

**Board**



**Date: 5 November 2014**

**Item 5: Commissioner's Report**

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**This paper will be considered in public**

**1 Summary**

- 1.1 This report provides an overview of major issues and developments since the meeting of the Board held on 24 September 2014 and updates the Board on significant projects and initiatives.

**2 Recommendation**

- 2.1 That the Board note the report.

**List of appendices to this report:**

Commissioner's Report – 5 November 2014

**List of Background Papers:**

None

**Sir Peter Hendy CBE  
Commissioner  
Transport for London  
November 2014**



# Commissioner's Report

5 November 2014

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in public

# 1 Introduction

This will be the first Board meeting I have been unable attend since the formation of TfL in 2000. I will be on holiday following chairing a UITP (International Association of Public Transport) meeting in Rio De Janeiro, Brazil. However, I am pleased to be able to provide my report outlining the major issues and developments since the meeting of the Board held on 24 September 2014 to update you on significant projects and initiatives.

## 2 Delivery

A full update on operational performance will be provided at the next TfL Board meeting on 10 December in line with the quarterly Operational and Financial Performance and Investment Programme Reports.

### 2.1 London Underground (LU)

We continue to carry more customers than ever before. Friday 17 October was the busiest October day in LU's history and we anticipate that an all time record will be set later this year.

#### 2.1.1 London Underground Investment Programme

##### Sub-Surface Railway (SSR)

The delivery of S Stock trains continues, with their roll-out now underway on the core routes of the District line which will continue into 2015. The new trains have

one more car than those they replace, providing a significant increase in capacity.

Negotiations continue in relation to a new Automatic Train Control signalling contract, but a satisfactory conclusion has not yet been reached.

Hertfordshire County Council is currently finalising its bid to the Department for Transport (DfT) for funding for the Croxley Rail Link scheme. The DfT is expected to make its decision by the end of December 2014.

##### New Tube for London

On 9 October, the Mayor and Mike Brown MVO formally launched our design for the next generation of trains to serve customers on the Piccadilly, Bakerloo, Central and Waterloo & City lines. We have worked with transport design agency Priestmangoode to ensure the 250 new trains will be in keeping with LU's traditions for innovation and fantastic design. These trains, which we aim to introduce from the mid-2020s, will be the first deep level Underground trains to feature air-cooling. They will also be more accessible than the trains they replace,



Visualisation of the New Tube for London

providing step-free access from the platform to the cars, and will have wider doors and a walk-through design, similar to the new trains on the London Overground (LO) and the Metropolitan, Circle, Hammersmith & City and District lines.

The new trains will be introduced as part of a wide-ranging modernisation project, which will increase capacity on the four lines mentioned above by up to 60 per cent. An exhibition on the new fleet is under way at King's Cross St. Pancras station and runs until 16 November.

### **Northern Line Upgrade**

The Northern line continues to operate reliably with a new, more intensive, timetable. This provides an additional two trains per hour in each direction on the central London sections, capable of carrying more than 1,500 more people per hour.

Track work continues to help provide the speed improvements required to meet the target of December 2014. All the

capacity improvement for customers on that line, are scheduled and proceeding as planned.

### **Victoria Line Upgrade**

The Victoria line is now running 34 trains per hour at peak times. Fleet performance saw rolling stock Mean Distance Between Service Affecting Failures (MDBSAF) achieving more than 100,000km between service affecting failures, which was more than double the rate over the previous four weeks and is remarkable for any modern railway rolling stock, particularly those used in intensive metro environments.

### **Uxbridge block closure**

This summer saw major engineering works on the Uxbridge branch of the Metropolitan and Piccadilly lines as part of the wider programme of track renewal. These were completed ahead of schedule.

These major works required both lines to be part-closed between Ruislip and Uxbridge (and to Rayners Lane and



*The new timetable for the Northern line means we can now carry more than 1,500 more people per hour*

Wembley Park on some weekends) from Saturday 19 July until Sunday 10 August.

With the works being completed early, the Metropolitan line was able to run a special train service for customers on Friday 8 August.

A total of 18,000 tonnes of new ballast, 10,000 new fast-clip sleepers and 5,000 conductor rail pots were used during the works.

The works included 5.9 km of new ballasted track replaced between Ruislip and Uxbridge. LU used this major closure to do more work than originally planned, including replacing a further kilometre of track.

### Major Stations Improvement

- **Contract awarded for fit-out of new Bank entrance**

Construction specialists Hochtief UK Limited has been awarded the contract to fit out the new Waterloo & City line station entrance 'box' at Bank.

This is an important step towards delivering the new Bank station, enabling us to meet the challenge of increasing demand, helping to provide quicker and easier journeys for customers. The step-free Waterloo & City line entrance and ticket hall, with new escalators and lifts (scheduled for completion in July 2017) will form a key part of the upgrade plans for one of London's busiest stations.

- **Euston escalators**

The first escalator to be refurbished as part of the escalator refurbishment project at Euston was completed and returned to service two weeks ahead of schedule.

The escalators are being refurbished in succession to enable an escalator to be running in the up direction from the Victoria and Northern (Bank branch)

platforms at all times. The schedule has been accelerated to reduce the impact on our customers.

The escalators at Embankment and the interchange reopened as planned on 3 November.

## 2.2 London Rail

### 2.2.1 Future Service Developments

#### Devolution of rail services

In support of the Mayor's Rail Vision, responsibility for West Anglia inner rail services between Enfield Town/Chingford/Cheshunt via Seven Sisters to Liverpool Street, and Romford to Upminster (West Anglia Inner services), will transfer to LO on 31 May 2015. The current Overground concessionaire, London Overground Rail Operations Ltd (LOROL), will run these services under a variation to its existing Concession Agreement until the expiry of the concession in November 2016. Work continues with the current operator (Abellio), the DfT, LOROL and Network Rail to ensure a successful transfer.

At the same time, Greater Anglia services between Shenfield and Liverpool Street will transfer to Crossrail (Crossrail Eastern), and will be operated under a new concession awarded to MTR Corporation (Crossrail) Limited. This will mark the start of Crossrail operations as part of TfL Rail services.

#### Silwood sidings

The new stabling facility at Silwood sidings, with capacity for 10 five-car trains, has been completed. These sidings were completed within 18 months of gaining project authority before this Board – a record for railway projects of this size in the UK.

The sidings facility at Silwood came into operation over the weekend of 13

September, ahead of the first five-car trains coming into service between Highbury & Islington and Clapham Junction/New Cross Gate/Crystal Palace and West Croydon later this year.

The sidings will provide overnight stabling for 10 trains. Work to extend 13 station platforms to accommodate the running of five car trains has also been completed.

The sidings are a key part of LO's capacity improvement programme, which will enable the introduction of longer trains to carry more passengers and reduce crowding.

The existing four-car train fleet will start to use the new sidings before the arrival of five-car trains later in the year.

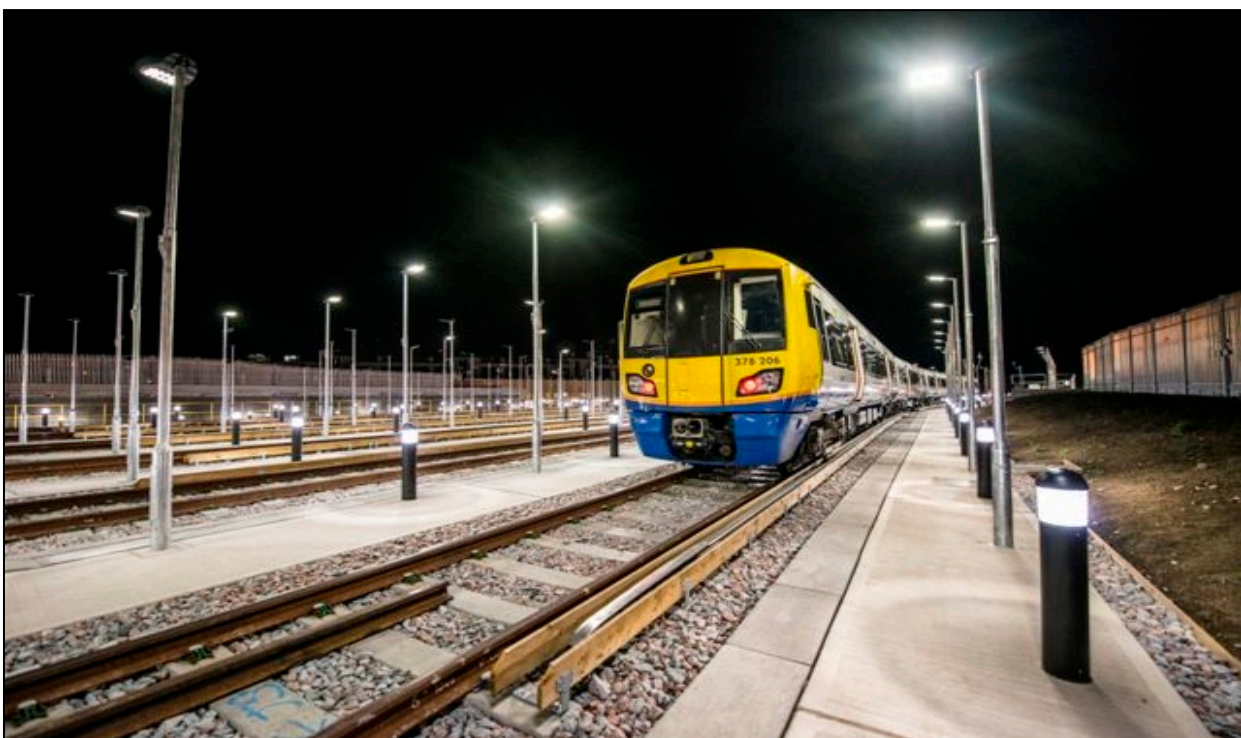
Platform 2 at Willesden Junction was extended during the mid-term break between 29 October and 2 November 2014. The platform extension work

enables LO trains to be lengthened to five carriages.

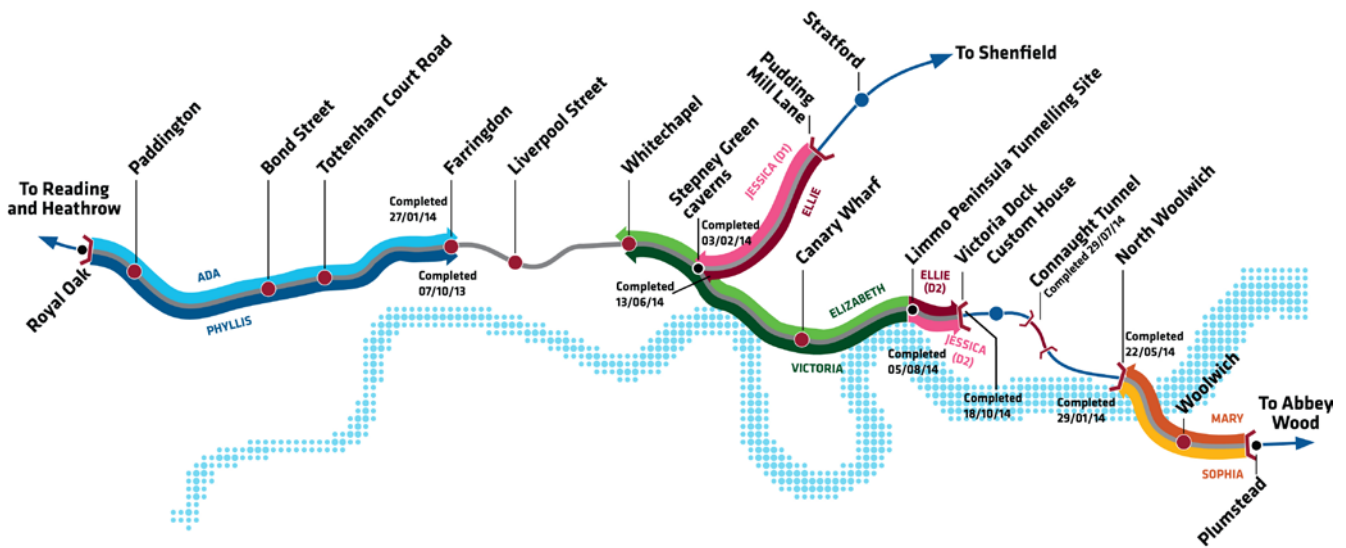
### **London Overground concession**

The LO concession is due for renewal in November 2016 and preparations are underway for the procurement of the next operator. The procurement will broadly follow the process established for appointing the operator for Crossrail, with tender submissions due in Autumn 2015 and contract award in Summer 2016, with the concession running from November of that year.

Details of the concession contract and specification are being developed, including incorporating lessons learned from this concession and through the recent DLR and Crossrail procurements.



*New stabling facility at Silwood sidings*



Current progress of Crossrail's Tunnel Boring Machines

## 2.3 Crossrail

### Construction progress

Crossrail remains on time and within the funding envelope of £14.8bn, with cost performance and schedule performance holding steady. Numerous risks remain, not all of which are fully substantiated or mitigated at this point. There is currently a 20 per cent chance that some of the £600m TfL contingency funding may be needed. Safety performance improved again this period and the programme is now more than 57 per cent complete.

Crossrail's train tunnels in Docklands and southeast London are now structurally complete, following the breakthrough by tunnel machine Ellie at Victoria Dock Portal in east London. Tunnel machine Ellie had one of Crossrail's shortest but most complex drives, 900 metre from Limmo Peninsula, near Canning Town, to Victoria Dock Portal. Ellie successfully navigated the Docklands Light Railway, Jubilee line and utilities, all in close proximity to the River Thames and River Lea. She will now be dismantled and returned to manufacturer, with the parts recycled for future projects. Tunnel machine Elizabeth has started the final push west from Whitechapel that will see her and sister machine Victoria complete

Crossrail's train tunnels at Farringdon next year. Overall, tunnelling is 85 per cent complete. The current progress of Crossrail's tunnel boring machines is illustrated above.

The sprayed concrete construction that forms the majority of the station platform tunnels is now more than 90 per cent complete. Sprayed concrete production rates in some other areas remain more challenging and actions are being taken to ensure production supports critical path schedule interfaces. The surface works, delivered by Network Rail, remain on target and are now 30 per cent complete.

### Update on major announcements

On 9 September, Crossrail announced that it will award the contract for the fit-out of Woolwich station to Balfour Beatty Group Limited. The £70m contract also covers the fit-out of the two portals at North Woolwich and Plumstead at either end of the Thames Tunnel, where Crossrail trains will surface.

The contract includes commitments to provide 18 apprenticeships and job opportunities for Londoners who are long-term unemployed or who have been out of education or training for six months or





*Visualisation of full-height platform screen doors*

more. In addition, Crossrail has gained planning consent from the Royal Borough of Greenwich to build nearly 400 new homes above Woolwich Station. Crossrail will market the site, to be known as Armourer's Court to potential development partners in the coming year and aims to commence construction once the station has been completed in 2018. On 23 September, Crossrail announced

that the contract for the provision of platform screen doors had been awarded to Knorr-Bremse Rail Systems (UK) Limited. This was the last major railway systems contract to be awarded by Crossrail.

A public event was held at Crossrail's Paddington New Yard site where the remains of structures built by Isambard Kingdom Brunel for his Great Western



*Excavation work at Crossrail's Paddington New Yard site has revealed the remains of Brunel's Great Western Railway*

Railway have been excavated by Crossrail. Findings included foundations of a 200 metre long engine shed, a workshop and turntables dating back to the 1850s.

## 2.4 Surface Transport

### 2.4.1 Providing a quality bus network

#### Enhancing capacity in east London

We continue to invest in more capacity in east London, with route 66 converted to double-deck operation and increased daytime frequencies on the EL1 and EL2 from Monday to Saturday. Further capacity has also been added in other areas of London on the 140, 325 and 468 routes.

#### Night Bus frequency

The numbers of local Night Bus services in the Shoreditch area were further enhanced in September, as we increased the frequency of the N55 to provide extra capacity at weekends to meet increased passenger demand. This has provided a 25 per cent growth in capacity on weekend nights. The B16 now also terminates at a new stand in Kidbrooke Village following local engagement.

#### Technology demonstration projects

The number of all-electric single-deck buses in the fleet has risen to eight in October, when two Optare MetroCity buses joined route 312 between Norwood Junction and South Croydon.

Six electric vehicles have been deployed on routes 507, 521 and H98 as part of a demonstration project to evaluate their operational performance and develop plans for greater electric bus use in central London. Harnessing all-electric technology and more versatile hybrid buses is a key component of the Mayor's Ultra Low Emission Zone (ULEZ).

As part of a second demonstration project, we have placed a contract to trial inductive-charging and purchase up to four range-extended diesel-electric hybrid buses in east London. The new Alexander Dennis E400 buses will operate on route 69 between Canning Town and Walthamstow bus stations and will be specially fitted with equipment that enables on-board batteries to receive a rapid charge at bus stands. The potential of the buses to operate in all-electric mode will then be assessed from summer 2015. The capital and maintenance costs



*EL1 now operating at higher frequencies in the daytime during Monday to Saturday*

are part-funded by the European Commission.

We will continue to demonstrate medium-term options for zero-emission vehicles including eight hydrogen fuel-cell buses on route RV1 between Covent Garden and Tower Hill.

### **Nitrogen Oxides (NOx) Abatement Programme**

A further 800 buses are to be fitted with Selective Catalytic Reduction (SCR) equipment following a £500,000 contribution from the DfT. We had already planned to fit a further 400 Euro 3 buses with SCR from October, however the successful bid for external partnership funding means another 400 will be upgraded in addition to the 1,019 we have already retrofitted. This cuts individual vehicle exhaust NOx by up to 88 per cent. Other un-retrofitted Euro 3 buses in the fleet will be replaced with the new ultra-low emission buses fitted with the Euro VI engine or better, which will cut individual vehicle exhaust NOx by up to 95 per cent, compared with a standard Euro 3 vehicle. The two measures will deliver a 20 per cent cut (equivalent to 1,000 tonnes) of NOx a year from the bus fleet by 2015 compared to 2012 levels.

### **Hybrid Buses Programme**

Low-carbon emission and quieter diesel-electric buses now make up 10 per cent (equivalent to 920 vehicles) of London's bus fleet. This figure is forecasted to grow to nearly 15 per cent (1,250 vehicles) by spring 2015 and 20 per cent by 2016 when 1,700 hybrids (including 600 New Routemasters) will have been introduced. In addition to this, the bus fleet is now made up of around 40 of the latest ultra-

low emission Euro 6 engine vehicles. Funding from the DfT has been essential in allowing us to clean up the existing bus fleet by switching over to this green technology.

### **Redevelopment of West Croydon bus station**

Major works to transform West Croydon bus station began on 4 October as part of a continuing £50m investment plan to improve the town's public realm and transport infrastructure. The works are scheduled to end in early 2016, after which bus passengers will benefit from improved facilities, including better customer information systems, fully accessible bus stops, better lighting and modern CCTV coverage for continued passenger safety.

The bus station, built in 1983, is used by 150 buses per hour and is a popular interchange between Croydon Tramlink, LO and buses. The new design will enable the station to manage a 20 per cent increase in passenger footfall, anticipated as a result of town centre improvements by the London Borough of Croydon. While the station is closed for improvements, buses that normally stop at the station will pick up passengers from the next available stop on the line of the route. Extra staff will be present at the bus station prior to, and after the closure, to provide additional assistance and help passengers plan their journey.



*Google's animated 'Doodle' to celebrate the 60th anniversary of the unveiling of the first Routemaster bus*

### **Year of the Bus**

On 24 September, the UK Google homepage, which is ranked the top web page in the UK, featured an animated 'Doodle' of a Routemaster bus to celebrate the 60th anniversary of the unveiling of the first Routemaster bus (RM1) at the Earl's Court Commercial Motor Exhibition in 1954. The 'Doodle' used the search term 'Routemaster bus' so when people clicked on it they were directed to a list of links, including the

New Routemaster page of the TfL website, which received 9,056 visits on 24 September, compared with 251 on the previous day.

On 17 October, Leon Daniels launched the Year of the Bus sculpture trails to the press in Trafalgar Square. Twenty-eight bus sculptures out of the 60 commissioned were on display before being installed in their on-street locations over the weekend. From 20 October, the first three walking trails were in place for the public



*Year of the Bus sculpture trails launched on 17 September*

to explore: around the river; around the Queen Elizabeth Olympic Park; and around Westminster. A fourth walking trail will be live from early December as part of a Christmas trail in Croydon.

All of the bus sculptures, which are painted and adorned by well-known and aspiring artists, have been commissioned to promote the vital role that London's buses play in the life and economy of the city. The public have been encouraged to share their favourite photographs through social media as they pass iconic locations such as St Paul's Cathedral, Westminster Abbey and the Tower of London.

All of the bus sculptures will be brought together in the New Year as a preview to the auction, with all proceeds split between Kids Company, Transaid and the London Transport Museum.

#### 2.4.2 Keeping London Moving Roads Modernisation Programme

##### **Traffic Control Maintenance and Related Services contract given green light**

On 1 October our Traffic Control Maintenance and Related Services 2 (TCMS2) contract went live. This will see the Capital's 6,000 traffic signals upgraded and maintained to the latest, greenest standards. The three service providers Siemens, Telent and Cubic, will manage the delivery of both capital works and maintenance of traffic signals, over-height vehicle detection, and variable message signs across five zones in London. This will enable collaborative working and will provide our contractors with greater flexibility and more scope to advise on the best kit to do the job, giving an overall

saving of £42m. TCMS2 will help expand the use of intelligent traffic signals, as well as new crossings for pedestrian and cyclists, delivering benefits to all of London's road users.

##### **Malden Rushett**

Work is under way to improve the busy junction at Malden Rushett village. The scheme, which is due to be completed in spring 2015, will improve road safety and traffic flows at the junction of the A243 Leatherhead Road, B280 Fair Oak Lane and Rushett Lane. The works include a new right turn traffic signal, wider roads at Rushett Lane and Fair Oak Lane, new direct crossings for pedestrians and advance stop lines for cyclists. The scheme is also expected to alleviate some of the summer traffic when Chessington World of Adventures Resort is at its busiest.

#### 2.4.3 Encouraging more cycling

##### **Funding agreed for construction of first Quietways**

At the end of September 2014, we approved £13.7m for the construction of the first two Quietway routes and the detailed design of the next five. The Quietways are a key infrastructure delivery programme under the Mayor's Cycling Vision. They will use quieter back streets, canal towpaths, parks and estates. The routes are designed to appeal to less confident and novice cyclists, as well as those who want to travel at a more sedate pace. The first two routes, from Waterloo to Greenwich and Bloomsbury to Walthamstow, will be delivered by late spring 2015 and the next five will be delivered by late spring 2016.



*Visualisation of proposed segregated two-way cycle track on Tower Hill subject to consultation*

### **East West and North South Cycle Superhighways**

Consultation is currently under way on the East West (EW) and North South (NS) Cycle Superhighways schemes which propose two continuous, largely segregated cycle routes through central London. The consultation which was due to close on 19 October has been extended to allow adequate time for the consideration of the journey time impacts, which were published on the 25 September. The EW route would run between Tower Hill and Acton and the NS route between Elephant and Castle and King's Cross. Consultation is now scheduled to close on 9 November.

### **Cycle Superhighway 5 (CS5) Inner**

With the CS5 consultation now complete, work is under way to compile the consultation report that is due to be published on 14 November. CS5 Inner between Oval and Pimlico would create a continuous, largely segregated, two-way cycle track, offering major improvements in safety and comfort for cyclists and removing risk of conflict between traffic and cyclists. The segregated track will also

connect at both ends to new 'Quietway' back-street cycle routes. This will allow cyclists from a wide area of south London to reach Westminster and central London on traffic-free or low-traffic routes.

### **Oval Triangle Better Junction**

On 17 August public consultation closed on four proposed junction changes around Oval station, which collectively aim to improve conditions for cyclists. A total of 79 per cent of respondents said they supported, or partially supported the proposals. We are now working with the London Borough of Lambeth to address concerns raised about the impact of banned turns causing increase traffic on side streets. We consider the impact of the scheme on traffic to be acceptable given the significant safety improvements it provides for cyclists in an area with a high collision rate. As a result, the scheme will proceed as detailed in the consultation with no further changes identified. Work is due to start in December 2014.

## Cycle Superhighways Route 2 upgrade

On 23 September we launched a consultation on plans to upgrade the Cycle Superhighway Route 2 between Aldgate and Bow roundabout. The proposed plans will provide further improvements for road safety and greater comfort for cyclists by providing kerb and wand-separated cycle tracks. Consultation is scheduled to close on 2 November.

### 2.4.4 Improving the safety of our roads

One of our top priorities is to reduce by 40 per cent the number of people killed or seriously injured (KSI) on London's roads by 2020. Working with a range of partners, we have made six commitments that are guiding our work to meet this target:

1. To lead the way in achieving a 40 per cent reduction in the number of KSIs on the Capital's roads by 2020 – with a longer term ambition of freeing London's roads from death and serious injury
2. To prioritise safety of the most vulnerable groups – pedestrians, cyclists and motorcyclists – which make up 80 per cent of serious and fatal collisions
3. To provide substantial funding for road safety, invested in the most effective and innovative schemes
4. To increase efforts with the police, boroughs and enforcement agencies in tackling illegal, dangerous and careless road user behaviour that puts people at risk
5. To campaign for changes in national and EU law to make roads, vehicles and drivers safer
6. To work in partnership with boroughs and London's road safety stakeholders to spread best practice and share data and information

As part of these commitments we have been undertaking intensive activity in the following areas:

## Cycle Safety Action Plan

On 24 October, we published the new Cycle Safety Action Plan (CSAP) following a period of public consultation this summer. The CSAP builds on the original plan, published in 2010, as well as the Cycling Vision and Safe Streets for London. The CSAP sets out 33 actions, which will deliver essential improvements to cyclist safety for the period up to 2020 and focuses on understanding the risks and challenges faced by cyclists on London's roads. The plan uses an intelligence-led approach to identify the most effective and significant interventions.

### Safer Lorries Scheme

The report on the non-statutory consultation on the Safer Lorries Scheme, which closed at the end of September, is due to be published on the TfL website by the end of November 2014. The Safer Lorries Scheme will use a combination of powers held by TfL and the London boroughs to deliver a simple, quick and complete solution across the Capital's roads. The proposed ban will require every vehicle in London weighing more than 3.5 tonnes, which are involved in a disproportionate number of fatal collisions with cyclists and pedestrians, to be fitted with sideguards to protect cyclists in the event of a collision.

Working with London Councils and acting on behalf of the London boroughs, we have commenced a Statutory Consultation on the Traffic Regulation Orders for London's Safer Lorries Scheme. This co-ordinated approach will deliver a consistent and far-reaching scheme requiring HGVs to be fitted with extra safety equipment across the Capital's roads. Following this formal consultation process, signage will be installed starting early in 2015, with the full, enforceable scheme in operation from Summer 2015.

## **Industrial HGV Task Force (IHTF) results**

September was another successful month for both the Industrial HGV Task Force (IHTF) and the Commercial Vehicle Unit.

The units continue to target the most non-compliant operators on London's roads, in order to reduce the risk to vulnerable road users from dangerous vehicles and drivers. During September, the IHTF stopped 232 vehicles, with 178 found to be non-compliant in some form. This equates to a compliance rate of just 23 per cent - this figure is based on intelligence led and targeted roadside enforcement so is not representative of the wider freight population. In addition to this, 123 of the vehicles stopped received a PG9 notice, meaning they were considered to be mechanically defective to such an extent that they should not be allowed to continue until the defect has been rectified.

Since its inception in October 2013, the IHTF has stopped a total of 3,442 vehicles, of which 691 were classified as high risk vehicles. A total of 1,565 PG9s have been issued and 41 vehicles seized.

## **New Research to Improve Heavy Goods Vehicles (HGV) Safety**

On 24 September, the Loughborough Design School, a school of the University of Loughborough, was commissioned to undertake a project to demonstrate that realistic and economical changes to the design of HGV cabs can lead to tangible increases in the road safety of the roads for all. The project has been jointly funded by TfL and Transport & Environment (T&E), a campaign group arguing for smarter, greener transport in Europe.

The 'direct vision concept' that Loughborough Design School have recommended would include a slightly curved and elongated nose on large vehicles, a smaller dashboard, expanded glazed areas in the passenger doors and

the corner of the cab and a slightly lower cab. An improved HGV driver's cab, with more direct vision and an increased aerodynamic front, provides improved safety and reduced costs to the operator.

The appetite for these changes exists across the industry, from hauliers and trades unions, to transport authorities and safety groups. Poor driver vision and lorry blind spots are a major cause of fatal accidents involving HGVs. Between 2008 and 2013, large commercial vehicles were involved in 55 per cent of London cyclist deaths, despite making up only four per cent of the traffic. Further pressure is being applied to manufacturers to speed up the construction of safer lorry cabs.

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

STaN is a multi-agency approach to protect the public from the dangers of bogus (illegal) minicabs. The 2014 programme of STaN activity has begun, and will continue through until late December.

Over the past three weekends, officers from the TfL-funded Metropolitan Police Service (MPS) Cab Enforcement Unit and the MPS Safer Transport Teams have undertaken engagement and enforcement activity at hotspot locations across the Capital to tackle illegal cab activity - with a particular focus on touting and plying for hire offences. This has resulted in 40 arrests for touting and other cab related offences, and 1,700 vehicles being checked. In addition, the team spoke with more than 10,000 people to warn them that any minicab that is not booked through a licensed minicab operator is dangerous and puts them at risk of attack, including sexual assault and robbery.

We have supported enforcement activity with a new wave of the STaN communications campaign which launched on 29 September. This campaign seeks to engage with women to highlight the dangers of using illegal minicabs and



educate on some of the issues which are often misunderstood.

The campaign will run across various channels including print, video on demand, cinemas, mobile, outdoor, social and bar media, and face-to-face engagement at key times and locations delivered by both our staff and TfL-funded police officers. The campaign creative shows a series of selfies in the form of a timeline - with the first frames capturing a group of girls enjoying their evening. The final images show the selfie taker subject to an attack - demonstrating the very real dangers of using illegal minicabs. The posters end with the strapline 'Where will your night end?' driving home the powerful message around the dangers of using unlicensed minicabs. As part of the social media campaign, our audience is encouraged to pledge to never take an illegal minicab home and take a selfie when they arrive home safely and upload it on Instagram, Facebook or Twitter - launching the hashtag #HomeSafeSelfie.

### **Crimes on the network update (Quarter 2 June to August 2014)**

In recent years both the rate and levels of crime on the LU, DLR and bus networks have significantly improved. Since 2010/11, the crime rate has fallen by 29 per cent on buses and by 30 per cent on LU and DLR.

The level of crime on the bus network was 16.1 per cent lower in Quarter 2 than the same quarter last year, with 770 fewer offences. Notable reductions were seen in robbery (52.7 per cent, 238 fewer offences) and theft and handling (18.9 per cent, 452 fewer offences). However sexual offences have seen a rise of 18.3 per cent (22 additional reported offences), which is in line with the expectations of Project Guardian, an internationally coordinated crack down on unwanted sexual behaviour on public transport.

The level of crime on the LU and DLR network was 16.8 per cent lower in Quarter 2 than the same quarter last year, with 499 fewer offences. Notable reductions were seen in robbery with a 45.5 per cent decline (10 fewer offences) and theft and handling saw a 15.6 per cent reduction (202 fewer offences); as with the bus network sexual offences have seen a rise of 55.4 per cent (67 additional reported offences) which again is in line with the expectations of Project Guardian. Project Guardian has set targets to increase the number of offences reported; the number of offences detected; and in the longer term reduce the overall prevalence of sex offences on the bus, LU, DLR and train networks.

These results build on the significant reductions in bus-related crime over recent years and reflect the work we have undertaken with our policing partners to ensure that the network remains a safe, low-crime environment.

### **Safety and security**

Provisional data shows that the number of KSIs on London's roads between March and May 2014 was 40.9 per cent below the 2005-09 baseline and for Quarter the lowest level on record. We remain on target with a year-to-date figure of 38.2 per cent for our 40 per cent reduction in KSIs by 2020.

The rate of crime, at 6.7 crimes per million passenger journeys (cpmpj), on the bus network in the year-to-date showed a significant improvement on target and also in comparison to August 2013/14. Bus-related crime was 24.2 per cent lower, with the most notable reductions relating to robbery (57.5 per cent) and criminal damage (26.2 per cent). Crime on the LU and DLR networks (6.9 cpmpj) was slightly above the period target, but showed significant improvement year-on-year with a reduction of 22.2 per cent.

## 3 Customer Experience

### 3.1 Making our transport network more accessible

On 2 October we hosted our largest ever engagement event on transport accessibility. More than 1,500 disabled, and older customers and stakeholders joined us at ExCeL London in Docklands for an exhibition and conference involving more than 200 staff from across our organisation, our contractors and other transport providers.

The day was designed to help explain all the action we have and are taking to improve accessibility and to enable customers to develop greater confidence about using public transport in a safe environment; engage directly with the people who plan and run the networks; and help shape the future of accessible

transport in London. It was the first event at which we have presented the full picture of transport accessibility in this way.

The exhibition used a mix of vehicles, station and pier mock-ups, and a street environment, alongside exhibition stands:

- London Councils, which runs the Freedom Pass and Taxicard schemes
- Wheels for Wellbeing, an all-abilities cycling charity
- London TravelWatch, the Capital's transport watchdog
- Transport for All, London's main transport accessibility campaign group
- Guide Dogs
- University College London's Accessibility Research Group
- Royal College of Art's school of design, (which displayed innovative technology that makes street furniture and road work layouts more accessible to vision impaired people)



London's transport accessibility show at ExCeL London

Alongside the exhibition, there was a programme of talks, workshops and seminars. In the keynote session, attendees heard from and put their concerns to Baroness Grey-Thompson, Mike Brown MVO, Leon Daniels and Michèle Dix.

Other sessions brought together transport and disability organisations to discuss issues including: how the growth in cycling affects disabled pedestrians; how the bus service can be made better; the future of door-to-door transport services; technology and the future of navigation for visually impaired people; the information needs of people with learning disabilities; what makes a good step-free access scheme; and sessions on the accessibility training we give our frontline staff.

Feedback from the day has been extremely positive, with attendees feeling they gained useful information, had excellent networking opportunities and felt positive about our work in this area. The post-event survey shows that 90 per cent of attendees agreed we are making it easier for disabled people to get around, 94 per cent rated the event as 'good' or 'very good' and 92 per cent want to attend a similar event in future.

All the feedback from the day will be compiled into a report, which will be published this autumn and copies will be sent to Board members. We intend to run the event again in 2016.

### **Twitter service for disabled people**

In April 2013, we launched the @TfLAccess Twitter feed, as one of our commitments in Your Accessible Transport Network, our accessibility action plan. Our Twitter feed for those with disabilities has now reached 10,000 followers in just eighteen months. We use it to raise awareness of our accessible services; to make announcements, about lift and escalator closures for example; and to receive feedback and ideas. One of the

biggest barriers to giving our disabled customers the confidence to use our network is information provision and this feed is an increasingly important information channel.

### **3.2 Explain who we are, how we do it and where our money is spent**

#### **Free and open data**

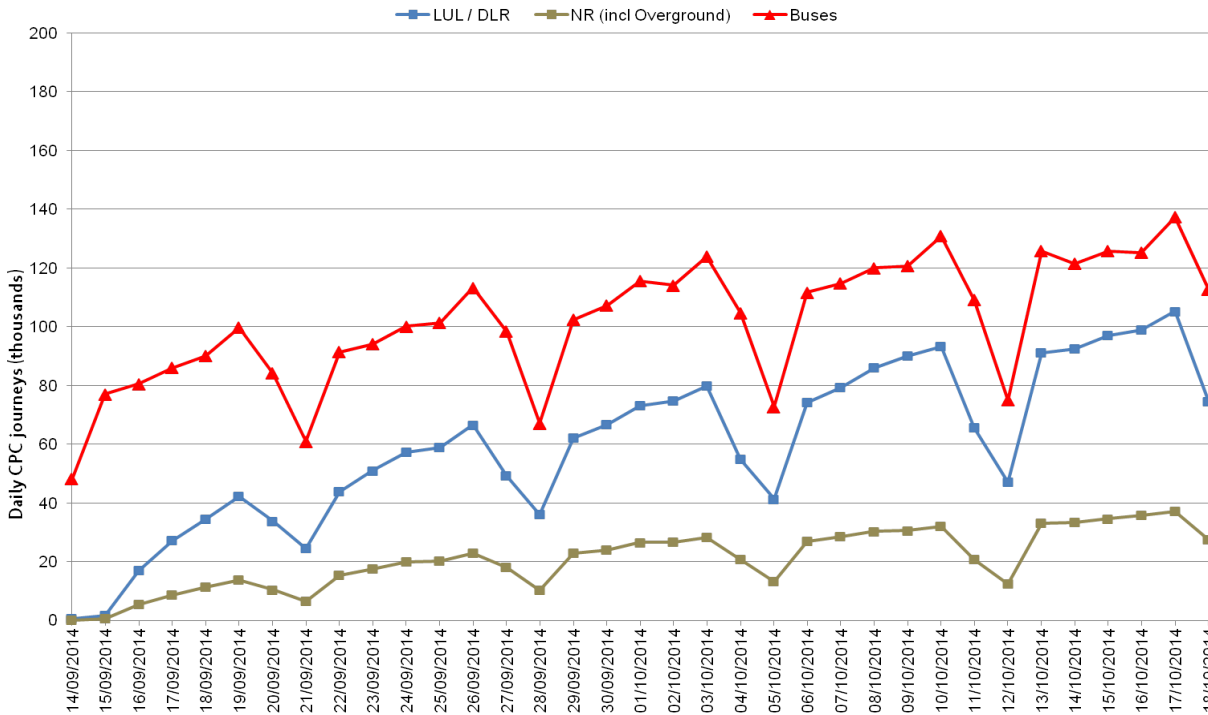
Building on our existing approach of providing free, open data, we have adopted the following policy designed to make even more data available to the public. The approach is centred on three main principles:

- A presumption that all data should be made publicly available in machine readable form unless there are compelling reasons why it should not – eg prohibitive cost
- That collection, storage and open data provision should be embedded in our project and programme management arrangements, and
- The conditions under which we make these data sets available to be as light touch as possible to encourage use

To help us achieve these aims, we are currently undertaking an audit to identify any data sets that are either not currently published or are not published in an accessible machine readable format.

We will also be conducting a public consultation to inform the development of our transparency strategy. Part of that will seek suggestions from the public on what else we might reasonably publish, including in the form of open data.

Under current arrangements, 30 data sets are provided via the 'Developers' section of our website). The real-time travel information feeds are powering more than 200 travel apps that allow our customers to consume data in the format they prefer in addition to the information we provide



Note: A Through rail journey between NR and LU is counted as both an LU journey and an NR journey

### Daily CPC Journeys on Tube, National Rail and Bus Services

directly ourselves via our website and social media.

#### Transparency

As part of our commitment to improving transparency for customers and stakeholders, we intend to hold a public consultation on our approach to this issue this autumn.

We are making more information available than ever before, and publish a huge amount of data on a range of subjects including contracts, expenditure, operational and financial performance, customer satisfaction and journey patterns. This data helps people understand how we run London's transport network, and how we spend the money raised through fares and taxes.

Openness and transparency in these and other areas is helping to transform the way

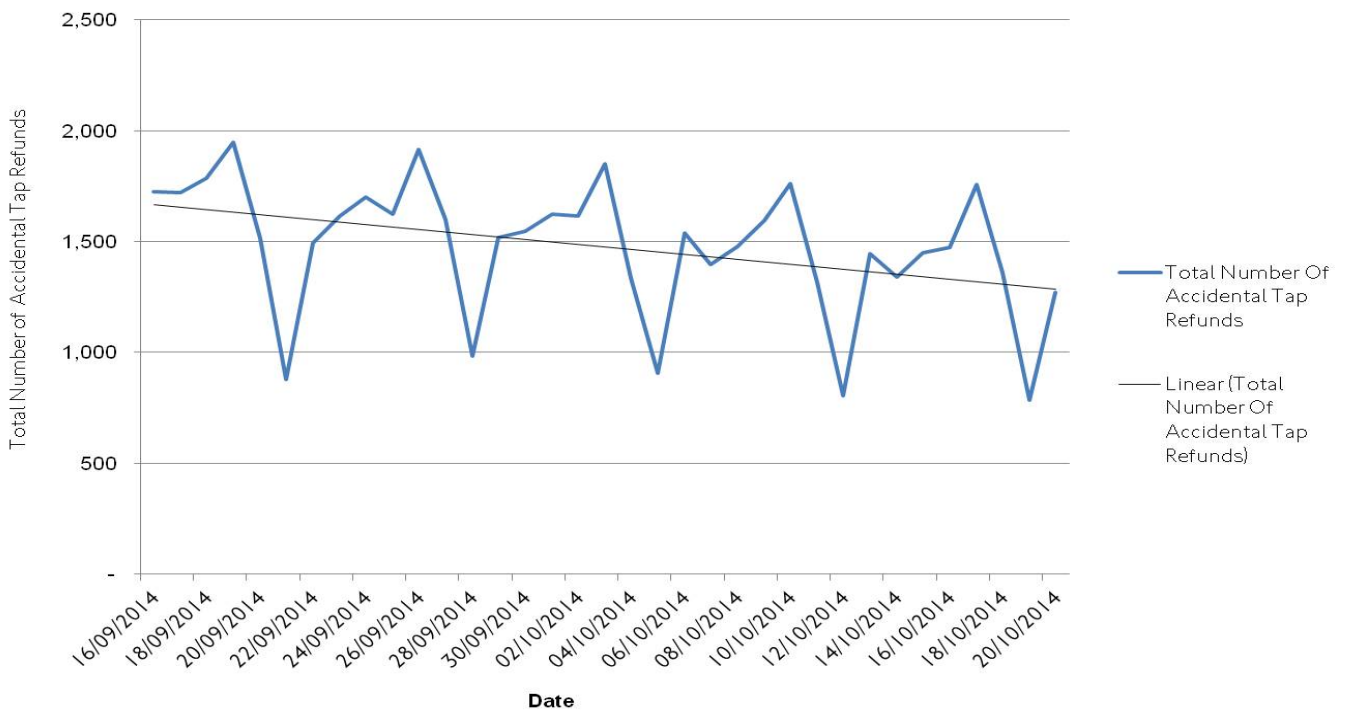
in which we operate. It strengthens our relationships with customers and stakeholders, and raises awareness of how we can work with local communities and businesses to improve our services.

This information also enables innovation in the way our customers travel, with our real time data feeds leading to the development of hundreds of smartphone apps to help people get around the Capital.

#### 3.3 Enable quick and easy payment of the right fares or charges

##### Contactless

Our customers now have even greater flexibility, choice and value for money when they use our services, thanks to the introduction of Contactless payment on LU and our rail services on 16 September.



*Total Number of Accidental Tap Refunds between 16 September and 20 October*

All Tube, LO, DLR, and tram customers can now use their Contactless debit or credit cards for pay-as-you-go travel. As part of our project Contactless is also available on national rail services in London.

By 23 October over six million journeys had been made using Contactless cards, with 120,000 journeys each per day being made on rail and bus services. Over 1.3 million cards had been used.

Contactless journeys now account for five per cent of all pay-as-you-go journeys on LU and our rail services, a figure which is growing every day. On buses, where Contactless has been accepted since December 2012, there has also been a doubling of usage since the Tube and rail launch and Contactless now accounts for eight per cent of pay-as-you-go travel.

Our customer services team have only been receiving a low level of contact in relation to Contactless, the majority of this being questions from customers thinking of using this payment method. Initial feedback from stations suggests customers are using the new

payment option without significant problems. Volumes of “card clash” cases are in line with predictions, showing signs of reducing slightly over time, and are by and large being successfully dealt with by the automated refund arrangements put in place.

## More efficient provision of Zip cards

In September I reported to you the changes we had made to our 16+ Zip Oyster photocard scheme, enabling most applicants to complete the entire process online. I am delighted that as we reach the conclusion of the traditional application period we have radically improved the service. Since the scheme launch on 20 August and up to 26 October, we have had 117,798 applications. Of these, 96 per cent were online applications. Only four per cent applied over the phone. The vast majority of cards were despatched within 24 hours of the online application being completed.

## 3.4 Provide clean and pleasant transport and help minimise transport impact on the environment

### Cooling the Tube fan refurbishment projects

As part of Cooling the Tube programme two disused fans have been refurbished in ventilation shafts serving the Central and Piccadilly lines.

The huge fans, near Redbridge and Gloucester Road stations, have been out of service for many years, but are now helping to lower the temperature across our network.

The fans draw hot air from the tunnel and expel it into the atmosphere, cooling the tunnels in the area by up to 1.5 degrees. Further work like this is required to reduce the temperature across our network as we look to run more trains in the future. Planning is underway to carry out work on another four ventilation shafts.

## 3.5 Customer Satisfaction

Customer satisfaction survey (CSS) results for Buses (86 per cent), TLRN Road Network - Pedestrians (81 per cent), London River Services (90 per cent), Cycle Hire aggregate members and casuals (82

percent) and Dial a Ride (94 per cent) have all achieved record scores in Quarter 2. Cycle Hire Customer Advocacy – the proportion of users who would recommend the scheme to a friend – is also at a record 87 per cent.

The Congestion Charge (85 per cent) also achieved a score above the full year target at Quarter 2 with Victoria Coach Station (80 per cent) meeting the full year target.

## Tourist Coach Action Plan (TCAP)

In October last year we jointly published and launched the Tourist Coach Action Plan (TCAP) with the Confederation of Passenger Transport (CPT). The TCAP aims to improve the experience for coach tour operators and drivers coming into London.

Implementation of the TCAP has three over-arching themes:

- Providing better access and information for tourist coaches
- Minimising the impact and improving the efficiency of tourist coaches
- Better partnership working

An annual forum of all stakeholders (CPT, other coach operators' representatives, coach operators, London boroughs, tourism industry representatives, GLA and TfL) is being held on 20 November in Palestra to provide an opportunity for stakeholders to review progress, give feedback and to network.

## Autumn Ambles

The Autumn Ambles weekend event took place on 27-28 September, with 2,109 people taking part. It formed one of three seasonal led walk weekends funded by TfL each year to promote walking in London.

The events aim to introduce sections of the Strategic Walk Network. This is a set of seven walking routes which we have improved through investment in infrastructure, promotion and wayfinding. September's event gave people the opportunity to explore the Capital on foot and experience the cultural richness of the city with experienced tour guides. Forty walks across central, inner and outer London were on offer over the two days of the weekend.

## STARS (Sustainable Travel, Active Responsible, Safe) Headline Statistics

STARS (Sustainable Travel, Active Responsible, and Safe) provides schools with a framework and support to put in place a successful accredited travel plan. STARS rewards schools for adopting safe and more active travel behaviour at one of three levels: Bronze, Silver and Gold. The more initiatives delivered and the greater the change in pupil travel behaviour, the higher the accreditation award a school will achieve.

1,388 schools were accredited in the last academic year, representing over 45 per cent of London schools. This is a 10 per cent increase on the previous year.

- 926 schools have been awarded Bronze
- 237 schools have been awarded Silver
- 222 schools have been awarded Gold

In the last three years, schools have delivered over 42,000 travel initiatives ranging from cycle training, and park and

stride, to independent travel training. Since 2004, London STARS schools have seen an average reduction in school journey car use of six per cent. Silver and gold award schools have achieved on average a two per cent increase in cycling and six per cent increase in walking.

## London in Bloom

We have recently been awarded the London In Bloom 2014 'Best Horticultural Display on the Public Highway' award for the Central Reservation of Park Lane. This is a brilliant achievement and reflects our commitment to improving the urban realm for our customers.

## Evolution of Croydon Trams

Since May 2000, the number of passengers using Croydon Trams have grown steadily to 31 million in 2013. Now, one of the busiest tram services in Europe, it connects passengers with 50 local bus connections, interchanges with seven main line stations and the Underground at Wimbledon, removing the equivalent of four million car journeys a year from London's roads.

To celebrate the continuing evolution of the tram, a short film has been produced. It illustrates our continuous innovation, and the commitment to improving this important community transport link which runs into the heart of every town centre on its route.

The fleet is steadily expanding, with more new-generation trams introduced to support London's economic development and population growth.

### 3.6 The London Transport Museum Year of the Bus activities

As part of the 2014 Year of the Bus activities, the museum has supported seven bus garage open days across London providing, heritage vehicles, family activities, expert volunteer knowledge, a display vehicle, and a retail offer at each open days.

The museum also took part in the Year of the Bus Cavalcade on Regent Street in June this year. It provided 13 of the 50 buses in the display, the single biggest contributor of vehicles. Museum staff were vital members of the planning team, involved in organising family activities, hosting an object handling collection and working with partners to provide additional activities for families and adults. Finally, the museum supported the Routemaster 60 event run by the Routemaster Association, providing three Routemaster buses, as well as retail and display vehicles and displaying the newly restored B-type bus.

The museum has also run a number of Year of the Bus activities at our own venues. These include an open weekend at the Museum Collections Centre celebrating buses in March 2014. This was the most successful open weekend to date, attracting 5,358 visitors over the two days. Activities on offer included demonstrations of a steam bus, heritage bus runs in the Acton area, bus pit tours, talks from Professor Nick Tyler of UCL, model layouts of London's public transport, curator led tours, and bus themed film screenings, as well a range of family activities. This was followed by a second open weekend in September themed around the B-type bus, newly transformed into a khaki Battle Bus. This second weekend attracted 3,378 visitors.

At Covent Garden, the museum ran a successful bus themed programme, with four talks including the Year of the Bus

launch event, an 'In conversation' with Leon Daniels and BBC London presenter Robert Elms, and a stand-up comedy night. In addition, the museum worked with Stagecoach to run talks and tours of West Ham bus garage as part of the London Festival of Architecture.

#### **Battle Bus**

Our programme for the remainder of the year centres on the centenary of the First World War, supported by the museum's major exhibition on the home front in London, 'Goodbye Piccadilly'.


A restored B-type bus, was converted into War Department khaki livery in September and returned to the Western Front for a commemorative tour of the Ypres Salient and Somme. We marked the places where the London buses and their crews had played a crucial role in moving men and material to and from the Front by making presentations to town mayors, laying wreaths and displaying our mobile exhibition with the bus.

The tour was covered by the BBC and French TV and was made possible by the Heritage Lottery Fund and KBR Logistics. The Battle Bus visited Poperinge, Ypres, Zonnebeke, Arras, Albert and Peronne. Our new book, 'Ole Bill' was published in September and the author accompanied the tour. We are looking forward to participating in the Lord Mayor's Parade and Remembrance Sunday in November.

#### **Aldwych residency**

The museum opened up the disused station Aldwych again in June this year, giving members of the public the opportunity to see a disused station. The museum took up residency in the station for four weeks, running 122 tours. The event has proved popular with the public, and this is the fourth consecutive year this event has taken place at Aldwych. The programme will continue year after year





with the next two-month residency in January and February 2015.

### **3.7 Eventech (Addison Lee) – Judicial Review against TfL Bus Lanes Policy**

On 24 September the Advocate General delivered his Opinion to the European Court of Justice (ECJ) on the State aid issue in the judicial review brought by Addison Lee against TfL's bus lanes policy. The Opinion is favourable to TfL and concludes that if we can show that black cabs and PHVs are not legally and factually comparable on grounds of safety and efficiency (which the Advocate General suggests may well be the case), no question of State aid arises by allowing taxis but not PHVs to use the bus lanes during certain hours of the day.

If the ECJ shares the Advocate General's view, then it is likely that we will be able show that there is no State aid arising from our bus lane policy when the case returns to the Court of Appeal. The Opinion is not binding on the ECJ but it is persuasive and we now await the ECJ's ruling expected later this year. The matter will then go back to the Court of Appeal to reach its final decision, early next year.

## 4 Value – efficient and effective delivery

### 4.1 Tax credits

We are well under way with a review of the potential for making Land Remediation Relief claims, a tax incentive which generates a cash rebate worth 24 pence for every £1 spent on removing or controlling contaminants and hazardous materials, such as asbestos. Work to date has identified a tax rebate claim in the region of £1.5m for 2012/13 and a similar amount for 2013/14.

### 4.2 Left luggage framework partner

The Excess Baggage Company has been awarded the tender as TfL's 'Official Partner' for left luggage services across the TfL estate, for a period of four years. We will work with the Excess Baggage Company and our operating businesses to identify potential spaces for left luggage. Where there is a strong business case for the use of a site, the Excess Baggage Company will fit it out and operate the unit, avoiding the need to take every potential site to market via OJEU. Initial sites being examined are Baker Street station and King's Cross St. Pancras station.

### 4.3 Click and Collect

Click and Collect is continuing its rollout, with installation nearing completion by Ocado and ASDA and electrical works for lockers starting by Waitrose. Leases for further sites have been agreed with ASDA, Tesco, Ocado and Waitrose to further

expand Click and Collect to a total of 42 car parks across the LU network. ASDA, Tesco and Sainsbury's continue to operate at the existing 21 locations.

We now provide ASDA with advertising space on the TfL website which generates further income and demonstrates how we can use our website to enhance offline commercial initiatives.

### 4.4 French Connection

French Connection opened a pop-up store at Old Street station which will operate for a period of three months. The company has a strong focus on Click and Collect and has received significant media interest from both trade press and mainstream newspapers.

# 5 People

## 5.1 New graduate intake

On 15 September we welcomed 116 graduates and 14 'year in industry' trainees to TfL. Led by HR and supported by the second year graduates, we delivered a comprehensive induction programme which saw senior managers from across the organisation provide and introduction to our business and its priorities. In addition to this, graduates also visited a range of operational locations for an introduction to our frontline services.

We now offer a record number of schemes, with over 20 individual programmes ranging from Procurement, Engineering, Transport Planning, Project Management to IM, Finance and Facilities Operations. In addition to working in these schemes, our trainees will spend time in frontline roles across our network to get a first-hand experience of providing Tube, bus, rail and other services to our customers.

## 5.2 New apprentices

On 26 August and 1 September we welcomed 86 new apprentices to TfL on. These new apprentices have joined 13 different schemes ranging from Engineering, Traffic Infrastructure, IM, Finance, Project Management, Project Planning, to Highways Technician, Quantity Surveying, Traffic Maintenance and Track Renewal and Operations. This brings the total number of apprentices employed by TfL to 1,038.

## 5.3 Volunteering with the London Transport Museum

During June and July our enthusiastic volunteer guides at the museum delivered 122 one hour tours in 16 days, over four weeks at the disused station at Aldwych station.

Museum volunteers played a crucial role in Year of the Bus celebrations, giving more than 1,800 hours of their time to supporting the successful delivery of 15 events across London.

To recognise the hard work of the volunteers, nominations were put forward to the London Volunteers in Museums Awards in June. Important highlights were the volunteer team who maintained the bus collection as part of Year of the Bus and the bus coordinator for all the events. The outright winners were the volunteers who devised and delivered family tours of our Depot collection.

2014 has been a very significant year for volunteering at LTM with the introduction of volunteer-led tours of the Goodbye Piccadilly exhibition at Covent Garden, investment in object handling equipment and a funded volunteer-led project exploring the Johnston typeface in the Depot collection. The year will continue to shine for volunteering at the museum.

## 5.4 Top 50

Once again we made it into the International Customer Management Institute top 50 call centres for customer service. This is the UK's largest mystery shopping benchmarking programme for contact centres. We were ranked 44th for telephony, 22nd for correspondence and 16th for social media. This represents an improvement from our 2013 scores for correspondence of seven places and social media by six places. Even in the telephony category, where our ranking dropped slightly from last year, the overall

performance score was up. This reflects the intense competition, with nearly 200 contact centres taking part.

## 5.5 DADI

At the well respected 'DADI' awards in October our new website triumphed in the 'Usability' category and picked up a commendation in the Public sector category.

The awards bring together individuals and companies at the forefront of digital.

The awards are testament to how it configures to fit all forms of device and provides new features such as 'nearby' and improved mapping.

## 5.6 Safer Travel at Night wins 'Best Safety Campaign'

Our Safer Travel at Night campaign won 'Best Safety Campaign' at the National Personal Safety Awards on 13 October.

The awards, organised by the Suzy Lamplugh Trust charity, recognise good practice and celebrate the hard work of individuals and groups who keep people safe.

The Safer Travel at Night initiative is a partnership between the Mayor, TfL, Metropolitan Police Service, the City of London Police and the British Transport Police set up to improve the safety of travelling at night through industry regulation and licensing, enforcement and education. The campaign aims to make people aware of the dangers of picking up un-booked minicabs off the street, such as robbery and sexual assault.

The campaign was nominated by London South Bank University's Student Union, who recognised the importance of sharing its messages to support their students to travel around the Capital safely.

The award noted that there had been an extensive campaign. The 2013/14 campaign saw posters across our network, adverts in cinemas and on video-on-demand, emails to customers, social media, engagement with 77,000 students in September including stalls at 24 Freshers' Fayres, visits to bars, pubs and clubs in taxi tout hotspots and press coverage including Cosmopolitan magazine.

## 5.7 Tottenham Court Road station upgrade receives RoSPA Gold award

The Tottenham Court Road station modernisation project has been awarded a Gold Award at the Royal Society for the Prevention of Accidents Occupational Health and Safety Awards 2014.


The awards recognise a commitment to continuous improvement in accident and ill health prevention at work. The scheme is open to businesses and organisations of all types and sizes from across the UK and overseas and encourages the raising of occupational health and safety standards across the board.

## 5.8 National Rail Awards

LU won three separate categories in this year's National Rail Awards.

In my last report to the Board, I mentioned a project which aims to introduce lightweight aerospace materials to the railway, with the aim of reducing maintenance and electricity costs. I am pleased that this project won the prestigious Stephenson Award for Engineering Innovation, which is a further acknowledgement by the wider industry that as an organisation we remain committed to coming up with new solutions to old problems.

The Piccadilly line rolling stock team won the Maintenance Team of the Year award,



a testament to the work they do to keep their 41 year old rolling stock in good working order.

The Northern line upgrade, in partnership with Thales, won the Outstanding Team Work Award. Two other LU projects were also shortlisted for this category: Tottenham Court Road - Goslett Yard Box, and the Track Partnership.

## **5.9 2014 Institute of Practitioners in Advertising Effectiveness Awards**

On 27 October we received two gold awards at the 2014 Institute of Practitioners in Advertising Effectiveness Awards (IPA). The awards recognised the effectiveness of our Travel Demand Management programme for the 2012 Games, which encouraged London to 'Get ahead of the Games' by changing its travel behaviours.

The IPA Effectiveness Awards are recognised as the most prestigious and demanding in the industry; rewarding campaigns that demonstrate the payback on marketing investment.

The lead judge from Mercedes-Benz said: "This was a fascinating case study. Its motive was avoiding London grinding to a halt. They engineered huge behavioural change across three clearly segmented target groups: business, commuters and ticketholders."

We continue to apply what we have learned during the Games to effectively manage today's transport challenges.

# 6 Planning

## 6.1 Public consultations

### Bakerloo Line Extension

On 30 September we launched the public consultation on the Bakerloo line extension proposal which will run for 10 weeks, closing on 07 December 2014. The consultation aims to understand the level of public support for the principle of extending the line and for the various options, including routes through Southwark, whether to take over the Hayes National Rail line, and to continue as far as Bromley Town Centre.

Over the first nine days of the consultation, we received more than 7,700 responses, of which 92 per cent strongly supported the principle of extension into southeast London. Overall, the scheme has been very well received by stakeholders.

### East London River Crossings

On 15 October we launched the consultation on detailed plans for the Silvertown Tunnel. This consultation, which ran until 19 October, is an important step forward with an application for approval to build the tunnel planned for December 2015. If approved, construction of the tunnel could begin in 2017 and take four years to complete at an estimated cost of £750m.

The Silvertown Tunnel is part of a package of new crossings needed in east London to support jobs and growth. Following the consultation we ran over the summer on crossing options to the east of Silvertown,

initial findings show strong public support for developing plans for crossings at both Gallions Reach and Belvedere. It is anticipated that further consultation on these options would commence before the end of 2015 and subject to securing funding and the necessary approvals, both crossings could be delivered by 2025.

### Ultra Low Emission Zone (ULEZ)

On 27 October we launched a 10-week public consultation on the ULEZ.

Subject to the outcome of the consultation, which is due to close on 5 January 2015, it is intended that the proposals, which are designed to reduce emissions from all vehicles entering central London with a primary objective of improving air quality, will be confirmed by the Mayor, with or without modification, at the end of March 2015. This will provide users with a five year notice period prior to the scheme coming into effect in 2020.

## 6.2 HS2

We continue to work with the DfT (the HS2 sponsor), along with National Rail and London local authorities to improve the Hybrid Bill proposals, with a particular focus on a better Euston. It is expected that the changes to the Bill will address a number of items in the TfL and GLA petition in particular, incorporating a proper connection with Crossrail 2, step change in pedestrian/cycling facilities, as well as a deck allowing the regeneration of Euston. We are also working closely on the DfT's proposals to extend Crossrail services to stations on the West Coast Main Line.

We continue to progress the Old Oak Overground station proposals. A public consultation on the LO station options was launched on 22 September and is due to end on 24 November. The results of the consultation, combined with the conclusions of the feasibility study

currently under way, will allow a single preferred option to be selected in early 2015.

We have also proposed further changes to the HS2 Hybrid Bill. For example, we are pressing to mitigate the environmental impacts of the HS2 route by reducing the construction impacts on London's highway network.

It is expected that the DfT will submit changes to Parliament sometime in 2015.

### **6.3 Crossrail 2**

Crossrail 2 continues to be very well supported, with 83 per cent of respondents to this summer's consultation 'strongly supporting' or 'supporting' the scheme. Further scheme development will take place over the next 12 months ahead of consultation on a detailed design.

A document setting out the strategic case for Crossrail 2 was published in late October. This was accompanied by the publication of the PricewaterhouseCoopers funding and financing study report which was jointly commissioned with the DfT.

In November, the DfT will undertake statutory consultation as part of the process for safeguarding the Crossrail 2 route alignment. We will provide information to those homes and businesses in the proximity of the proposed route to ensure that there is an understanding of what safeguarding means for them.

### **6.4 Understanding the travel needs of London's diverse communities**

We recently published the 2014 iteration of the 'Understanding the travel needs of London's diverse communities' report.

This brings together a range of TfL research which has been undertaken to identify the different barriers faced by London's communities when accessing transport. The report describes the travel patterns and behaviour of different groups, as well as their attitudes on important issues such as fares, personal safety and security and their satisfaction with the services we offer. Data from a number of sources, such as the London Travel Demand Survey, the Customer Satisfaction Survey and the Attitudes to Safety and Security survey have been used to compile the report. The publication has been launched on our website and is being used to inform the development of TfL's Single Equality Scheme, Equality Impact Assessments, and wider engagement with London's diverse communities.

### **6.5 The Examination in Public for the Further Alterations to the London Plan (FALP)**

The Examination in Public for the Further Alterations to the London Plan (FALP) ran from 1-18 September, with the transport session being held on 11 September. The Inspector focused the session on the following five matters:

- The promotion of electric vehicle charging points
- Whether the alterations would deliver the step change in cycling
- Whether the standards for cycle parking were supported by evidence and appropriate
- Supporting pedestrian amenity

- Whether the standards for car parking spaces were supported by evidence and appropriate for the whole of London

The Inspector also allowed an additional matter to be tabled focusing on the bus network and mechanisms for reviewing the level of provision in light of population growth and increased delivery of housing.

Of the transport matters, car parking was the most contentious. The Inspector tabled a letter from the Minister of State for Housing and Planning, (received by him on 10 September) contesting that maximum standards, as set out in the FALP (and unchanged from previous Plans), were not in conformity with national policy. We highlighted the strategic importance of maintaining London-wide maximum standards, and the majority of participants around the table supported this, although a small handful of outer London borough representatives argued for minimum rather than maximum standards. It is currently unclear whether the Inspector will find the plan in conformity or not - especially in light of the Government's position and their recent consultations seeking to constrain parking policy. In light of this, the GLA and TfL have committed to review parking policy to understand the challenges further and consider and assess any options for change.

## **6.6 Drivers of Demand for Travel in London**

We have recently published a major piece of research bringing together analysis of a range of different travel trends that have been observed in London in recent years, to understand what has caused them and how they interrelate. The report, entitled 'Drivers of Demand for Travel in London', has attracted peer endorsement and received professional support as a significant step forward in transport analysis. On 8 October we hosted a seminar to discuss the implications of the

research with a group of senior academics, modelling experts and senior representatives from the DfT and Network Rail. Given the success of the session we will look to repeat it periodically in order to maintain momentum in the development of our understanding of these very important behavioural issues.



# 7 Mayoral decisions relating to TfL

## 7.1 London Poppy Day

As in the past two years, the Mayor has delegated power to TfL (under sections 30 and 34 of the GLA Act) to highlight the invaluable contribution made by service men and women in the Capital to protect Greater London and its inhabitants; that delegation is ongoing so that it can also be relied upon in future years. It is envisaged that activities will include wrapping buses and Underground and Overground trains in poppy livery; placing poppy livery on DLR trains, trams, and the Emirates Airline; placing poppy livery at stations and bus shelters; making announcements at Underground stations encouraging passengers to give generously; and using TfL-branded materials, social media and press to promote the goals of Poppy Day. Wherever possible, the costs of these activities will be met by key suppliers to TfL.

### List of appendices to this report:

None

### List of Background Papers:

None

**Sir Peter Hendy CBE  
Commissioner  
Transport for London  
November 2014**