



# Developing Crossrail

## Round 2 Consultation Document August to October 2004

### Update



**Crossing the Capital Connecting the UK**

# Introduction from Crossrail's Chief Executive

## Crossrail wants to hear from you!

That's the point of this document which is part of a consultation with the public lasting from 5 August until 27 October, 2004.

Here we outline what Crossrail would mean across London and the South East in areas local to you.

We have also created other material to help you understand what is being proposed by Cross London Rail Links in building the first new domestic heavy railway in London for more than a century.

There will be Information Centres along the proposed route of the railway where you will be able to call in and talk to Crossrail staff whilst taking a look at detailed plans. We have also arranged Information Exchanges at Spitalfields and Farringdon which will each be open on separate days throughout the week.

We have a 24-hour, 7-days a week Helpdesk that you can call or you can complete a Comment Card. Your comments will be reviewed by the project team, used in the further development of the project and later submitted to the Secretary of State for Transport.

Material available at Information Centres will also be available on the Crossrail website at [www.crossrail.co.uk](http://www.crossrail.co.uk) where you can e-mail our Helpdesk with your views.

Your views are important to us. If you support us – let us know. If you have concerns or criticism – we still want to hear from you! Constructive comment can lead to change for the better, for all.



**Norman Haste**  
Chief Executive  
Cross London Rail Links Ltd  
August 2004

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## **Please note:**

All information and design proposals in this document and presented elsewhere in Consultation Round 2 are subject to change and are provided on the understanding that there is no binding commitment on the part of Crossrail London Rail Links Ltd.

# 01 Introduction

Crossrail has launched Round 2 of consultation on its proposals. It will last from 5 August to 27 October, 2004.

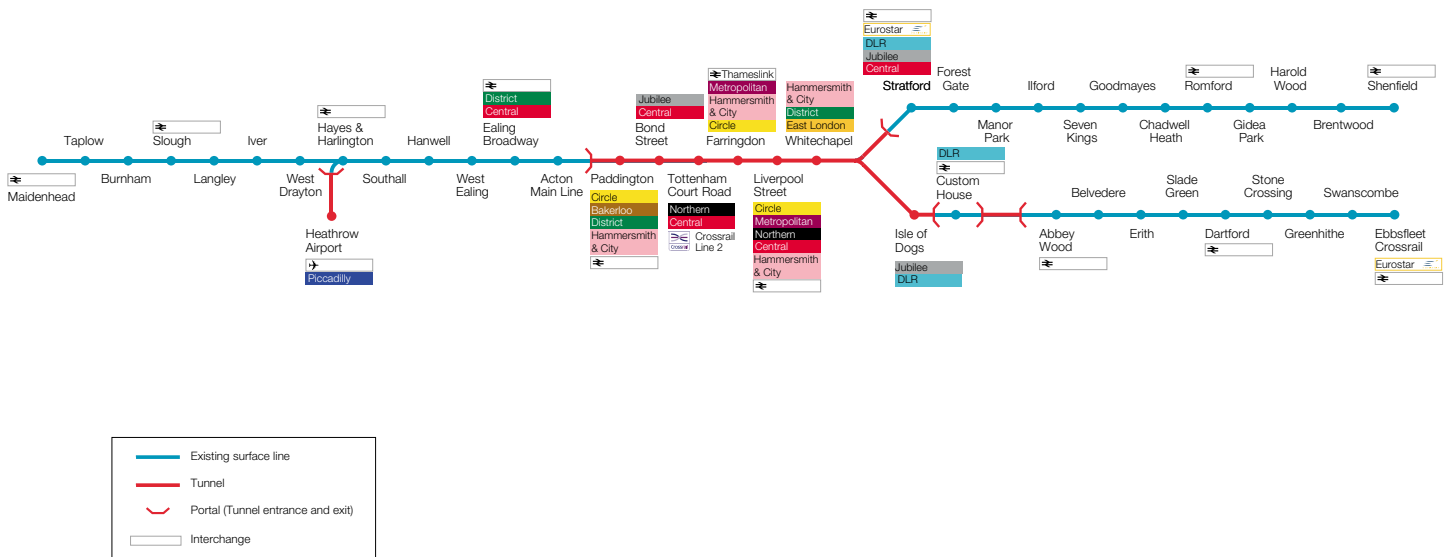
This document aims to provide an overview of Crossrail's developing proposals. It should be read together with the information presented on Public Information Centre panels, which describe in more detail the proposals at each station and other locations.

A 'Quick Guide' to Crossrail and Information Pack sheets are available which further explain key topics. All of this material can be found on the Crossrail website, at Information Centres or Exchanges or by request from the Helpdesk.



## Crossrail line 1

Preferred Route Connections Map



## 02 Project background and current position

Cross London Rail Links Ltd (CLRL) was formed in 2001 to promote and develop two new railways, Crossrail line 1 and line 2. It was created as 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.

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

Crossrail line 1 is being safeguarded. This relates to a Government direction, originally issued in 1990, to help protect elements of the proposed routes from other developments. Crossrail has received further directions for those parts of line 1 not previously safeguarded.

The Secretary of State for Transport requested CLRL to consult on Crossrail's line 1 route proposals in a statement to Parliament on 14 July, 2003. As a result, the proposed route was consulted upon through a Public Awareness Campaign and Public Information Centres. These were accompanied by an update of stakeholder views.

Crossrail is following the guidelines for communication on large scale infrastructure projects as laid down by the Office of the Deputy Prime Minister.

On 20 July, 2004 the Secretary of State for Transport announced in Parliament the Government's intention to introduce a Parliamentary Bill for Crossrail 'at the earliest opportunity'.

Stakeholders such as Government agencies, local authorities and community groups continue to be consulted and special meetings to establish principles and policies for progressing the project are planned.

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

A further programme of Public Information Centres is being conducted along the proposed line of route between 6 September and 9 October, 2004 to provide an update, more detail and responses to issues already raised.

The programme is supported by the website, advertising and mail-outs. Information Exchanges are being opened at Farringdon and Spitalfields two days a week starting on 5 August. A full programme of Information Centre and Information Exchange locations and times is available.



## 03 Crossrail's proposed route

The current route proposals are for trains to run on existing overground tracks from Maidenhead and Heathrow in the west through new tunnels under central London. The tunnels would serve seven new underground stations and connect with two eastern branches. One branch would surface at Pudding Mill Lane and continue on existing overground tracks to Shenfield. The other branch would surface at Custom House before continuing on the existing North Kent Line to Ebbsfleet via a new tunnel under the Thames near Woolwich.





# 04 Summary description of Crossrail

A brand new 'metro' style fleet of trains would operate over the proposed 120 kilometre route. Up to 24 trains per hour at peak times could run in each direction through the Central Area between Paddington and Whitechapel.

Crossrail plans to become an important part of the existing transport system by developing a network of strategic interchanges with nine London Underground lines and National Rail services.

Over 20 kilometres of newly constructed twin tunnels would run under central London connecting Paddington in West London with the Isle of Dogs (Canary Wharf) and Pudding Mill Lane in East London.

Links to the existing National Rail Network would then allow Crossrail trains to reach Heathrow and Maidenhead in the west and Shenfield and Ebbsfleet in the east. For access to and from the tunnels, three tunnel portals (entrance and exits) are proposed at Royal Oak, Victoria Dock and Pudding Mill Lane. A further tunnel after Custom House is proposed to run under the Thames from North Woolwich and surface in Plumstead.

Tunnel air quality would be managed through twelve between station ventilation shafts and incident response would be through emergency intervention points at one kilometre apart.

The seven new underground stations at Paddington, Bond Street, Tottenham Court Road, Farringdon, Liverpool Street, Whitechapel and Isle of Dogs would include new ticket halls and fully accessible, modern facilities. Improvements are also proposed at the 36 existing stations to be served. Details are available on the relevant Information Centre panels and the website.

In order to stable, service and maintain the trains and to manage the railway, a control centre and depot is proposed at Romford. Some overnight stabling would be necessary on each branch of Crossrail.

200 million passenger journeys per year are anticipated and it is expected that fares on Crossrail would be part of Transport for London's Travelcard fare system. The overall cost of Crossrail has been estimated at £10 billion.



## Crossrail line 1

Preferred Route Map





## 05 Corridor focus – a closer look at Crossrail

Crossrail's route has a Central Area and three outer branches called corridors. There follows a summary description of the Central Area and each corridor. Further, more detailed information will be available at Information Centres, Information Exchanges and on the Crossrail website.

All proposals remain subject to change and are based on current design. Reinstatement of work sites (back to the way the site was found) would be proposed together with redevelopment at some locations where demolition has been necessary.

### The Great Western Corridor

By sharing and making better use of existing tracks and stations, trains would provide a service from Maidenhead and Heathrow calling at Taplow, Burnham, Slough, Langley, Iver, West Drayton, Hayes and Harlington, Southall, Hanwell, West Ealing, Ealing Broadway and Acton Main Line.

Trains from the west would enter and exit the tunnel at a portal to be constructed at Royal Oak.

Trains would be stabled using new sidings within the existing Old Oak Common depot, West Drayton former coal yard and the Maidenhead former goods yard.

A new underpass and a cut-and-cover tunnel would be constructed west of Southall station.

Station improvements and improved access are proposed at Acton Main Line, Ealing Broadway, West Ealing, Southall, Hayes & Harlington, West Drayton, Slough and Maidenhead.

Platform extensions would be necessary at Acton Main Line, Ealing Broadway, West Ealing, Hanwell, Southall, West Drayton, Iver, Langley, Slough, Burnham, Taplow and Maidenhead for Crossrail's longer trains.

Minor station improvements are proposed at Iver, Langley, Burnham and Taplow.

Minor bridge works are proposed at Stockley Road Bridge, Uxbridge Road Bridge, William Street Bridge, Stoke Poges, Farnham Road Bridge and Dover Road Bridge.

Upgrade of the Stockley Flyover at Airport Junction would be required.

Reconstruction of Kingston Lane Bridge, Thorney Lane Bridge, Dog Kennel Bridge, Chequer Bridge, Trenches Bridge, Wexham Road Bridge and Leigh Road Bridge are planned.

Demolition of Old Stockley Road Bridge is proposed.

Crossrail's trains would be electrically powered. Crossrail therefore propose to 'electrify' the Great Western Main Line between Airport Junction and Maidenhead. This would involve the installation of masts and gantries to support the overhead lines and construction of line side sub-stations.

Heathrow Express would remain unaffected.

## The Central Area

22.5 kilometres of new twin tunnels would connect seven underground stations at Paddington, Bond Street, Tottenham Court Road, Farringdon, Liverpool Street, Whitechapel and the Isle of Dogs.

All stations would have new ticket halls, platforms, full accessibility, improved interchanges with existing services, ventilation shafts and emergency escape and intervention points.

Crossrail Paddington station would be built alongside the existing station building under Eastbourne Terrace. Ticket halls at each end would connect to the Main Line station and to the Crossrail platforms below. Worksites would be mainly on Eastbourne Terrace.

Crossrail Bond Street station's two new ticket halls would be at ground level at 65 Davies Street and 18/19 Hanover Square. These sites would also be used for station construction purposes.

Crossrail Tottenham Court Road station's two new basement ticket halls are proposed to be on the site of the Astoria Theatre and at Dean Street. Entrance to the first would be on the south-west corner of St Giles Circus and on the east side of Charing Cross Road and the second on the south side of Oxford Street. Worksites are proposed at Goslet Yard and Fareham Street where vent shafts and emergency escape facilities would be built. The Newman Street Post Office car park would be used to manage the construction traffic.

The new Crossrail Farringdon station would be located between Farringdon Road and Charterhouse Square, with two new ticket halls, one at street level on Farringdon Road and one at basement level by Lindsey Street. Worksites would be at Cardinal House and beside Lindsey Street.

Liverpool Street station would have a new basement ticket hall adjacent to Moorgate station and also new links to the existing London Underground Liverpool Street station. There may also be a new ticket office above the existing Circle line platforms. Main worksites would be at Finsbury Circus, within Liverpool Street and next to Moorfields.

Whitechapel station would have a new ground level ticket hall with an entrance at the corner of Cambridge Heath Road and Whitechapel Road. A combined vent shaft and emergency intervention point would be required at Durward Street. Part of Whitechapel Sainsbury's car park and Essex Wharf would be worksites. An area of Mile End Park would be required for temporarily holding of materials before removal by rail from the nearby sidings.

Isle of Dogs station (Canary Wharf) would be below the North Dock at West India Quay. The entrance would be from Great Wharf Bridge (which would be reconstructed) with the main worksites at North Quay and within Billingsgate Market car park. A combined vent shaft and emergency intervention point would be required at the eastern end of the Dock.

Tunnels would be constructed from three main sites at Westbourne Park, Pedley Street and Pudding Mill Lane. Tunnel boring machines would be launched from seven sites at Royal Oak, Fisher Street, Hanbury Street, Pedley Street, Stepney Green, Pudding Mill Lane and Limmo Peninsula.

Ventilation shafts are proposed between stations at Westbourne Bridge, Hyde Park, Park Lane, Fisher Street, Hanbury Street, Stepney Green, Mile End Park, Eleanor Street, Lowell Street, Blackwall Way and the Limmo Peninsular. A shaft for intervention only is proposed at Hertsmere Road.

## The Great Eastern Corridor

By sharing and making better use of existing tracks and stations, Crossrail trains would provide a service at Stratford, Forest Gate, Manor Park, Ilford, Seven Kings, Goodmayes, Chadwell Heath, Romford, Gidea Park, Harold Wood, Brentwood and Shenfield.

A tunnel entrance and exit would be required at Pudding Mill Lane to enable trains to enter and leave the tunnels into central London. This would require the repositioning of the DLR Pudding Mill Lane station.

A new control centre and depot at Romford railway goods yard and nearby gasworks are proposed with access for the trains through a new rail underpass.

Trains would be stabled using sidings at Gidea Park and Shenfield.

An old freight loop between Chadwell Heath and Goodmayes would be reinstated, within the existing railway boundary.

Major station improvements and improved access for mobility impaired persons are proposed at Ilford and Romford.

Platform extensions are proposed at Stratford, Forest Gate, Manor Park, Ilford, Seven Kings, Goodmayes, Chadwell Heath, Romford, Gidea Park, Harold Wood and Brentwood.

Platform extensions would not be possible at Maryland station and Crossrail services would not call there. Other services would continue. More details are available on the relevant Information Centre panel.

Minor station improvements are being considered at Forest Gate, Manor Park, Seven Kings, Goodmayes, Chadwell Heath, Gidea Park, Harold Wood, Brentwood and Shenfield.



## The Kent Corridor

By sharing and making better use of existing tracks and stations, Crossrail trains would provide services at Custom House, Abbey Wood, Belvedere, Erith, Slade Green, Dartford, Stone Crossing, Greenhithe, Swanscombe and a new station at Ebbsfleet.

For trains to enter and leave the tunnels into central London, tunnel entrance and exits would be required at Victoria Dock.

A new station with major improvements and improved access for mobility impaired persons is proposed at Custom House. Silvertown and North Woolwich stations would close.

Trains would use a refurbished Connaught Tunnel under the Docks between Custom House and North Woolwich.

New twin tunnels would be constructed under the River Thames with new tunnel entrances and exits at North Woolwich and Plumstead. The tunnelling worksite would be at Plumstead from where the tunnel boring machines would be started.

Tunnel ventilation and emergency intervention shafts are required at Warren Lane and Arsenal Way.

New tracks either side of the North Kent Line between Plumstead and Abbey Wood station and train reversing sidings at Abbey Wood would be required.

A redeveloped station at Abbey Wood to include lifts and escalators is proposed.

Upgrade of Harrow Manor Way Bridge would be necessary.

New fully accessible footbridges at Bostall Manor Way and Church Manor Way would be provided.

Trains would be stabled using new sidings at Slade Green.

Subject to negotiations with developers, a new Crossrail station at Ebbsfleet is proposed, with fully accessible facilities and connections to Northfleet and Ebbsfleet Channel Tunnel Rail Link stations.



## 06 What benefits would Crossrail bring?

Crossrail's construction cost has been estimated at £10 billion.

Nearly 200 million passengers a year are expected to use the new railway. When costs and benefits are jointly considered, Crossrail has a benefit to cost ratio of 2 : 1. This means that for every £1 invested, £2 worth of benefits could be obtained. It is calculated that Crossrail could help to bring £20 billion in economic and other benefits.

Crossrail is important as a major new addition to the transport network. It also has a significant role to play in addressing existing and future crowding problems on London Underground and the National Rail Network.

It would also support local and national government policy for economic development and regeneration.

The Crossrail benefits would be:

- Increased rail capacity to, from and across central London
- Better use of existing rail corridors into and out of London
- Reduced crowding into, out of and across London
- Faster journeys
- New direct journey opportunities
- Encouragement of social inclusion
- Support for regeneration and development areas
- Creation of thousands of jobs during the construction and operation of the railway and as a result of knock-on effects upon the economy
- Improved integration of transport networks in London and the South East with connections to nine London Underground lines and many other National Rail services
- Improved international connections
- Improved airport links
- Potential shift from road to rail use leading to improved air quality, energy conservation, reduced road congestion and associated road traffic accidents
- New, modern facilities and infrastructure
- Some improvements to the existing environment
- Enhanced value of housing stock and businesses local to station facilities
- Established policies, practices and knowledge for use in promoting other major UK infrastructure projects

## 07 What is the approach to property acquisition?

Crossrail aims to limit the land and buildings needed to construct, operate and maintain the railway and regrets the necessity for some acquisition to deliver the proposals.

Land and buildings could be needed to enable construction of, or access to, new station facilities, ventilation shafts and emergency escape and intervention points, the new tunnels or depot and control centre.

Crossrail are closely following the Parliamentary rules that control the process for notifying persons and acquiring land and buildings. An exercise to collect the details of those who may be affected, known as 'referencing' is ongoing.

A Property Information Manager has been appointed with special responsibility for identifying potentially affected sites. The manager notifies those with an interest, using referencing details, so that they can be informed and kept updated on how and when the proposals may affect them. Schemes such as Crossrail use powers known as compulsory purchase to acquire land or buildings. A national compensation code exists to protect the interests of those whose property may be acquired.

Crossrail have tried to contact all those whose interest may be affected. If you believe that you may be affected in some way and have not yet been contacted by Crossrail, please contact the Helpdesk on 0845 602 3813 (24-hours, 7-days a week) where the position can be clarified and further information provided where necessary.



## 08 How is the engineering design progressing?

Crossrail is applying current industry standards and legislation to ensure that the railway would be safe, modern, acceptable and reliable. Crossrail design proposals would come under close public scrutiny during the authorisation process and at various key times by the railway safety authorities.

The design of rolling stock, railway systems, mechanical and civil engineering continue to develop in response to comment received from consultation, environmental findings and as new information becomes available.

Geological tests, for example, are informing Crossrail of ground conditions for the location of tunnels and other sub-surface works. Studies of buried services such as pipes, cables and building foundations could also help Crossrail's design avoid unnecessary complication or disturbance.

Crossrail would look for opportunities that arise to work in partnership with other projects to carry out advanced works where benefit exists or secondary disruption and additional cost can be reduced.

Crossrail are also looking at where certain works could be progressed early to improve the overall delivery of the Project. This is already happening at Moorhouse, Moorgate, where preliminary works for a ventilation shaft and ticket hall have begun as part of the development of a new building.

## 09 What is Crossrail's position on full accessibility for those with mobility difficulties?

Crossrail are committed to complying with the requirements of the Disability Discrimination Act. Trains and new stations would have 'step free' access for those with mobility difficulties.

Lifts, ramp access and escalators are proposed where appropriate at new and redesigned stations. Tactile surfaces, hi-visibility features, tannoy announcements

and the sensitive location of train and station facilities are all proposed.

Crossrail would look to consult with relevant Government Departments and organisations to help the project reach appropriate design solutions.

## 10 What would the trains be like?

Crossrail would have a new fleet of comfortable, reliable, fit for purpose trains.

They would be around 200 metres long (more than 600 feet), made up of 10 cars, each 20 metres long and operated as two 5-car sets. Each train car would have two sets of double doorways on each side with wide stand backs to facilitate exit and entry.

Passengers would travel in quiet, climate-controlled conditions with carefully designed interiors to accommodate the different needs of the airport user and the short or longer distance passenger.

Each train could carry around 1500 seated and standing passengers, approximately double that of a London Underground Central line train.

Fire retardant, durable materials would be used throughout.





# 11 How would Crossrail deal with environmental matters?

Crossrail's environmental approach is set out in the Environmental Policy.

Crossrail needs to identify the likely beneficial and adverse impacts on the environment of building and running the railway. This process is called Environmental Impact Assessment and the conclusions would be set out in an Environmental Statement to be published as part of any Crossrail Parliamentary Bill deposit.

Crossrail's Environmental Impact Assessment has started by gathering information about the existing environment known as the 'environmental baseline'.

The environmental baseline gives something against which likely effects of the scheme can be assessed. The assessment follows the guidelines contained in the 'Environmental Scoping and Methodology Report' produced and discussed with local authorities and other relevant organisations last year. This is also available on the Crossrail website.

During the assessment process, likely effects during both the construction period and operation of the railway would be identified. This would be carried out and reported upon under the following headings:

- Land use, property and planning
- Socio-economic
- Traffic and transport
- Noise and vibration
- Water resources, hydrology and water quality
- Ecology and natural resource
- Contaminated land
- Landscape and visual
- Air quality and climate change
- Archaeology and heritage

One outcome of the assessment process could be proposals to remove or lessen possible harmful effects. We would also look where environmental improvements may arise and would try to protect or increase them, as appropriate.



## What is the Environmental Statement?

The Environmental Statement would set out the methods and findings of the Environmental Impact Assessment. The aims of the statement can be summarised as follows:

- To identify the potential positive and negative environmental impacts of the proposed scheme, taking account of the characteristics of the scheme, the sensitivity of the local environment and the concerns of interested parties
- To predict and evaluate the extent and significance of likely impacts
- To identify measures that could be taken to mitigate significant adverse impacts

The environmental work would be produced in the form of an Environmental Statement with separate Technical Appendices and a Non-Technical Summary. These would be available from Crossrail and local venues such as libraries at the time of any Parliamentary Bill deposit.

Most construction would take place underground, but new ticket halls, ventilation shafts and emergency accesses would involve some surface work. Lorry routes are being discussed with highway authorities to manage the movement of plant and materials in the most acceptable way. It is also proposed that this could be done using railways or waterways, where practical.

Based upon the current Crossrail scope and design, some land and property interests would need to be acquired, although some may be returned after construction. The proposals could also require the temporary stopping up or closure of some roads and footpaths and the temporary loss of some open space during construction.

Crossrail is developing a Construction Code to manage construction contracts with established best practice guidelines.

Procedures would be in place to manage the potential nuisance of matters such as the conduct of contractors, working hours, noise, dust and construction traffic.

Crossrail would continue to comply with relevant legislation and guidelines during design, construction, operation and maintenance of the railway.

An Environmental Management System is planned to monitor and control the delivery of the proposals in the correct manner. Crossrail would properly investigate all complaints arising from the works and any remaining concerns could be referred to an independent complaints commissioner.

## 12 How would Crossrail get approval to build, operate and maintain the railway?

Crossrail is planning to get approval from Parliament to build, operate and maintain the railway. This would be done by the Government introducing a 'hybrid Bill' into Parliament which, if approved, would give Crossrail the necessary powers.

It would involve the preparation of a number of documents that would be handed in or 'deposited' in Parliament including:

- The 'Bill' setting out the powers being sought including a description of the works to be carried out
- 'Parliamentary Plans and Sections' showing the route, location and levels of the works
- An 'Environmental Statement' explaining the environmental impact assessment work and identifying likely environmental impacts and possible mitigation measures
- A 'Book of Reference' setting out details of all land and property interests to be temporarily or permanently acquired
- An 'Estimate of Expense for Carrying out the Works'

Notices would be sent to the persons listed in the Book of Reference advising them of the introduction of the Bill to Parliament and of the proposal to acquire their interests.

These documents, the timing of their deposit and serving notices are requirements of Parliament as set out in Parliamentary 'Standing Orders'.

The timing of the introduction of the Bill would be announced in public advertisements.

Following the introduction of the Bill into Parliament, the Bill would then be considered by Parliament.

A 'Parliamentary Select Committee' of the House of Commons made up of Members of Parliament would examine the Bill in detail and hear objections or 'Petitions' that had been lodged against the scheme.

If the Bill is passed by the House of Commons it would then be considered by the House of Lords with 'Petitions' heard by a Lords Select Committee.

If approved, the Bill would receive 'Royal Assent' and become 'Act'. Powers contained in the Act would become law and be available to progress Crossrail.

Further detailed design could be necessary with local authorities asked to approve this detail.



# 13 What is the assumed timetable?

The following steps could get Crossrail trains running by 2013.

## Summer/Autumn 2004

Public Consultation Round 2

## Autumn 2004

Round 2 comment and design review

## Early 2005

Final Information Round

## Spring 2005

Possible start of authorisation process (Parliamentary Bill deposit)

## Late Spring 2005

Possible Parliamentary Bill reading and petition period

## Summer 2005

Advance works could start

## Summer 2005/2006

Possible public scrutiny of Crossrail in Parliament

## Late 2006

Possible approval of Crossrail (Royal Assent)

## Summer 2007

Possible construction start

## Summer 2013

Possible start of passenger service



## 14 How can I get involved?

Crossrail's Round 2 Consultation will run from 5 August to 27 October, 2004.

Crossrail is holding Public Information Centres in areas local to the proposed route from 6 September to 9 October, 2004. Details are available on the website, through the Helpdesk and in our Invitation leaflet.

We are opening two Information Exchanges at Farringdon and Spitalfields.

At these Centres and Exchanges there is more information about the project with Crossrail staff available to answer your questions.

Crossrail continues to follow the consultation guidelines issued by the Office of the Deputy Prime Minister known as the 'Code of Practice for the Dissemination of Information during Major Infrastructure Projects'.

Crossrail's consultation aims are as follows:

- 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 mitigate them
- maintain a contacts database to facilitate feedback and provide updates
- establish meaningful communications with those who may be directly affected
- remain accessible using tools such as the Project website and Helpdesk

Feedback received from Round 2 will be analysed, categorised and examined by the Project team. All comment will be passed to the Secretary of State for Transport.

Results of the feedback and explanations of any amendments to the scheme will be presented in the third and final public consultation 'Information Round' that is planned prior to seeking powers.

The Crossrail website will continue to be periodically updated.

If you wish to be registered on the contacts database, please call the Helpdesk on 0845 602 3813 (24-hours, 7-days a week).  
email: [helpdesk@crossrail.co.uk](mailto:helpdesk@crossrail.co.uk)  
fax: 020 7941 7703  
or write to:  
Crossrail  
FREEPOST NAT6945  
London  
SW1H 0BR



## 15 Getting more information

Crossrail has produced an Information Pack with information on the following topics:

- Rolling stock
- Acquiring land and property to build the new railway
- Getting approval
- Countdown
- A professional and responsible approach
- Tunnels
- Noise and vibration
- Stations
- Environmental matters

Other publications that you may find useful are the 'Quick Guide' and the Crossrail brochure 'Looking Forward'. There is also a summary of the Round 1 Consultation Results.

Crossrail has produced panels for display at Information Centres and Exchanges with more detail about the proposals. A4 size copies of these are available at Centres and Exchanges, on the website or by contacting the Helpdesk.

Information about Crossrail is available in 11 community languages, Braille, large print or audio cassette upon request.

Please contact us for other information you may require.

From 5 August, 2004 there will be Crossrail Information Exchanges at Farringdon (Mon & Thurs) and Spitalfields (Tues & Weds) open from 12noon to 8pm. All are welcome to call in and discuss any Crossrail related matters with our staff.

Details of the Information Exchanges are:

**Farringdon Information Exchange**  
43 Cowcross Street  
London EC1M 6BY  
(adjacent to Farringdon Station)

**Spitalfields Information Exchange**  
The Old Truman Brewery  
91 Brick Lane  
London E1 6QL



# 16 Contact Details

- website: [www.crossrail.co.uk](http://www.crossrail.co.uk)
- Crossrail provides a 24-hours, 7-days a week Helpdesk service. A dedicated team deals with enquiries during office hours and is supported by an experienced, professional call centre at other times. You can contact the Project as follows:
- helpdesk: 0845 602 3813
- email: [helpdesk@crossrail.co.uk](mailto:helpdesk@crossrail.co.uk)
- Write to:  
Crossrail  
FREEPOST NAT6945  
London  
SW1H 0BR

## Translation Policy

Crossrail have produced information briefings in Arabic, Bengali, Chinese, Greek, Gujarati, Hindi, Punjabi, Somali, Turkish, Urdu and Vietnamese.

They can be found on the Crossrail website by clicking on the 'Translation' button on the homepage. They are also available in leaflet form at Information Centres and Information Exchanges. The translations, Braille, large print and audio formats are available on request.

## Data Protection & Privacy Policy

Crossrail operates in accordance with the Data Protection Act 1998 and the policy as set out below:

*"Crossrail and its agents will process personal information that you may provide for the purpose of consultation, statistical analysis, profiling and administration of the Crossrail Project. The data may be used in order to keep you informed about the progress of the Crossrail proposals and for the preparation of a Book of Reference, which is a requirement of Standing Orders in Parliament in connection with the promotion of a Parliamentary Bill to authorise the construction and maintenance of the Crossrail scheme."*

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 ਕ੍ਰਾੱਸਰੇਲ ਬਾਰੇ ਜਾਣਕਾਰੀ ਆਪਣੀ ਜ਼ਬਾਨ 'ਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਕ੍ਰਾੱਸਰੇਲ ਨਾਲ ਸੰਬੰਧ ਕਰੋ ਅਤੇ ਆਪਣਾ ਨਾਂ, ਪਤਾ ਅਤੇ ਕਿਹੜੀ ਜ਼ਬਾਨ ਜਾਂ ਫਾਰਮੈਟ 'ਚ ਚਾਹੀਦੀ ਹੈ, ਇਸ ਬਾਰੇ ਦੱਸੋ।

જો તમને ક્રોસરેલ બાબત માહિતી પોતાની ભાષામાં જોઈતી હોય, તો મહેરબાની કરી ક્રોસરેલ સાથે સંપર્ક સાધો અને પોતાનું નામ, સરનામું અને કઈ ભાષા અથવા ફોર્મેટમાં જોઈએ 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:

Information about Crossrail is available in large print, Braille or audio cassette upon request.

Contact details:

Crossrail  
FREEPOST NAT6945  
London  
SW1H 0BR

email: helpdesk@crossrail.co.uk  
helpdesk: 0845 602 3813 (24-hours, 7-days a week)  
website: www.crossrail.co.uk

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