



## Department for Transport

The Lord Berkeley OBE  
House of Lords  
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**Lord Davies of Gower**  
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29 April 2024

Dear Tony,

### **Toilets on Elizabeth Line trains**

During our exchange at the Urgent Question on 17<sup>th</sup> April on the topic of rail manufacturing, I committed to writing to you to respond to your question regarding toilets on Elizabeth Line trains.

Transport in London is devolved to the Mayor of London and Transport for London (TfL), and the procurement and specification of Elizabeth Line trains is a matter for TfL. This includes the provision of on-board toilets.

TfL have informed me that there are no plans to introduce toilets on these trains, given that the Elizabeth Line operates as a high-frequency metro-style service. The average travel time for customers using the line is approximately 20 minutes (minimising the need for on-board toilets), while the addition of toilets to the trains could result in the displacement of around 600 passengers an hour, due to the space needed for these facilities.

Furthermore, 34 of the 41 Elizabeth Line stations have toilet facilities, with the remaining 7 stations having toilet provision in an adjacent building. Where toilet facilities exist within stations, I have been assured by TfL that at least one will be fully accessible for passengers with disabilities or access requirements.

You referred to an incident that occurred in December last year, where some passengers were stranded on trains when National Rail's overhead cables were damaged and the power supply to trains was switched off. More than 3000 passengers were eventually safely evacuated.

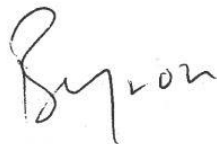
Having raised this incident with TfL, I understand that Network Rail together with the train operators and TfL have since identified a programme of actions to improve the infrastructure, speed up the processes, and increase the assistance offered to passengers following disruptive incidents like the one you mentioned. These have since been put into practice.

This programme of actions has included the undertaking of a review into the adequacy of current rules & processes, including the potential for passenger self-evacuation, in the event of any future scenario involving damage to the overhead cables. A review was also carried out into the availability of lighting and equipment for first responders, as well as exploring what other welfare equipment can be provided for future incidents involving stranded trains if the need arises.

In addition, Network Rail are also exploring the feasibility of a commitment to ensuring that electrically powered services must be able to regain power or be evacuated within 90 minutes of an incident occurring.

I am copying this letter to all Noble Lords who spoke in the debate, and am placing a copy of it in the Library of the House.

Yours ever,

A handwritten signature in black ink, appearing to read 'Davies', written in a cursive style.

**LORD DAVIES OF GOWER**

Copy to:  
The Lord Liddle  
The Baroness Randerson  
The Rt Hon. the Lord Grocott  
The Lord Sikka  
The Baroness Chapman of Darlington