

TRANSPORT FOR LONDON

BOARD

SUBJECT: COMMISSIONER'S REPORT

DATE: 2 NOVEMBER 2011

1 INTRODUCTION

This report provides an overview of major issues and developments since the Board meeting on 21 September 2011 and updates the Board on significant projects and initiatives. An update on TfL's planning for adverse winter weather is included at the front of the report. The report does not include the Mayoral priorities appendix; this is provided on a quarterly basis, and will be included in the Commissioner's report to the Board meeting in December 2011.

2 PLANNING FOR ADVERSE WINTER WEATHER

Following TfL's good performance during the severe winter weather of 2011/12, TfL has undertaken extensive further planning for handling adverse weather during the coming winter period. This has included acting on lessons learned from the implementation of the 2010/11 plans, and a peer review of plans across TfL's operating businesses. For 2011/12, the TfL 'Gold Group', which is attended by senior managers across TfL, will be the main platform for internal strategic liaison concerning adverse weather, including winter preparations. Further details of TfL's specific plans are given below.

Weather Forecasting

Using information from the Meteorological Office and other sources such as the Meteo Group, TfL's weather forecasting activities take account of the varied requirements across its transport operations, such as the different impact of temperatures on road and rail surfaces.

Surface Transport

TfL and the London Boroughs will again work in close cooperation to keep London's roads functioning during adverse weather. Resources will be deployed based on an agreed network of essential routes that will be kept open during

cases of the most severe weather. TfL has a fleet of 40 gritters, all of which can be fitted with ploughs, as well as gritting quad bikes, flat bed trucks and hand propelled salt spreaders. These will operate across the TLRN to ensure that key roads are gritted, as well as essential routes such as those around bus garages and stations, hospitals with accident and emergency departments, railway stations and police, fire and ambulance stations across London.

A list of core bus routes, bus garage locations and bus stands is maintained and shared with the London Streets Traffic Control Centre and Highways teams to ensure that bus services can be maintained.

This year, TfL has increased its operational salt stocks from 18,000 tonnes to 20,000 tonnes for use on the TLRN. Additional salt has also been sourced by London Buses. In addition, TfL will maintain the 27,000 tonne strategic salt reserve available to TfL or the London Boroughs for use in severe circumstances.

TfL has additional detailed plans in place to ensure Cycle Hire, Dial a Ride, London River Service and Victoria Coach Station can cope with the winter weather.

London Underground

London Underground's (LU's) winter weather plan has performed well in recent years, and lessons learned have been incorporated into plans for the coming winter. The planning process started in earnest in June/July and looked across all aspects of train service provision, including overhaul of equipment on track, trains and signals, service control management, station service and appropriate operational instructions to train operators reminding them of appropriate driving technique in snow and ice. The plans are also backed up by significant assurance regimes for assets, and a live five day look-ahead process to review the possible weather risks.

London Rail

London Rail has reviewed its previous winter preparations and performance and taken on board lessons learned from last winter. Special modifications to London Overground trains have been implemented to improve traction performance, while drivers of London Overground and tram rolling stock will be given reminders relating to defensive driving techniques during adverse weather. The DLR's traction current equipment leaves it better protected than other systems, making it comparatively reliable in snow and ice conditions.

Customer Information

TfL has again prepared robust plans to ensure that the provision of information during adverse weather meets the needs of customers both online and through call centres. In response to lessons learned from 2010/11, an improved process for obtaining information from train operating companies is being implemented by TfL. Better information about disruptions will also be provided at key interchanges and termini.

3 IMPROVING THE UNDERGROUND

3.1 Transforming the Tube

District line consultation outcome

London Underground has announced that proposed changes to the District line timetable will go ahead following overwhelming support during a public consultation. The changes will see the withdrawal of the lightly used weekday Kensington (Olympia) service, and the introduction of additional services on the Wimbledon branch, which is the busiest section of the line. Nearly 18,000 customers, local business and stakeholders took part in the consultation, and almost 80 per cent were in favour of the changes.

The new timetable, which will come into effect on 11 December, will reduce delays and provide capacity for an additional 4,000 passengers every weekday morning on the Wimbledon branch, which carries nearly 30 per cent of District line passengers. In the evening, there will be further capacity for more than 800 people on services to Ealing Broadway, and an enhanced late evening service on the Wimbledon branch, with six trains per hour until 23:30. The District line Olympia service will continue to operate at weekends, and special services will operate to serve major weekday events at the Olympia exhibition centre.

Passengers using Kensington (Olympia) already benefit from improved London Overground services, with four trains serving the station every hour and interchange with the Tube at West Brompton (District line) and Shepherd's Bush (Central line) stations. Southern services will also continue to serve the station.

District line Wimbledon Branch track work

Weekend engineering work on the Wimbledon branch of the District carried out by Balfour Beatty slipped considerably on Sunday 9 October, causing services to be significantly disrupted during the following Monday morning peak.

Overnight on the Saturday, Balfour Beatty experienced difficulties with equipment and logistics. LU had to intervene and divert its own engineering resources to the site, enabling work to be completed. However, even with this step, customers were still affected by disruption to services and further work was required at a later date.

As a result of this failure, Balfour Beatty has agreed to defer planned track renewal work in October, November and early January. No track replacement work will be carried out by Balfour Beatty until LU are satisfied that its planning, logistics and management are up to scratch. There is no increased risk to LU's performance as result of these deferrals, as none of the works planned are immediately urgent.

For passengers affected by the disruption, TfL will refund their journey costs. However, given the scale of the disruption, LU will be negotiating a significant contribution to these refunds from Balfour Beatty.

New Electronic Service Update Boards

A new ESUB screen design is currently being introduced. A recent review of LU's Electronic Service Update Boards (ESUBs), combined with customer research and testing, revealed that customers wish to receive information about disrupted lines in a different way to the current display. ESUBs provide customers with updates on the status of London Underground, DLR, and London Overground services. The new design, which started being introduced on the network in October, will provide multiple statuses for any one line, group disrupted lines at the top so customers can see at a glance if their journey will be affected, and provide additional information on the location of disruptions adjacent to the service status.

Trained assistance dogs on escalators

Visually impaired and other disabled people with trained assistance dogs will be able to use moving escalators legally for the first time on the Underground, DLR and London Overground following revision of a dated byelaw. TfL has worked with the Guide Dogs for the Blind Association to devise a training course that means the byelaw can be updated and all appropriately trained assistance and police dogs will be allowed to use moving escalators. The Government has approved the byelaws, which came into force on 5 October.

Tube Lines management awards

Tube Lines won two awards at the Chartered Management Institute's 2011 Management and Leadership Awards on 20 October. Tube Lines took the Social Responsibility award in recognition of "the entrepreneurial and ambitious approach it has taken to prioritising environmental management", as well as the Training and Development award for its apprentice and graduate training. The annual awards recognise leadership and innovative management across UK organisations.

4 EXPANDING THE OVERGROUND

4.1 London Overground

Extension to Clapham Junction

Construction of the new 1.3km rail extension remains on track. TfL's contractors successfully installed and commissioned points and an undertrack crossing close to Surrey Quays in early September, and further works were completed in early October. A new railway bridge was successfully installed over Surrey Canal Road between 7-9 October.

As part of the project, Network Rail is currently delivering a series of modifications to Clapham Junction station on behalf of TfL. These works will

convert the existing platform 2 into two platforms (renumbered platform 1 and platform 2) to enable London Overground services from the extended East London Line to terminate at Clapham Junction alongside the existing West London Line services.

In addition, during 2012, TfL will be delivering a further series of works to modify the Grant Road ticket hall at Clapham Junction station. These works will remodel and reposition the gateline to allow for the reinstatement of a disused set of stairs from the subway to platform 2. A lift, funded by the DfT Access for All programme, will also be installed in the Grant Road ticket hall, providing step free access to platforms 1 and 2.

National Rail Awards

At the National Rail Awards 2011, TfL and LOROL received the Judges' Special Award for London Overground, recognising the "imagination, determination and commitment shown in developing a new railway". London Overground was also "highly commended" for the Suburban and Metro Award and the Small Station of the Year Award for Shoreditch High Street.

4.2 Working with the Train Operating Companies

Oyster pay as you go extension with new Greater Anglia rail franchise

As part of the franchise award of the Greater Anglia national rail service to Abellio, Oyster pay as you go acceptance will be extended to key stations between Liverpool Street and Hertford East. This includes Theobalds Grove, Waltham Cross, Cheshunt, Brentwood, Shenfield, Broxbourne, Rye House, St Margarets, Ware and Hertford East. The franchise is due to begin in February 2012.

TfL continues to discuss Oyster acceptance beyond the Greater London Travelcard area with all train operating companies, and the Greater Anglia service is the first of these to be confirmed. The costs of extending Oyster, including the installation of readers, will be met by Abellio.

TfL has also welcomed additional improvements that the new franchise deal will deliver for London rail commuters, including station refurbishments with upgrades to CCTV and help points, additional cycle racks to encourage commuters to continue their journeys on two wheels, and new service status boards.

Publication of Initial Rail Industry Plan

Network Rail and the train and freight operating companies published an Initial Industry Plan (IIP) on 29 September. The IIP is the rail industry's initial view of what infrastructure enhancements, renewals and targets are required on the National Rail network for the next five-year Control Period (2014-19).

TfL welcomes the plan, in particular the considerable investment proposed for the National Rail network in London, which it believes is essential to accommodate the forecast growth in passengers.

The capacity enhancements are broadly similar to TfL's own High Level Output Specification proposals for the next Control Period. However, TfL will also be pressing for the following additional schemes:

- Increased focus on lengthening services on the London Overground network to five cars, given the exceptionally rapid growth in passenger numbers following the improvements in quality and frequency of the last few years.
- An enhanced scheme on the West Anglia Main Line to provide a more consistent and reliable 4 trains per hour service between the Upper Lea Valley and Stratford
- A greater focus on extra capacity on the route into Fenchurch Street
- A more substantial increase in the capacity of suburban services on the Sydenham corridor and on the South West Trains network

Funding for improved safety at level crossings, performance, stations, passenger information and freight enhancements are all welcome and will help encourage mode shift to rail from other modes.

TfL also welcomes the continuation of the programme of electrification and the Carbon Management Framework, which will encourage train operators to make greater efforts to reduce carbon emissions.

The Office of Rail Regulation is seeking views on the IIP by 18 November, and will publish its advice to Ministers in February 2012. This will then inform the next High Level Output Specification (HLOS), which will be issued in the form of a Government White Paper in summer 2012.

5 DELIVERING CROSSRAIL

Works

Procurement

On 21 September, Crossrail placed a contract notice in the Official Journal of the European Union (OJEU), seeking expressions of interest for the major fit-out of the new tunnels between Royal Oak, Pudding Mill Lane and Plumstead Portals. The scope for the contract, valued at around £400m, is to equip the tunnels with over 40km of track, overhead electric conductor rails to power the trains, and ventilation and drainage systems. The contract will be awarded in late 2012.

Royal Oak portal

In September, Crossrail completed civils works at the Royal Oak Portal ahead of schedule. Crossrail also hosted two site visits to give local stakeholders, selected media and industry bloggers a preview of the completed Royal Oak Portal in advance of the Tunnel Boring Machine launch next spring. The visit was an excellent opportunity for local people affected by the work to see behind the hoardings and understand the scale of the works.

Bond Street station

A silent piling technique that significantly reduces vibration and other sources of noise is being used at Crossrail Bond Street's western ticket hall to keep construction noise down during sheet piling works. Sheet piling is taking place along the Davies Street end of the work site to protect telecommunication and power cables, and also near the junction of Gilbert Street and St Anselm's Place to form guide walls.

Woolwich station box

Crossrail's partner, Berkeley Homes, is delivering the station box at Woolwich. Enabling works have now commenced, including the diversion of utilities around the site, archaeological investigations and excavation to a depth of 4m. These activities will enable the construction of the station box to commence in the New Year.

Skills

The Tunnelling and Underground Construction Academy opened its doors to the first students at the beginning of October. Courses are being delivered by the National Construction College (NCC), and include the Tunnel Safety Card, a pre-requisite for anyone who will work below ground on Crossrail, pre-cast concrete manufacture, and form work and tunnel operations training. Over the next few months, work to install tunnelling plant and machinery will be finished, enabling the full curriculum to be delivered.

Health and Safety

The Health & Safety Executive has withdrawn its case against Crossrail Ltd over alleged health & safety failings involving a Crossrail contractor, Fugro Ltd. While the prosecution of Fugro continues, the reimbursement of costs incurred by Crossrail while preparing its defence is being discussed. The incident at Hanover Square dates back to February 2008, when Fugro was charged with an offence under the Health and Safety at Work Act.

Crossrail's Pudding Mill Lane and Royal Oak Portal teams were both awarded Silver Awards at The Royal Society for the Prevention of Accidents (RoSPA) Safety Awards ceremony in Glasgow in September.

Crossrail continues to achieve good results in health and safety, with a rolling Accident Frequency Rate of 0.59 per 100,000 work hours recorded in

September 2011. This is significantly better than the UK average for construction works.

Other

The London Transport Museum is now displaying information on Crossrail, including key features for each of the central London stations together with a model of a typical Crossrail underground station.

6 GETTING LONDON MOVING

6.1 A fair deal for motorists

Temporary Strengthening of the Hammersmith Flyover

TfL has begun work to design and implement temporary strengthening of the Hammersmith Flyover. TfL has been carrying out detailed monitoring of the flyover since 2008, and recent results have showed that work to preserve and extend the operational life of the structure is required earlier than anticipated. The work will allow the structure, which was built in the 1960s, to remain open to the public while a more permanent option is developed. Works will commence in November 2011 and are expected to be complete by summer 2012.

Blackwall Tunnel Northbound Refurbishment Scheme

Following good progress by TfL's contractor, BAM Nuttall, only six weekend closures were required for the Blackwall Tunnel Northbound Refurbishment, as opposed to the ten originally envisaged, significantly reducing the impact of the works on the travelling public.

Night-time refurbishment closures and the delivery of a separate Over Height Vehicle lane on the southern approach to Blackwall Tunnel are progressing well, and are scheduled for completion before the end of the year.

6.2 Smoothing Traffic Flow

Traffic Signal Timing Reviews

As of 15 October, 454 signal timing reviews have been completed, achieving a 9.5 per cent reduction in delays for traffic. This has been achieved alongside a 0.8 per cent increase in the number of occasions when all pedestrians waiting to cross the road will have cleared the kerb during the green man period.

Split Cycle Offset Optimisation Technique (SCOOT)

TfL is continuing its programme to implement SCOOT at a further 1,000 of London's most important signals by 2012/2013 (on top of 2,000 sites where it has already been installed). As of 15 October, SCOOT optimisation has been completed at an additional 468 sites. SCOOT is delivering a 12.1 per cent reduction in delays and a 4.3 per cent reduction in the number of times vehicles have to stop as they travel through the network.

Signals Removal

Following discussions with the London Boroughs, signals have now been removed from 20 locations on London's roads (six locations on the Transport for London Road Network (TLRN) and 14 locations on borough roads). In July 2010, TfL identified 145 locations where it felt the traffic signals may no longer be useful in traffic, pedestrian or safety terms and could potentially be removed and/or replaced with alternative traffic calming measures. Of the remaining 125 sites, seven locations have been agreed for removal, 66 locations will not be progressed and have been taken off of the list, and 52 sites are still under discussion. In addition, a further 24 sites have been added to the list for investigation and potential removal.

Mayor's Roadworks Pledge and 'Report It'

The Mayor has unveiled a new roadworks pledge and an improved tool for the public to be able to report roadworks issues in London.

The Mayor's new pledge clearly outlines the standards that Londoners should expect from roadworks sites, specifically that they should be tidy and safe; have clear signage explaining what's happening; always have activity on site or an explanation as to why not; take up as little road/pavement space as possible; and help keep London moving by working outside of peak times or as efficiently as possible.

If members of the public identify sites that do not meet these standards, they can report them through the updated and improved 'Report It' system on the TfL website at www.tfl.gov.uk/roadworks. The report will be sent automatically to the appropriate highway authority – whether TfL or a London Borough – to ensure appropriate action is taken. TfL's aim is to take action straight away on unsafe sites and to respond to all general queries and reports within three working days. Between 21 September and 10 October, 1,301 reports were received through 'Report It'. Of these, 999 were for roadworks on borough roads and 302 for roadworks on the TLRN.

TfL is also tightening its roadworks 'cap' – which limits the amount of works allowed on the TLRN at any one time – by a further 10 per cent. The Mayor has asked the 25 permitting boroughs to implement a similar cap on their networks.

Journey Time Reliability on Pilot Corridor Route

Journey time reliability (JTR) on the A23 during the year to date has improved by 2.48 per cent compared with the same period last year, now standing at 89.56 per cent. The A23 is one of two pilot corridor routes on the TLRN on which TfL has focused on improving JTR (the other pilot corridor being the A40). The improvement follows extensive work undertaken by TfL, including the delivery of SCOOT control on the entire corridor and the implementation of a lane realignment scheme at Purley Way Fiveways.

Mobile CCTV deployed for Planned Events in London

The London Streets Traffic Control Centre (LSTCC) is now able to make use of a Flexible Deployment Camera (FDC), which can be deployed at targeted locations to provide additional CCTV coverage and help controllers observe and manage traffic flow around planned incidents. It has been used at major gas works on Kennington Lane, near Holland Park to provide additional cover in the area for the Notting Hill Carnival, at Wembley to coincide with an international football match, and at the opening of Westfield Stratford City shopping centre. The deployment of the FDC meant the LSTCC can observe traffic flow at locations that otherwise would be blind spots on the road network.

6.3 London Buses

New Bus for London

The New Bus for London project is on target to deliver eight vehicles for passenger service in the early part of 2012. Following extensive testing, the first three buses are currently being built by Wright Bus in Ballymena, Northern Ireland. The first vehicle will roll off the production line on 4 November, with the Mayor in attendance, ready for the certification process and operational trials in London.

Articulated Buses

TfL is more than two thirds of the way towards fulfilling the Mayor's pledge to remove articulated buses from London's roads, with the final bus due to be removed in December 2011. TfL's latest calculations estimate that when all 12 routes are converted, over £7m per year will be saved thanks to the anticipated reduction in fare evasion. When every route is converted, passengers will also be able to travel on almost 500 new vehicles that boast the latest clean engine technology. Over 50 of those buses will be hybrid double deck buses with the first 20 already on the capital's roads. When compared to standard diesel vehicles, the new hybrid buses are cleaner, quieter and more efficient, delivering a minimum 30 per cent reduction in carbon dioxide and 30 per cent better fuel economy. TfL has also reviewed service patterns on the 12 routes

being converted to ensure that they best match passenger demand. Every converted route has or will have an increase in bus frequency at peak time.

Real Time Bus Service Information

On 17 October, TfL announced the launch of a new up-to-the-minute bus information service for all 19,500 bus stops across the Capital. Information can be accessed by passengers online (either on a static computer or a smart phone), by SMS, or at one of the 2,500 Countdown signs at bus stops across London. The new Countdown signs have improved visibility for visually impaired passengers and display more travel information. The new service will make bus travel smarter and easier.

When away from a bus stop, passengers can search for their bus stops using the TfL website by using a bus route number, a street name or post code. Displaying a map of the area, this details all the bus stops in the local area, from which passengers can select the stop they need.

Continuing TfL's commitment to open data, work is underway to make a live data feed available via the TfL developers' area and the London Data Store.

7 IMPROVING THE URBAN ENVIRONMENT

7.1 Championing electric vehicles, car clubs and moving to hybrid buses

Growth of Source London

There are now 216 Source London charge points, with a continuing retrofit and installation programme to deliver 1,300 charge points by 2013. A significant number of charge points will be used to support the 200-strong electric vehicle fleet for the 2012 Games. TfL is working closely with other cities and regions and the Department for Transport's Office of Low Emission Vehicles on integrating Source London with the other charging networks, which will allow Source London members to access charge points across the country.

TfL were co-branding partners and had a presence at the EcoVelocity Motoring Festival, which took place at Battersea Power Station from 8-11 September.

7.2 Improving the urban realm

Low Emission Zone (LEZ)

LEZ Phases three and four will go live on 3 January 2012, requiring larger vans and minibuses to meet Euro III standards for particulate matter (PM) emissions and tightening the standards to Euro IV for PM for lorries, buses and coaches.

To ensure vehicle operators take action prior to January 2012, an integrated communications and stakeholder engagement campaign is well under way, including DVLA direct mailings to non-compliant vehicles seen within the LEZ and a 'call to action' communications campaign running in UK and European media, on diesel pumps, and in motorway service stations, truck stops and transport cafes. Over 16,000 letters and emails have also been sent to trade associations and stakeholder groups, with further activity planned for November and December 2011.

TfL has been working closely with both abatement device manufacturers and the Vehicle and Operator Services Agency to ensure adequate capacity for filter installation and testing / certification. Significant increases in the sale of abatement devices have been seen in recent months.

Mayoral delegation for improvement of air quality

On 21 October 2011, the Mayor authorised a delegation of his statutory powers to TfL to facilitate delivery of specified local short term measures to improve air quality in London and help comply with PM10 limit values. The measures include trial green walls, planting trees and delivering other greening activity on third party land, erecting green screens and hoardings next to large construction and waste sites, and supporting targeted cleaning and application of dust suppressants.

Green Wall at Edgware Road

The installation of a 'green wall' at Edgware Road Tube station is due to start on the 7 November, and to be completed by the end of November. Vegetation will cover the south-facing wall of the station, adjacent to Marylebone Road. Plants have been selected to provide a living surface in all seasons, for their ability to grow in a highway location and for their expected ability to trap particulate matter. Once installed, TfL will evaluate both the air quality benefits and public perception of the project.

Waterloo Public Transport Congestion Relief Pilot

In partnership with Network Rail and South West Trains, TfL delivered the Waterloo Public Transport Congestion Relief pilot at Waterloo station during the morning peak from 12 to 23 September. The object of the pilot was to encourage rail commuters with short onward journeys to walk as an alternative to the Tube or bus. The pilot promoted the benefits of walking as a quick, healthy and reliable alternative for those working within a mile of the station.

Over 54,000 Legible London walking maps were distributed to commuters over the 10 days. Evaluation of the project is currently taking place.

Walk London Autumn Ambles free led walking weekend

The last of TfL's three free led walking weekends in 2011 was held over the weekend of 24-25 September. The 2011 Autumn Ambles weekend attracted 3,203 participants, an increase of 28 percent compared with the 2010 event. The objective of the weekends is to encourage Londoners and visitors to walk on the seven Walk London routes that are being improved by TfL. The weekends also raise awareness of this walking network and raise the profile of TfL's walking programme more generally.

The seven routes of the Walk London network will be delivered by February 2012 in time for the 2012 Games and Diamond Jubilee. This very popular walking network attracted 7.3 million walkers in 2010/11.

Legible London

The Legible London programme continues to grow, with a number of 'clients' now using the system. TfL has supplied Network Rail with Legible London mapping for all London mainline termini stations, ensuring customers receive consistent Legible London mapping when moving between mainline stations, the Underground, buses and the street. Borough roll-out continues, with new installations planned for Croydon, Southwark and three of the 2012 Games Walking and Cycling routes. TfL has also supplied Legible London mapping for train operating companies and Crossrail.

Within TfL, Legible London mapping is used at bus and Tube stops, on Crossrail hoardings, at Barclays Cycle Hire docking stations and on Barclays Cycle Superhighways routes. Legible London mapping and signage is also being used where possible for the 2012 Games. The Greater London base map will be complete by December 2011.

8 ENCOURAGING MORE CYCLING

Barclays Cycle Hire performance

To date, more than 7.5 million journeys have been taken by customers of Barclays Cycle Hire (BCH), which includes 1.5 million casual user journeys. New memberships continue to be received at a rate of around 600 per week. Coinciding with a period of good weather, the week ending 2 October was the busiest full week since the scheme began, with over 185,000 hires. The same week also saw nearly 17,000 casual hires, another record for the scheme. Various initiatives are in place to drive additional trips, particularly off peak journeys, and to encourage greater use of the scheme by women. The final planning application for Phase 2 sites was submitted in October.

A Customer Satisfaction Survey undertaken in June/July 2011, indicated that enjoyment, exercise and value for money were key reasons for using BCH. The survey also revealed that:

- 44 per cent of BCH members living in London (48 per cent of members overall) only started cycling in London since the introduction of the scheme
- About 73 per cent of all members live in Greater London. Of these:
 - 6 per cent have bought a bicycle as a result of using BCH
 - 11 per cent have increased the amount they cycle on their own bicycle as a result of using BCH
 - 16 per cent have bought cycling equipment such as panniers, a helmet, a cycle rack and clothing as a result of using BCH
- Modal shift has been from the following:

– Tube	34 per cent
– Walking for more than 5 mins	26 per cent
– Bus	20 per cent
– Own bicycle	8 per cent
– Taxi	3 per cent
– Train	3 per cent
– Car/van/motorbike/moped	3 per cent
– Other	3 per cent
- There are BCH members in every London borough

9 BY THE RIVER

Woolwich Ferry accident investigation

The investigation currently being conducted by the Marine Accident Investigation Branch (MAIB) into a fatal accident involving a Woolwich Ferry crew member in August has produced nine recommendations. These recommendations have either been, or are in the process of being, implemented. The MAIB investigation continues and its report is scheduled to be completed by February 2012. At present, no coroner has been assigned, and this is likely to be the case until the MAIB report is published.

Concordat and River Action Plan

On 14 September, the Mayor officially opened the new pier at St George's Wharf near Vauxhall, as part of the Mayor's vision to improve London's waterways. The £1.7m floating passenger pier was funded and constructed entirely by the developer, St George PLC, under a Section 106 agreement.

Since 3 October, Thames Clippers has provided the pier with a new high speed river service west of Waterloo, opening the West of the River Thames to nearby residents and the wider public for the first time in two decades.

On 3 October, works commenced on site at Greenwich pier to install the new roof over the pontoons. The detailed design by Ravestein BV of the Tower pier extension is in progress.

On 12 September, the river concordat piers group met to develop and agree actions to improve pier capacity along the Thames.

10 IMPROVING THE JOURNEY EXPERIENCE

10.1 Planning and strategy

Sharing expertise

TfL has signed a Memorandum of Understanding (MOU) with the Dubai Road and Transport Authority, which recently delivered the Dubai metro system in a record breaking four years. The MOU covers, amongst other things, knowledge sharing in relation to transport accessibility. Advice provided by TfL will be fully funded, according to the terms of the agreement.

Central London Termini Study

A report summarising the results of the 2010 Central London Rail Termini Surveys has been finalised and is available on the TfL website here:

<http://www.tfl.gov.uk/corporate/about-tfl/publications/1482.aspx>

The 2010 surveys were undertaken to gather quantitative personal travel data for passengers travelling to and from central London rail termini at peak times. The principal outputs from the survey are quantitative statistics of rail passenger travel volumes and patterns of onward travel. Fieldwork is now underway for a travel behaviour survey to be carried out with respondents who participated in the 2010 survey. This follow-up survey aims to provide an understanding of working patterns and lifestyle factors to assist the consideration of potential policy interventions. In particular, the new survey will focus on journey experience, attitudes to walking and cycling and travel behaviour change.

10.2 Safety and Security

Safer Travel at Night Campaign

On 30 September, this year's Safer Travel at Night (STaN) campaign was launched. Londoners, especially students new to the Capital, were warned about the dangers of using unbooked minicabs. At this time of year, thousands of new students arrive in London, many unaware of the dangers of illegal minicabs. Operations take place throughout the year, but during Operation STaN officers will increase their efforts.

STaN is being delivered by a partnership of the Mayor, TfL, Metropolitan Police Service (MPS) and the City of London Police (CoLP), and uses targeted police and enforcement activity to identify, disrupt and deter illegal cab activity. This includes high-visibility patrols, stop/checks on vehicles, intelligence-led operations and engaging with the public.

While the number of cab-related sexual offences fell by 20 per cent to 111 last year, tackling the problem of unbooked minicabs remain a high priority for TfL.

Teen Road Safety

On 26 September, TfL and the Mayor launched a competition as part of an ongoing campaign to improve teen road safety. The competition asks young Londoners to come up with ideas for a road safety distraction slogan to help their peers avoid road accidents. The teen who comes up with the best slogan will win a 'distraction date', along with two friends, with popular musicians, Rizzle Kicks. Since 2000, the number of teenagers killed or seriously injured on London's roads has fallen by 62 per cent, although the Mayor and TfL remain committed to raising awareness of the dangers when using the roads.

11 EFFICIENT AND EFFECTIVE DELIVERY

Data Transparency

On 29 September, the Department for Communities and Local Government (DCLG) published its Code of Recommended Practice for Local Authorities on Data Transparency. The Code applies to TfL, as well as the GLA and other functional bodies and local authorities. The Code sets out the Government's minimum requirements for the release of data, which include the publication of:

- Expenditure over £500
- Senior employee salaries of £58,200 and above together with the names, job descriptions, responsibilities, budgets and numbers of staff. There is an option for individuals to refuse consent for their name to be published
- An organisational chart of the staff structure including salary bands and details of currently vacant posts

- The ratio between the highest paid salary and the median average salary of the whole of the workforce
- Contracts and tenders
- Grants to the voluntary community and social enterprise sector
- Policies, performance, external audits, key inspections and key indicators on the fiscal and financial position
- The location of public land and building assets, and key attribute information that is normally recorded on asset registers
- Data of democratic running of the local authority, including the constitution, election results, committee minutes, decision-making processes and records of decisions

The Code also requires each body to maintain an inventory of the public data that they hold so that people are able to know what is available to them. These inventories should be registered on data.gov.uk to support a single source of access for all public data. Public data should be published in a format and under a licence that permits re-use.

TfL will be taking appropriate steps to comply with all aspects of the Code.

11.1 Safeguarding TfL finances

Sponsorship of the Cable Car

On 7 October, TfL announced the signing of a 10 year £36m agreement with Emirates to sponsor the cable car. The deal provides 80 per cent of the overall construction cost and was the result of an open and competitive process. As title sponsor, Emirates will receive a range of naming and branding rights, including the right to name the scheme and its stations, the creation of a joint logo, and the creation of the link's visual identity.

The Emirates Air Line and the names of two new stations, Emirates Greenwich Peninsula and Emirates Royal Docks, will feature on the Tube map and be included in TfL's travel information. TfL continues to progress the funding strategy for the cable car, including an application for a grant from the European Regional Development Fund (ERDF), additional sponsor agreements, retail space rental and fare revenue. A final decision on the ERDF application is expected in spring 2012.

Construction work is progressing on schedule, and all of the detailed design work is expected to be concluded by the end of October 2011. Piling work is ongoing for the foundations of the three towers in preparation for the steel erection. The first tower to be installed is the north intermediate tower (located close to the Royal Victoria DLR station), which is expected to take place at the end of November.

Acquisition of Tube Lines debt

On 14 October, TfL completed the acquisition of all the outstanding Tube Lines Class A-1 notes, with a face value £929m, from FMS Wertmanagement. The purchase price was funded using TfL cash and commercial paper. TfL's AA+ rating means it will be able to achieve more competitive borrowing rates than those secured by Tube Lines, delivering significant savings over the long-term.

The debt acquisition means that TfL has bought back the majority of Tube Lines' overly complex and expensive £1.6bn debt structure, following the acquisition of £0.3bn of Tube Lines debt between August and September 2011. TfL is now exploring a number of options to restructure the outstanding Tube Lines debt (£75m of Class B notes and £293m of debt from the European Investment Bank).

11.2 Managing the workforce

LU Pay Offer

Following a meeting at ACAS on 30 September, LU has received confirmation from the trade unions that they will be recommending acceptance of LU's four-year pay offer. This deal, which is the longest ever achieved, offers stability and the prospect of no industrial action over pay until at least 2015. It provides an increase of five per cent to basic pay in the first year, backdated to 1 April 2011, and an increase equal to the February Retail Prices Index (RPI) plus 0.5 per cent in the subsequent years. A guarantee has also been given that LU will not take into account negative RPI, should such a situation occur.

This pay deal is highly competitive with others in the rail industry, with a number of train operating companies paying drivers more than LU, and LU staff work more effective hours per week than many train operating companies. The deal enables staff salaries to keep pace with cost of living, while being realistic given the current economic situation and the pressure on TfL's finances. For example, the first year of the deal is the equivalent of RPI minus 0.5 per cent over a period that is currently seeing a rapid rise in levels of inflation.

This conclusion to the pay negotiations, which was achieved without the threat of dispute, follows soon after the separate agreement reached between LU and train drivers' unions over temporary changes to working arrangements and payments during the London 2012 Olympic and Paralympic Games, as described in my report to the September Board meeting.

Employment tribunal test cases

TfL has recently been successful in three Employment Tribunal cases in relation to the right for employees to be accompanied at disciplinary and grievance meetings. These cases were raised in relation to RMT union official Steve Hedley's exclusion from TfL premises as a result of a criminal conviction for assault that was in place at that time. TfL had received 10 complaints from employees who argued that they had a right to be accompanied by Steve

Hedley in particular and that TfL was breaching their statutory rights by not letting him come to disciplinary and grievance meetings.

The Employment Tribunal determined that it was unreasonable for these employees to seek to be accompanied by Steve Hedley given his conviction at the time, and that TfL did not therefore act unlawfully. The Tribunal also found that the RMT had effectively induced employees to ask for Steve Hedley in the hope of financial gain.

The remaining claims will be defended robustly in light of this decision.

12 DELIVERING A SUCCESSFUL 2012 GAMES

Travel demand management

TfL's Site Specific Advice programme, which aims to encourage businesses with over 200 employees to adapt their travel plans for the Games, has now signed up 420 businesses, covering nearly 520,000 employees. TfL has received 50 draft action plans from these companies, covering around 125,000 employees. In addition, 78 companies with over 200 staff spread across multiple sites have so far signed up for, or attended, free travel advice workshops, while 215 smaller companies have also signed up for or attended workshops.

The latest stage of the 'Business Influencer' campaign was launched in October, with press and digital adverts, and direct mail. More detailed information is being prepared for release to businesses over the coming weeks, including updated forecasts on the public transport impact for each day of the Games and updated advice on the likely effects of the Games on the road network. A preview of the information was given at a Mayoral event on 22 September and is available online.

Launch of Olympic Cycling and Walking routes

On 24 October, TfL and the ODA launched the Hackney Parks route which is the first of eight Olympic Cycling and Walking Route Enhancement (OCWRE) routes. The Hackney Parks route stretches from Finsbury Park to Victoria Park, and then on towards the Olympic Park. These OCWRE routes will be the main spectator routes used by people walking and cycling to the Olympic Park and 'River Zone' venues during the Games.

TfL is promoting OCWRE routes with the release of an Olympic special addition cycling/walking map, which was made available to the public on 24 October. All eight of the OCWRE routes, including signage, are due to be completed in December and to 'go live' in spring 2012. A comprehensive monitoring programme to assess usage of the routes before, during and after the Games is in progress.

2012 Freight

I attended the Road Haulage Association Annual Lunch on 4 October, and TfL also met the Freight Transport Association on 12 October. A range of other players in the industry have also been briefed, including the British Retail Consortium, Old Billingsgate, the Federation of Small Businesses, DHL Heathrow, Heathrow Consolidation Centre, City of London, City Link, London First, the Department for Transport, the British Institute of Facilities Management and the Association of London Markets.

In September, TfL released new data online to help freight companies manage their deliveries and plan their routes during the Games. This is available at www.tfl.gov.uk/2012.

Companies can use the data to check whether individual postcodes in the Capital will be affected by the Olympic Route Network, the Central London Zone or road events. By entering the data into their routing software, companies are able to highlight which of their delivery locations will be affected. That will allow them to produce a list of both clients and locations that will be affected during Games-time, which will save time when planning deliveries.

ORN public engagement

TfL's public engagement exercise and Traffic Regulation Order (TRO) process for the Olympic Route Network (ORN) and Paralympic Route Network (PRN) is progressing on schedule. All informal consultation has now been completed and all statutory formal advertising of TROs will have commenced by early November.

Bus and Coach Engagement

A London Travel Watch briefing on 6 October marked the start of public engagement on bus service changes planned for the Games. A 'masterclass' was hosted by TfL's Managing Director of Surface Transport at the 6 October Coach and Bus Live event. The coach industry was provided with updated information on the plans for central London to help inform their planning for Games time.

IOC and IPC Co-ordination Committees visit

On 5-7 October, the International Olympic Committee (IOC) and the International Paralympic Committee (IPC) visited London. The Commissioner presented information on TfL's preparations for the Games, assuring them that transport plans are on track.

The IOC supported LOCOG's proposals to utilise the Heathrow Express to bring some client groups into central London from Heathrow airport (e.g. media and technical officials). This will relieve pressure at Heathrow and on the M4/A4 route into London.

Olympic Bill

The Bill continues its passage through Parliament, with a second reading in the Lords on 3 October and the start of the Committee stage on 19 October.

13 OTHER

ZIP concession withdrawals

TfL is withdrawing ZIP free travel concession and privileges from young people found guilty of offences connected to the London riots. Since August, the Metropolitan Police Safer Transport Command has passed TfL the names of 53 individuals. As of 25 October:

- 26 withdrawal letters had been sent and concessions withdrawn
- 13 cases were being processed
- 14 cases were not being progressed (one concession had already been withdrawn for another offence, and 13 individuals are now over age and no longer entitled to the ZIP concession)

Further names will be passed to TfL as cases are progressed through the judicial system and individuals are identified as ZIP concession holders.

Thames Festival

On 10-11 September, The Mayor's Thames Festival saw a range of activities along the riverside, walkways, roads, bridges, docks and open spaces from Westminster Bridge to Tower Bridge, as well as a fireworks display on the Sunday night. To mitigate the impact of road closures, TfL implemented extensive traffic plans, deployed variable message signs, and disseminated information to local stakeholders and the media. A full lessons learned exercise will be conducted and any lessons applied to next year's festival and similar events on the Thames.

CILT awards for London Rail and Barclays Cycle Hire

TfL won two awards at the Chartered Institute of Logistics and Transport (CILT) 2011 Awards for Excellence on 20 October. Barclays Cycle Hire won the award for Passenger Transport, while TfL London Rail won the award for Transport Policy, Planning and Implementation. London Rail was also a finalist in the Passenger Transport category. The annual awards recognise outstanding achievement in the transport and logistics sectors.

TfL wins PR Week award for Barclays Cycle Hire campaign

At the PR Week awards on 25 October, TfL won the award for Best Public Sector Campaign for its campaign to promote Barclays Cycle Hire. The annual awards are considered to be the 'Oscars' of the Public Relations (PR) industry.

Peter Hendy

Commissioner

Transport for London

November 2011