

**Board**

**Date:** 12 December 2012

**Item 5: Commissioner's Report**

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**This paper will be considered in public**

**1 Summary**

This report provides an overview of major issues and developments since the Board meeting on 7 November 2012 and updates the Board on significant projects and initiatives.

**2 Recommendation**

That the Board note the report.

**3 London Underground**

**3.1 London Underground Performance**

London Underground continues to meet its performance and reliability targets against a background of rising passenger demand. Passenger journeys were 96 million in period 7; this was 2 per cent more than budget.

Tube reliability, as measured by Lost Customer Hours (LCH), was 1.3 million in period 7; this is 1.0 million better than target and is the second best period of the year for LCH.

**3.2 Tube Investment Programme**

**Sub-Surface Railway Upgrade**

Reliability of the S Stock trains on the Metropolitan line (S8 trains) continues to improve. The Hammersmith & City line S7 trains ran without service affecting failures in period 7; a total of seven of these trains have now been delivered to London of which five are available for service. A further six have been delivered to Old Dalby test track for commissioning, to ensure high standards of reliability. By December 2014, the Hammersmith & City, the Circle and the Wimbledon to Edgware Road section of the District line will all be operated with S Stock trains. By December 2016, so, too will the rest of the District line.

## **Victoria Line Upgrade**

A new timetable will be introduced on the Victoria line from 20 January 2013. The new timetable will see the most intensive level of service ever on the line with 33 trains per hour operating for the busiest period of both the morning and evening peaks.

### **3.3 Major Stations Upgrades**

#### **Tottenham Court Road Station**

Building of new passenger access tunnels, the excavation of the new ticket hall, and construction of the basement floor slabs are all complete.

Northern line platform humps, which will form part of the new station's step-free street-to-train access, were completed in early November.

#### **Victoria Station**

The piling to the North Ticket Hall box (west side) was completed on schedule and the South Ticket Hall works have now commenced. The closure of the Network Rail Victory Arch and the possession of the Network Rail forecourt were achieved one month ahead of schedule.

On Wednesday 10 October, the Victoria Station Upgrade Programme team won the British Construction Industry's inaugural Building Information Modelling Project +Application award.

### **3.4 Track Programme**

Maintenance work to improve reliability and ensure smoother journeys for passengers took place during a 12-day closure of the Central line's Hainault loop from 24 October to 4 November. The blockade enabled the completion of a huge amount of work that would have normally taken many weekend closures and caused significantly more overall service disruption. It cut the work time down by a third and has been completed more economically. Ten sets of points and a scissors crossing were delivered on time, without major incident, together with over 500m of track renewal and nearly 400m of track drainage. Complex embankment stabilisation at Barkingside was also completed, which involved installing around 500 piled support sections.

## **4 London Rail**

### **4.1 London Overground**

#### **New South London Line**

The new South London Line commenced operation on 9 December 2012, and was formally opened by the Mayor on 10 December. This marked the completion of the last section of the fully orbital route around London.

#### **London Overground Performance**

On 12 November, the London Overground celebrated its fifth anniversary. During period 7 London Overground was top of the reliability and customer satisfaction tables and was positively assessed in the twice yearly survey run by Passenger Focus. Passenger journeys for period 7 were 9.6 million, an 11 per cent increase on last year's demand. For the seventh consecutive period, London Overground remains in second position in the national Network Rail Public Performance Measure MAA league table, with a score of 96.7 per cent. London Overground ran 96.6 per cent of schedule during the period.

#### **Docklands Light Railway (DLR) Performance**

Period 7 performance was best of the year to date; 99.2 per cent service reliability bettered the target of 97.2 per cent. Passenger journeys for period 7 totalled 7.7 million.

#### **London Tramlink Performance**

Passenger journeys were 2.5 million in period 7. Service performance for Trams, as measured by scheduled service kilometres, was 94% of services on time compared with a target of 98%. This was due to the service being suspended from East Croydon to Reeves Corner on Monday 24 October for almost five hours as a result of the Wellesley Road underpass being closed following a diesel spillage.

### **4.2 Emirates Air Line**

#### **Emirates Air Line Performance**

The Emirates Air Line has already exceeded its current year forecast for passengers and revenue after only four periods of operation. EAL carried 163,000 passengers in period 7 and availability was 95.2%; the shortfall was due to high winds.

## **Emirates Air Line (EAL) Monitoring**

The EAL impacts monitoring programme - to understand usage of the new link, benefits to users and benefits to the local area and economy - is progressing well. Fieldwork has been completed for the local residents, Londoners and local businesses attitude surveys. Qualitative follow up interviews with local businesses are currently underway. Interviews will look in more detail at the impact of the EAL on their business and the local economy. A survey of EAL users is underway with results expected just before Christmas. A staff travel survey is also underway to meet the Travel Plan requirements; this survey is being undertaken completely in house.

Awareness of the EAL has increased compared to just before it opened. Local residents are generally more aware of the EAL and have stronger positive attitudes towards the EAL than Londoners as a whole. 13 per cent of Londoners have used the EAL and 60 per cent say they will use the EAL in the future. 29 per cent of local residents have used the EAL and 81 per cent say they will use the EAL in the future.

There are high levels of awareness of the EAL amongst local businesses though there is lower awareness of the details of opening hours, fares and journey time. 11 per cent of businesses thought that the EAL will impact their business; of those 88 per cent thought the impact would be positive.

Work is also continuing with the GLA to ensure that the monitoring programme meets the requirements of the European Regional Development Fund.

### **4.3 Rail planning**

#### **Rail Franchising and Devolution**

As a result of the Secretary of State announcing the cancellation of the West Coast franchise competition and the subsequent reviews that are underway, all franchise competitions are currently paused. The Thameslink / Southern, Essex Thameside and Great Western franchises are on hold and the delay could lead to a backlog of franchises and concessions waiting to be let.

DfT and TfL officials continue to work for further devolution of rail services in London. The first of three working groups was held on 17 October 2012, with the aim of providing recommendations to the Secretary of State and the Mayor by Christmas. This has been followed by more technical discussions on operational and financial issues.

The DfT published the response to its decentralisation public consultation at the end of November. Seventy per cent of respondents expressed their support for the principle of devolution. There was support from several boroughs and MPs for a London Overground model, with the experience in London recognised as a success.

## **London Overground**

The Secretary of State and the Mayor visited London Overground including the New Cross Gate control centre on 18 October 2012 and were briefed on the operating model, including the significant performance improvement on the London Overground routes and some details of how future rail devolution could deliver similar improvements elsewhere.

Dialogue continued with Network Rail and DfT on Gospel Oak to Barking electrification to reduce the cost of the scheme to an affordable level so that it can be delivered in Control Period 5 (2014 to 2019).

## **Industry Liaison**

Network Rail's London and South East Market Study has entered its analytical stage with input from TfL. TfL is also seeking to influence the Strategic Business Plan due to be published in January 2013 which builds on High Level Output Specifications 2 to produce plans for Control Period 5.

# **5 Delivering Crossrail**

## **5.1 Works**

### **Bond Street**

On 22 October Costain Skanska JV successfully handed over the Bond Street Masterplan Shaft to follow-on contractor Bam Ferrovial Kier JV (BFK). The handover enables BFK to mobilise in preparation for the sprayed concrete lining tunnels they will be constructing from the shaft.

The completed shaft is 25 metres deep and 20 metres wide. Its walls are formed of 66 50-metre-deep contiguous piles, each 1.8 metres wide. Excluding these piles, the shaft construction has required 1,500m<sup>3</sup> of concrete (enough to fill 190 lorries), 12,500m<sup>3</sup> of excavated material (enough to fill five Olympic swimming pools) and 300 tonnes of steel reinforcement (enough for 200 cars).

### **Paddington – Open House**

On Saturday 10 November, the Paddington team (Crossrail and Costain Skanska JV) took part in Open Doors, a national event which opens up construction sites to members of the public to help them understand more about construction projects and their complexity.

The team ran three sessions for visitors over the course of the day, with an introduction describing the area and its heritage to put the Crossrail works in context, and also an explanation of the local Crossrail works, milestones and challenges. From a raised walkway, people were able to see first-hand the diaphragm walling works currently underway.

A local resident who visited said “I found [the session] very informative and now I know what is going on. The transformation of Eastbourne Terrace is unbelievable”.

## **Signalling Contract**

Crossrail has confirmed the award of the signalling system contract for the railway’s central section to a consortium comprising Siemens PLC and Invensys Rail Limited. The contract covers the design, manufacture, supply, installation, testing and commissioning of a train control system for the central section.

## **Limmo Lift**

In late October, tunnel boring machines 3 and 4, Elizabeth and Victoria, were lowered into the 40 metre deep shaft at Limmo Peninsula, ahead of the start of the Crossrail eastern tunnelling operations. Elizabeth will start tunnelling first, travelling under the River Lea towards Canary Wharf.

## **Skills London**

Crossrail participated in Skills London on 23 November. The Chairman, Terry Morgan, spoke about Crossrail’s commitment to inspire a new generation of engineers.

## **Archaeology**

An in-depth report on Crossrail’s archaeology programme featured in BBC Inside Out (London) on 5 November. The episode featured discoveries that Crossrail digs have already unearthed including a huge Victorian shipyard with links to a famous London football club and ice-age animal remains.

## **Recognition**

In early November, Crossrail was recognised as a Fair Payment Champion by the National Specialist Contractors Council, in relation to its work to improve payment practices in the supply chain.

# **6 Keeping London Moving**

## **6.1 Smoothing Traffic Flow**

### **Journey Time Reliability**

TfL is committed to improving Journey Time Reliability (JTR) on 23 corridors on the TLRN. This is done through comprehensive corridor management, identifying pinch points and hot spots, and understanding how each corridor operates in relation to the surrounding road networks. TfL then applies techniques such as signal timing reviews, designed to maximise the performance of London’s existing infrastructure, SCOOT implementation to better respond to changes in flow across the network,

and management of road capacity through specific engineering interventions to ensure the road network runs more smoothly.

### **Traffic Signal Timing Reviews**

The Signal Timing Review (STR) programme allows TfL to maintain London's traffic signals at their optimum settings, thereby minimising unnecessary vehicle stops and delay, reducing congestion, smoothing traffic flow and, in doing so, contributing to reductions in emissions. As of 10th November of this year, 865 signal timing reviews have been completed. This comprises Health Check Operational Reviews at 700 sites that were undertaken to support management of the Olympic Route Network (ORN) and 165 signal timing reviews that have been carried out post-Games. The reviews at the 165 post-Games sites have so far brought a 6.16 per cent reduction in delays for traffic at these sets of signals, with no overall increase in delays for pedestrians.

### **Split Cycle Offset Optimisation Technique (SCOOT)**

SCOOT reduces delay and improves journey time reliability through the dynamic control of traffic signals. Prior to 2008, SCOOT was installed at around one third of London's traffic signal locations. As part of the Mayor's Smoothing Traffic Flow initiative, TfL committed to install the technology at a further 1,000 locations. As of 10th November, SCOOT optimisation has now been completed at 619 sites, delivering a 13 per cent reduction in delay and a 5 per cent reduction in the number of times vehicles have to stop as they travel through the network.

The SCOOT implementation at two pelican crossings on A24 Clapham High Street was completed on 26 October 2012. As part of the work, the sites were brought under Urban Traffic Control (UTC) control, allowing their timings to be synchronised with the adjacent junction outside Clapham North tube station. This has improved both inbound and outbound vehicle flow along Clapham High Street. The crossings are used heavily by pedestrians throughout the day. Under SCOOT UTC control they are now capable of operating with a lower wait time between successive green man invitations than previously, which potentially provides more crossing opportunities per hour. The minimum pedestrian wait time at both sites has reduced from 46 seconds down to 33 seconds. UTC control also provides increased flexibility in the operation of the high street and the ability to deal with incidents or congestion more effectively.

### **Cycle progression in the City of London**

Following a request by the Corporation of London to improve cyclists' progression on Queen Street between Cannon Street and Queen Victoria Street, revised traffic signal timings were trialled at the junction of Queen Street and Queen Victoria Street. This trial proved successful in significantly reducing cycle delay by over a minute and improving compliance with the signals. The trial did not impact on general traffic performance or safety and has now been implemented on a permanent basis. Feedback from the Corporation of London has been very positive.

## **Reducing Delay and Disruption**

TfL focuses on reducing delay and disruption across London through a variety of initiatives, including the Mayor's Roadworks Pledge, the London Permit Scheme, and the Mayor's Code of Conduct, that aim to improve cooperation and coordination between highway authorities, utilities and other organisations and develop real incentives for works promoters to apply best practice and reduce the amount of disruption to traffic.

### **Lane Rental**

TfL's Lane Rental scheme commenced on 11 June 2012 on 57 per cent of its network. Since then, Lane Rental charges were applied to 116 utility work sites, relating to 390 days of works and to 32 TfL works sites, relating to 52 days. Whilst it is still too early to accurately quantify the full impact of Lane Rental in terms of behavioural change, early indications show that works promoters have started to consider Lane Rental costs when planning their works, to avoid peak-time carriageway disruption.

### **London Permit Scheme**

TfL's powers under the London Permit Scheme allow it to align the timing and coordination of works and to reduce associated delays and disruption across London. Since the beginning of the financial year to 10 November 2012, TfL has granted 27,397 permits and refused 11,369 permit applications. 655 Fixed Penalty Notices have been given to works promoters, including 231 for working without a permit. In addition, 119 Section 74 charges have been imposed on works undertakers for over-running works. Through good planning, collaborative working and early engagement with promoters, approximately 1,381 days of disruption have been saved on the TLRN.

### **Management of the Road Network**

The busy programme of work continues, led by a TfL steering group. The Roads Task Force (RTF) met on 21 November to discuss potential interventions and their relative effectiveness. The RTF Road typology subgroup met to begin to consider how to best serve the needs of the different users on different parts of the road network. The intention is to develop service standards for each typology.

Borough updates have been provided at the North, South, Central and West sub-regional panel meetings. Individual meetings are being held with boroughs where requested in particular with regard to the 14 RTF studies (which are being used to inform the development of the road typologies and also will be used to help bring the strategy 'to life').

A further stakeholder event is being planned for 30 January; the intention is to produce an interim report in January and final report in April.



## **6.2 Maintaining Assets**

### **London Highway Alliance Contract (LoHAC)**

As reported to the Board in November, on 8 November, TfL and London boroughs awarded four new area-based joint highways contracts that could save up to £450m during the next eight years, helping to drive through more than £2bn of investment in road infrastructure.

The new contract frameworks, developed jointly by TfL and the London Boroughs, will cover both road maintenance and the design and construction of new schemes, and, for the first time, can apply to all roads across London. Using these contracts, TfL and boroughs could together save up to £450m across the duration of the framework, through avoiding expensive tendering costs, better working practices, coordinated working and better use of resources, plant and fleet, which can then be reinvested into other services and developments.

The new contracts will also create hundreds of apprenticeship opportunities for TfL and London boroughs, helping to encourage young people into engineering and delivering a long lasting economic investment. TfL's new contracts alone will look to take on 120 apprentices throughout the length of the frameworks from April 2013, building on TfL's award winning apprenticeship programme.

The contracts will also help deliver significant improvements in how contractors manage construction vehicles while working on the capital's roads. All contractors will be required to join TfL's Fleet Operator Recognition Scheme (FORS) and all vehicles exceeding 3,500kg (including those used by subcontractors) will be required to have sideguards, close proximity sensors and prominent signage to warn cyclists about the dangers of passing on the inside of the vehicle. The contractors will also be required to ensure that their vehicle fleet meets Euro standards for emission standards and regularly demonstrate how they are working to reduce the impact of their works on the environment.

### **Euston Circus**

TfL, the London Borough of Camden and British Land, the majority funder, have been working together on a transformative scheme at Euston Circus. Modifications have been made to the initial design to reflect stakeholders' views. These modifications include the installation of a contra-flow bus lane on the slip road outside University College Hospital. Additional traffic modelling is also being undertaken to further test the London Cycling Campaign's preferred option, which is the contra-flow bus lane proposal with additional north-south bus lanes operating on a separate signal stage, allowing cyclists to clear the junction before left turning vehicles are released.

## **6.3 London Buses**

### **New Bus for London**

Contract arrangements are being formalised to purchase 600 more New Bus for London vehicles for the capital by 2016 following signing of a memorandum of understanding between TfL and Wrightbus. Wrightbus has been putting resources in place to expedite manufacture of these vehicles to anticipated delivery timescales for the first batch. The first vehicles are due to be introduced by the spring of 2013. TfL intends to confirm the first route for conversion by 2013. The existing eight prototype buses continue to perform well in service on route 38 and are attracting overwhelmingly positive comments from a cross-section of passengers.

The new buses continue to demonstrate very good reliability with average fleet availability already as good as conventional diesel buses. The production vehicles will have the full standard 87 capacity (62 seated and 25 standees) following design weight saving improvements to the chassis and bodywork. The eight prototypes currently have a capacity of 77 (62 seated and 15 standees).

### **NOx Abatement Programme**

The programme to fit selective catalytic reduction (SCR) equipment to 900 buses of Euro 3 engine generation has started. The first major installation phase is due to start in early 2013, with the programme running continually to 2014. To bring a further 900 older buses in the fleet up to the same standard, TfL is seeking to identify £18m of funds to accelerate their replacement with new Euro 6 vehicles from January 2014 when the latest engine standard will come into force.

### **Clean Air Bus Programme**

As part of a separate initiative in support of the Mayor's clean air programme, 120 Scania's are to be fitted with diesel particulate filters (DPFs) to cut their exhaust particulate matter by up to 75% in emissions hotspots. New Euro 6 buses will be fitted with DPFs as standard.

### **Green Bus Fund**

TfL intends to bid for funds to accelerate introduction of hybrid buses to London following a decision by the Department for Transport to make a further £20 million available for low-carbon vehicles in the UK before March 2013. TfL has been successful at obtaining £18m from four bids over the past three years. Eligibility criteria for the latest money from the Green Bus Fund has still to be set by the DfT.

## **Wheelchair priority space campaign launched**

On 19 November TfL launched a new campaign outlining the use of the wheelchair space on buses. The priority wheelchair space, usually located in the middle of the bus, is the only place in which a wheelchair user can safely travel. The campaign aims to ensure that all passengers know and respect this. Buggy users and other passengers may use the wheelchair space, but if a wheelchair user wants to board the bus, other passengers and buggy users will be asked to vacate the space or fold their buggies. On many buses the space is big enough for the wheelchair and buggy to share the space, but the wheelchair user does take priority and must be correctly positioned in order to travel safely.

The publicity campaign, which will continue through to spring next year, will see new signage put into buses and posters displayed on buses and at bus shelters. Guidance has also been provided to bus drivers to help them deal with this issue. When a wheelchair user wants to board the bus, and the wheelchair priority space is occupied, the bus driver will use an automated iBus message and if necessary the PA system to alert passengers. Extra time will be given to allow passengers with a buggy or pram to move out of the way or to fold the pram/buggy to allow the wheelchair to gain access to the space. On many buses it is possible for the buggy/pram to move back into the priority space, alongside the wheelchair, as long as it does not block the gangway. The bus driver has been instructed not to move off until both wheelchair and buggy/pram are safely positioned.

The number of accessible bus stops in the capital has more than doubled since 2008 with 65 per cent of bus stops now fully accessible (up from 29 per cent in 2008). A Mobility Aid Recognition Scheme was launched earlier this year which clarifies for both the user and the driver whether a mobility aid can safely be used on the bus network.

Accessibility on the entire London transport network continues to be a priority for TfL. TfL is currently working with the Mayor to develop a range of improvements to make the transport network even more accessible over the coming years.

## **7 Improving the Urban Environment**

### **7.1 Championing Electric Vehicles**

#### **Source London**

There are now 839 charge points in the Source London network, including 294 fast points. Installation of a further 200 Source London charge points has commenced via a new partnership with the operators of 'POLAR', a private charge point scheme. TfL is continuing to identify further opportunities with potential new partners, in order to ensure the Mayor's target of 1300 publicly accessible points is achieved by 2013. At present, there are 50 private and public sector Source London partners, including 24 London boroughs.

## **7.2 Congestion Charging (CC) & Low Emission Zone Operations**

Congestion Charging payment and penalty charge volumes have now returned to normal levels following the Olympic and Paralympic Games. Congestion Charging Auto Pay continues to attract new members, with some 225,000 customers now registered.

A further letter has recently been sent to all customers affected by the forthcoming closure of the Alternative Fuel Discount in January 2013, to advise them of the need to take action. Greener Vehicle Discounts are continuing to rise and there are now some 19,000 vehicles registered for the 100% discount.

LEZ compliance rates for Phase 3 (vans and minibuses) and Phase 4 (lorries, buses and coaches) remains high at 98.9% and 95.9% respectively.

### **Changes to the Congestion Charging scheme**

On 19 November, TfL began public consultation on a number of proposed changes to congestion charging. The proposed changes include the introduction of a new Ultra Low Emission Discount (ULED), an increase in the penalty charge and the removal of the under-used retail (shop) payment channel.

The introduction of the proposed Ultra Low Emission Discount (ULED) would take place in July 2013 and provide a single 100 per cent discount from the Congestion Charge for electric and ultra low emission cars and vans. To qualify for the discount vehicles will have to either be pure electric or be cars and vans that emit 75g/km or less of CO<sub>2</sub> and meet the Euro 5 emission standard for air quality.

The ULED would replace the current Greener Vehicle Discount (GVD) and the electric vehicle discount, and would ensure that only ultra low emission vehicles would be provided with a 100 per cent discount to the Congestion Charge.

While the ULED is technology neutral, no currently available diesel car would meet the criteria for the discount and this is unlikely to change for the foreseeable future. Therefore, the proposed ULED will help tackle the increasing dieselisation of London's car fleet. Over the past decade diesel car sales have increased from around 10 per cent to 50 per cent, partly as a result of low carbon vehicle incentives. A Euro 4 diesel car emits about 22 times as much particulate matter as the equivalent petrol car.

TfL is also seeking views on increasing the penalty charge for the Congestion Charge from £120 to £130. This would be only the third increase in the penalty charge since the Congestion Charge was introduced in 2003 and would bring the penalty charge in line with other moving traffic, bus lane and parking penalty charges within London.

In recognition of the fact that many drivers made the decision to purchase a low emission car in order to benefit from the existing GVD, if these changes are approved, then the current owners of vehicles registered for the discount would continue to receive a full discount for that vehicle for a further two years from the proposed commencement of the scheme, until 29 June 2015.

Congestion Charge Auto Pay was introduced following the Mayor's manifesto commitment to make the charge easier to pay. Around 220,000 people have now registered for CC Auto Pay, which sees account holders pay £9 per day (rather than £10) and offers protection from receiving Penalty Charge Notices. As a result less than one in ten payments of the charge is now made in shops or petrol stations.

As a result of that trend, and to reduce the costs of operating the scheme, the consultation is also proposing a removal of the retail payment option. Drivers will still be able to pay the Congestion Charge using a wide range of other means including online, by phone, by text message or by CC Auto Pay.

More information on the consultation, including the supporting documents, is available from TfL's website at: [www.tfl.gov.uk/ccyourviews](http://www.tfl.gov.uk/ccyourviews). The 12 week public consultation closes on Friday 8 February 2013. TfL will then prepare a report for the Mayor setting out the comments received during the consultation. The Mayor will then make a decision on whether or not to go ahead with the proposals, with or without modifications.

### **7.3 Encouraging more cycling**

#### **Barclays Cycle Hire (BCH)**

Over 18.2 million journeys have now been taken by customers of the Barclays Cycle Hire (BCH) Scheme, of which almost 9.3 million were in the last 12 months. The rolling monthly average, calculated over the preceding 12 months continues to increase having moved from 573 thousand trips in the year to October 2011 to an average of nearly 774 thousand trips to October 2012. Total user volumes for October are affected by seasonal factors, but remain above the rolling monthly average at over 856 thousand hires in the month. Members accounted for over 553 thousand hires in October, up 18% on 2011, with Casual hires up 26% at nearly 304 thousand. At weekends, casual hires represent 56% of all trips, compared to 35% over the whole month.

Waterloo Station remains the most popular docking station with nearly 26,000 trips over October. Docking stations within the Phase 2 area are appearing across the member trip top 20, with Bethnal Green Road, Shoreditch consistently attracting hires of between 8 to 10 thousand per month.

As in previous months, casual use is popular in the parks, with all but a handful of journeys in the casual user trip top 20 not being to or from a park destination; many are round trips to and from the same docking station. For example, docking stations in Hyde Park supported just under 40 thousand trip hires over the month, with Speakers' Corner being particularly popular, supporting a quarter of trips hires to or from the Park.

## **Barclays Cycle Hire Expansion and Intensification**

Public information events were held in the BCH southwest London expansion area, enabling borough residents in Hammersmith & Fulham and Wandsworth to find out more about the scheme and proposed locations for the introduction of additional docking stations. Additional capacity is also being planned in the existing scheme area, to support new trips from the expansion area and to improve the availability of bicycles and docking points in operational hotspots.

Site design is well underway and the first planning applications have been submitted. Construction of the first sites is expected to start in April/May 2013, with all docking stations expected to be in place by Spring 2014. This expansion will increase the total number of docking stations (currently 580 on street) to around 750. The enlarged network will support around 11000 bicycles, making an estimated additional 250,000 to 300,000 trips per month. With 750 locations in the enlarged zone, customers will have the choice of over half a million unique station-to-station journeys.

## **8 By The River**

2012 has been a busy year for TfL's London River Services (LRS). The major event of the year was the Thames Diamond Jubilee Pageant in June. The Olympic and Paralympic games were another highlight of the year, with river services playing a key role in transport to the River Zone venues of Greenwich Park, North Greenwich Arena and Woolwich Arsenal. The Games have given the river significant legacy benefits in the form of a new roof at Greenwich Pier and an extension of Tower Pier.

### **River Action Plan**

A major piece of work underway is the development of the River Action Plan. The plan aims to address the Mayor's manifesto pledge to double the capacity of the river, by increasing the number of passengers using river services to 12 million per year by 2020. TfL has been working on the development of the Action Plan, which now incorporates the work of the Pier Pilots. The Mayor's River Concordat has been re-formed into an annual Concordat Forum and a Concordat Steering Group which meets twice a month. The River Action Plan was the main item at the last meeting of the Concordat Forum on 7th December. The formulation of the river strategy and the River Action Plan, will continue into the New Year.

## **9 Taxi and Private Hire**

### **TPH Passenger Charter and Licensee Code of Conduct**

TfL is continuing to progress with the development of a Taxi and Private Hire (TPH) Passenger Charter which sets out the quality of service a passenger should expect when using a taxi or private hire vehicle that has been licensed by TfL. It will also outline standards of behaviour expected from passengers.

It is proposed that the Charter will be made available to passengers in taxis and private hire vehicles in leaflet form, with a small notice advising them that the Charter is available. The Charter will also be made available on TfL's website, at transport hubs and targeted locations such as hotels. TfL is currently in the process of developing the media and strategy for promoting the Charter.

### **Suburban Review**

On 24 September, TfL held a trade workshop with over 40 drivers and representatives of driver groups and other trade bodies. This workshop was the first stage in a review and consultation process, which will examine all issues affecting suburban taxi drivers. The ultimate aim for TfL is to understand the taxi trade's issues and concerns and seek to create a sustainable suburban taxi driver licensing system that benefits both taxi drivers and the public.

Many ideas and initiatives were put forward where drivers felt that TfL could take action to assist suburban drivers. These ideas will all be collated and explored further. As well as all those who attended, drivers that registered an interest but did not get to attend have been sent a copy of TfL's presentation and the summary of the meeting and invited to contribute comments and ideas. A follow up workshop is planned for 10th December 2012.

## **10 Improving the Journey Experience**

### **10.1 Safety and Security**

#### **Road Safety Consultation update**

The consultation on the draft Road Safety Action Plan for London closed on 31st October 2012. Around 90 responses have been received. As well as being encouraged to provide feedback on the Plan online, a series of stakeholder engagement events have been held to engage delivery partners and the wider road safety practitioner community in London. These included presentations to the London Technical Advisers Group (LoTAG), London Travelwatch, London Councils, the Metropolitan Police Service (MPS) and Emergency Services, as well as groups representing those walking, cycling and motorcycling. Next steps include analysis of these responses and the production of a consultation report.

To inform the development of the Road Safety Action Plan, a round table group was set up, which has met periodically over the past year. The last Round Table meeting, comprising key road safety stakeholders and delivery partners, chaired by Isabel Dedring, was held on 16 November at City Hall. Going forward, the feedback from the round table group and the input from the consultation process and engagement events are being used to make improvements to the draft Plan. It is anticipated that the revised and final plan will be published in early Spring 2013. Specific action plans to improve the road safety of pedestrians and motorcyclists are being developed alongside the Road Safety Action Plan, building on the success of the Cycle Safety Action Plan. Working groups bringing together those representing the interests of pedestrians and motorcyclists have been convened to inform the development of these two action plans.

### **'STAR' schools dedication to active and safer travel**

On 8 November, TfL rewarded schools in London for their commitment to encourage safer and sustainable travel at an event at City Hall. The event recognises the London schools that have achieved the best results in supporting safer, more active travel for the journey to school. These high-performing schools were invited to showcase their achievements in travel planning, as part of TfL's School Travel Accredited and Recognised (STAR) school travel scheme.

More than a third of London schools are 'STARS', with 1,079 achieving an accredited travel plan. These accredited schools have taken a whole school approach to encourage a reduction in car use and an increase in the number of children walking, cycling and taking public transport as part of the school journey. The event is the culmination of TfL's regional schools' training workshops run over the past four weeks.

Four schools were presented with awards for 'Platinum school of the Region', which means that they have demonstrated the highest level of commitment to active and safer school travel. These four schools are:

- Oaks Park High School in Redbridge (East London)
- St Joseph's Infant School in Brent (North London)
- Darrick Wood Junior School in Bromley (South London)
- Cranford Community School in Hounslow (West London)

'Beacon Awards' were awarded to schools that have shown an excellence in one of four travel areas: Cycling, Road Safety, Walking and Partnership Working.

Since 2004, schools with a travel plan have shown an average six per cent reduction in journeys to school by car. Schools that are part of TfL's STAR accreditation scheme have seen an average seven per cent increase in cycling and walking.



## **The latest crime statistics**

The latest MPS crime figures for 2012/13 (April – October 2012) show that crime on the capital's public transport network is continuing to fall. These reductions build on significant reductions in crime on the bus and Tube/DLR networks over recent years.

The latest bus-related crime figures show a decrease of 6.9 per cent (881 fewer crimes), compared to the same period in 2011. On the bus network there have been large reductions in the number of robbery offences (316 fewer offences – down 22.4 per cent), violence against the person offences (282 fewer offences – down 9.8 per cent) and criminal damage (162 fewer offences – down 16.4 per cent). There were small increases in theft offences (80 additional offences – up by 1.7 per cent) and sexual offences (three additional offences – up by 12 per cent). However, the numbers are low in the context of the billions of journeys made on the system each year. TfL and its partners have put measures in place to deal with this.

The latest available British Transport Police (BTP) crime figures (April to September 2012) for London Underground/DLR show that crime fell by approximately 3.8% (244 fewer offences). This includes reductions in robbery (15 fewer offences – down 23.8%), theft of railway property offences (42 fewer offences – down 21.4%), public order (88 fewer offences – down 16.1%) and criminal damage (40 fewer offences – down 11.3%).

The Crime and Antisocial Behaviour quarterly statistics bulletin which has recently been published on the TfL website <http://www.tfl.gov.uk/corporate/about-tfl/19385.aspx> provides a snapshot of transport crime statistics for Quarter 3.

## **Operation Safer Travel at Night (STaN)**

The Safer Travel at Night (STaN) initiative, which involves a programme of integrated activities including industry regulation and licensing, police enforcement, education and delivery of improved late night travel services, has been extremely successful in reducing demand for unbooked minicabs (also known as bogus cabs and touts).

The second phase of the STaN campaign went live on 19 November. The campaign consists of a new cinema advert, new Cabwise mobile phone app, posters (on public transport and at late night venues), leaflets distributed by police officers and promotional staff and other material. The aim of the campaign is to offer practical advice, to raise awareness of the dangers of unbooked minicabs and encourage people, particularly women, to make safer travel choices.

In addition to regular anti-touting enforcement activity, Operation STaN, coordinated by TfL/CSEP and the Safer Transport Command, will run over the festive period.

The operation aims to detect, deter and disrupt illegal cab activity and get people home safely. The operation will involve the Safer Transport Command (STC) Cab Enforcement Unit, all 32 Safer Transport Teams with some local police support and TfL's Taxi and Private Hire Directorate. The first phase resulted in almost 100 arrests for touting and other cab-related offences.

## **Operation Cologne**

Operation Cologne, a joint operation which aims to improve road safety by targeting dangerous vehicles took place in central London on 5 November 2012. The operation involved the Safer Transport Roads Policing Unit, VOSA (traffic and vehicle examiners) and HM Revenue and Customs. Analysis of MPS and TfL data suggests that light goods vehicles are involved in a large proportion of collisions in London and recent roadside enforcement operations have found that these vehicles have a high percentage of defects leading to immediate prohibitions.

The operation resulted in 7 police seizures, 36 mechanical prohibitions, 5 reported for summons, 10 driver/overweight prohibitions, 39 tickets issued, 33 warnings, two arrests (immigration and non payment of fines), one limousine seized for no driving licence and six commercial vehicles seized for no insurance. An additional programme of operations is being planned.

## **10.2 Customer Experience**

As part of our wide-ranging programme of improvements to customer service a series of developments are underway that will transform our customers' experience of interacting with TfL.

### **Oyster online**

A new Oyster online customer service account has been launched for season ticket and Oyster pay-as-you go holders. Customers now have the ability to see and regularly download their journeys and fares statements instead of calling the Oyster helpdesk for a journey print out. In addition Oyster statements can be automatically emailed to those who request them. These services have been developed to support customers who submit travel expenses and those who maintain personal accounts.

Over 630,000 customers have registered for the new online Oyster accounts since this service went live in March 2012. We are continuing to urge people to sign up in order to take advantage of the increasing number of benefits and improved convenience that an online Oyster account gives our customers.

### **60+ London Oystercard**

The Mayoral initiative to restore free travel for Londoners between age 60 and 65 was launched on 1 November. The new concessionary pass allows free travel on all TfL services and some national rail services 24 hours a day, seven days a week and free travel outside of morning peak hours on other national rail services in the capital. This service fills in the gap when free travel for Londoners aged between 60 and 65 was withdrawn. To date 32,000 applications have been processed.

## **Introduction of contactless payment on buses**

The first phase of the Future Ticketing Programme which enables customers to use a contactless bank card to pay for travel on the TfL network will launch on 13 December. Customers will have the convenience of using contactless bank cards on the bus network in place of cash or Oyster cards and receive pay as you go rates. Customers will still be able to use Oyster cards in the normal way. This is the first step towards how customers will pay for travel in the future and is an interim step prior to implementation of daily and weekly capping and roll out across the network in 2013.

## **Extension of Oyster Pay as you go**

From 2 January, rail users travelling into London from parts of Essex and Hertfordshire will be able to use their Oyster cards, with the installation of Oyster readers at Brentwood, Shenfield, Waltham Cross, Theobalds Grove, Cheshunt and Broxbourne on the Greater Anglia network, which serves London Liverpool Street. The extension of Oyster pay as you go to these stations was a commitment made by Abellio when it acquired the Greater Anglia franchise in February 2012. It builds on the success of the Oyster extension to all National Rail stations within Greater London in 2010.

## **Changes to Journey Planner**

As part of work to improve our website, TfL has simplified the entering of origins and destinations into Journey Planner. Customers no longer need to specify what type of information they are entering – for example postcode, station or address – the system is now able to work this out. Initial analysis shows that this saves approximately 4,000 hours of customer time per week, as fewer people have to visit the ‘did you mean’ page. Visits to this page are down by more than half. This forms part of our on-going work to make TfL easier to do business with for our customers.

# **11 Efficient and Effective Delivery**

## **11.1 Safeguarding TfL finances**

### **Bond Issue**

On 14 November, TfL successfully issued a £300m bond transaction, at a fixed rate of 1.25 per cent over 5 years. The bond was competitively priced, issued at 0.70 per cent over the 5-year UK Government Gilt. This compares very favourably to the equivalent fixed rate available from central government via the Public Works Loan Board, delivering a saving of £5.67m over the bond term. This was TfL’s third successful bond transaction in 2012/13, building on the success of the previous issues. This completes the borrowing strategy approved by the TfL Board, by establishing borrowing with maturities of five, 10 and 30 years.

## **12 Planning and Strategy**

### **12.1 Project Updates**

#### **Thames River Crossings**

TfL launched its public consultation on the River Crossings package on 29 October 2012. Launch activity included: nearly 200,000 information letters delivered to local addresses, 350,000 emails sent to segments of the TfL customer database, and advertising in London-wide and local press titles and on the DLR network. The consultation has also received editorial coverage in the Evening Standard and featured on both ITV and BBC London News, LBC Radio, and the London Politics Show. The first of 12 consultation roadshow events took place on Saturday 17 November at Abbey Wood Community Centre.

This is the second consultation on the Silvertown Tunnel and the Gallions Reach Ferry, the first was in February 2012. TfL is now also asking people's views on tolling as a means of funding the proposals and managing traffic, as well as on two possible alternative options

- a bridge or tunnel at Gallions Reach (which could either be implemented instead of or after a ferry at that location),
- and the option of replacing the Woolwich Ferry at Woolwich rather than at Gallions Reach

There has been a strong response to the consultation, with over 1,500 responses received so far. The consultation closes on 1 February 2013.

## **13 Mayoral Decisions relating to TfL**

### **Delegation and direction to undertake additional work in relation to aviation issues**

The Mayor has further extended the scope of the direction and delegation he previously issued to TfL in respect of aviation issues to encompass the additional work that will need to be undertaken in respect of responding to the Davies Commission established to identify and recommend options to the Government regarding maintaining the UK's international aviation hub status.

The new direction requires TfL to engage with the Davies Commission and respond to other public investigations including the House of Commons Transport Select Committee's inquiry. Such work is in addition to TfL's assessment of issues associated with the Government's aviation policy review relevant to Greater London including aviation capacity issues and the impacts of proposals and its engagement with Government and other stakeholders, including the general public, in relation to aviation policy. In order to be able to undertake the work required by the direction, the Mayor also delegated his powers in sections 30 and 34 of the GLA Act 1999 (the

Mayor's general power to do anything to further the GLA's principal purposes and his subsidiary powers) to TfL for this purpose.

The Mayor has also authorised Daniel Moylan in his capacity as a TfL board member to oversee the work.

The direction is time limited to 30 April 2014 and the financial implications for TfL undertaking the work will be up to £3 million.

### **Direction for fares increases from January 2013**

The Mayor has directed TfL to implement fare increases from 2 January 2013. TfL fares will increase by 4.2% overall or by 1% more than the annual increase in the Retail Price Index (RPI) in the benchmark month of July 2012. The revised changes to fares are expected to raise around £134 million per year. The scope of all concessions and discounts on TfL services will remain unchanged. The TfL Business Plan to 2014/15, approved by the Board in March 2012, maintained the assumption of the previous Plan that fares would rise by an average of RPI+2% each January. This was in line with the settlement reached with the Government in the 2011 Spending Review. However, as of October 2012 the Government has made additional funding available to enable the fare increase in January 2013 to be held down to RPI+1% or 4.2%.

## **14 Olympic Legacy**

London is already benefiting from a 'hard' Games transport legacy, especially in the areas directly affected by the Games. For example, with the upgraded Jubilee line, the extended and improved DLR and London Overground networks, High Speed One, and a transformed bus station, Stratford is now one of the best connected transport hubs in the country. East London is also benefiting from a network of new and enhanced cycling and walking routes and the extension of Barclays Cycle Hire as far as the Olympic Park. Where temporary installations for the Games continue to add value, these have been maintained, where practical, such as the magenta accessibility signage still in place and improving accessibility information in stations across London.

However, the transport legacy of the Games will be greater than just new infrastructure and equipment. A 'soft' legacy must also be secured, capturing behavioural and cultural aspects. A comprehensive review of what TfL did differently during the Games and the possible future benefits is now underway, overseen by a transport legacy steering group. This is considering both how provisions made for the Games can be embedded in business as usual activities for immediate advantages, and how the Games can trigger long term developments such as changing attitudes to travel behaviour and using transport to support economic development of the Games host Boroughs.

As set out in the March 2012 Olympic and Paralympic Transport Legacy Action Plan, detailed progress against transport legacy objectives will be reported in the annual Travel in London Report, starting with this December's edition. However, highlights of the Games transport legacy include:

- Improved and wider use of travel demand management (TDM), making the most of new media technology and more flexible work and travel patterns to alleviate transport pressure at the busiest times and places, and to manage incidents, closures and events more effectively. This has already been seen in the public messaging for the recent 12 day closure of the Central line Hainault Loop, and TfL is now working with Network Rail and train operating companies to use TDM to manage the impact of the major redevelopment of London Bridge station
- Building on the success of the Travel Ambassador and Incident Customer Service Assistant volunteering programmes during the Games, the greater use of redeployed office staff in customer facing roles, to support exceptional customer experience and create development opportunities for staff. A volunteering strategy is currently being developed, but in the immediate future, volunteers will be deployed on the transport network to help customers in the busy run up to Christmas
- Continued use of the Transport Coordination Centre (TCC), which during the Games set new standards for communication and incident response between transport operators, police, event organisers and other stakeholders. To test the continued benefits of the TCC for different situations, it will be brought into use twice over the coming months, once over New Year's Eve and New Year's Day as a planned stand up, and at least once in response to severe weather as an unplanned stand up
- Continued engagement with freight operators and businesses, including maintaining the Freight Forum, to build on innovative and flexible freight practices employed during the Games. Twice as many freight operators as usual undertook out of hours deliveries during the Games, and a quarter of those who introduced or increased out of hours deliveries intend to continue in the future. Given freight represents 25 per cent of peak road traffic in central London, increased use of quiet night time deliveries could have a marked impact on congestion, without disturbing residents
- Continued improvements to the accessibility of the transport system. An operational review of the use of Manual Boarding Ramps on the Tube is under way, and a decision on their future use will be announced in early 2013. Building on the success of the Games accessibility signage, a range of new accessibility signs are being installed in selected stations, starting with a pilot at Westminster station. Accessibility also forms part of a wider review of signage on the TfL network currently under way (see below). A series of six short films launched on the TfL website ahead of the Games to showcase accessible transport in London will be continued, due to be replaced in due course by an alternative 'non-Games' version.
- A comprehensive review of signage on the TfL network in light of the success of the integrated magenta signage scheme used during the Games. The review is considering the end-to-end customer experience of signage in key interchange locations, the quality of accessibility signage across the network, and the possibility for temporary or permanent Games-style signs to improve

wayfinding for key destinations and future major events and to assist customers during engineering works.

Good progress is being made in recovering the costs incurred by TfL to provide enhanced public transport and to ensure that London's road network functioned effectively during the Games. When funded costs and incremental revenues are taken into account, the impact of the Games will be effectively cost neutral for TfL.

### **Olympic monitoring – understanding the implications for policy**

The goal of this programme is to provide insights into how London residents, visitors and workers travelled during the Games, what changes they made and why, in order to inform future policy making. As results emerge, they are being shared across the business and with key stakeholders; presentations have been given to the LOCOG Active Travel Forum and the Freight Forum this period. Recent progress includes:

- Results have been received from a survey of non-Londoners aimed at understanding domestic visitor patterns and how these may have differed from normal during the Games. The survey was conducted online with 1,000 UK (non-London) residents and a booster sample of 750 who had visited London during the Games. The survey found that around 10% of the population had visited London during the Games. Visitors travelling to the Games were more likely to have used public transport and less likely to use a car than other visitors. This data will also improve TfL's understanding of usual visitor travel patterns.
- Results have also been received from a survey conducted with commuters at four major rail termini to explore the impact of maps designed to encourage walking for onward travel. Of 4,130 commuters at Liverpool Street, London Bridge, Victoria and Waterloo, 57% had received a map and 82% had found it helpful. 10% had used the map to walk to their destination for the first time and half said they would continue to use the map after the Games. 8% are walking to their destination more often than before the Games.

Fieldwork is underway for the third wave of the panel survey with London residents and those who travel in London; the third wave of the Business and Freight panel survey; and a survey of regular commuters at Congestion hotspots. Results for all aspects will be available by Christmas. Findings will be reported in Travel in London 5 in December 2012 and in further reports in Spring 2013.

### **LU 150 Anniversary - commemorative coin**

Next year is the 150th anniversary of LUL and the Royal Mint will issue two £2 commemorative coins to celebrate this occasion. It is intended to issue these coins via change from ticket machines. A paper about the plans to mark LU's 150th Anniversary is at Item 11 on the agenda.

## **Toys for London**

TfL has presented The Salvation Army with over 300 unclaimed children's toys left on the TfL network. These will be donated to children in south London who would not otherwise receive a gift this Christmas.

The toys were presented to the Deptford branch of The Salvation Army, for their Christmas Present Appeal. The Salvation Army will work with Lewisham Council to distribute the toys to those who will appreciate them most and may otherwise have gone without this Christmas. This is the sixth year TfL's Lost Property Office has donated new unclaimed children's toys to The Salvation Army.

All the toys donated were left on the transport network and went unclaimed for over three months. They have all been provided in their packaging and will bring joy to children of all ages as they range from dolls and play sets to board games and electronic gadgets.

We know that losing an item of property can be devastating, particularly at this time of year when people are saving for Christmas and so continue to remind all passengers to check they have their belongings with them before leaving any mode of transport, especially when they may have extra luggage or shopping with them.

## **TfL Board members**

This is the last Board meeting that will be attended by Christopher Garnett and Patrick O'Keeffe. The Chief Officers and I would like to thank them for their service on the Board, their sage advice, and wish them both the very best for the future.

## **List of appendices to this report:**

None

## **List of Background Papers:**

None

**Peter Hendy CBE  
Commissioner  
Transport for London  
December 2012**