

TRANSPORT FOR LONDON

BOARD

**SUBJECT: COMMISSIONER'S REPORT**

**DATE: 2 FEBRUARY 2012**

---

**1 INTRODUCTION**

This report provides an overview of major issues and developments since the Board meeting on 7 December 2011 and updates the Board on significant projects and initiatives.

**2 IMPROVING THE UNDERGROUND**

**2.1 Transforming the Tube**

**London Underground Performance**

London Underground (LU) continues to meet its performance and reliability targets against a background of record passenger demand, with 95.8 million passenger journeys recorded in the four-week period ended 10 December, 2011.

A four-weekly report on Tube performance is now being published on the TfL website and is supported by a more detailed performance 'almanac' that contains historical performance data back to 2003/04. Links to these documents are also available through the GLA Datastore.

**New Sub-Surface lines timetables**

On 11 December 2011, improved timetables were introduced on the Metropolitan, Hammersmith & City, Circle and District lines adding more than two per cent to the service provided on these lines. The most significant change is the withdrawal of the very lightly used District line Olympia service on weekdays and the provision of additional trains on the Wimbledon branch, the busiest section of the line. The District line Olympia service will however, continue to operate at weekends and special services will operate to serve major weekday events at the Olympia exhibition centre. The changes to the District line timetable were the subject of a major consultation exercise last

year, in which nearly 18,000 customers, local businesses and stakeholders took part, with almost 80 per cent being in favour of the changes.

### **Sub-Surface lines upgrade – Edgware Road signalling**

Signalling improvement works have been successfully delivered at Edgware Road. This will enable the Circle, District and Hammersmith & City services using the new Sub-Surface fleet, which is 23 metres longer than current stock, to run through the area later in 2012.

The existing signalling equipment dated back to the 1920s and a significant amount of work had been undertaken in engineering hours, and during last summer's closure of the Circle and District lines between Edgware Road and High Street Kensington. The final stages of the work were undertaken during a planned closure between Christmas and New Year. The works were completed within budget, and a day early, allowing services on lines through the station to resume on 30 December 2011.

### **Victoria Line Upgrade**

The last of the new 2009 stock trains was delivered in mid-December 2011, completing the 47-strong Victoria line fleet. Planning continues for the remaining phases of asset replacement, i.e. the removal of old signalling. The next timetable, to be introduced this spring, will increase the service by two trains per hour (tph) in the peak to 30 tph, and one tph off-peak, adding around a quarter of a million kilometres to the service volume operated on the line. The final 33 tph peak frequency is expected to be introduced in early 2013.

### **Jubilee and Northern Line signalling**

Supplemental Agreement 8 to the Thales contract for signalling on the Jubilee and Northern Line upgrades was signed by Thales and Tube Lines on 20 December 2011. Under the agreement, the Northern Line upgrade will be completed by December 2014. The next post-upgrade capacity increase on the Jubilee line will take place in late March 2012, when the peak-hour capacity on the line will increase to 30 tph. This is equivalent to creating space for some 12,500 additional passenger journeys per hour during the morning and evening peaks.

### **Farringdon station**

A major milestone in the Thameslink upgrade programme was achieved on 12 December 2011, with the opening of a new LU ticket hall at Farringdon station for LU and National Rail customers. It will also accommodate the increase in demand that is expected to occur when the Thameslink and Crossrail projects are completed. Improvement works at Farringdon will continue until June 2012, with lifts due to enter service in April of this year when the station becomes step-free.

### **Croxley Rail Link**

In December 2011, the Department for Transport (DfT) awarded the Croxley Rail Link project the necessary central government funding to proceed. The scheme, which is being promoted by Hertfordshire County Council (HCC) in partnership with LU and Network Rail, would see the Metropolitan line extended

from Croxley to Watford Junction via Watford High Street, with the existing Watford station being closed and replaced by a new station half a mile away at Ascot Road. An additional station would also be built to serve a regeneration area in west Watford.

HCC and LU submitted an application for a Transport and Works Act Order on 6 January, which if approved, will provide the necessary legal powers to enable the project to go ahead. If the powers are granted, work would begin in 2014, with the extension open by 2017. This project will be cost-neutral for LU.

### **3 EXPANDING THE OVERGROUND**

#### **3.1 London Overground**

##### **London Overground Performance**

London Overground continues to deliver high levels of reliability, with a period 9 (13 November to 10 December 2011) Public Performance Measure (PPM) score of 97.40 per cent. Customer satisfaction was 82 in the quarter to period 9, driven mainly by improvements in station condition and information provision.

Passenger levels on the Richmond and Clapham Junction routes are at a record high, with more than 1 million journeys per week, up from 600,000 before Christmas 2010. On the London Overground network as a whole, there are now over 2 million passenger journeys per week, an increase of 1.4 million journeys since TfL took over the network at the end of 2007. In the financial year 2011/12, the Overground is projected to carry over 100 million passengers.

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

Construction of the new 1.3 kilometre rail extension remains on schedule. Track laying commenced in November, and was completed in the New Year. Work to complete the power and systems works for the new line, including building the signalling system works that will allow the new trains to run have started. Work to construct the new platform at Clapham Junction station is well underway.

Testing of the new infrastructure and test running of new trains will take place between the summer and the autumn of 2012, with services commencing in December 2012.

##### **London Overground Step Free Access Stations**

In early December 2011, London Overground secured over £5 million towards the cost of lifts at six stations (Crystal Palace, Hampstead Heath, West Hampstead, Kensal Rise, Blackhorse Road and South Tottenham) from the DfT's Access for All scheme, which aims to improve step-free access on the nation's railways.

Crystal Palace station, which currently only has stair access, will see a new lift as part of the wider work to upgrade the station. The major refurbishment of the station, which includes improved accessibility, passenger information and the reopening of the Victorian booking hall, is expected to begin in spring 2012, with work hoped to be complete by mid 2013. It is expected that the new lifts will be installed at the other five stations in 2014, bringing the total number of accessible stations on the network to 42.

## **3.2 Tramlink**

### **London Tramlink Performance**

Reliability on the network, as measured by scheduled service kilometres, was marginally lower than the previous period, due to a number of days of severe road traffic congestion in Croydon Town Centre that resulted in trams having to be diverted from their normal routes. Customer satisfaction remains high at 83, though this was two points down on the same quarter last year due mainly to lower scores in the customer perception of 'Cleanliness' and 'Reliability Time waited/Journey Time'. An action plan is being developed to address any local issues.

### **Additional Trams**

The first new Stadler tram arrived in the UK on 8 January. Following a period of testing on the network, it is expected that the new tram will come into passenger service by the end of February.

## **3.3 Docklands Light Railway**

Overall performance was slightly better than the previous period, with 98 per cent of departures on time, compared with 97.9 per cent. The quarterly customer satisfaction survey result was 82, up 1 point on last year.

## **3.4 Emirates Air Line**

Construction work is progressing well, with the north intermediate tower erection completed in December 2011. It is expected that all towers will be erected by the end of March, and the gondolas delivered. The guide rope will then be installed, followed by testing and commissioning.

## **3.5 Working with the Train Operating Companies**

A number of London and South East passenger rail franchises will come up for renewal over the next few years, including:

- Great Western (FGW) – ends March 2013
- Essex Thameside (C2C) – ends May 2013
- Thameslink (FCC) – ends September 2013

- Southwestern (SWT) – ends February 2014, although likely to be extended by three years to 2017
- Integrated Kent (Southeastern) – ends April 2014
- Greater Anglia (currently NXEA) – ends July 2014 (starts Feb 2012)
- South Central (Southern) – ends July 2015, with possible two year extension to 2017

TfL is able to request and fund increments and decrements to services within its wider rail powers boundary, if it believes they would be beneficial to passengers. To date, this has occurred on the South Central and next Greater Anglia franchises.

TfL has bought two enhancements to the specification of the next Greater Anglia franchise starting in February 2012 – a deep clean at stations on the West Anglia network in the London area, and the provision of 240 additional cycle parking spaces at stations, to meet the quantitative and qualitative standards set by TfL. TfL will work with DfT and other stakeholders as the new franchises are let, to determine what increments and decrements may be appropriate.

## **4 DELIVERING CROSSRAIL**

### **4.1 Works Update**

#### **Central Section Works**

With less than 100 days to go before tunnelling is scheduled to commence at Royal Oak Portal, the first of the Tunnel Boring Machines (TBM) was unveiled to the media in mid-December 2011. The 1,000 tonne, 140 metre long TBM will be shipped to Westbourne Park ready for reassembly in advance of the March 2012 start date.

Crossrail Limited (CRL) is on-track with the segment delivery as well - construction of the tunnel segment factory at Old Oak Common for the western running tunnels between Royal Oak and Farringdon is now complete, and in January CRL will begin full production of the 70,000 segments required.

#### **Surface Works**

As part of Crossrail On-Network Works, Network Rail successfully delivered a complex suite of works over the Christmas and New Year break, starting at midnight on Christmas Day and safely completing all planned work ahead of schedule in the early hours of 2 January. There were 130 people working to deliver Crossrail scope over the Christmas and New Year period.

### Slough Signalling Control

Of critical importance to the overall CRL schedule was the transfer of signalling control from the Slough Integrated Electronic Control Centre. This work both facilitates the future staging of Crossrail Surface works, and provides the capacity required for Crossrail train services between Paddington and Heathrow Airport. Following four months of enabling works and rehearsals, 24 hour working over Christmas Day and Boxing Day resulted in the successful commissioning at the new Thames Valley Signalling Control Centre at Didcot. This is the now largest installation of its type in the world, and twice the size of the next largest facility in Belgium.

### Acton Goods lines renewals and realignment

Early works were completed for Acton Dive Under, which will provide grade separation to enable freight trains leaving Acton Yard to be separated from passenger trains running on Great Western Main Line, and thereby create capacity for Crossrail services. The work included the removal and replacement of track and points, associated signalling, as well as the installation and commissioning of five new signals.

### Ladbroke Grove works

Overhead electrification was installed to mitigate the impact of CRL's Old Oak Common Depot works on Great Western Main Line, which will ultimately be used by Crossrail trains.

## **4.2 Procurement**

CRL has now placed all contracts to enable tunnelling to commence in spring 2012, with the award in mid-December 2011 of the C807 Marine Transportation Contract to a Joint Venture comprising BAM Nuttall Limited and Van Oord UK Ltd.

C807 covers the marine transportation of the excavated material from CRL's construction to Wallasea Island in Essex to enable the Royal Society for the Protection of Birds (RSPB) to create a new 1,500 acre nature reserve. In total, CRL will provide around 4.5 million tonnes of excavated material arising from the construction of tunnels, shafts and stations to the RSPB.

## **4.3 Other**

CRL's Schedule 7 application to close Eastbourne Terrace at Paddington was approved by Westminster City Council in December. A new taxi rank will be opened on the other side of Paddington station in early 2012, in advance of the street closure.

## **5 GETTING LONDON MOVING**

### **5.1 Smoothing Traffic Flow**

#### **Traffic Signal Timing Reviews**

As part of the Mayor's Smoothing Traffic Flow agenda, TfL is committed to delivering 1,000 signal timing reviews a year to help optimise traffic flow. To date this financial year, 685 signal timing reviews have been completed, which has so far brought a 10.23 per cent reduction in delays for traffic at these sets of signals. This has been achieved alongside a 0.73 per cent increase in the number of occasions when all pedestrians waiting to cross the road will have cleared the kerb during the first green man period.

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

TfL is continuing work to implement SCOOT at a further 1,000 of London's most important signals by 2012/13. SCOOT optimisation has now been completed at 498 sites, and the benefits captured during the main peak periods. SCOOT is delivering a 12.6 per cent reduction in delay, and a 4.3 per cent reduction in the number of times vehicles have to stop as they travel through the network.

#### **Journey Time Reliability (JTR)**

SCOOT optimisation and traffic signal timing reviews continue to make a significant contribution towards improving journey time reliability (JTR). The JTR on the Transport for London Route Network (TRLN) in the AM peak in all directions in the year to date is 89.04 per cent, a year on year improvement of 0.5 percentage points.

The A10 from M25 to Shoreditch is one of the 23 corridors on the TRLN where TfL has committed to improving JTR in the Mayor's Transport Strategy. To date this financial year, JTR has increased to 89.1 per cent for the AM inbound flow, which is a 4.7 per cent improvement on the same time last year. This has been achieved despite continuing major schemes, road works and resurfacing works throughout the year.

Contributing to this increased reliability has been the introduction of revised signal timings and new SCOOT regions on the corridor, which reduces delay and stops for drivers, and smoothes traffic progression. SCOOT will continue to be rolled out across several more regions on the A10 Great Cambridge Road to improve further JTR throughout the rest of this year and the next.

#### **Lane Rental Consultation**

On 14 November 2011, TfL completed a 12 week consultation on plans for a targeted and avoidable lane rental scheme, following the completion of a national consultation by the DfT on 31 October 2011. The scheme, which would be the first of its type in the country, would allow TfL to charge companies who dig up the busiest roads at the busiest times and provide a real financial incentive for works to be carried out more quickly or at less disruptive times

(e.g. overnight). TfL hopes to announce formally in early February that a scheme proposal has been submitted to the DfT. This would mean a lane rental scheme could be approved in spring 2012, and be up and running in the capital by summer 2012.

### **Pedestrian Countdown at Traffic Signals (PCaTS)**

TfL will begin the roll-out of PCaTS at around 200 sites across London, following the success of on-street trials. The DfT has now formally approved the deployment of PCaTS by TfL, as well as other authorities in England. Trial results showed that PCaTS had a positive response from the public, reduces pedestrian uncertainty, and delivers significant benefits to traffic. Contracts have now been awarded to two companies to supply the equipment, and installation across London will begin in summer 2012, with all sites due to be delivered by the end of 2014.

### **BT and Cable & Wireless fined £5,000 for breaking roadworks rules**

Transport for London (TfL) has successfully prosecuted BT and Cable & Wireless for a spate of recent roadwork offences across London. The companies were fined over £5,000 for a number of infringements on the Transport for London Road Network (TLRN). They included working without a permit, breach of permitting conditions and failure to correctly notify TfL promptly of works taking place.

The court action is the latest in a number of court cases where TfL has prosecuted utility companies for badly managed roadworks. More than £20,000 has been won in the last 12 months against utility companies for eight separate offences, with TfL recovering around £12,100 in costs from these.

## **5.2 London Buses**

### **New Bus for London**

On 16 December 2011, the Mayor of London was one of the first to jump on board the new bus as it completed the final phase of its journey, from City Hall to Trafalgar Square, to be unveiled in front of Christmas shoppers, tourists and Londoners. In just under two years, the new bus has gone from the drawing board to production vehicle. The first eight prototype buses will be operated by Arriva and will enter passenger service on 20 February, on one of the Capital's busiest routes, the 38, which runs from Victoria Station to Hackney.





**New Bus for London**

## **6 IMPROVING THE URBAN ENVIRONMENT**

### **6.1 Championing electric vehicles, car clubs and moving to hybrid buses**

#### **Electric Vehicles**

There are now 263 charge points in the Source London scheme, including 14 'fast' charge points, with a continuing retrofit and installation programme for 1,300 charge points by 2013. The first installation of Source London charge points to support the 2012 Games EV fleet is expected in mid-February 2012, with between 100-120 charge points expected to be installed by the end of March 2012.

TfL continues to work closely with other cities and regions, and the DfT's Office of Low Emission Vehicles on integrating Source London with other charging networks, which will allow Source London members to access charge points across the country.

#### **Low Emission Zone (LEZ)**

LEZ Phases 3 and 4 were successfully launched on 3 January. These new phases require larger vans and minibuses to meet Euro 3 standards for Particulate Matter (PM) emissions and tightens the standards to Euro 4 for PM for lorries, buses and coaches.

The IBM contact centre has seen a very high volume of calls associated with the introduction of the new standards, with some 1,600 calls taken on 3 January, much higher than the typical 350 per day. Calls were, on average, answered in just over 5 seconds, with only a handful of abandoned calls. Most callers were seeking advice on the compliance status of their vehicle, wanted

information on the options available to them, or were concerned that their filter could not be fitted in time.

The abatement industry continue to report strong sales and fitting figures for filters, and only one supplier is reporting significant lead times (typically around 8-12 weeks). The Vehicle and Operator Services Agency has reported that demand remains high for certification tests, but most test centres have only a day or two of lead time for new tests, and no capacity issues have materialised to date.

The latest available compliance information indicates that over 90 per cent of vans and minibuses now meet the new standards, and almost 80 per cent of lorries, buses and coaches meet the standards. This data relates to the Christmas/New Year period when traffic levels are historically low, and does not reflect the impact of fleet reorganisation that operators have been implementing in January.

### **Congestion Charging (CC) and LEZ operations**

The number of customers registered for CC Auto Pay continues to increase, with 180,000 customers now successfully registered for the scheme. The first wave of annual renewals for CC Auto Pay has now started.

The latest CC Customer Satisfaction Survey results have been received, and show a significant further improvement in customer satisfaction, with a mean score of 82. This is an increase of 5 mean score points over the previous score of 77 in May 2011.

### **Hybrid buses**

The 200th hybrid diesel-electric bus has been introduced into the London bus fleet. The vehicle was part of the latest batch of hybrids to be delivered to Metroline's Cricklewood garage in early January, and is part of TfL's wider plans to reduce the environmental footprint of the fleet. Commitments have been made for a further 131 hybrid buses, of which 107 will be delivered by October to enable TfL to achieve its target of introducing 300 diesel-electric buses to London by 2012.

In a separate initiative, the DfT and TfL have committed £5m each to reduce NOx emissions from the bus fleet. This will fund the fitting of selective catalytic reduction technology to 900 buses to cut NOx emissions by around 400 tonnes a year. The trial of this equipment has started, and the first buses will be fitted from autumn 2012, with the roll out scheduled for completion by the end of 2013/14. Fitting this equipment to older buses has been shown to reduce emissions by 65 per cent on a typical bus route.

## **6.2 Improving the urban realm**

### **Exhibition Road**

After three years of work, the transformation of Exhibition Road and South Kensington has been completed to create one of the most exciting streetscapes in the country. The new look road, which was 50 per cent funded by TfL, features a kerb-free single surface. Where possible, barriers and street clutter have been removed to improve access, particularly for those using wheelchairs, push chairs and motorised buggies. Visual and tactile lines distinguish pedestrian areas from those used by vehicles. Cars are slowed by a 20mph speed limit and a chequered granite design runs from South Kensington Station to Hyde Park, along the full width of the road. Tall street lighting masts have been designed to complement the grand buildings of Exhibition Road.

The reopening was marked by a small ceremony on 8 December. A larger formal opening ceremony, led by the Mayor will take place on 1 February. Exhibition Road is the largest project in the Mayor's London's Great Outdoors programme, which aims to revitalise public space across the capital.

### **Removal of street clutter**

Under the wider urban realm agenda, TfL has now received the authorisation for the removal of the requirement for Red Route 'No Stopping at any time' signs from the DfT. It is anticipated that the approximately 8,000 signs and 4,000 posts will be removed in March/ April 2012.

### **Local Implementation Plan (LIP) Funding 2012/13**

The confirmation of LIP funding support for borough projects in 2012/13 was made on 15 December 2011, with a number of new transformational projects added to the Major Schemes programme. These include schemes at Aldgate Gyratory, Bethnal Green, Shepherds Bush Town Centre and Harlesden Town Centre.

### **Croydon Regeneration**

On 22 November 2011, the Mayor announced £23m in funding to support regeneration in Croydon. £18m of this is for public realm interventions around West Croydon interchange, Mid Croydon and the Wellesley Road. In addition, £4.2m of LIPs Major Schemes funding has been allocated for the East Croydon Interchange, and the borough also has Biking Borough and Local Implementation Plan formula funding committed. These improvements are aimed at transforming how visitors experience Croydon Metropolitan Centre, and thus provide a basis to facilitate and accelerate investment and growth. All of this is being done to an incredibly challenging timescale of completion by April 2014, which requires input and resources from across TfL to ensure the detailed design, modelling, consents and construction can be completed in time.

### **Dust Suppressant Trials**

Application of dust suppressants along London's most polluted corridors continues. To complement this, the Clean Air Fund (CAF) has allowed

extensive trials to cut harmful pollution at industrial and construction sites across London. These trials are being delivered in partnership with the Environment Agency, London boroughs, site operators and TfL's Highway Maintenance Contractors. Alongside CAF-funded measures, the Environment Agency is stepping up the pressure to make sure site operators reduce the source of dust and pollution arising from industrial sites. This will provide improvements throughout 2012 and beyond. The first trials are now underway in Lewisham (Mercury Way industrial site), Horn Lane in Ealing and Manor Road in Bexley. Trials at additional locations in Brent (Neasden Lane) and Sutton (Beddington Lane) will start in early 2012.

## **7 ENCOURAGING MORE CYCLING AND WALKING**

### **Cycle Safety**

Cycle safety continues to be a top priority for TfL. A review of Bow roundabout has been undertaken, and TfL is now consulting stakeholders and the public on proposals for safety improvements at this location.

TfL is also reviewing all junctions on Cycle Superhighways and the TLRN for which improvement schemes are planned. However, review of past collisions reveals that infrastructure improvements are not enough by themselves to improve cycle safety. TfL is therefore commissioning a review of the design, operations and driver behaviour of construction industry heavy good vehicles on London's roads, to understand why they are disproportionately involved in cyclist fatalities, as well as finalising plans to step up its road safety education campaigns in 2012. TfL will also be continuing to work with stakeholders including the Metropolitan Police, the Freight Transport Association, campaign groups and road safety charities to implement the actions in the Mayor's Cycle Safety Action Plan.

### **Barclays Cycle Superhighways (BCS) Supporting Measures**

The BCS Supporting Measures programme aims to encourage commuters to start cycling to work more regularly using the BCS routes. The measures have been designed to break down established barriers to cycling among commuters, including cycle security issues caused by a lack of cycle parking in residential areas and at places of work, concerns relating to cycle safety, specifically individuals gaining confidence and improving their road awareness to start cycling in London, and cyclists checking the road worthiness of cycling equipment to encourage lapsed cyclists back onto their bikes. The programme was launched in March 2010, and to date 5,055 cycle parking spaces have been installed, 3,188 adults have attended a cycle training session and 5,833 cycles have been safety checked. Based on initial results from participating workplaces, these measures have resulted in a 7 per cent mode shift to cycling.

## **Cycle Grants for Schools**

The cycle grants for schools programme aims to increase cycling in schools, and therefore reduce problems relating to high car use and congestion in target areas. TfL funding of £400,000 has been allocated to provide targeted schools with the ability to create a package of integrated cycling measures. Schools applied for funding for a bespoke package of cycle parking, cycle training, cycle awareness days and pool bikes. Measures also include family cycle training to ensure the funding reaches the wider school community. To date, an initial tranche of 80 schools has successfully applied for a grant of between £3,000 and £9,000, and programme delivery has commenced.

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

Over 9.3 million journeys have now been taken by customers of the Barclays Cycle Hire Scheme, which includes over 2 million casual user journeys. On average, new memberships continue to be received at a rate of around 400 per week. December 2011 saw over 400,000 bicycle hires, which is a 46 per cent increase on total hires for December 2010. There were almost 18,000 hires on Christmas Day, with 89 per cent of these hires related to casual users and 11 per cent associated with members. The average journey time in December for all users was ten minutes longer at the weekend than during the week, but was still under the 30 minute free period.

## **Reporting of Cycle Flows**

TfL currently produces cycle monitoring information in two formats. First, as an estimate of the number of cycle journeys on an average day in London, which is published annually in the Travel in London report (usually in the December following the year being monitored). This is based on counts of cyclists on London's major and minor road networks, and data from the London Travel Demand Survey. It is comprehensive in reporting on cycling journeys, but is only available in arrears and once a year. Secondly, the TLRN Cycling Index is reported for each financial period and is based on a sample of sixty cycle counters on the TLRN, which is indexed from March 2000. It measures changes in cycle flows passing by the counters, but does not measure the number of individual cycle journeys taking place, nor capture all cycle travel on the TLRN. As such, while the TLRN Cycling Index is a useful indicator of changes in cycle flows, it is not able to measure accurately all cycle journeys on these routes. Future reporting on cycle flows, as part of the TfL Quarterly Operational & Financial Report, will now include cycle flow numbers on the TLRN, as well as the Index (representing the changes in flows over time), and include a brief explanation in the text, emphasising that this data is illustrative rather than comprehensive.

## **Winter Wanders**

The Winter Wanders led-walk weekend is one of three weekends arranged each year. This event promotes to Londoners the seven walking routes that comprise the Walk London network. These routes span the Capital and are funded by TfL. 51 walks will be provided free to the public to participate in, with the goal of raising awareness of and use of the routes amongst the public. This year's event took place on 28-29 January. This Winter Wanders will be the last

free walking weekend provided by TfL, as the Walk London project and associated funding concludes in March 2012.

### **Legible London**

Legible London is being used to deliver mitigation measures arising from the weekday closure of the District Line service to Olympia (though special services will continue to operate on the District line to serve major weekday events at the Olympia exhibition centre). Legible London paper maps have been printed for distribution to surrounding LU stations, local businesses and attractions, to encourage customers to walk to Olympia. The paper maps are based on those used successfully at Waterloo in September 2011, as part of a congestion relief pilot. From the spring, Legible London on-street signs will provide permanent pedestrian way-finding support between Earl's Court and Olympia.

## **8 BY THE RIVER**

### **Blackfriars to Putney River Service**

Complete Pleasure Boats Ltd has been awarded a six month contract to operate the Blackfriars to Putney river bus service from 3 January, following competitive tendering. Negotiations continue to finalise arrangements with an operator to take over the service on a long term basis. The previous operator, Thames River Taxi, announced its withdrawal of the service with effect from 23 December 2011.

### **River Crossings Package**

TfL is conducting an initial public consultation on the river crossings package, seeking the public's view on the principle of a crossing at Silvertown, which will relieve the severe congestion at Blackwall Tunnel and a new vehicle ferry at Gallions Reach, both of which will support the future growth of the area. The consultation is due to run until 5 March 2012. There are a number of potential funding mechanisms for the crossings and further work will be undertaken in conjunction with the Government on exploring these and financing options.

## **9 IMPROVING THE JOURNEY EXPERIENCE**

### **9.1 Safety and Security**

#### **Motorcycle Safety**

On 21 December 2011, TfL announced that motorcycles will be allowed to use TLRN bus lanes on a permanent basis from 24 January. The two trials to allow motorcycles in TLRN bus lanes demonstrated journey time benefits for motorcyclists and reduced CO<sub>2</sub> emissions, without compromising the safety of

vulnerable road users. In parallel, the development of a motorcycle safety action plan is progressing, with all stakeholder meetings now completed. The final document will contain a number of practical initiatives (around enforcement, education and engineering) that are designed to help improve the safety of motorcyclists. The plan is scheduled for publication in the spring.

TfL is aiming to increase the number of motorcycle riders undertaking TfL's BikeSafe Training. TfL has recently partnered with the Motorcycle Industry Association to achieve this through a competition in which entrants were required to undertake training to qualify for entry. Other initiatives are underway, including offering BikeSafe Training to riders who have recently been involved in a minor injury collision. TfL will attend the BikeShow at EXcel in February to promote motorcycle safety further.

### **Latest Crime Figures**

The latest transport crime statistics for the first seven months of the year continue to show welcome reductions in crime levels. There were 1,496 fewer offences on buses over the first seven months of this financial year compared to the same period last year, a 9.3 per cent reduction. Figures for the same period (April-November 2011 compared to April-November 2010) show crime on the Tube and DLR fell by 831 offences, a 9 per cent reduction.

These decreases build on significant reductions in crime on the bus and Tube/DLR networks over recent years. Every one of London's boroughs has seen a reduction in bus-related crime between 2007/08 and 2010/11, despite a substantial increase in bus ridership. Over that time, there have been significant reductions in criminal damage, robbery, violence against the person and theft.

### **Safer Travel at Night (STAN)**

The second phase of 2011's Safer Travel at Night communications campaign, which aims to reduce the use of unbooked minicabs and contribute to a reduction in cab-related sexual offences, was launched on 7 December 2011, with the crushing of a car seized from an illegal cab driver. Operation STAN focused on detecting, deterring and disrupting illegal cab activity, and getting people home safely. The operation involved the Safer Transport Command Cab Enforcement Unit, all 32 Safer Transport Teams with local police support, TfL's Taxi and Private Hire Directorate and the City of London Police. During the pre-Christmas operation, 90 arrests were made by the Safer Transport Command Cab Enforcement Unit. 76 of these arrests were for touting offences, and one was of a convicted sex offender for driving while disqualified.

### **Pedicab Enforcement**

A new 'get-tough' approach to pedicabs in central London was launched by the Mayor on 20 December 2011. This includes a public awareness campaign to inform the public of the potential risks of travelling in pedicabs, and a programme of increased police enforcement by TfL-funded officers and Westminster borough police to tackle dangerous pedicab riders who obstruct highways and ride recklessly. Pedicabs are not licensed or regulated, and cause serious disruption to road users in central London.

This announcement followed a highly successful enforcement initiative during autumn 2011, which formed part of a joint safety crackdown organised by TfL, the Metropolitan Police and Westminster City Council. This operation resulted in 35 arrests and impounded pedicabs, and a further 198 pedicab riders issued with a formal warning. Operations will continue through 2012 with a particular focus in the build up to the Games.

### **Attempted murder at Harlesden tube station**

Two youths, from the Harlesden area of Brent, have been jailed indefinitely, for public protection, for the attempted murder of a 27-year-old man who was shot in the back at Harlesden Tube station in March 2011. Jordan Gabbidon (17) of Greenwood Terrace and Sam Woods (16) of Windrush Road were sentenced at Blackfriars Crown Court on Thursday, 5 January. Ola Salau (18) of Nettleden Avenue, Wembley, and Chantelle Franklin (17) of Edgware Road, Cricklewood were convicted of possession of a firearm in a public place to enable another to cause fear of unlawful violence. Salau was sentenced to six years imprisonment. Franklin was also found guilty of perverting the course of justice and jailed for a total of six years.

### **Market Research Society Awards**

TfL's Customer Research team won the Market Research Society award for 'Applications of Research', for its development of the Teen Road Safety campaign. The entry, 'Saving Teenagers' Lives', was recognised for bringing together multiple streams of research, representing many stakeholders' interests in making teen road safety credible and successful in London. The judges commended the entry for its impact on the business, its exemplary rigour and thoroughness.

## **10 EFFICIENT AND EFFECTIVE DELIVERY**

### **10.1 Planning and Strategy**

#### **Northern Line Extension to Battersea**

TfL continues to prepare for a Transport & Works Act Order application for the Northern Line Extension to Battersea Power Station. This follows the recent announcement that the current owners of the Power Station have gone into administration and a new owner of the site is being sought. TfL will undertake the planning work associated with the extension, working closely with both local authorities and the administrators.

In parallel, TfL is working with the GLA, local Boroughs and administrators to progress a clear funding and financing solution for the extension that reflects the support outlined by the Government in the Chancellor's autumn statement for delivering this extension by 2017.

A Transport & Works Act application could be submitted by the end of 2012, but this is dependent on the timescales for securing a new landowner of the



site, their acceptance of the current consent for the site and having an agreed financing package based on private sector funding.

## **High Speed 2**

The Government has confirmed it will proceed with plans for a high speed rail line from London to Birmingham. The Mayor has raised a number of concerns with this proposal and TfL has agreed to work with the Government on the design of the proposals affecting London. This includes the design of a new terminal at Euston and the issues associated with onward dispersal; the proposals for a station at Old Oak Common; connections between HS2 and HS1; and the environmental impact of the route in west London.

## **CIBSE (Chartered Institute of Building Services Engineers) Building Performance Awards**

For the fifth consecutive year, TfL has been short-listed for the CIBSE (Chartered Institute of Building Services Engineers) Building Performance Awards. The awards recognise “excellence in sustainable and aspiration buildings, and aim to raise industry standards”. TfL has been nominated in the category of Building Operation and energy efficiency, for its Head Office portfolio achievements. The winners will be announced on 8 February.

## **Head Office Energy Consumption**

Published Annual Display Energy Certificates (DECs) show a significant decline in carbon dioxide emissions across the TfL Head Office locations. This, along with energy reductions across the majority of TfL sites, demonstrates that TfL is now in a strong position to implement the new requirement for all GLA group buildings to produce and display DECs. This was introduced under the Mayor’s Climate Change Mitigation and Energy Strategy published in October 2011.

## **Publications**

The fourth Travel in London report was published on schedule on 22 December 2011. This highlighted a continued mode shift towards public transport, walk and cycling. Also, TfL on behalf of the Mayor, will imminently be publishing two documents:

### **Best practice guide on ‘Transport Planning for Healthier Lifestyles’, 2012**

The need for such a guide was highlighted during consultation with the NHS on the Mayor’s Transport Strategy. Feedback identified a need for the NHS to have information to hand on projects promoting sustainable transport and healthy, active travel options. TfL has been working with the NHS and has prepared a guide that will help inform decisions on the location of healthcare facilities and promotes use of more sustainable and active transport modes. The guide looks at how the NHS can integrate healthcare planning with local transport provisions, and the promotion of more sustainable and active transport modes, including public transport, walking, cycling and low-emission vehicles. This will help health organisations better plan their transport-related needs and should

help encourage the use of active transport modes for those employed by and using NHS services.

### Leaving a Transport Legacy - Olympic and Paralympic Transport Legacy Action Plan

Following publication of the Mayor's Transport Strategy in May 2010, Proposal 47 placed a requirement on the Mayor to publish an Olympic and Paralympic Transport Legacy Action Plan (the 'Action Plan'). In addition to fulfilling this commitment, the purpose of the Action Plan is to:

- Provide a framework to help TfL, the boroughs, Mayor and the Mayoral Development Corporation deliver the transport legacy for the area;
- Provide a context for continuation of some good practice initiatives beyond the Games;
- Provide a context for monitoring transport legacy over the medium to longer term;
- Support agencies in making the case for further investment in the area to ensure the transport legacy is delivered

## **10.2 Safeguarding TfL finances**

### **2012 Fares**

New fares for all TfL services came into effect on Monday 2 January. Fares have risen by 5.6 per cent on average. In advance of the change in fares, an information campaign advising customers that fares would change from 2 January went live on 5 December 2011. The fares increase was lower than the originally planned one of RPI+2%, after additional Government funding of £136 million was secured. This fares package will ensure that the unprecedented investment in London's transport network will continue, totalling £12 billion from 2008-12.

### **DLR City Airport and Woolwich Arsenal Concessions**

The acquisition of the two DLR concessions, City Airport Rail Enterprises (CARE) and Woolwich Arsenal Rail Enterprises (WARE), was completed on 23 November 2011. The prepayment of the senior commercial debt (excluding European Investment Bank) took place on 28 November 2011. Restructuring the finance arrangements of these companies will lead to significant cost savings over the remaining term of the contracts, which run to 2033 (CARE) and 2035 (WARE). This is driven by TfL's ability to raise finance, as well as the current market conditions. These savings are currently estimated to be around £250 million and will be used to invest in further transport improvements.

## **Credit Rating**

On 10 January, Moody's credit rating agency confirmed the 'Aa1' debt rating of TfL, with a stable outlook. Moody's stated that the rating reflects the essential nature of TfL's services as the dominant provider of urban transport in London, and the stability given by long-term funding.

## **10.3 Managing the workforce**

### **Frontline Experience**

The Frontline Experience programme commenced at the end of January. This provides the opportunity for senior managers to work alongside, or shadow colleagues on the front line to understand more about delivering services to customers. TfL's senior managers will spend four days working alongside frontline colleagues.

The project began as a pilot in Rail and Underground, and a successful TfL wide trial followed. Feedback from participants and placement managers has been very positive to date.

## **11 DELIVERING A SUCCESSFUL 2012 GAMES**

### **Hotspots and Travel Demand Management (TDM)**

TDM engagement is continuing to progress well, with the launch of the first TDM campaign focusing on regular users of the transport network on 30 January at King's Cross St Pancras. The launch event was attended by the press and other key stakeholders, and included presentations from principal attendees from TfL, GLA, LOCOG and ODA. The campaign has a national remit and includes outdoor media, broadcast and online, as well as the new 'Get Ahead of the Games' website. The website will act as the first point of contact for anyone looking for travel information related to the Games, and will include an interactive visualising tool that provides hot spot information on the LU and Greater London road networks. The website will also hand off to travel information websites such as TfL, Highways Agency and Transport Direct.

### **Olympic Route Network (ORN)**

Planning and design of the ORN is now largely complete, and the teams are transitioning to operational readiness. Formal advertising of all the Traffic Regulation Orders has finished, and the teams that will deliver and maintain the infrastructure measures are in place, and working towards detailed day-to-day plans. Suppliers for road markings, traffic signs and barrier restraints have also been secured.

Proposals on the usage of Games lanes are being worked up in conjunction with LOCOG and London Councils. The scale of the Games will generate

significant traffic movement along the core corridor linking central London to the east. Detailed work continues with LOCOG to understand fully the scale, type and time profile of this traffic movement via the Games Family Demand Tool. The outcome of this work may influence Games vehicle routings and access to Games lanes on the ORN.

### **Live Site at Hyde Park**

A Westminster City Council Licence Hearing took place on 22 December 2011, and the licence application of 50,000 capacity for the Live Site in Hyde Park has been approved subject to conditions. TfL, in partnership with key stakeholders including the Royal Parks and Westminster City Council, is developing an agreed package of mitigation measures. Mass pedestrian exit from the Live Site may, at certain times, require closure of Park Lane and the use of an alternative route for the Games Family. Closure of Park Lane routinely takes place when large concerts take place in Hyde Park.

### **Air quality impacts**

Modelling of the air quality impacts of the operation of the ORN has been continuing, and results are due to be received shortly. The results of this work will be shared with stakeholders as soon as it is available.

### **Freight**

As part of the programme to communicate the Games time operating environment to the freight industry, I presented, with others from TfL, the Metropolitan Police and the Lead Traffic Commissioner for the Olympics, Sarah Bell, at a Freight Transport Association conference of 250 delegates on 1 December 2011. The conference covered the range of issues that freight operators could face and how they needed to prepare by pre-planning their activity for summer 2012. This planning could be enhanced by awareness of a range of solutions, maps and data that TfL is providing to freight operators and their customers through direct engagement and workshops, and through a dedicated Games website: [www.tfl.gov.uk/2012](http://www.tfl.gov.uk/2012).

Also, the second meeting of the TfL London 2012 Freight Forum was held on 8 December 2011. A range of key solutions was highlighted, including Out of Hours deliveries, data and information supply, and the Freight Advice Programme. This programme has now been launched and includes workshops (the first of which took place on 11 January) and one-to-one advice targeted at key locations, including wholesale markets. The next meeting of the Freight Forum will take place in February.

### **Accessibility**

A stakeholder event was held on 12 December, with key disabled stakeholder groups. The purpose was to provide information on improvements that have been made to London's transport network, to explain the issues that remain and what is being done to address them, and to seek their contribution to TfL's communications strategy. Further events with key disabled stakeholder groups will ensure continuing engagement, aimed at providing the best possible service to those with reduced mobility.

## **Engagement with the Boroughs**

As part of the continuing engagement with the London boroughs, a comprehensive update on travel hotspots, freight, ORN consultation and Local Area Traffic Management and Parking Plans was provided to the London Councils' meeting on 15 December 2011.

## **12 OTHER**

### **The London Bombings Inquests**

In the last Commissioner's Report, I gave an update on the actions taken by TfL in response to the recommendations made by the Coroner following the London Bombings Inquests. There was one item outstanding which was to finalise the protocol between the emergency services and LU in respect of confirmation of discharge of traction current, and this has now been completed.

### **Hammersmith Flyover**

On the evening of 22 December 2011, following the results from the latest of a continuing series of investigations over several years into the condition of the Hammersmith flyover, TfL made a decision to close the flyover immediately to all traffic, pending a more detailed investigation of the entire structure. Engineers worked 24 hours a day, including over the Christmas break, to progress these investigations. Following confirmation from structural engineers and leading independent experts that the structure is safe to take light traffic, the flyover was reopened on 13 January to cars, vans and other light vehicles. A two-metre (6'6") width restriction is currently in place, and one lane of light traffic is permitted in each direction, while work continues.

TfL has worked with its contractor, Amey, to establish a strengthening solution to ensure that the flyover can be fully reopened to all classes of vehicle ahead of the Games. Preliminary works have now started on this long term repair solution. Work will focus initially on strengthening six of the 16 spans of the structure, and will see the installation of additional steel cables both within and outside the structure, allowing it to take full 44 tonne HGV loadings. During the works, TfL has been working to mitigate the impact on traffic:

- Local traffic diversions are in place, along with Variable Messaging Signs – including on Highways Agency roads;
- An extra lane has been created on Talgarth Road, and traffic signal plans are in place to reduce disruption and ease traffic flow. Plans are also in place to divert traffic from the M4 to other routes as necessary;
- Dedicated MPS Road Response Teams have been on site to help manage traffic;

- TfL is also working closely with the relevant local authorities to ensure local businesses and organisations are aware and disruption can be minimised; and
- TfL is working with utility company and borough colleagues to ensure that all non-essential roadworks are postponed in the surrounding area.

Following the 2012 Games, TfL will return to the structure to strengthen the remaining ten spans of the flyover, as well as carry out additional work to re-waterproof the entire road deck to complete the strengthening. This work is expected to take place in a way that will allow as much traffic as possible to use the flyover during the works. Once completed, with proper maintenance, it is anticipated that the flyover will then have many decades of operational life ahead of it.

### **Appeals on FOIs**

The First Tier Tribunal (Information Rights), issued a decision on 14 December 2011, upholding TfL's refusal to provide information in response to a number of Freedom of Information requests. These requests were made by an individual in connection with a prosecution for fare evasion in 2008, and were refused by the Tribunal as they were vexatious. The Tribunal dismissed an appeal brought against a Decision Notice by the Information Commissioner in February 2011, which had ruled that TfL had acted in compliance with the Freedom of Information Act.

TfL submitted an appeal to the First Tier Tribunal (Information Rights) on 3 January 2012 in respect of a Decision Notice issued by the Information Commissioner on 5 December 2011, which required the disclosure of those parts of TfL's contract with Serco for the operation of the Cycle Hire Scheme that have not already been published or made available in response to Freedom of Information requests. TfL has accepted most aspects of the Information Commissioner's decision but the decision would also require TfL to disclose the business model submitted in confidence to TfL by Serco, which is felt to be inappropriate, and harmful to TfL's commercial interests.

### **ASLEF Strike Action**

For the second year in succession, ASLEF train operators took strike action on Boxing Day following rejection of their claim for triple time plus a day off in lieu for operators scheduled to work on Boxing Day. LU operated partial services on all lines that were scheduled to run, apart from the Circle line. 25 per cent of the scheduled train service was operated, which was significantly more service than during the strike on Boxing Day 2010, and central London was much better served. An additional 260 buses were operated on 33 routes through the day. Extra revenue protection inspectors and bus operations staff were deployed on the day of the strike to offer travel advice at key interchanges. The additional staff manned key hubs serving the Westfield retail centres at Stratford and Shepherd Bush, and Oxford Circus.

A further three days of strike action over this issue planned for January and February have been suspended while further discussions take place.

### **New Year's Eve**

The diversion and re-introduction of bus services within a central cordon of London, supported by 210 TfL passenger information volunteers effectively managed the influx of more than half a million visitors to key interchanges on New Year's Eve. Volunteers were deployed at six departure points and six major interchanges including Vauxhall, North Greenwich and Kingston. The evening was busier than previous nights, due to the mild weather, which kept more party-goers out later than usual. There were no major issues and instances of disorder were dealt with by the Metropolitan Police Service, who liaised closely with TfL staff.

Underground, DLR and Tram services operated through the night of 31 December/1 January. Crowds were larger than in recent years, which resulted in Westminster station closing earlier than planned. In addition, for short periods the Jubilee and Bakerloo lines did not stop at Waterloo and Embankment stations respectively. By 02:30 all crowds entering stations had cleared without any significant incidents.

Operational feedback from the evening will be incorporated into planning for 2012 New Year's Eve preparations.

Peter Hendy  
Commissioner  
Transport for London  
February 2012