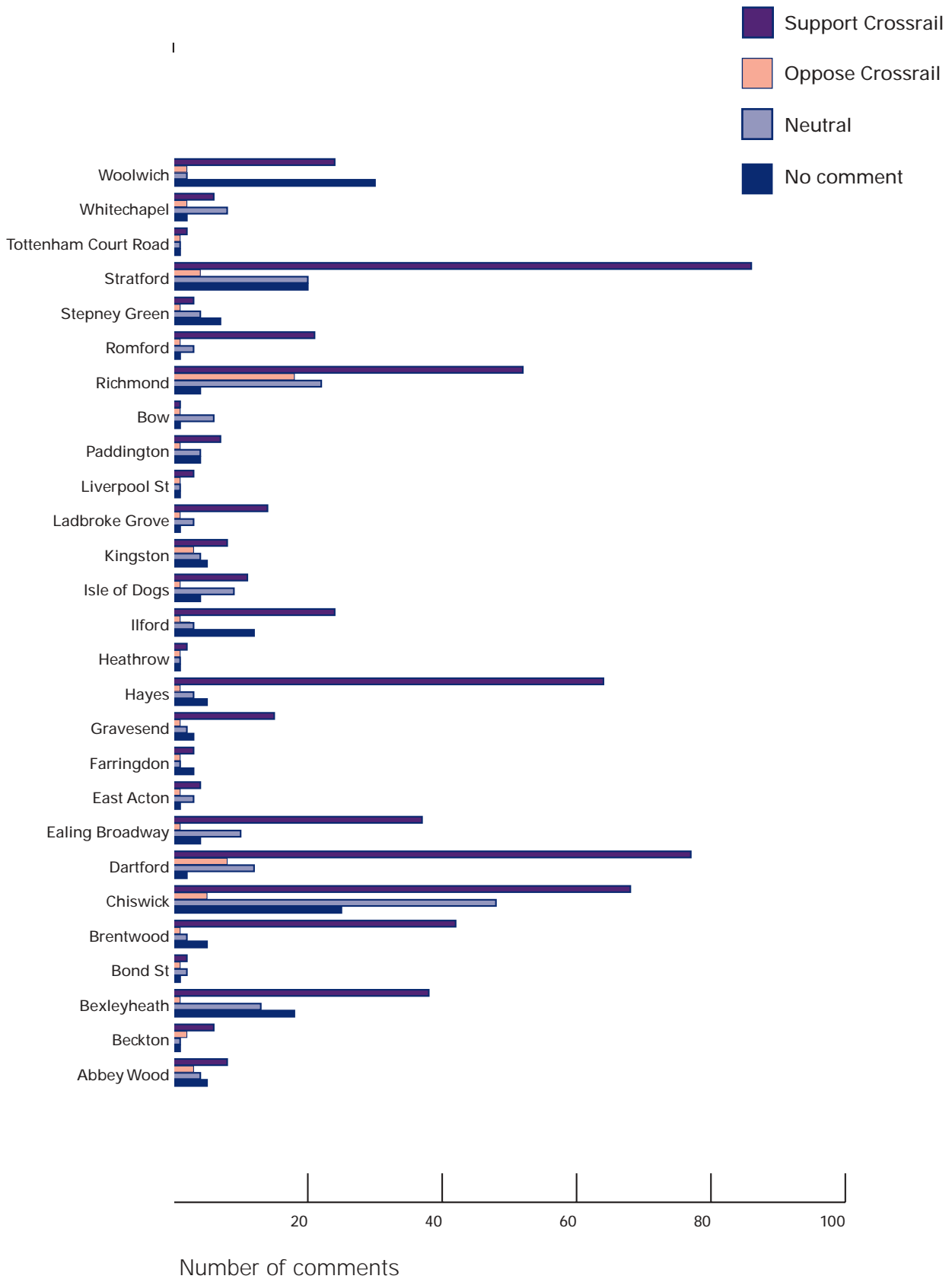


*Local school students conducted their own surveys as a curriculum-based activity at some information centres.*

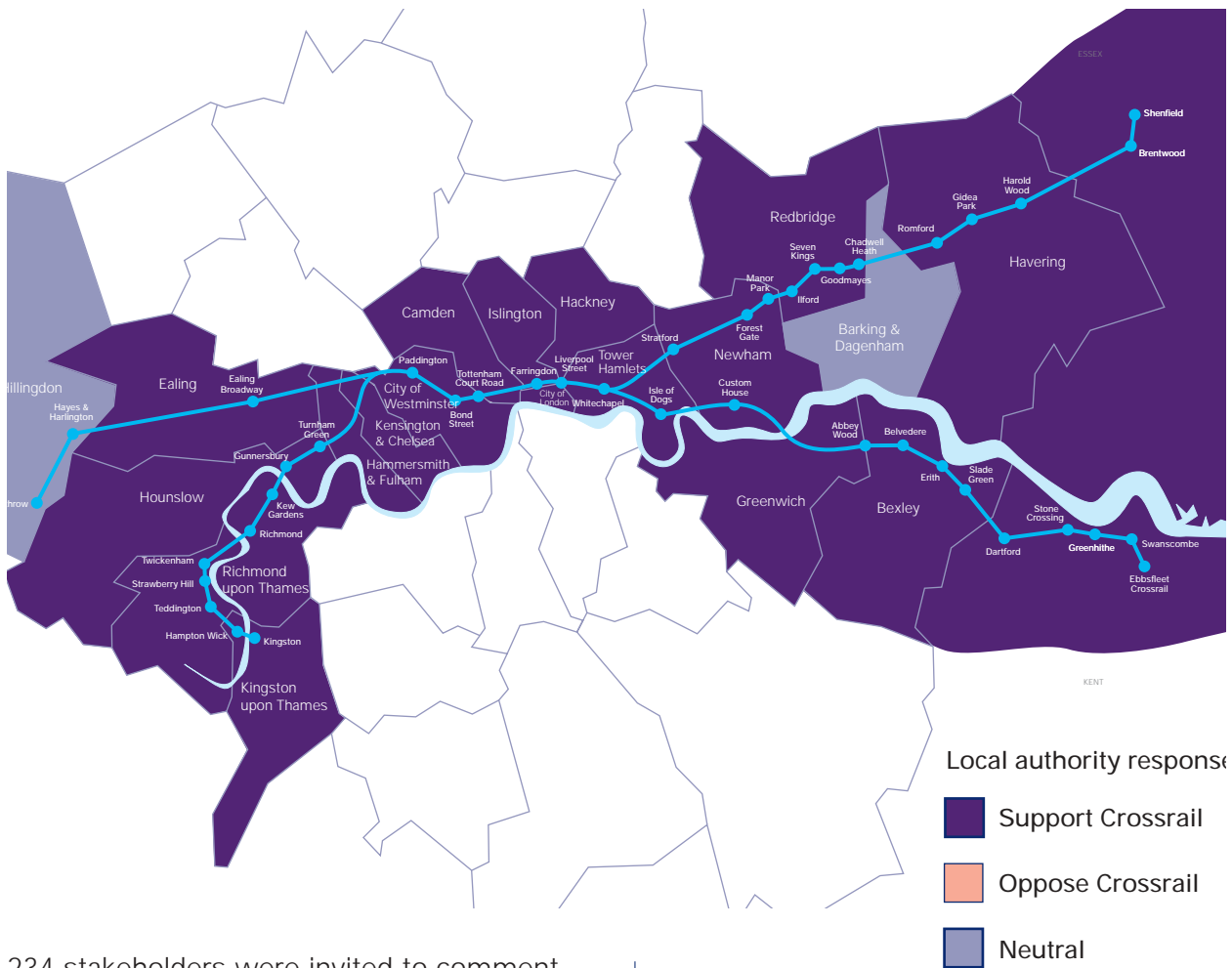
Public Information Centres:  
event locations and durations



Public Information Centres: visitors response



# 08 How did stakeholders respond?



234 stakeholders were invited to comment, including local authorities, statutory bodies, community groups, Government bodies and commercial interests.

72 responses were received and can be categorised as follows:

### Stakeholder sector

Local Authority	29
Statutory Bodies	3
Government	5
Parliamentary	3
Community Groups	25
Commercial	4
Other	3
<b>Sub-total</b>	<b>72</b>

The stakeholders' area of interest were as follows:

### Scheme Interest

Whole Project	12
Great Western Branch	8
Kingston Branch	8
Central London Section	20
North Kent Branch	15
Shenfield Branch	6
Other	3
<b>Sub-total</b>	<b>72</b>

## Results

From the 72 stakeholder responses, 509 separate issues and comments have been identified. These have been categorised as follows:

### Project Concept

Agree	61
Neutral	8
Disagree	3
No response	162
Sub -total	234

### Accessibility

View expressed	7
----------------	---

### Environmental – view expressed

Air quality	5
Archaeology	3
Community	20
Construction traffic	11
Ecology	3
Landscape & townscape	9
Noise & vibration	9
Road congestion	15
Planning	28
Property	16
Regeneration	14
Socio-economics	6
Sub-total	139

### Integration – view expressed

Interchange opportunity	15
Station amenities	30
Sub-total	45

### Financial – view expressed

Project funding	20
-----------------	----

### Consultation – view expressed

Adequate	0
Inadequate	12
Neutral	6
Sub-total	18

### Engineering – view expressed

Positive view	1
Neutral view	15
Negative view	6
Sub-total	22

### Freight

View expressed	0
----------------	---

### Capacity – view expressed

Improved track capacity	7
Improved train capacity	3
Sub-total	10

### Services

#### Replacement of services

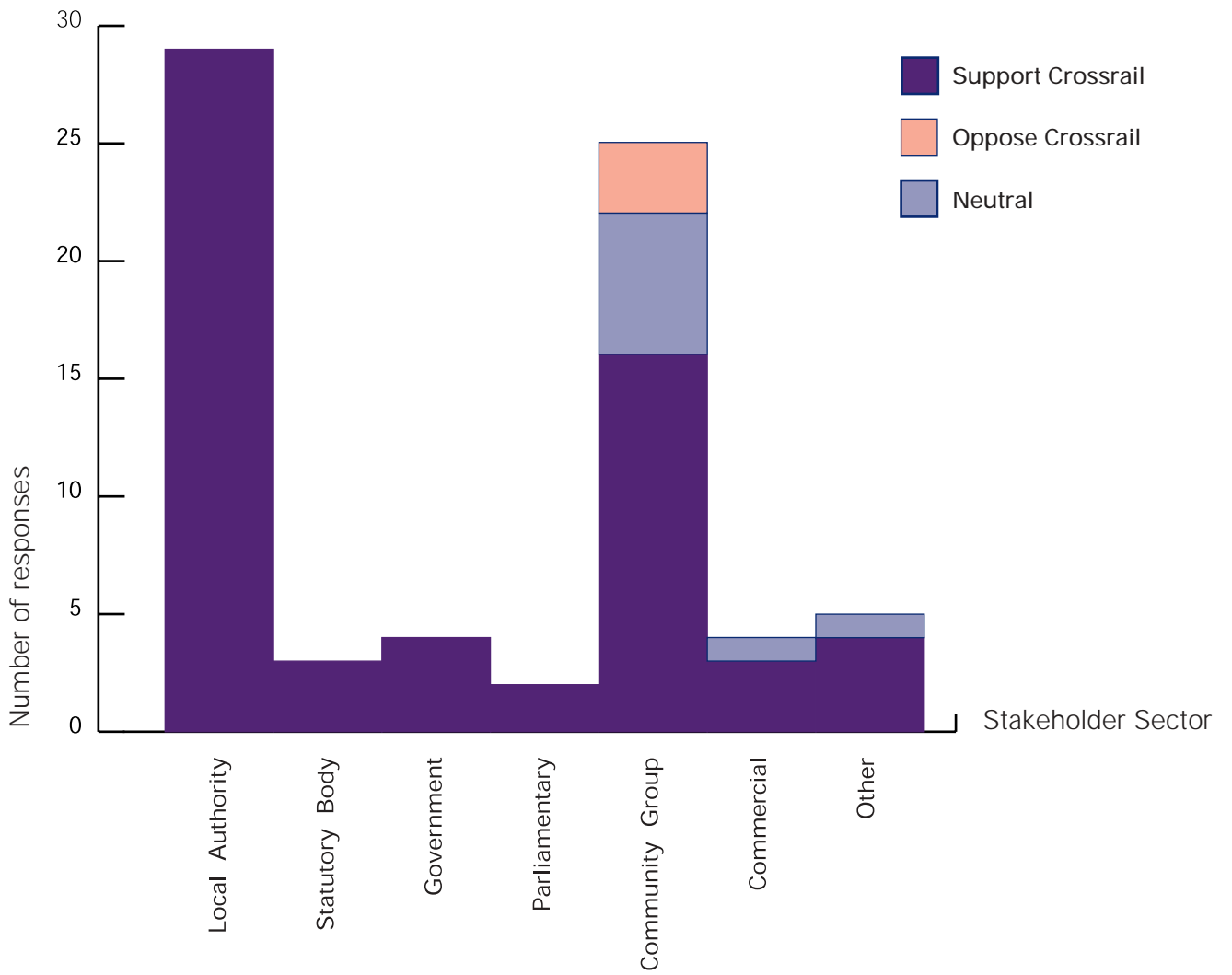
Agree	0
Neutral	0
Disagree	9
Sub-total	9

### Disruption to existing services

View expressed	5
----------------	---

<b>TOTAL</b>	<b>509</b>
--------------	------------

Stakeholder response





## 09 How have we responded?

Every comment received was reported to Alistair Darling, Secretary of State for Transport, on 29 January, 2004.

Following analysis and categorisation of comments received during Public Awareness and Public Consultation Round 1, the Project reviewed the nature of the comment, tested the effect on the Crossrail design of addressing the comment, and then decided where changes to the Project could be made.

Twelve key issues raised in Round 1 are listed below along with an explanation of Crossrail's response.

### 1. Issue raised

**Why are there no stopping services at some stations on the Great Western, particularly at West Ealing, Acton Main Line or Southall?**

#### Crossrail response

Stopping services are now proposed at all intermediate stations on the Great Western between Paddington and Maidenhead. Therefore, trains would now stop at West Ealing, Acton Main Line and Southall stations.

### 2. Issue raised

**Why not continue the service to Reading?**

#### Crossrail response

This has been remedied in part by services being proposed as far as Maidenhead. Crossrail's proposals would not prevent a link to Reading in the future.

### 3. Issue raised

**Opposition to the proposed loss of the District line serving Richmond.**

#### Crossrail response

The Richmond to Kingston corridor does not now feature in the proposals and so District line services would not be affected by Crossrail.

### 4. Issue raised

More details were requested on the exact alignment of the tunnelled sections.

### Crossrail response

More information will be available as part of Public Consultation Round 2.

### 5. Issue raised

**Support was shown for the provision of fully accessible facilities.**

#### Crossrail response

The requirements of the Disability Discrimination Act and associated legislation would be complied with. Fully accessible facilities would be provided at all new Crossrail stations. Certain additions could be made where Crossrail would share existing National Rail Network stations, but these would remain under the management and responsibility of Network Rail or train operating companies.

### 6. Issue raised

**Why is a station not proposed at Woolwich?**

#### Crossrail response

A station facility could not be justified on current estimations of cost, passenger numbers and benefits, but the Project is being designed so that a station at Woolwich could be developed in the future.

### 7. Issue raised

**Why are there no stopping services proposed at St. Margaret's station?**

#### Crossrail response

The Richmond to Kingston corridor does not now feature in the proposals and so this issue is no longer relevant.

### 8. Issue raised

**Will Watford and Aylesbury services be introduced?**

#### Crossrail response

These corridors do not feature in the proposals for Crossrail line 1. Current Crossrail proposals would not prevent links to these lines in the future.

### 9. Issue raised

**Could there be a connection to London City Airport?**

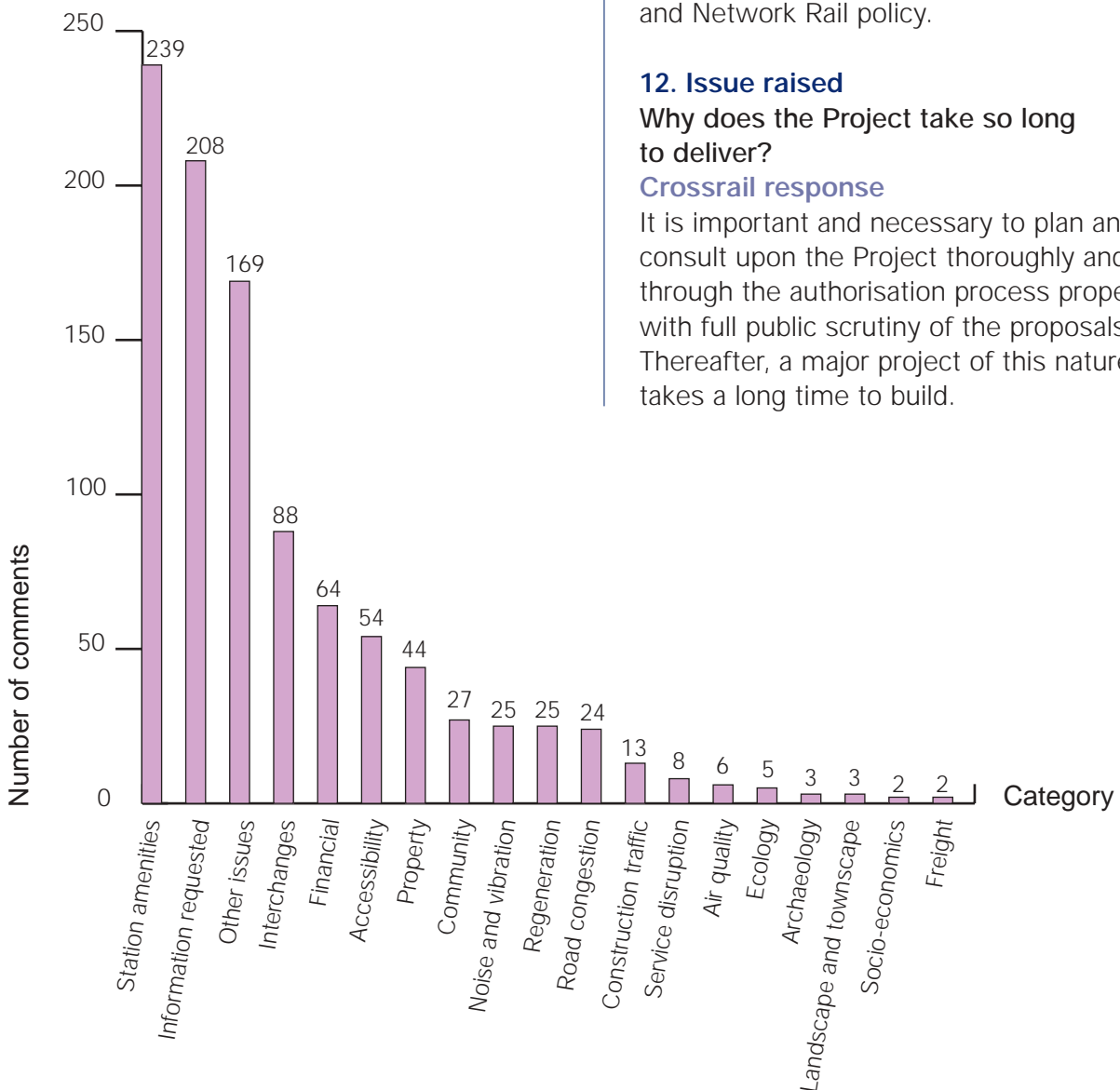
### Crossrail response

DLR services are currently being extended to London City Airport. Interchange would be possible between Crossrail at Isle of Dogs and DLR at Poplar station.

Design of the new Crossrail station at Custom House would allow for interchange with buses which could include a direct bus service to London City Airport.

A Crossrail station at Silvertown could not be justified on current estimates of costs, passenger numbers and benefits, but the Project would be designed so that a station at Silvertown could be developed in the future.

Number of comments by topic category



### 10. Issue raised

More information was requested regarding noise and vibration, settlement, and construction traffic.

#### Crossrail response

Further information would be available as part of Round 2.

### 11. Issue raised

A number of service issues included the provision of bicycle facilities, luggage accommodation and 24-hour services.

#### Crossrail response

Bicycle facilities would be in keeping with those already provided by London Underground and Network Rail. Luggage accommodation would feature in the proposed train layout. 24-hour services would need to follow relevant London Underground and Network Rail policy.

### 12. Issue raised

Why does the Project take so long to deliver?

#### Crossrail response

It is important and necessary to plan and consult upon the Project thoroughly and pass through the authorisation process properly with full public scrutiny of the proposals. Thereafter, a major project of this nature takes a long time to build.

## 10 Summary of Results & Conclusions

The large majority of the comments received support the idea and route of the Crossrail proposals.

All local authorities who responded and through which the railway proposals pass were supportive of the principle.

Most stakeholders were supportive.

Concerns have been raised at a local level and Crossrail has carefully looked at where changes could be made to address those concerns.

Issues have arisen especially regarding station stopping services, District Line services and the omission of a station at Woolwich.

Other issues such as those regarding the environment continue to be researched and reviewed.

Requests for further information were received. However, the approach in Round 1 was to present a scheme overview. In Round 2 the plan is to make more detailed information available.

Where criticism of the content of consultation has been made, a 'lessons learnt exercise' has been carried out to help plan and improve the next steps in the process.

Crossrail believes that all key issues raised so far have either been appropriately addressed or would be dealt with as part of further public consultation.

## 11 What are the next steps?

- Public Consultation Round 2 will update stakeholders, local communities, interested parties and the general public using Public Information Centres, mail-outs, the website, media releases and advertising. It will present the results so far, explain revisions to the proposals and make more information available.
- Round 2 is scheduled to commence in August 2004 continuing onto 26 October, 2004. Ongoing meetings and discussions with local authorities, stakeholder groups and directly affected parties continue.
- New brochures, a Project Information Pack and display panels will be available.
- Comment cards will be actively distributed asking for views on how Crossrail is developing.
- An invitation letter will be sent by post to thousands homes in the immediate area of the route.
- For more information call the Crossrail helpline 0845 602 3813 (24-hour seven days a week) or look at the Crossrail website [www.crossrail.co.uk](http://www.crossrail.co.uk)

If you would like information about Crossrail in your language please contact Crossrail supplying your name and postal address, and please state the language or format that you require.

আপনি যদি আপনার নিজের ভাষায় ক্রসরেইল সম্বন্ধে তথ্য জানতে চান তাহলে অনুগ্রহ করে ক্রসরেইলের সাথে যোগাযোগ করুন। তাদেরকে আপনার নাম, ঠিকানা এবং কোন ভাষায় আপনি এটা চাচ্ছেন সেটা লিখে জানান।

Crossrail hakkında kendi dilinizde bilgi almak isterseniz, lütfen Crossrail ile temas kurarak, adınızı ve adresinizle hangi dil veya formatta bilgi istediğinizi bildirin.

Nếu quý vị muốn có tin tức về Crossrail bằng tiếng nói của quý vị, xin liên lạc với Crossrail cho biết tên, địa chỉ liên lạc bằng bưu điện cùng ngôn ngữ và khuôn khổ quý vị yêu cầu.

यदि आपको क्रॉसरेल के बारे में जानकारी अपनी भाषा में चाहिये, तो कृपया क्रॉसरेल के साथ सम्पर्क करें और अपना नाम, पता और कौन-सी भाषा या फॉर्मेट में चाहिये, इसके बारे में बतायें।

ਜੇਕਰ ਤੁਹਾਨੂੰ ਕ੍ਰੌਸਰੇਲ ਬਾਰੇ ਜਾਣਕਾਰੀ ਆਪਣੀ ਜ਼ਬਾਨ 'ਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਕ੍ਰੌਸਰੇਲ ਨਾਲ ਰਾਬਤਾ ਕਰੋ ਅਤੇ ਆਪਣਾ ਨਾਂ, ਪਤਾ ਅਤੇ ਕਿਹੜੀ ਜ਼ਬਾਨ ਜਾਂ ਫਾਰਮੈਟ 'ਚ ਚਾਹੀਦੀ ਹੈ, ਇਸ ਬਾਰੇ ਦਸੋ।

જો તમને ક્રોસરેલ બાબત માહિતી પોતાની ભાષામાં જાણતી હોય, તો મહેરબાની કરી ક્રોસરેલ સાથે સંપર્ક સાધો અને પોતાનું નામ, સરનામું અને કઈ ભાષા અથવા ફોર્મેટમાં જાણવું છે, તે બાબત જણાવો.

فرغی إذا كنت ترغب في الحصول على معلومات عن «كروسريل» (Crossrail)، يرجى الاتصال بهم ذكراً اسمك وعنوانك والرقم البريدي واللغة أو الشكل الذي تطلبه.

如果你想獲得用你的語言書寫的有關Crossrail的資訊，請提供你的姓名，住址和要求的語言或格式。

Αν επιθυμείτε πληροφορίες για το Crossrail στη γλώσσα σας, επικοινωνήστε με την Crossrail αναφέροντας το όνομά σας, την ταχυδρομική διεύθυνση και τη γλώσσα ή η μορφή στην οποία επιθυμείτε να τις λάβετε.

اگر آپ کو کراس ریل کے بارے میں اپنی زبان میں معلومات درکار ہیں تو برائے مہربانی کراس ریل سے رابطہ کریں اور اپنا نام، گھر کا پتہ اور جس زبان یا جس شکل میں آپ کو یہ معلومات درکار ہیں کے بارے میں بتائیں۔

Haddii doonaysid warbixin ku saabsan Crossrail oo ku qoran luqadaada fadlan la soo xiriir Crossrail adoo dhiibaya cinwaankaaga boostada fadlan noo sheeg luqadda iyo qaabka aad u baahan tahay.

Faahfahin cidda lala xiriirayo waa:

Contact details are:

Crossrail

FREEPOST

NAT6945

London SW1H 0BR

E-mail: [helpdesk@crossrail.co.uk](mailto:helpdesk@crossrail.co.uk)

Helpline: 0845 602 3813 (24 hours, 7 days a week)

To request information about Crossrail in large print, braille or audio tape please contact Crossrail as above.

**Cross London Rail Links Limited**  
**1 Butler Place**  
**London SW1H 0PT**

**Telephone: 020 7941 7600**

**Facsimile: 020 7941 7703**

**Email: [helpdesk@crossrail.co.uk](mailto:helpdesk@crossrail.co.uk)**

**[www.crossrail.co.uk](http://www.crossrail.co.uk)**

