

TRANSPORT FOR LONDON**BOARD****SUBJECT: COMMISSIONER'S REPORT****DATE: 24 JUNE 2009**

1 INTRODUCTION

This report provides an overview of major issues and developments since the Board meeting on 31 March and updates the Board on significant projects and initiatives. This report does not include the Mayoral priorities appendix as there is an additional report submitted to this Board meeting which describes TfL's achievements during the Mayor's first year in office. The appendix will be included in the Commissioner's report to the Board meeting in July.

2 IMPROVING THE UNDERGROUND

The Mayor has outlined the following as priorities in improving the Underground:

- Largest investment plan for 70 years;
- 30 per cent increase in capacity of the Tube, including new trains and signalling systems; and
- 191 air-conditioned trains on Metropolitan, Hammersmith & City, District and Circle lines.

2.1 London Underground**Customer Service & Performance**

In 2008/09, London Underground again carried a record number of passengers with almost 1.1 billion journeys made during the year. Train service volumes also rose to a record 70.6 million train kilometres, and reliability at 96.4 per cent of schedule was the highest for 14 years. The improvement in train service reliability was a key contributor to reduced journey times and a consequent increase in customer satisfaction to its highest ever level. Initiatives focusing on the areas of customer assistance, journey times and real time information were also instrumental in boosting customer satisfaction scores.

Awards

On 31 March, LU won the award for Best Metro Europe at 'The Metros', an annual international awards ceremony allied with the MetroRail conference, beating four other short-listed European metros (Paris, Madrid, Berlin and Copenhagen) to win the trophy. This followed LU's success earlier in the month when it was named 'Public Transport Operator of the Year' for the second year running at the London Transport Awards.

Jubilee Line Upgrade

LU has agreed to provide additional closures to enable Tube Lines to complete the upgrade of the Jubilee line by the end of December 2009. Weekend closures on the line were already scheduled for the remainder of the year, but the timing of some of these has changed to accommodate the additional closures, several of which will also affect the Metropolitan line south of Harrow-on-the-Hill.

The extra closures are needed to enable Tube Lines to complete the installation and testing of the new signalling system, firstly at the east end of the line, and then in the Neasden area which is the most technically complex area on the entire line. They will also provide opportunities to carry out advanced train testing across the line which cannot be done properly during the four engineering hours that are available at night.

When complete, the upgrade will mean that LU will be able to run a train every two minutes at peak times on the Jubilee line, providing a third more capacity over and above the 17 per cent that was delivered through the addition of a seventh car at the beginning of 2006.

A series of replacement bus services will cover sections of the line during the closures. For the O₂ at North Greenwich, there is a replacement bus service from Stratford calling at intermediate stations and, following discussions with O₂ and Reuters plc, a frequent boat shuttle service from O₂ to Reuters Pier, near the DLR at East India, before and after events will commence in mid-June.

National Audit Office Report – The failure of Metronet

On 5 June the National Audit Office (NAO) published its report on the failure of Metronet. The NAO study found that a lack of leadership in Metronet and poor governance were the key factors resulting in the massive overspending by Metronet which ultimately saw the company fail and enter into administration in July 2007. The report also found that LU's ability to identify risks and effectively manage the contracts was repeatedly hampered by the poor quality of information available from Metronet. This meant that LU never had the confidence that programmes and costs were being properly managed and, by design of the PPP contracts, was deprived of the contractual levers to drive improved performance when necessary. The report states that once in administration, Metronet was managed effectively by LU. The NAO estimates

that the direct loss to the taxpayer of Metronet's failure is between £170 million and £410 million.

The full report is available from the NAO's website.

Metronet Brand

The Metronet Rail brand is being progressively phased out at minimal cost to the fare and tax payer. In mid-April, Metronet Rail branding in Templar House was replaced with LU branding and will be replaced in other locations in due course. Stationery, screensavers and document templates have been replaced. Other changes including e-mail addresses, intranet pages and ex-Metronet staff uniforms and personal protective equipment will be made over time.

3 EXPANDING THE OVERGROUND

The Mayor has outlined the following as priorities in expanding the Overground:

- Major investment on national rail in London and the South East on more and longer trains, longer platforms, better signalling and major projects like Thameslink;
- Working towards Tube-level frequencies, staffing and policing for every suburban London station;
- Ensuring that Oyster is accepted everywhere in Greater London;
- Building Crossrail to link east and west; and
- Funding and building East London Line Phase 2b to Clapham Junction.

3.1 London Overground

North London Railway Infrastructure Project (NLRIP)

The £326m investment programme, which is jointly funded by Transport for London, the Olympic Delivery Authority (ODA), Network Rail and the Department for Transport (DfT), to upgrade the London Overground network is now underway. The contracts for the network upgrade have recently been awarded to Carillion Rail (for track and power) and Atkins Rail (for signalling and communications).

To enable the works to take place, various London Overground services are being suspended over the next 18 months. During these periods, TfL will provide alternative travel arrangements together with the necessary information to keep passengers informed and connected to the public transport network.

A temporary peak timetable was introduced on 20 April, delivering three trains per hour between Stratford and Richmond and three trains per hour between

Stratford and Clapham Junction. This is a temporary change of frequency to protect service reliability until works are completed on the Richmond to Stratford Line and to date performance has been very good since this change has been introduced. The change results in more overall peak capacity and more regular intervals which helps to address crowding issues and will be in place until the end of the year.

Work has commenced in the following areas:

- Work began on the Gospel Oak to Barking line on 4 February and will continue over weekends until October;
- Works to upgrade the Richmond to Stratford line started on 20 April, disrupting Sunday services on the Richmond to Stratford and Clapham Junction to Willesden Junction lines; and
- Works to upgrade the Gospel Oak to Stratford line will take place from December 2009 to April 2010.

Once the works are completed, the improvements will provide a step-change in service quality. Passengers will enjoy a more frequent and reliable service with up to twice as many trains per hour. The works will also help TfL to accommodate the forecast growth in local demand and the large numbers of visitors expected during the London 2012 Olympic and Paralympic Games. By 2010/11, the track and train capacity on the busiest parts of the Richmond to Stratford line will have doubled.

East London Line Extension Phase One

The project remains on schedule for delivery in June 2010. Progress has continued on the main works contract with Balfour Beatty-Carillion Joint Venture, the main works contractor, completing the remaining planned key milestones for the first quarter of 2009. They have maintained this progress with the completion of the first three key milestones in quarter two of 2009.

The New Cross Gate Rolling Stock Maintenance Facility has progressed with the first key partner, Network Rail Operations, taking occupancy of part of the Operational Buildings Complex. A plan is now in place for the occupation of the entire facility over the forthcoming months. A series of possessions to support the on-network works on the existing Network Rail Infrastructure, have been successfully completed at New Cross Gate, West Croydon and Crystal Palace.

East London Line Extension Phase Two

The TfL Board gave full financial and project authority for the project on 31 March 2009. Following this milestone, Parsons Brinkerhoff has been appointed as Technical Advisor for Phase 2 and will be responsible for designing the 1.3km new stretch of railway line. Network Rail has appointed Arup as their advisor for the on-network works.

An order for an additional three 4-car Capital Star, electric trains has been added to the 54 trains already on order from Bombardier. The new trains will be dual voltage to allow operation across the London Overground network.

London Overground capacity

Following delays in delivery from Bombardier, TfL will begin to introduce new electric trains on the London Overground network from July 2009.

The new London Overground platforms at Stratford opened on 14 April and a new station is due to open at Imperial Wharf by the end of 2009, earlier than planned.

Gospel Oak to Barking electrification

TfL has met with DfT, who have agreed to ask Network Rail to undertake the electrification study for the Gospel Oak / Barking line at their expense.

3.2 Docklands Light Railway (DLR)

Stratford International extension

The conversion of the Network Rail infrastructure from Canning Town to Stratford remains on track, with overall project completion set for summer 2010.

Three-Car capacity enhancement project

The DLR is currently upgrading its existing infrastructure and lengthening most station platforms to accommodate longer three-carriage trains. In addition, significant changes to major junctions on the railway at West India Quay and Canning Town are underway to provide improvements to operational flexibility.

The most recent milestone achieved is the commissioning of the new grade separated Delta junction at West India Quay on 11 May. On 31 May, DLR successfully completed works in and around Canning Town to commission a new viaduct and grade separated junction.

Revised and extended platforms at a number of stations are nearing completion and will be opened, together with a new station at South Quay, during the summer and autumn. Completion of the project is anticipated in January next year when the fully revised junction at Canning Town is commissioned. This will enable a connection directly from Woolwich Arsenal to Stratford, as well as the fully revised track junction at Tower Gateway/Royal Mint Street which will allow more frequent services.

Dagenham Dock extension

As indicated in the TfL Business Plan, funding has yet to be identified to implement the proposed extension. TfL has written to DCLG and DfT for a

commitment for funding of at least £100 million, no response has been received as yet.

3.3 Tramlink

Refurbishment programme and track replacement

The refurbishment of all tram vehicles was successfully completed on 6 April. All 39 tram stops have now been refreshed with a deep clean, repainted with improved signage and information and all platform equipment has been repaired or replaced.

3.4 Working with the Train Operating Companies

Oyster on National Rail

Train Operators are still awaiting receipt of a 'fares direction' letter from the Secretary of State for Transport before they will sign the Oyster PAYG agreements. The Mayor is pressing for the earliest possible introduction.

3.5 Crossrail

Construction Launch

On 15 May, the start of construction at Canary Wharf station was marked by the Mayor and Transport Minister, Lord Adonis, sinking the first steel pile in the North Quay dock. The new station, one of the largest on the Crossrail route, is being built below the water of the dock. It includes plans for 9,300 square metres of retail space and a roof-top park and will have pedestrian links to Poplar DLR station and Canary Wharf Tube and DLR stations.

The event was a landmark moment for Crossrail, demonstrating that this vital project is now underway. With demolitions commencing at Tottenham Court Road and the programme beginning at Paddington and Farringdon in the coming months, it will mean that work will have begun on four of the central London stations during 2009. Around 200 stakeholders, including London's business leaders, attended the event, demonstrating the extensive interest in and support behind the project.

Tunnelling Academy

On 20 May, the Mayor announced details of the Crossrail Tunnelling Academy which will ensure Londoners are provided with the chance to gain relevant qualifications useful to the construction of Crossrail. The Crossrail Tunnelling Academy is being established in partnership with the construction industry. It is planned to open in Spring 2010. The preferred site options are being discussed with Newham Council.

Update on Senior Appointments

Doug Oakervee stepped down as Crossrail's Chairman on 31 May. Terry Morgan joined as the new Chairman on 1 June.

Andy Mitchell, Network Rail's Major Programme Director for the Thameslink Programme, has been appointed as the new Programme Director. Recruitment is well underway for the Implementation Director post and for the Commercial Director role.

Procurement

Contracts have been signed with both the Programme Partner (the Transcend consortium, comprising Nichols Group, AECOM and CH2M Hill) and Project Delivery Partner (Bechtel). Both of these partners are integrating well into the Crossrail structure, and with each other, and there has been a noticeable pick-up in the level of activity as they get up to speed on the status of the project. In addition, the first contracts under the Framework Agreements (design and enabling works) have also recently been let.

The Sponsors have appointed Jacobs to the role of the Project Representative. The Project Representative role – which is provided for in the core agreements – is to provide technical assurance to the Sponsors in respect of Crossrail's delivery of the project. The Jacobs team is now fully mobilised.

Programme headlines

Good progress has been made over in recent months. Highlights are as follows:

- Ten Design Tenders have now been issued;
- Framework Agreements for the Utility Diversions, Advance Civils and Demolition have been approved;
- Following agreement with LFEPa, eight shafts have been deleted from the Central Tunnelled section; and
- Programme and Project Delivery Partner have mobilised and 30+ key deliverables have been submitted for review.

Property

Good progress has been made on property acquisitions.

4 GETTING LONDON MOVING

The Mayor has outlined the following as priorities to get London moving:

- Launching a war on road works, complete with a new permit scheme;
- Seeking fitting financial penalties for needlessly unattended holes;
- A new Routemaster bus to replace the log-jamming bendy bus;
- Reviewing traffic lights, without compromising the rights of pedestrians;
- Moving on from the road hump;
- Exploring new ways of preventing deliveries from choking traffic; and
- Giving motorbikes a trial period in bus lanes.

4.1 A fair deal for motorists

London Permit Scheme for Streetworks

The consultation on the London Permit Scheme (LoPS) closed on 5 June and 25 responses, incorporating over a thousand comments (many duplicated), were received. London First, Sainsbury's and the RAC Foundation all expressed support and no stakeholders objected to the permit schemes. National Grid Gas raised a number of issues, and these are currently being considered with all other responses by the participating boroughs and TfL. A meeting is being arranged with DfT to discuss the submission of TfL's application. Depending on the outcome of that meeting, TfL hopes to submit the scheme for final consideration by DfT in July. Subject to the Secretary of State's approval, the scheme could be operational by New Year 2010. The LoPs/National Joint Utilities Group (NJUG) roll-out working group is continuing to test the permitting software and TfL permit applications have successfully been copied electronically to the London Boroughs of Camden and Kensington and Chelsea as part of the process to resolve any technical issues ahead of approval of the scheme by the DfT.

Focus continues on measures to minimise disruption from road and streetworks, including the coordination of works and the provision by works undertakers of accurate and timely works notices. Since May 2008, a total of 285 Fixed Penalty Notices have been given to works undertakers for noticing offences under the New Roads and Street Works Act 1991. This included 166 to Thames Water, 46 to BT, 31 to EDF and 14 to Virgin Media.

Roadworks Reporting

Since the launch of the Utility Concordat Agreement on 16 April TfL has received 90 reports from members of the public about work sites (as at 5 June); 50 relating to utilities works; 19 to those carried out on behalf of local authorities (including TfL/London Overground); and 1 related to a private development project. TfL has been unable to identify the works associated with 20 reports and have either requested clarification from the customer or, where the location is on a borough road, passed the report on to the relevant highway authority for

further investigation and response. To further promote the roadworks reporting tool, a promotional banner now rotates across the top of the TfL website homepage every hour. Following the receipt of reports relating to works on the TLRN, appropriate action is taken to drive improvements in performance by works undertakers. This may include the giving of FPNs or a prosecution under the New Roads and Street Works Act 1991 where infringements are particularly serious. Reports relating to works being undertaken on borough roads are passed to the relevant highway authority for similar action and response. These reports provide a good indication of works promoters' efforts to meet the objectives of the Mayor's Code of Conduct.

To help members of the public better identify works promoters, the LondonWorks information system will be available to the public through the TfL website by the end of June. This will inform the public of the nature of the work, its planned duration and the contact details of the promoter. If there is no specific works information recorded on LondonWorks, the public will be directed to the TfL website to report the absence.

Utilities Plating

Following agreement in a TfL/Thames Water working group, and promotion by the Mayor at the launch of his Utility Concordat Agreement, road plating is now being used regularly on Thames Water's Victorian Mains Replacement works. The high strength plates enable motorists to drive straight over open roadwork excavations. It is understood that National Grid Gas has also purchased 300 metres of plating for use in London and that other utilities are assessing plating product options.

Department for Transport PSA Target 4 – Congestion

TfL has received the maximum possible funding allocation from DfT under PSA 4 Target (Urban Congestion), as performance has bettered the target by more than 5 per cent. The total funding committed by the DfT to date is £7.5 million.

SCOOT Programme

SCOOT is a state of the art, dynamic, traffic signal control system and significant expansion beyond the current 2,175 sites is a key deliverable of the Mayoral objective to smooth traffic flow. TfL, building on the existing delivery model established for the Olympic Route Network (ORN), has a first year SCOOT installation programme target of 100 sites. This is part of a programme of works totalling 1,000 sites. The installation of SCOOT will be focused in key areas and routes to maximise impact. This year, these include the A23 corridor, which will see SCOOT installed on every traffic signal site from Streatham to Purley Cross, and major routes including Bayswater Road, Queensway, Kensington High Street, Old Brompton Road and Kensington Gore.

In order to reduce the cost of the overall SCOOT installation programme to TfL, DfT funding referred to above will be used to complete the 60+ signal sites on the A23 Corridor, and funding from private developers Candy & Candy will be used to complete works to mitigate impacts of the One Hyde Park development.

Preliminary design work and site assessments are already well underway. Work has started on identifying the sites for the 2010/11 programme to ensure continuity in the delivery process.

Traffic CCTV Maintenance Contract

A new way of working has been agreed between TfL and CCTV maintenance contractor, Tyco Fire and Security (UK) Ltd. The contract will place greater emphasis on the working performance of the camera systems used to keep London's roads free from congestion and incidents. From 1 July, Tyco will be responsible for ensuring that 98.5 per cent of all system equipment, including over 1,500 CCTV cameras, operator screens and network connections, are all in working order all of the time, or the contractor will be paid less. Previously, CCTV maintenance contractors were paid based on activities performed, not on how the equipment was operating on a day-to-day basis.

Blackwall Tunnel Northbound Refurbishment

The project team for Blackwall Tunnel Northbound Refurbishment are continuing with the evaluation of tenders and are seeking clarification of bids. The process working toward a successful contract award is cognisant of the urgent operational need for refurbishment, the constrained funding environment and the current market appetite to undertake the works.

Olympic Route Network

On 24 April, the ODA issued the Invitation to Tender for the Junction and Carriageway commission. This will deliver preliminary designs for the Olympic Route Network (ORN) by June 2010 (enabling traffic orders to be made). The focus of the ORN team has now shifted from finalising the brief to the evaluation of tenders and preparations for the management of the commission. It is anticipated that the commission will be awarded by mid-June.

A406 Bounds Green Road to Green Lanes Safety and Environmental Improvement Scheme

Following project approval at the Finance Committee meeting on 2 June, the Invitation to Tender for the scheme will be issued in August and the contract awarded in January 2010. Main works are scheduled to commence in April 2010 and will take approximately 24 months to complete. The A406 Bounds Green Safety and Environmental Improvement Scheme will widen the A406 to create a predominantly two-lane dual carriageway and will include junction improvements to ease traffic flow. Better pedestrian crossings and cycling facilities will bring about much needed safety and environmental improvements. The proposed scheme is expected to reduce road collisions by up to a third by providing better pedestrian crossing facilities and improvements to traffic signalled junctions. Local residents will also benefit as the scheme seeks to reduce the level of rat-running traffic on residential roads.

4.2 London Buses

iBus

On 21 April, the roll out of iBus was completed with the installation of equipment on the last of the 8,256 buses. This marks the successful completion of the largest project of its kind in the world today. iBus is the Capital's new on-board passenger information, Automatic Vehicle Location and radio system. iBus works by combining technologies, including enhanced Global Positioning System satellite technology and information about the schedule, route, and bus stop locations to pinpoint the location of the bus.

New Bus for London

The Invitation to Tender was issued on 22 May following the completion of pre-qualification questionnaires by prospective tenderers in April. Six bus manufacturers have expressed an interest. The project remains on schedule for the contract award to be made by the end of 2009.

East Thames Buses

On 20 April, responses were received from tenderers for the market testing of East Thames Buses. These have been assessed by the tender evaluation group and the details clarified with the companies concerned. A period of detailed negotiation will follow to enable receipt of final offers in June. The matter will be discussed with the Finance Committee on 15 July and a recommendation put to the TfL Board at its meeting on 29 July.

NedRailways acquisition of Travel London

On 21 May, National Express Group PLC announced that it has entered a binding agreement to sell Travel London, its London bus business, to NedRailways, a subsidiary of NS Dutch Railways. London Buses have consented to the agreement. Travel London currently operates 34 tendered bus routes for TfL.

5 IMPROVING THE URBAN ENVIRONMENT

The Mayor has outlined the following as priorities to improve the urban environment:

- Championing electric vehicles and car clubs;
- Moving to hybrid buses;
- Encouraging imaginative urban realm projects and the use of 'shared space';
- Planting trees where possible;
- Removing railings and other street clutter; and
- Encouraging walking.

5.1 Championing electric vehicles and car clubs and moving to hybrid buses

Electric vehicle charging points

TfL is working with the GLA Transport team to deliver the Mayor's plans for electric vehicles announced in Seoul on 19 May. In addition to ongoing work with boroughs to install charging points through the LIP process, TfL recently part-funded the first plug-in hybrid car club vehicle in conjunction with the London Borough of Camden.

Car Clubs

The results of the 2008 annual survey of existing and new car club members will be published in late June. The survey is conducted by Carplus (the national charity which accredits car club operators) with support from DfT and TfL. The key findings are:

- 80 per cent of members and 72 per cent of joiners rated their car club services as good or very good;
- 39 per cent of all respondents have reduced the number of vehicles owned by their household since joining a car club and a further quarter of would have purchased a new car had they not joined a car club;
- Each car club car is estimated to result in an average of 13 private vehicles being sold and a further nine not being purchased (significantly up on last year); and
- Compared to the 'average' person, car club members and joiners make more trips by public transport and walking or cycling, and considerably fewer trips involving a car, taxi or motorbike (16-23 per cent of their journeys, as compared to 66 per cent).

5.2 Improving the urban realm

Pedestrian guardrail removal

The 2009/10 programme for removal of pedestrian guardrail from the network commenced in June, following the assessment of scope for safe removal. In April, 7,947 metres of guardrail was assessed. There is now 4,155 metres of guardrail approved for removal (by the London Road Safety Unit) and ready for consultation with the relevant boroughs. Targets for guardrail removal are 1,086 metres in June and 2,883 metres in July. Both targets are expected to be met.

Letters were sent to Borough Chief Executives on 1 June outlining details of the project.

Marble Arch Pedestrian Improvement Scheme

At the end of May, improvements to the Marble Arch gyratory were completed. The scheme included five new signalised pedestrian/cycle crossings, improved

footways and carriageway surfacing and landscaping. In addition to the new crossings, work also included the modernisation of the busy Oxford Street crossing, the removal of more than 300 metres of unsightly guardrail, improved access at Speakers' Corner and a cycle link into Hyde Park to connect with the Broadwalk cycle route.

'Spring into Summer' Weekend

On 30-31 May, forty walks took place for Walk London's 'spring into summer' weekend. The walks across London connected some of the Capital's best attractions, parks, woodlands, rivers and open spaces, and are part of a network of routes making up the Strategic Walk Network (SWN). The SWN is managed by Walk London and funded by TfL.

Perryn Road footbridge

Overnight on 22 May, the central span of the Perryn Road footbridge was lifted into position by crane as part of the first phase of its introduction. The footbridge was opened for stair access-only on 6 June 2009. The completed footbridge is due to open in early August. The steps and ramps of the new footbridge have been designed to meet European accessibility standards and will be able to accommodate pedestrians, wheelchair users and cyclists. Improved lighting will enhance the safety and security for bridge users.

5.3 Encouraging walking and smarter travel

School Travel Plans

As part of the national Travelling to School programme, London schools that submit an approved School Travel Plan (STP) to TfL by the end of April are eligible to receive a capital grant either from the Department for Children, Schools and Families (DCSF) or TfL as appropriate. A total of 493 new STPs were received by TfL and are undergoing quality assurance to ensure they meet the national standard. Providing these new plans meet the standard, the coverage in London will be 89 per cent. Three additional boroughs are reporting 100 per cent coverage of STPs, which would bring the total to seven.

Smarter Travel Richmond (STR)

The STR programme was successfully launched on 30 March 2009 with a media photocall at Nelson School, Whitton and a stakeholder launch at Twickenham Stadium. The photocall was attended by Kulveer Ranger, who spoke to children about their school travel plan and cycling. The stakeholder launch at Twickenham Stadium chaired by the Leader of Richmond Council, Serge Lourie, was attended by 160 key stakeholders from local schools, businesses, public sector organisations and pressure groups.

Wimbledon Schools Smarter Travel Project

The Wimbledon Schools project aims to reduce crowding on buses at peak times in Wimbledon Town Centre. This will be achieved by encouraging children from two schools in the area to walk to school, to travel earlier, or travel by train.

Early feedback from stakeholders has been extremely encouraging with the Safer Transport Team reporting reduced crowding in Wimbledon Town Centre during the morning peak. A walking incentive scheme was launched on 20 April and will run until the end of the summer term. The project will be evaluated in August 2009.

6 ENCOURAGING MORE CYCLING

The Mayor has outlined the following as priorities to encourage more cycling:

- Launching a full-scale cycle hire scheme by 2010 in nine London boroughs;
- Creating dedicated routes that give nervous cyclists the confidence they need;
- A big increase in cycle stands and secure parking for cyclists;
- Helping to create cycle hubs and hire schemes in the outer boroughs; and
- Considering the possibility of allowing cyclists to turn left on red.

A 'Summer of Cycling'

On 26 May, in Trafalgar Square, the Mayor launched a 'summer of cycling', designed to boost the numbers of people travelling by bike and pave the way for London's cycling revolution. The key events comprising the 'summer of cycling' are:

- 1 - 30 June: The London Workplace Cycle Challenge - places of work will compete to see who can get the most people cycling during June;
- 15 - 30 June: Secondary School London Cycle Challenge - students aged 11-14 will compete against other schools to see who can get the most people cycling, and will also compete against other year groups within their own school;
- Sunday 9 August: Freewheel-style event in Hounslow, with cyclists invited to join a cycle around some of the boroughs' green spaces;
- Saturday 19 September: Tour of Britain cycle race final - watch the country's largest professional cycling event and Britain's most patronised live sporting event played out on the streets of London; and
- Sunday 20 September: Freewheel will return as a larger event taking in St Paul's and the City area, and more of London's iconic sights.

School Cycle Parking Programme

On 7 May, an event was held at The Priory Secondary School in Bromley to mark the launch of the 15,000th cycle parking space. The event included a bike breakfast and a cycle training session. The School Cycle Parking Programme began in 2004 and has installed cycle parking facilities, including stands, lockers and shelters at over 700 schools.

Cycle Hire

On 27 May, TfL began submitting planning applications for around 400 cycle docking stations – the locations where people will be able to pick-up and drop-off hire bikes in central London. TfL has been working with the borough partners and the Royal Parks to identify the most suitable locations for the network of cycle hire docking stations, which will be based in London's zone one travel area. The 400 cycle stations will be situated approximately every 300 metres (although less frequently within the Royal Parks), so people who want to use or lock up a bicycle should never be more than a couple of minutes walk away from a docking station. The first 129 planning applications have now been submitted to the boroughs of Camden, Hackney, Islington, Lambeth, City of London and Westminster City Council. The remaining applications will be submitted throughout the spring and summer.

A contract variation has been placed with Transys for the long lead items required to enable Oyster as a method of customer validation for the cycle hire scheme. There will be 11,000 Oyster 'Pearl' devices provided so that customers can use their Oyster card to identify themselves as registered for the cycle hire scheme.

On 29 April, TfL began its search for a single company to act as a sponsor for up to the first five years of the Cycle Hire scheme. Sponsorship opportunities for the successful bidding company include:

- the chance to put their name to the London Cycle Hire scheme;
- branding opportunities on the cycle scheme's bicycles, maintenance support vehicles and uniforms of maintenance staff;
- joint PR opportunities and media partnerships;
- co-branding on marketing initiatives; and
- the benefits of being associated with one of the largest sustainable public transport systems in the UK.

It is anticipated that a sponsor will be appointed in late summer.

Cycle Superhighways

On 5 June, TfL announced the proposed routes for the first two of London's twelve Cycle Superhighways. The two pilot routes, which will be up and running in May 2010, are from South Wimbledon to Bank via the A24 and A3, and Barking to Tower Hill via the A13 and Cable Street. The Mayor and TfL are consulting closely with the eight different boroughs through which the routes will run.

The aim of the Cycle Superhighways is to provide a safe, fast and continuous route into central London from the outer boroughs, concentrating existing cycle flows and encouraging those who travel into work by other modes of transport

to commute by bike. Each route will be given its own identity with consistent and easy to follow road markings and signs. Safety issues will be addressed through specific measures such as the provision of advance stop boxes and providing continuous lanes through junctions as appropriate. In addition, obstructions will be minimised and improvements made to road surfaces to ensure a smoother ride. The remaining ten proposed radial routes, which will span across London and greatly improve the Capital's cycling infrastructure, will be operational by 2012.

London Bridge Cycle Park

On 9 June, the London Bridge Cycle Park opened providing parking space for 440 bikes, with lockers and changing facilities on site. The cycle park is run in partnership with On Your Bike, a cycle shop and maintenance provider, located on Tooley Street.

7 BY THE RIVER

The Mayor has outlined the following as priorities for river services:

- Setting up a river concordat between the operators of all the boat services;
- Integrating river services with Oyster Pay As You Go;
- Creating a complete vision for the increased use of the Thames, including tow-paths; and
- Preparing to use the river to help transport spectators to the Olympic site.

Oyster Pay As You Go for river services

TfL has agreed commercial terms with Thames Clippers to introduce Oyster ticketing to its services on the river. On 11 June, TfL met with AEG, the majority owner of Thames Clippers, at the O2 venue to discuss marketing arrangements. The introduction of Oyster Pay As You Go for river services is due in November.

8 IMPROVING THE JOURNEY EXPERIENCE

The Mayor has outlined his commitment to improving the journey experience of those travelling in London, with a particular focus on safety, security and tackling anti-social behaviour. This Mayor is also committed to alleviating the cost burden on the travelling public.

8.1 Safety and security

Crime Statistics

Crime has continued to fall on the buses, London Underground and Docklands Light Railway over the last year. The latest figures from the Metropolitan Police Service for 2008/09 show an 18.3 per cent reduction in bus related crime compared to 2007/08. This amounts to 6,063 fewer offences compared to the previous year. Bus-related crime fell in all London boroughs with Bexley and Bromley showing the largest reductions of 43 per cent and 41 per cent respectively. The greatest reductions were in criminal damage and robbery offences. Based on these figures the crime rate is 12 crimes per million passenger journeys on the bus network – an improvement of 21 per cent on the previous year. British Transport Police crime figures for LU and DLR showed a reduction of 8.1 per cent for 2008/09 – a reduction of 1,336 offences. This translates to a crime rate for 2008/09 of 13.1 crimes per million passenger journeys – nine per cent lower than the previous year. For the first time since 2005/06, our surveys are showing a reduction in concerns about crime and anti-social behaviour on the transport network. The proportion of Londoners who have concerns about anti-social behaviour on the transport system has reduced from 54 per cent in 2007 to 45 per cent in 2008.

Crime on the Underground

Statistics released by the British Transport Police (BTP) show that crime has continued to drop on the Underground and Docklands Light Railway networks. The number of robberies fell by 29 per cent this year, taking the total reduction since 2005/06, to 73 per cent, despite passenger numbers rising by almost 13 per cent over the same period. Pick pocketing and vandalism also went down in the last year, as did violent crimes and public disorder offences. This means there are now just 13 crimes for every million passenger journeys. Assaults on staff have gone down by five per cent, which reflects the work of the joint LU and BTP Workplace Violence Unit, set up in 2006 to focus on physical violence, threats and abuse against staff.

The introduction of Neighbourhood policing teams and continued investment in safety and security has been key to achieving these reductions in crime. There are now more than 750 Information Points across the network which give passengers and staff access to a station control room at the touch of the button if help is needed. In addition, there are some 13,000 CCTV cameras on the Underground network and the number is expected to rise to more than 15,500 in the coming years as further station refurbishments are completed. Most recent market research shows that these measures have helped reduce the fear of crime as passengers' levels of satisfaction relating to their personal safety reached the highest ever.

Road safety – latest figures

The number of people killed and seriously injured (KSI) on London's roads fell by seven per cent in 2008, according to annual road casualty statistics. Latest figures show a reduction in fatalities and serious injuries for almost all road users in 2008:

- Overall number of KSIs down by seven per cent (3,784 to 3,526) compared with 2007, 47 per cent overall compared with the Government baseline from 1994-1998 (6,684 to 3,526).
- Pedestrian KSIs down seven per cent year on year (1,292 to 1,208), 43 per cent overall (2,136 to 1,208).
- Powered two wheeler (motorcycle) KSIs down 10 per cent year on year (819 to 738), 21 per cent overall (933 to 738).
- Car occupant KSIs down eight per cent year on year (952 to 880), 66 per cent overall (2,569 to 880).
- Pedal cyclist KSIs down by three per cent (461 to 445) and are 21 per cent down overall (567 to 445).
- All child KSIs fell by six per cent (331 to 310) and are 67 per cent lower overall (935 to 310).

These figures show that London has already exceeded the Government's 2010 casualty reduction targets and is working towards achieving higher, London specific, targets set in 2006. In 2009/10, £45 million will be spent on road safety schemes including education, training and research.

Intelligent Speed Adaptation

On 11 May, TfL announced a six month trial of Intelligent Speed Adaptation (ISA) technology. The technology enables drivers to select an option where acceleration is stopped automatically at the speed limit specific to any road in London within the M25 area. The unit can be disabled at the touch of a button, at which point it reverts to an advisory status where the current, legal speed limit is simply displayed as a driver aid. There is also a complete over-ride switch which disables the system entirely. The trial will monitor driver behaviour, journey times and the effect that driving within the speed limit has on vehicle emissions. It is estimated that if two thirds of London drivers use the ISA system, the number of road casualties in the Capital could be reduced by 10 per cent.

As part of the trial, which will start this summer, a London bus will be fitted with ISA. TfL is also keen to trial the technology in a licensed taxi, alongside 20 TfL vehicles driven by road engineers, traffic managers and highway inspectors. At the end of the trial, a report will be submitted to the Mayor and the technology will be made available to external organisations.

Teen Road Safety Campaign: 'Think! Look out for your mates'

On 3 June, Kulveer Ranger met with the cast of online drama 'Sofia's Diary' at a Pimlico school to promote TfL's teen road safety campaign. TfL has teamed up with Bebo and the producers of the show, which is viewed on average around

900,000 times per week, to support the latest teen road safety message 'Think! Look out for your mates'. The new season of Sofia's Diary features a road safety storyline where viewers will see the star re-evaluate her attitude to road safety when it directly affects someone close to her.

Also during June, twenty young football stars from five top London clubs gave their support to the campaign. Players from Chelsea, Fulham, Queens Park Rangers and the Tottenham Hotspur Academies posed with their team mates to remind teenagers to 'Look out for your mates'. Football academies are vital to the lifeblood of the sport and are well aware of the influence that football has on young boys.

Young teenagers are more likely to be involved as a pedestrian in a road collision than any other age group. Boys and young people from deprived backgrounds are particularly vulnerable.

Rollout of Enhanced STTs (Hub Teams)

The rollout is now complete, with a total of 32 teams now fully operational and working from their designated transport hub. On 15 June the Mayor launched the last of these teams and announced related crime statistics. Crime on buses in the capital is at its lowest level for five years, down by 18 per cent since the Mayor took office. Robberies and bus vandalism has been cut by more than a third.

Deployment of the BTP50 Teams

The phased deployment of 50 additional British Transport Police (BTP) officers on the suburban rail network is now complete. This provides neighbourhood style policing coverage at over 100 of the worst stations and routes in terms of crime in the outer London boroughs.

Cab Enforcement

Between 26 March and 25 April, TfL, the Metropolitan Police and Westminster City Council joined forces to tackle West End illegal cab activity in nine high visibility operations around Charing Cross Road. The PCO delivered three notices of licence revocation on 30 April. During the late-night operations, 250 vehicles were inspected, more than 200 drivers were spoken to and six arrests were made for touting. Nine Penalty Charge Notices were also issued for illegal parking.

Intelligence Gathering

The latest version of TfL's Geographical and Management Information System, SMART-CaT has now gone live. This incorporates system improvements and a new Web Information Network (WIN). This allows key stakeholders such as bus garage and school staff to input intelligence, which is then combined with other databases to inform TfL's responses to crime and disorder issues on the network including police deployments.

Anti-social Behaviour (ASB) reporting

Following the GLA's requirement to assess the potential number of young people who could take part in the Payback London scheme, consideration was given to a new approach to Behaviour Code breaches on London buses. The proposal was to ascertain the possible effect on ASB related incidents by recording all such incidents and deactivating concessions for repeat offences.

The exercise was held in Havering from 23 March to 3 April to tie in with the end of the school term - a time of increased ASB reports. A mix of uniformed, plain clothes, independent and joint working was used but all checking was exclusively mobile. While targeted routes are known to have heavy use by school pupils, all passengers onboard were checked and penalty fares and prosecution notices were issued as normal and every identified breach of the Zip Behaviour Code was recorded separately.

8.2 Improving customer information

Brighter lighting saves energy at ticket machines

On 11 May, TfL announced that it had introduced light emitting diode (LED) lighting at all of its roadside ticket machines. The LED technology uses up to 75 per cent less energy than conventional lighting, and will reduce CO₂ emissions equivalent to the weight of ten double deck buses every year.

Despite using less power, LEDs are much brighter than conventional lighting, making the machines easier to use. The LEDs also last a lot longer, ten years on average compared to just two years for conventional fluorescent tubes, meaning lower maintenance and disposal costs.

9 EFFICIENT AND EFFECTIVE DELIVERY

In this section, I report the ways in which TfL is working to deliver services to London efficiently and effectively in order to provide value for money.

9.1 Planning and Strategy

Mayor's Transport Strategy – Functional Body and Assembly Consultation

The Mayor's Transport Strategy Statement of Intent was published for Functional Body and Assembly Consultation on 18 May. The Statement of Intent sets the framework for the Mayor's Transport Strategy, and outlines the challenges facing London and the outcomes the Mayor wants to achieve. It also discusses the different policy options which could achieve the Mayor's vision for London until 2031. Responses to the consultation are due by 13 July and will inform the draft Mayor's Transport Strategy which will be subject to public consultation at the end of September.

Consultation on Other Mayoral Strategies

TfL is preparing its response to the Assembly and Functional Body consultation on “A new plan for London – Proposals for the Mayor’s London Plan” and “Rising to the Challenge – Proposals for the Mayor’s Economic Development”. These documents are considered elsewhere on the agenda for this meeting. Along with the MTS, make up the “trilogy” of Mayoral Strategies.

Revised proposals for alterations to London Plan to fund Crossrail

On 18 May, the Mayor published revised proposals for alterations to the London Plan to help fund Crossrail. The alterations were first announced last December so that new office developments in central London and in the northern part of the Isle of Dogs could be required, through the planning system, to make a financial contribution towards the cost of Crossrail.

Since December, the London Assembly, the Greater London Authority Group, developers and local authorities have been consulted on both the alterations and new planning guidance. As a result of developers’ concerns over the impact of the charge on the viability of new developments, particularly in the current economic climate, the revised proposals now include viability as a planning policy test for the purpose of negotiating financial contributions.

The Mayor is also seeking views on whether it would be appropriate to have a lower rate of contribution during the first years of the charging scheme, and whether the boundaries of the charge area in central London should be adjusted to reduce impacts on places where investment margins on new developments are tighter.

Further guidance is included on where it may be appropriate for the charge to be levied on developments along the Crossrail route outside central London. Statutory changes to the London Plan for Crossrail funding should be complete by mid 2010. To date, the Mayor has been accepting Crossrail contributions of around 20 per cent of the eventual charge that will be applied to individual developments. The Mayor would like to see contributions agreed at a higher rate in advance of the alterations to the London Plan.

Heathrow Airport

As part of a Judicial Review launched on 7 April TfL has prepared a witness statement for lawyers acting on behalf of the 2M group of boroughs. The main thrust of the witness statement is that insufficient information has been provided on the surface impacts of the proposed third runway for the decision makers to form a sound judgement.

9.2 Working with the Boroughs and stakeholders

London City Charter

The London City Charter was signed on 29 April. TfL is keen to continue to play an active part in delivering the aims of the Charter and supporting the Congress of Leaders and Charter Board. The Charter includes a list of possible areas of joint action on transport issues and these include:

- Devolution of powers on Transport for London Road Network (TLRN) to the boroughs;
- Options around securing greater local influence and management of bus routes;
- Future strategy for door-to-door transport;
- Engagement with boroughs in the revised Mayor's Transport Strategy (MTS2);
- Revised Local Implementation Plans which provide more flexibility for local partners (LIPs2); and
- Promotion of cycling and walking.

The Charter makes it clear that TfL and the boroughs need to respect the roles of each tier of government and there is no proposal to change these. The key aim of the Charter is to explore more effective and efficient ways of working together. The position on each of the six areas for joint working was set out in more detail in a report to the first Charter Board on 18 June.

In parallel with the development of the City Charter, TfL has been working with London Councils and boroughs directly since spring 2008 to agree ways in which TfL and the boroughs might work together. As part of this, TfL and London Councils' Transport and Environment Committee (TEC) endorsed a document called Bringing the Charter to Life and this was sent to all Borough Leaders last month, in a joint letter signed by myself and Cllr Mike Fisher, Chair of London Councils TEC.

Local Implementation Plan (LIP) Allocations 2010/11

All borough leaders were informed in May 2009 of the LIP budgets for the next three years, including details of the allocations for each borough for 2010/11 for the three programmes where allocations will be made using a funding formula. The boroughs are required to indicate how they will spend the funding by 21 September 2009. The Guidance to the boroughs for their 2010/11 LIP submissions was issued on 18 May.

Independent Disability Advisory Group

TfL's second Independent Disability Advisory Group (IDAG) was launched on 23 April. The launch event introduced the new IDAG members to key people from across TfL and to other stakeholders from London's disability communities.

9.3 Working more efficiently

Operating Cost Review (OCR)

The programme is now fully underway and has entered the delivery phase with good progress across all work streams. The Programme Board has continued to meet on a monthly basis.

Key highlights include:

- Completion of the role preferencing for staff affected by the integration of Metronet and London Underground;
- Issue of Invitations to Tender for Metronet Total Purchased Services contracts, replacing 99 disparate contracts with four new packages;
- Completion of the Commercial Strategy review and initial development of a plan for implementation of recommendations;
- Full allocation of Surface Transport OCR savings targets to specific activities with Director ownership following a bottom-up exercise;
- Development of a long-term plan to reduce reliance on non-permanent labour across the organisation and mobilisation of quick wins;
- The new Planning organisational structure was implemented on 5 May.

Back office staff, including Finance, HR and IM staff, are due to move into a new lower cost building on the Greenwich peninsula later in the year. This fits with further work on the accommodation strategy.

A progress update of the OCR Programme was presented to the TfL Company Council meeting on 22 April. Subsequently, notification of this meeting was issued to staff on 24 April and the Commissioner sent out an all staff update on 5 May. Regular communications for the LU and Metronet integration have been given to affected staff in LU, alongside the separate Union consultation process.

Shared Services

The Delivering More Together (DMT) programme is being replaced with the “Shared Services” programme. A paper containing a draft strategy, programme board and scope has been approved by the GLA Chief Executives (GLACE). GLACE is the new project sponsor and GLA Chief Executive Leo Boland is chairing the new steering group board. The inaugural meeting took place on 12 May with senior executives from all the functional bodies present. Responsibility for each of the key work-streams was agreed (Finance - Martin Clarke, GLA; Human Resources – Barbara Riddell, LFEPa; Procurement – Andrew Quincey, TfL; Information Communication Technology – Steve Allen, TfL). Over the coming months, the programme board will identify a number of work streams where benefits can be achieved.

Mobile Telephony Metropolitan Police Service (MPS) Savings

TfL's newly awarded O2 framework will deliver circa £6 million of savings over the four year duration of the contract. Through the Shared Services initiative, the TfL contract has been used to benchmark the MPS Vodafone contract to generate a further potential saving of £1 million. The desired next steps are for other members of the GLA group to utilise the framework with O2 to generate additional savings, including free calls between all those on the same network.

9.4 Safeguarding TfL finances

Agreement between TfL and Transys on card costs

On 2 April, TfL signed an agreement with Transys (the ticketing services contractor) for TfL to pay the production costs of Oyster cards in exchange for a reduction in the contract payment. This agreement took effect from 29 April. The agreement will result in significant savings for TfL. In addition, the transfer in responsibility for card demand to TfL means that TfL can further benefit from any reductions in card demand. In order to reduce waste, and encourage re-use of the Oyster card, the policy of charging a £3 refundable deposit was extended to all newly issued Pay As You Go Oyster cards, effective from 17 May. Early indications are that fewer Oyster cards are being issued.

Lehman deposit

The £60 million deposit TfL had with the German subsidiary of Lehman Brothers (Lehman Brothers Bankhaus AG, ("LBAG")) has now been fully repaid by the Association of German Banks, together with an amount that covered the full interest payable up to the contracted maturity date of the deposit plus a £2.96 million exchange rate gain. The gain made on the recovery stems from the fall in value of Sterling since TfL's claim was crystallised in Euros in November 2008, when LBAG was formally placed into insolvency.

KSF deposit

TfL remains in close contact with the administrators of Kaupthing Singer and Friedlander (KSF). The first distribution from the Administrators is expected by the end of June and further update on the expectations of timing and quantum of future payments will be provided when available.

TfL launches search for new free morning newspaper contract

On 27 May, TfL announced the publication of a notice in the Official Journal of the European Union seeking expressions of interest from potential bidders for a new free morning newspaper distribution contract. The current eleven year contract held by Associated Newspapers, publisher of the Metro newspaper, concludes in March 2010.

This is first stage in a competitive tender process for a new contract that will allow the concession holder to distribute free newspapers at approximately 250 Tube stations, up to 20 bus stations and a number of other locations across the Transport for London estate. The contract will allow the distribution of free

newspapers between the hours of around 06:00 and 11:30, Monday to Friday. At the end of this period, the concession holder will be required to remove any remaining newspapers.

TfL supports and implements the GLA Group Responsible Procurement Policy. TfL is actively encouraging expressions of interest from environmentally responsible bidders committed to reducing, reusing and recycling waste. It is expected that the new contract will be awarded in late 2009 for an approximate term of seven and a half years.

9.5 Managing the workforce

Surface Transport Appointments

On 13 July, Garrett Emmerson, currently Director of Strategy and Policy in TfL Planning will take up his new role as Chief Operating Officer – Streets and Traffic. He will replace Peter Brown who is retiring at the beginning of July.

The Chief Operating Officer of Streets and Traffic is responsible for keeping London moving by optimising investment in, and providing effective operation and management of, the Transport for London Road Network (the Red Routes), the Capital's 6,000 traffic signals and associated infrastructure and for providing real-time traffic management and information in response to events and incidents on the network. Garrett will be responsible for the Directorates of Road Network Management, Road Network Performance and Traffic Operations, whose activities are key in delivering the Mayor's smoothing traffic flow agenda.

On 15 June, Ben Plowden, currently Director of TfL's Smarter Travel Unit, will take up his new role as Director of Integrated Programme Delivery. Ben will be leading this new Directorate that will bring together a number of key delivery programmes including walking and cycling, road safety, bus priority, public realm improvements, smarter travel and freight. Working in partnership across TfL and with the boroughs and other key stakeholders, the aim of the Directorate is to deliver integrated transport programmes across London to support more sustainable patterns of movement of both people and goods.

10 OPERATIONAL EVENTS

In this section, I have reported on any out-of-the-ordinary events and outlined TfL activity in response.

10.1 Victoria Line industrial action

Industrial action by train operators belonging to the RMT Union meant that no services ran on the Victoria line on 22 April and 21 May. RMT have given four reasons for the dispute:

- **Dismissal of a Train Operator:** A train operator was dismissed for failing to report that he had opened the train doors on the wrong side while at a station. The internal disciplinary process, including an appeal and a review at Director level has been completed and the dismissal upheld.
- **Victimisation of an RMT activist:** An individual submitted a claim to the Employment Tribunal on this issue. The Tribunal found in LU's favour. The individual is treated in exactly the same way as any other member of staff and LU has written to the RMT confirming the arrangements that apply.
- **Lack of Correct Side Door Enable equipment on Victoria Line trains:** The current Victoria Line fleet is the only one not fitted with this equipment. London Underground has conducted a safety review to satisfy itself and its regulators that the mitigations that have been put in place are appropriate. There is no safety reason to retrospectively fit this equipment to the current Victoria Line fleet, given that it will be replaced with two years with new trains which are equipped. The safety analysis and risk assessments have been shared with the RMT.
- **Misuse of Attendance and disciplinary procedures:** London Underground and the Trades Unions have in place well established procedures for dealing with alleged breaches of process. London Underground has proposed that senior managers together with senior Union representatives support local management to ensure that policies and procedures are operated correctly.

10.2 Further RMT industrial action

A 48-hour strike action was called by the RMT leadership between 9 and 11 June. Of the 9,354 members balloted, only 3,333 actually voted and of these, 2,810 members voted in favour of strike action. The dispute is in relation to pay, with the RMT seeking a 5 per cent pay offer despite negative RPI; the LU Operational Cost Review process and the impact on jobs; and other procedural issues.

Despite strike action, LU was able to run services on the majority of lines throughout the dispute including near normal services on the Northern line and services along the entire Jubilee line.

Response to London Underground Strike Action

TfL laid on a raft of extra services as part of a major effort to help Londoners and commuters get around the capital.

Over a hundred extra buses were provided each strike day to help alleviate pressure on the 700 routes TfL operate. On London's roads, prompt information was relayed to travellers via Variable Messaging Signs and the TfL website, and road works on major London roads were suspended wherever

possible. Early indications suggest a nine per cent increase in traffic entering the Congestion Charging zone. For cyclists, led commuter rides were offered on five routes, London Bridge Cycle Park opened and additional cycle parks were set up at four locations. Early reports suggest a 22 per cent increase in cycle flows over the two days.

At rail termini, thousands of walking maps were handed out and fixed price taxi sharing was organised for five stations in addition to those already operating at Paddington and Euston.

On the river, 10,000 people (2,500 each peak period) took advantage of the free shuttle boat service between the Tower of London, Westminster and the London Eye.

Across the public transport network, 1,200 uniformed officers were deployed to ensure the safety and security of passengers across all modes.

For the England v Andorra match on 10 June, the London Traffic Control Centre implemented a Wembley traffic plan, and TfL worked closely with the FA, Wembley Stadium, the BTP and Metropolitan Police to allow 58,000 people to attend the game with Tube services on all three lines serving the stadium. In addition, TfL had 119 buses on standby to enable return journeys into central London.

10.3 Swine flu outbreak

On 24 April, the World Health Organisation (WHO) reported an outbreak of 'swine flu' (Influenza A (H1N1)) in Mexico and the USA and subsequently on 27 April upgraded the WHO pandemic flu alert phase from 3 to 4. On 28 April, there was an announcement of cases of swine flu in the UK. On 29 April, the WHO raised its alert level from phase 4 to phase 5, and a pandemic was declared on 11 June.

On 28 April, a TfL wide Flu Gold group was set up. The setting up of this group was in line with prior planning for a possible outbreak of pandemic flu. The group has representation from the operational modes, Occupational Health, HR, external and Internal Communications, Group Property and Facilities and Group HSE. In addition, the Operational modes, the Corporate Directorates and HR have each convened flu teams to support more detailed preparation. A TfL wide pandemic flu exercise was carried out during February 2009 and lessons learned from this exercise have been incorporated into forward planning.

The TfL Flu Gold group has continued to meet to plan and coordinate activities aligned with Government advice.

Members of the TfL Flu Gold group have also met with GLA and Functional Body representatives to share information and to confirm the status of business continuity plans in relation to pandemic flu.

TfL is also represented at London Resilience Partnership meetings on swine flu. These meetings are attended by NHS London, the Department of Health and the Health Protection Agency, as well as other key members of the partnership.

Peter Hendy
Commissioner
Transport for London
June 2009