

Board

**Transport
for London**



Date: 7 November 2012

Item 5: Commissioner's Report

This paper will be considered in public

1 Summary

This report provides an overview of major issues and developments since the Board meeting on 20 September 2012 and updates the Board on significant projects and initiatives.

2 Recommendation

That the Board note the report.

3 London Underground

3.1 London Underground Performance

London Underground continues to meet its performance and reliability targets against a background of record passenger demand. Period 6 saw further record performance levels across several Key Performance Indicators.

Passenger journeys were 92.8 million in the period; this was 9 per cent more than budget.

Despite increased customer numbers, excess journey time at 4.24 minutes was the best on record and below the 5 minute mark for the first time.

The percentage of scheduled kilometres operated was 98.8 per cent, also the highest level on record. The best ever performance levels were achieved on the Central, Jubilee, Metropolitan, Northern and Victoria lines.

Lost Customer Hours (LCH) were 1.1 million in period 6, again the best period performance on record and also 0.9 million better than target. By line, the lowest ever LCH results were reported on the Bakerloo, Central, Jubilee, Northern, Piccadilly and Victoria lines.

Customer satisfaction scores for quarter two showed a new record score of 83. This was the highest ever achieved since the survey started in 1990.

Passenger Emergency Alarm Covers

Covers installed on Passenger Emergency Alarms on the Jubilee, Northern, Piccadilly and Victoria lines were completed on 17th July 2012 and have been successful in reducing the number of unintended and malicious alarm activations. As a result of these modifications, LCHs caused by alarm activations have reduced by 97 per cent since 2011.

3.2 Tube Investment Programme

Victoria Line Upgrade

The Victoria line upgrade was completed on 26 September 2012. The new signalling system controls the 47 new trains, allowing for higher frequencies of service and reduced journey times. The new timetable will be introduced from early 2013 and will give 33 trains an hour at peak times, increasing capacity by about 10,000 more passengers an hour.

Sub-Surface Railway Upgrade

The entire fleet of trains on the Metropolitan lines are now new eight car S stocks and their reliability continues to improve - reaching 18,856 km between failures by the end of the period.

The S7 trains on the Hammersmith and City line have been running in limited passenger service between Hammersmith and Moorgate, and have also seen an improvement in reliability.

Victoria Underground Station

The £700 million redevelopment of Victoria Underground station is well underway and is due to be complete in 2018. The work to double the size of the south ticket hall has now begun.

This work will see a three ticket hall station including a brand new north ticket hall and entrance, a new south ticket hall twice the size of the existing one, nine new escalators and seven new lifts making the station step-free for the circa 250,000 passengers using it every day.

4 London Rail

4.1 London Overground

London Overground Performance

London Overground exceeded its Customer Satisfaction target by three points in the second quarter of 2012/13 with a score of 83. Passenger journeys for period 6 were 9.8 million, 30 per cent more than budget.

For the sixth consecutive period, London Overground remains in second position in the national Network Rail Public Performance Measure MAA league table, with a score of 96.7 per cent. London Overground ran 96.7 per cent of schedule during the period, one per cent better than target.

New South London Line

The formal implementation agreement with Network Rail for works at Clapham Junction station was signed by Network Rail on 11th September 2012. Work is progressing well and the overall programme remains on schedule, with planned completion in time for the Network Rail timetable change and the opening of the new South London Line on 9th December 2012.

Docklands Light Railway (DLR) Performance

DLR passenger journeys for period 6 totalled 8.7 million, which was 9 per cent higher than the same period in 2011/12. Service reliability at 98.9 per cent beat the target of 97.2 per cent and was the second best performance for the year-to-date.

London Tramlink Performance

The Customer Satisfaction score for the second quarter was 87, one point above target. Passenger journeys were 2.4 million in period 6, 0.1 million better than target. Service performance for Trams, as measured by scheduled service kilometres, was 99.1 per cent, close to the best performance achieved this year.

4.2 Emirates Air Line

Emirates Airline Performance

Passengers and revenue have almost reached the full year forecast level after only three periods of operation. EAL carried 538,218 passengers in period 5 and 381,347 in period 6 with numbers particularly high during the Olympic and Paralympic Games. In period 6, 97.7 per cent availability was achieved.

Emirates Air Line Monitoring

An impacts monitoring programme for the Emirates Airline is now underway covering usage of the new link (who is using it and why), benefits to users and benefits to the local area and economy. This will deliver the monitoring required for the Travel Plan and for the European Regional Development Fund (ERDF). DLR, Customer Research and Planning have been working closely together to ensure that the programme will deliver best value for money, for example, commissioning the User Survey and Customer Satisfaction Surveys together.

The ERDF introduces several new requirements and a draft plan is underway to ensure these can be met. This will include inputs from the GLA. First results will be available for all aspects by mid December and will be reported as a Travel in London Supplementary Report by March 2013. Some monitoring will continue for several years beyond this to meet the requirements of the Travel Plan and ERDF.

4.3 Rail planning

Rail Franchising and Devolution

The Mayor has pressed the Secretary of State for Transport on rail decentralisation; the Secretary of State has convened a joint DfT / TfL working group to make recommendations by Christmas, and TfL is working closely with the Department for Transport on this.

TfL submitted evidence to the House of Commons Transport Committee on rail decentralisation. DfT will publish a summary of the responses to the consultation (which closed on 28 June 2012) in November 2012.

Industry Liaison

TfL responded to the DfT's combined Thameslink, Southern and Great Northern franchise renewal consultation in August 2012 and the Mayor himself to the equivalent Southeastern consultation in September 2012. The subsequent collapse of the InterCity West Coast award on 3 October means that all the Department's franchise renewal activity is paused for at least three months until the "Brown review" reports at the end of December 2012. TfL has been asked to, and will, make representations to this review, given that TfL contracts have some significantly different features.

5 Delivering Crossrail

5.1 Works

Westbourne Park

On 27 September, there was an incident at Westbourne Park. A section of the conveyor system that transports excavated material from the tunnels to freight trains failed, causing the tripper chute (which feeds excavated material into wagons) to partially tilt into a wagon. There were no injuries as a result of this incident but two of the adjacent Network Rail tracks (Lines 5 and 6) were closed as a precaution to enable further investigations to be undertaken. Line 5 was re-opened (initially under caution) shortly after 1.30pm and Line 6 was re-opened (initially under caution) shortly before 5pm. Line 5 returned to normal line running before 4pm and Line 6 in the early hours of 28 September. Over the following weekend, a 500ft crane was brought in to lift the tripper clear of the conveyor structure and this was completed successfully. An investigation into this incident is underway and in accordance with standard procedures, the Health and Safety Executive have been informed. Following a visit to the site by two HSE Inspectors, Crossrail has been advised that the HSE intend to take no further action on this incident.

Tunnelling from Royal Oak Portal was suspended for approximately three weeks in the wake of this incident whilst a revised system for removing excavated material was established. This has required some material to be removed from Westbourne Park by road transport. It is not Crossrail's intention to permanently use road

transport for the removal of excavated material and vehicle movements of this nature will cease by the middle of November. Tunnelling recommenced on 22 October.

Tottenham Court Road Station

At Tottenham Court Road the excavation and temporary propping of the southern box for the western ticket hall were completed at the end of September. Crossrail's contractor Bam Ferrovial Kier JV has removed 35,000m³ of soil from the site, enough to fill the three Olympic swimming pools in the London Aquatics Centre three times over! The box excavation is now 30m deep - the height of a typical seven storey building.

Fisher Street

Construction of the Crossrail shaft at Fisher Street is now underway. The 25m shaft, located 900 metres east of Tottenham Court Road and 1,200m metres west of Farringdon, will provide maintenance and emergency services teams with access to the Crossrail western running tunnels which are being bored by tunnel boring machine (TBM) 1 Phyllis (westbound) and TBM 2 Ada (eastbound) between Paddington and Farringdon.

Plumstead Portal

Preparation for the Crossrail Thames Tunnel construction is continuing apace as the Plumstead portal nears completion and parts for Sophia, Crossrail's first slurry TBM, have begun to arrive on site. The TBM will be launched in January 2013.

Completion of Utilities Diversion Works

Crossrail works in south east London have moved into a new phase with the completion of the Utilities Diversion Package. J. Murphy & Sons have been working for 18 months relocating utilities out of the footprint of the North Woolwich and Victoria Dock portals.

The project has been particularly challenging with over 6 km of pipes and cables from six different utility companies having to be diverted, whilst ensuring services were maintained to local residents and nearby industry such as the Tate & Lyle sugar factory. Working in this industrial area of east London, there were many unexpected pipes and other obstructions under the road surface, each of which had to be identified and then moved or removed.

Coordination of Works

TfL continues to work effectively with Crossrail to mitigate impacts on the road network resulting from construction activity. At present, the requirement to replace or change Thames Water assets to cope with ground movement from the tunnel boring machines (following testing) is proving to be a challenge. Successful liaison has been undertaken with Crossrail in order to gain further time to plan adequately for changes such as bus diversions in a number of areas, notably Victoria Dock Road and Albert Road. In addition, activity has also been undertaken to co-ordinate

Crossrail emergency work at Farringdon Road and Whitechapel, attempting to minimise delay to the Crossrail programme, whilst maintaining network resilience and operations.

Contingency plans are currently being discussed for works at Liverpool Street, High Holborn, A12 and Bow, to allow access to the bus garage to be maintained during Thames Water work. Work with London boroughs is currently underway to agree urban realm designs for the outer London Crossrail stations. On the 15 November, the Crossrail Planning Forum with the Boroughs, will review priority locations for funding for urban realm improvements.

5.2 Procurement

On 3 October, Network Rail issued an invitation to tender for the detailed design and construction for upgrade works at 13 stations on the western section of the Crossrail route from Acton Main Line to Maidenhead. Five suppliers have been invited to tender: Kier, Costain, Vinci, Balfour Beatty and Skanska.

Network Rail is responsible for the design, development and delivery of the parts of Crossrail that are on the existing rail network (the On Network Works).

5.3 Property

Kensal Green Public Inquiry

A Public Inquiry was held on 9 October to consider Crossrail's application for the temporary acquisition of land at Kensal Green, West London. The land is required to enable Network Rail to operate a work site from which to construct the earthworks, track, signalling and overhead line electrification vital to allow Crossrail trains to run between Old Oak Common, Paddington, and the tunnels.

The Inspector, appointed by the Secretary of State, concluded at the end of the first day of the hearing that the weight of Crossrail's evidence, 23 files, provided sufficient weight of evidence to grant its request and close the Inquiry.

5.4 Wallasea Island

On 17 September the Environment Secretary, Rt Hon Owen Paterson MP, officially launched Wallasea Island, Europe's most ambitious man-made coastal nature project. The landmark project, never before attempted on this scale in Europe, has been made possible through a unique partnership between the RSPB and Crossrail.

Crossrail will deliver 4.5 million tonnes of clean earth from the construction of our major new rail tunnels under London to help build the nature reserve at Wallasea Island in the Thames Estuary. The Wallasea site will be transformed from levee-protected farmland into a thriving wetland, twice the size of the City of London and teeming with bird and marine life.

5.4 Community initiatives

Open House Weekend

Over 700 members of the public visited three Crossrail sites during the London Open House weekend on 22/23 September. The Bond Street station work sites, Canary Wharf station work site and the Tunnelling and Underground Construction Academy (TUCA) all opened their doors to the wider community as part of this annual event which gives people the chance to see buildings and spaces not usually accessible to them.

Young Crossrail

Crossrail contractor Bam Ferrovial Kier (BFK) JV and Young Crossrail recently held a Crossrail Day for 60 specially selected Year 9 students from Paddington Academy, a school situated close to Crossrail's Westbourne Park site. There were a series of sessions throughout the morning including presentations from BFK and Crossrail staff with hands on activities for the students. The feedback from the students was very positive.

Archaeology

Throughout October, Crossrail ran a 'Bison to Bedlam' archaeology exhibition at its Tottenham Road Visitor Centre. The artefacts and seminars generated a great deal of interest from the public.

5.5 Recognition

Crossrail partner Lafarge won 'Rail Freight Project of the Year' at the recent Rail Freight Group Awards for the Northfleet rail reconnection project. The new £13.5 million freight link runs from the North Kent Line to Northfleet and is being used to transport the material excavated from Crossrail's western tunnels.

IOSH Award

On 18 October, Crossrail was recognised by the Institution of Occupational Safety & Health, at the annual Safety & Health Practitioner awards, as Best Achievement in Transport & Logistics. The award recognises Crossrail's work to raise the bar and improve Heavy Goods Vehicle and cycle safety by the mandatory adoption of good practice, driver training and on board equipment.

6 Keeping London Moving

6.1 Smoothing Traffic Flow

Journey Time Reliability

TfL is committed to improving Journey Time Reliability (JTR) on 23 corridors on the TLRN. This is done through comprehensive corridor management, identifying pinch points, valves and hot spots, and understanding how each corridor operates in relation to the surrounding road networks. TfL can then apply techniques such as signal timing reviews, designed to maximise the performance of London's existing infrastructure; Split Cycle Offset Optimisation Technique (SCOOT) implementation, to better respond to changes in flow across the network; and management of road capacity through specific engineering interventions to ensure the road network runs smoothly.

Traffic Signal Timing Reviews

The Signal Timing Review (STR) programme allows TfL to maintain London's traffic signals at their optimum settings, thereby minimising unnecessary vehicle stops and delay, reducing congestion, smoothing traffic flow and, in so doing, contributing to reductions in emissions. To 14 September of this year, 759 signal timing reviews have been completed, which has so far brought a 6.43 per cent reduction in delays for traffic at these sets of signals. This was achieved with no overall dis-benefit to pedestrians.

Split Cycle Offset Optimisation Technique (SCOOT)

SCOOT reduces delay and improves journey time reliability through the dynamic control of traffic signals. As of 14 September, SCOOT optimisation has now been completed at 619 sites, delivering a 12.8 per cent reduction in delay and a five per cent reduction in the number of times vehicles have to stop as they travel through the network.

Lane Rental

TfL's Lane Rental scheme commenced on 11 June 2012, but due to the works embargo over the Olympic and Paralympic Games period, the volume of works across the network was understandably low. Works activity has increased since the embargo ended in September, but it is still too early to draw conclusions about the overall operation of the scheme. Since the scheme commenced, a total of £259,300 has been invoiced (TfL Promoters = £47,400; Utility Promoters = £211,900). After defraying the start-up and running costs of the scheme, any surplus income will be spent on "purposes intended to reduce the disruption and other adverse effects caused by street works", as laid out by the DfT. TfL plans to invest in innovative methods of minimising disruption from road and street works, including larger road plates, faster curing concrete and noise reducing research to enable more work to be done at night.

London Permit Scheme

TfL's powers under the London Permit Scheme allow it to align the timing and coordination of works and to reduce associated delays and disruption across London. To 14 September 2012, TfL has granted 19,456 permits and refused 8,003 permit applications. 460 Fixed Penalty Notices have been given to works promoters, including 166 for working without a permit. In addition, 91 Section 74 charges have been imposed on works undertakers for over-running works. Through good planning, collaborative working and early engagement with promoters, approximately 1,056 days of disruption have been saved on the TLRN.

Unauthorised street works

Transport for London (TfL) has successfully prosecuted BT, National Grid Gas, Infocus Public Networks Limited and Fulcrum Pipelines Limited for a number of recent roadwork offences at various locations on the TLRN. They include working without a permit, breach of permit conditions and failure to correctly notify TfL promptly of works taking place. Roadworks offences by any utility company cause significant disruption to all road users, as well as having a knock on effect to local businesses across London.

In September BT was convicted of four offences and was fined a total of £2,900 and was ordered to pay TfL's costs of £2,500. National Grid Gas was convicted of one offence of blocking the footway and forcing pedestrians onto the carriageway and was fined £2,000 and was ordered to pay TfL's costs of £1,500. In October Infocus was convicted of 11 offences and fined a total of £1,100 and ordered to pay TfL's full costs in the sum of £5,439.46. The fine was unusually modest as a result of Infocus claiming bankruptcy. Fulcrum was convicted of two offences and was fined a total of £3,000 and ordered to pay TfL's costs in the sum of £2,000.

These prosecutions are the latest in a number of court cases where TfL has successfully prosecuted utility companies for unauthorised street works. TfL will continue to prosecute where infringements occur; to further reduce roadworks disruption across London.

TfL Traffic Information

TfL's live Twitter feed (@TfLTrafficNews) has amassed over 22,000 followers to date since its launch at the end of January. Direct contact from followers means that issues can be related out-of-hours and more information can be added to TfL's original tweets, provided by people experiencing the issues on the road.

6.2 Maintaining Assets

Tottenham Hale Regeneration

TfL has begun major work in Tottenham Hale to improve facilities for pedestrians and cyclists and return the gyratory to two-way traffic, as part of its ongoing work to improve the Capital's streets.

The scheme will take around two years to complete fully with the aim of improving access for residents and making the area more accessible for those walking or cycling. The existing bus station by Tottenham Hale station will also be expanded to significantly improve interchange between bus and train services and a new public space with trees, benches and additional cycle parking for the local community created, providing a new area for local residents.

This work forms part of the Mayor's Great Outdoors Programme, which aims to revitalise London's network of streets, paths, passages, broadways, squares and other public spaces to help breathe new life into the Capital's urban environment and encourage people to walk and cycle.

Restoring two-way traffic throughout the area will significantly improve the road network by providing more route options for travelling in both directions through the area, as well as easier access for local residents and businesses.

In order to reduce the disruption that these works could cause to businesses in the local area, TfL has been working closely with its contractor to minimise the construction impact of the project. Roadworks will be carried out to avoid peak traffic hours and be undertaken at times when traffic is lighter, including during evenings, nights and weekends. TfL will also be working closely with Haringey Council's environmental team to keep noise within agreed limits. Innovative working methods such as noise-dampening barriers will be used to ensure that local residents are not affected by these overnight works.

The improvements to local roads are in addition to £41m of regeneration investment planned for the area by the Mayor of London and Haringey Council. Investment through the fund will work in Tottenham across the following areas:

- £27 million for North Tottenham/Northumberland Park – to support transport infrastructure and public realm improvements to help unlock proposals for the major stadium-led regeneration scheme.
- £3 million into a package of works to improve the High Road, bringing disused buildings back into use, paving the way for growth in terms of housing, employment and community.
- £4 million to support an Opportunity Investment Fund – to purchase key sites to bring forward development on the High Road and at Tottenham Hale.
- £3.6 million for an Employment and Skills programme to provide support for hard to reach young people and problem families in terms of employability, access to jobs and skills training.
- £3 million to transform 639 High Road for community use.

For the latest information about progress about the improvement scheme, please visit www.tfl.gov.uk/tottenhamhalescheme

Cycle Junction Review

Work to deliver a range of cycle safety improvements across London remain on track to be delivered by the end of the year.

Following consultation with local stakeholders, representatives from the London boroughs and leading cycling and road safety organisations, work is scheduled to begin at Waterloo roundabout and the northern roundabout at Lambeth Bridge during November. These junctions will form two of the ten locations the Mayor and TfL committed to improve specifically for cyclists by the end of 2012.

The improvements will see new cycle lanes, improved crossings for pedestrians and extended footways to help reduce speeds throughout the area. These improvements form the first phase of works to deliver immediate benefits to cyclists and pedestrians while further design work is considered by TfL.

Design options at a number of further locations are already fully underway, along with work to deliver the next 15 junctions. These will include improvements at Upper Thames Street / Southwark Bridge and Mile End Road / Burdett Road due to begin in Spring 2013.

Although the better junctions programme is still ongoing, high level meetings with cycling groups and road safety organisations have already identified a number of possible options that could be incorporated into the Capital's road network in the future. These include single lane "continental" roundabouts and low level traffic signals, which would be designed to be at the eye height of riders at junctions. Discussions also continue with the DfT to push for cycle-specific traffic signals to be trialled in London.

As well as the better junctions programme, TfL has begun work to identify junctions across central London where a further 100 Trixi safety mirrors could be installed to help further reduce collisions between cyclists and left-turning vehicles at these locations. The first of these mirrors will be installed in the New Year and TfL expects to have them all in place by April 2013.

A thorough review of the King's Cross gyratory is also in progress, which is considering how all road users, including pedestrians and cyclists, use the TfL and local borough road network around King's Cross. The findings will enable an informed discussion regarding the future of the King's Cross gyratory system and further improvements to the road network around the area.

More information about the programme of works can be found at www.tfl.gov.uk/betterjunctions

Mayor's Roads Task Force

The second meeting of the Mayor's Roads Task Force, chaired by the Deputy Mayor for Transport, Isabel Dedring, was held on the 13 September. During the meeting, the membership of the Roads Task Force was confirmed - this now includes the addition of the Chief Executive of Living Streets (Tony Armstrong). The details of membership along with the terms of reference are available to the public on the GLA website (<http://www.london.gov.uk/priorities/transport/investing-transport/roads-task-force>).

The meeting involved further discussion of the challenges facing the road network, which built on the initial discussions at the first meeting, including the feedback received between meetings from Task Force members. A revised version of the challenges facing the road network information pack, will be issued to Task Force members.

On the 1st October, a Roads Task Force stakeholder event was held with the purpose of discussing and obtaining the views of various stakeholders including, the boroughs and representatives from the road industry, on the challenges facing the road network. The meeting was well attended with those present providing valuable contributions. The event also presented the opportunity to feedback initial results from the public consultation, which closed on the 14 September. 114 responses have been received, 55 responses from key stakeholders and the remainder from members of the public.

River Services

TfL Planning is continuing to work with Surface Transport on analysis of current and potential demand on the river for development of the 10 Year River Passenger Service Strategy.

A River Bus Origin and Destination Survey (R-BODS) was undertaken in June/July 2012 and analysis of the results is currently underway. Surveys to understand the travel patterns of current River Bus users and the potential for growth in the target market have been let and initial design work is now underway, with fieldwork planned for November and results to be available in January 2013. This will enable the development in early 2013 of a spreadsheet model to explore the potential for growth in river travel in different growth and policy scenarios.

6.3 London Buses

Electric Buses and Wireless Induction Charging for Hybrid Buses

Two pure electric buses will be introduced to routes 507 and 521 next summer following agreement between TfL and Go-Ahead London to lease them up until the end of each route contract. TfL is also engaged in two separate joint initiatives to evaluate the benefits and effectiveness of wireless charging for pure electric and range-extended hybrid buses in London

The first scheme, led by Arup and the C40 Cities Climate Leadership Group, would power a single range-extended electric or plug-in hybrid in the Capital from 2013. TfL would need to conduct civil and electrical work at two bus stations and supply the full-electric or adapted hybrid bus for trial. The second initiative, sponsored by the UITP International Association of Public Transport, aims to demonstrate pure electric, range-extended or plug-in hybrid buses using different recharging techniques from 2013 onwards, with London demonstrating induction charging to diesel-electric hybrid buses.

Real time bus information service celebrates first anniversary

TfL's 'Countdown' real time bus information service was launched in October last year and has proven extremely popular with passengers since then. In the year since its launch, it has dealt with over 620 million requests for bus information, an average of 1.6 million requests a day made via the internet and smart phones and 36,000 requests per day currently made using the text service.

TfL has recently completed the installation of 2,500 new and improved roadside signs across the Capital. These improved signs provide clearer amber on black text, which is of particular use to visually impaired bus passengers. The signs are also able to display additional and important service information to passengers, such as service disruption information.

As part of TfL's ongoing commitment to publish its data, it started providing real time bus arrival information free of charge to Third Parties in May. This has seen many third parties utilising the "Live Bus Arrivals" data feed to produce apps. There are now more than 30 smart phone apps currently available that utilise data from TfL's developers area and the London Data Store, which have proved incredibly popular with passengers.

An expansion of the service sees the development of 'Digital Signs' that will make use of the data to display live Bus Arrival Information on screens in foyers and receptions at rail stations, hospitals or hotels, bringing even more added convenience for the bus passengers who make 6.5m journeys in London each day.

7 Improving the Urban Environment

7.1 Championing Electric Vehicles

Source London

There are now 792 charge points in the Source London network, including 294 fast points. Installation on a further 200 Source London charge points has commenced via a new partnership with the operators of 'POLAR', a private charge point scheme. TfL is continuing to identify further opportunities with potential new partners, in order to ensure the Mayor's target of 1300 publicly accessible points is achieved by 2013. At present, there are 50 private and public sector Source London partners, including 24 London boroughs.

Work has been completed to make the Source London scheme interoperable with the Source East scheme, which currently has 195 charge points. Members of both schemes will be able to use the other's charge points free of charge following the launch in mid October.

7.2 Congestion Charging (CC) & LEZ Operations

Congestion Charging payment and penalty charge volumes have now returned to normal following the Games. Congestion Charging Auto Pay continues to attract new members, with some 220,000 customers now registered.

A further mail out has recently been sent to all customers affected by the forthcoming closure of the Alternative Fuel Discount in January 2013, to advise them of the need to take action. Greener Vehicle Discounts are continuing to rise and there are now some 15,500 vehicles registered for the 100 per cent discount.

LEZ compliance rates for Phase 3 (vans and minibuses) and Phase 4 (lorries, buses and coaches) remains high at 98.6 per cent and 93.0 per cent respectively. The work to reduce the Contact Centre operating hours is now underway and the reduction in hours went go live on the 5 November. Public consultation began in November on a number of proposed changes to the congestion charging scheme.

7.3 Encouraging more cycling

Barclays Cycle Hire (BCH)

Nearly 17 million journeys have now been taken by customers of the Barclays Cycle Hire (BCH) Scheme, which includes over 5.1 million casual user journeys. Compared with the same period in 2011, trips by members in September have increased by 22.1 per cent and casual user trips have more than doubled. The combined increase is almost 50 per cent.

User volumes for September have remained strong with over a million hires, after record usage over the Olympic period, which reflected the combined impact of higher visitor numbers and good weather. There appears to be an ongoing increase in the proportion of casual user trips, with September seeing 63 per cent of weekend trips by casual users compared with up to 60 per cent prior to the Olympics. As casual users make more chargeable trips, of over 30 minutes, this has had a positive impact on scheme revenue.

Barclays Cycle Hire Expansion and Intensification

On 13 September, TfL set out plans for the extension of the hugely successful BCH scheme to southwest London and the introduction of additional docking stations in busy areas.

The expansion will build on the popularity of BCH and improve the availability of bicycles and docking points. Since the launch of the scheme there have already been 15 million hires, and since the east London extension earlier this year the

number of average weekday hires has increased by 50 per cent from 20,000 to 30,000 per day.

The Mayor asked TfL to prepare plans for a westward expansion of the scheme in the boroughs of Wandsworth, Hammersmith & Fulham, Lambeth and Kensington & Chelsea last year. Since then, TfL has been working with the boroughs to identify over 200 suitable locations for docking stations and to develop the design and layout of the proposed expanded area. The next stage will involve public information sessions about the location of the docking points within the expansion area. Additional docking points will also be introduced throughout the existing operational areas to further improve customer availability.

The extension will launch late next year and public information sessions will begin in October 2011. All docking stations are expected to be in place by spring 2014. The extension to the west and the introduction of new docking stations within the existing area will increase the number of bicycles by 2,400 to around 11,000 and will deliver an additional 250,000-300,000 BCH journeys each month.

8 Improving the Journey Experience

8.1 Safety and Security

Road Safety Consultation update

TfL is currently consulting on a draft Road Safety Action Plan for London. Road safety stakeholders are being encouraged to provide feedback on the Plan online and through a series of stakeholder engagement events. These include discussions with the London Technical Advisers Group (LoTAG), London Travelwatch, London Councils, the MPS as well as groups representing those walking, cycling and motorcycling. A round table, chaired by Isabel Dedring and comprising key road safety stakeholders and delivery partners, was also convened specifically to inform the content of the Plan. The consultation closed on 31 October 2012.

P2W Safety Campaign

On 22 October, TfL launched its latest campaign to cut the number of motorcyclists killed or injured in the Capital. Riders are more vulnerable to injury than other road users, making up 16 per cent of all casualties and 22 per cent of all fatalities on London roads during 2011. In particular, collisions can occur at junctions when vehicles can turn across the part of a motorcyclist having failed to look properly. A radio advert, poster and online campaign running over the next month asks motorists to look out for motorcycles. The clock change in late October traditionally signals a rise in the number of casualties among users of motorbikes and scooters (power two-wheelers, P2W).

Traffic signal modernisation programme

Currently, approximately 74 (approximately 1.5 per cent) of London's 4,630 signalised locations with pedestrian facilities do not meet the most recent DfT guidelines for the minimum amount of time for pedestrians to complete their crossing

after the green man signal has gone out – the blackout or clearance period. Whilst all of these locations provide a safe period for pedestrians to cross the road, TfL has undertaken to upgrade them to meet current guidelines by the end of the financial year 2012/13.

Teen Road Safety Campaign

On 15 October, TfL launched its latest campaign to cut the number of teenagers killed or seriously injured on roads in the Capital. The launch coincides with the clock change as well as the beginning of the half term period. The latest campaign urges teens to look out for traffic and for their friends and uses posters, online activity and social media.

The latest crime statistics

The latest bus related crime figures for August 2012 show a small increase of 4.8 per cent (73 crimes) compared to the same period for 2011. The vast majority of this increase is explained by increases in theft and drug offences. Comparison with August 2011 is also distorted by the London riots. The level of bus related crime in August 2011 was unusually low, as passenger numbers were lower than usual, and criminal activity suppressed by the huge increase in police numbers in the capital. Overall, the year to date figures for April to August 2012, still show a 7.4 per cent reduction (863 offences). The August figures for the Tube/DLR network show a reduction of 6 per cent compared to August 2011 (1,010 reduced to 948). The overall year to date reduction is 2.3 per cent.

Operation Safer Travel at Night campaign (STaN)

The first phase of the annual Safer Travel at Night campaign (STaN) – a partnership between TfL, Metropolitan Police Service (MPS) and City of London Police (CoLP) – started at the end of September. In addition to the student focused advertising campaign, TfL-funded police officers engaged with new students to London at a range of events to provide advice on safe travel options.

The second phase of the STaN campaign will go live from 19 November in the run up to the festive party season. A new element of the campaign this year involves the introduction of a new GPS enabled CABWISE app which allows the public to contact local minicab operators in three simple steps. The campaign will consist of a new cinema advert, posters (on public transport and at late night venues) and leaflets distributed by police officers and promotional staff. The campaign will also be supported by the wide ranging Safer Transport Command operation dealing with touts. In the first phase of this operation between 20 September and 8 October, nearly 100 arrests were made for minicab touting.

Operation Cubo

TfL funded police officers from the MPS Safer Transport Command supported the latest day of action for Operation Cubo at the end of September. This operation focused on cracking down on uninsured and unlicensed drivers in the Capital. The operation makes a key contribution to making London's roads safer as uninsured

drivers are more likely to have collisions and less likely to have road-worthy vehicles. Nearly 37,000 vehicles have now been seized since the MPS began this London wide initiative and hundreds of criminals arrested.

8.2 Customer Experience

Wi-Fi on the London Underground

72 Underground stations were Wi-Fi enabled before the Games. During the six week Games period, a total of 17.6 million sessions were recorded with 500,000 sessions per day logged and 396,000 users registered. The introduction of Wi-Fi assisted TfL volunteers in supporting the Games as Travel Ambassadors and Incident Customer Service Assistants, providing information to the travelling public through the use of iPads and iPhones. Service provider Virgin Media has now announced that WiFi will remain free on the Underground throughout 2012. Additional stations are expected to go online in the coming months.

Visitor Oyster card partnership with VisitBritain

TfL has appointed VisitBritain, the UK's national tourist agency, as the management agent for the promotion and distribution of the Visitor Oyster card (VOC). The VOC is sold both domestically (outside the M25) and internationally to enable visitors to London to arrive and be ready to access the range of integrated transport modes in the quickest and most convenient way possible. This also helps to reduce queues at key gateway stations to London such as Victoria, Kings Cross and Heathrow.

TfL is looking to maximise sales of VOC across the world using VisitBritain's international offices as well as growing sales in the domestic market. In 2012/13, the VOC revenue target is £5.5m and by the end of Q2, £3.25m worth of sales have been generated equating to 59 per cent of target.

60+ London Oystercard opens for applications

On 17 October the application process opened for the new 60+ London Oyster photocard. The new scheme fulfils the Mayor's manifesto pledge to bridge the gap for older Londoners since the age of eligibility for the London Councils' Freedom Pass was raised. Cards will be available for use from 1 November.

Keeping our customers informed: Twitter

TfL is making increasing use of Twitter as one of its tools for providing useful real time information for its customers.

Followers can get the latest traffic news from a variety of sources including general travel alerts [@TfLTrafficNews](#) covering real-time London Underground, DLR and London Overground services, to line specific information. This service proved very popular with customers using the transport network during the 2012 Games and was a contributing factor to TfL's successful management during this time. Corporate news and comment is provided by [@TfLofficial](#), a feed with over 50,000 followers. TfL is looking to use Twitter as a direct customer service channel in the future.

TfL is also trialling answering direct question/queries received about Oyster via Twitter and if the trial is deemed successful will be looking to roll this out in the near future.

Below is a list of TfL's Twitter channels, along with the number of followers. It is worth noting that TfL's main Twitter Channel, @TfLTrafficNews has more followers than either @BBCLondonNews (approximately 33,300 followers) or @BBCLondonTravelAlert (approximately 45,000 followers).

Twitter Account Name	Followers	Content
@TfLofficial Moderation – TfL Press Office	52.6k	<ul style="list-style-type: none"> Focus on key news items with links to TfL website / press releases
@TfLtrafficnews Moderation - LSTCC	22.4k	<ul style="list-style-type: none"> To provide real time traffic news to London Road users including, freight and commercial users
@tfltravelalerts Moderation – Customer Experience	17.7k	<ul style="list-style-type: none"> Real time travel alerts and travel advice during quiet periods
@bakerlooline @centralline @circleline @districtline @hamandcityline @jubileeline @metline @northernline @picadillyline @victorialine @wlooandcityline @londondlr @ldnoverground @tramlondon Moderation – Customer Experience	3.9k 8.9k 3.9k 6.8k 3.3k 7.5k 4.4k 7.2k 5.9k 7.0k 2.7k 4.4k 9.0k 0.9k	<ul style="list-style-type: none"> Real time travel alerts and travel advice during quiet periods with line specific information to increase relevance to followers
@EmiratesAirLDN Moderation – Customer Experience	2.8k	<ul style="list-style-type: none"> Service updates, news / promotional / operational messages and answering of customer queries
@BarclaysCycle Moderation – Press Office	8.2k	<ul style="list-style-type: none"> Updates on issues / service Educational information on how to best use system
@tfltph Moderation – TPH	2.0k	<ul style="list-style-type: none"> Management of taxi queues to improve congestion in London
@tfloyster Moderation – Customer Experience	6.4k	<ul style="list-style-type: none"> Oyster information, network updates and gating information and answering general customer queries
@tflbusalerts Moderation – Centrecomm	4.9k	<ul style="list-style-type: none"> Disruptions of 20+ minutes to buses in London that have a significant impact on the service
@dlrlondon Moderation - Serco	3.5k	<ul style="list-style-type: none"> Managed by Serco Used for delivering campaign messages
@tfl_jobs Moderation - HR	2.8k	<ul style="list-style-type: none"> No new tweets in last 2 months

9 Efficient and Effective Delivery

9.1 Safeguarding TfL finances

Work continues to produce a balanced business plan which delivers the Mayor's Transport Strategy, supports Mayoral priorities and promotes economic growth. This work will be concluded with a discussion at the TfL Board in December.

Shared Secretariat Services

The GLA has requested that TfL examines the benefits of entering into a shared services arrangement to manage TfL's committee and member services. The GLA secretariat provides a range of committee and member services to other parts of the GLA Group, including LFEPA and some Mayoral Boards. A consultation exercise is about to begin with affected staff within the TfL secretariat, which will explore how such an arrangement would operate in practice. Howard Carter, as Board Secretary, will take an active interest in the discussions to ensure that, in the event of any change, service standards and the integrity and security of our information is maintained.

10 Planning and Strategy

10.1 Project Updates

Thames River Crossings

A public consultation exercise is under preparation and will begin on 29 October, ending in January 2013. This will include press advertisements, a letterdrop to local households, and a series of staffed exhibitions around the affected boroughs. This will provide stakeholders and the public with more information on proposed alignments for the Silvertown tunnel and Gallions Reach ferry than the previous consultation. In addition, the consultation will include a question on tolling, which is a necessary part of the package for both funding and traffic management purposes, and also on alternative options. A number of responses to the previous consultation included comments about the retention of a ferry at Woolwich and the potential for a fixed link (a bridge or tunnel) at Gallions Reach, either instead of a ferry or to follow in due course. The consultation will test the views on these alternatives.

11 Mayoral Decisions relating to TfL

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

The Mayor has extended the direction he gave to TfL in May 2011 that TfL assess issues associated with the Government's aviation policy review relevant to Greater London including aviation capacity issues and the impacts of proposals as well as to engage with Government as appropriate, respond to the DfT's consultations and do any matter ancillary to these tasks. In order to be able to undertake the work

required by the direction, the Mayor also delegated his powers in sections 30 and 34 of the GLA Act 1999 (the Mayor's general power to do anything to further the GLA's principal purposes and his subsidiary powers) to TfL. The direction is time limited to 30 June 2013.

It is anticipated that the Mayor will in due course extend the direction further to encompass the additional work that will need to be undertaken in respect of responding to the Davies Commission established to identify and recommend options to the Government regarding maintaining the UK's international aviation hub status

London Poppy Day (1 November 2012) - delegation and direction

The Mayor has delegated to TfL his powers under sections 30 and 34 of the GLA Act (the Mayor's power to promote social development in Greater London and his subsidiary powers) for the purpose of communicating to transport users the contribution service men and women have made to the protection of Greater London. The activities which TfL is to undertake include wrapping a circle line tube train, an Overground train and two buses with poppy livery, displaying poppies on all tube, DLR and Overground trains, placing advertisements, making announcements and doing any related activities in the weeks leading up to and following Remembrance Sunday this year. The Mayor has directed TfL to procure the required goods and services up to the sum of £210,000.

TfL has increasingly supported London Poppy Day in the past couple of years, making facilities available for collectors in bus and Tube stations. Individual members of staff also support London Poppy Day, including the Commissioner, with his own bus. 1 November 2012 will be another such occasion.

12 Other

TfL to recruit up to 100 graduate trainees

TfL has started recruitment for up to 100 graduate trainees in areas including engineering, project management, technical and corporate roles. Depending on their subject, graduates will spend up to three years as trainees with TfL. In 2012 TfL recruited 86 graduate trainees. Since 2007 TfL has consistently appeared in the Graduate Times 100 list of best companies to work for.

TfL wins in National Transport Awards

TfL has won the Travel Information and Marketing award for the London 2012 Travel Demand Management campaign. TfL also won in the following categories; Rail Station of the Year – Green Park, and Excellence in Technology for the Legible London mapping database. The National Transport Awards are given annually by the Transport Times in front of an industry audience that includes transport ministers and the Secretary of State.

Additionally the Victoria Line upgrade won in the Passenger Transport category at the Annual Awards for Excellence at The Chartered Institute of Logistics and

Transport. The upgrade won as it was the first ever upgrade of an automatic train operation railway with the highest intensity of trains, alleviating passenger overcrowding and being fully train to platform disability accessible.

Special awards were also presented to Sarah Bell, the Transport Commissioner responsible for the Olympic and Paralympic Games, to Ian Wainwright of TfL and to Nicola Chapman of the Freight Transport Association for their efforts in ensuring the successful operation of freight and logistics during the Games.

Race for Opportunity award

The Supplier Skills team from Commercial in Finance has won a Race for Opportunity award for their work with our supply chain. Race for Opportunity is a race equality campaign with a membership of 850 companies which works with 10,700 international organisations. The Race for Opportunity Annual Awards programme recognises exceptional progress towards race equality, diversity and inclusion within the workplace. The award category looked for a pre-internship or apprenticeship programme for Black, Asian and Minority Ethnic (BAME) young people (16-24 years), that clearly demonstrated its positive impact in helping young people to develop their abilities and confidence. TfL's Youth Engagement and Apprenticeship Programme helps the transport industry to access new talent and diversify the supply chain workforce.

Transparency

Additional information was made available through the TfL website on 28 September to provide access to the information required by the Government's Code of Recommended Practice for Local Authorities on Data Transparency . The same information was also published on Crossrail and Tube Lines' websites. The TfL webpage brings together newly published data and links to information which is already published to provide a comprehensive view of information on performance, finances, structure, expenditure, tender opportunities, contracts, property assets, governance and senior staff. For the first time, information has been published which lists the job titles and summary job descriptions for all staff whose salary exceeds £58,200.

TfL Project Planning Apprenticeship Scheme

The TfL Programme Management Office (TfL PMO) has been preparing for the first Project Planning Apprentices to arrive in October. The scheme will offer a mix of placement, classroom and hands-on experience, providing the apprentices with the opportunity to develop into project professionals. This scheme supports the Mayoral strategy for apprentices in London and the TfL requirement for planning professionals.

Olympic Legacy

In addition to the physical legacy of additional public transport capacity and greater reliability delivered by upgrades completed ahead of the London 2012 Olympic and Paralympic Games, various operational initiatives to meet the specific challenges of

the Games will benefit the travelling public and TfL. A thorough review is now underway by each business area to continue these initiatives in the future.

Where initiatives have proven to be successful, they have been retained while assessment takes place. For example, the use of manual boarding ramps to improve accessibility on the London Underground network is continuing while an operational review is conducted to examine all aspects of their use and determine how this best to continue provision in the future. Similarly, additional signage to help travellers with reduced mobility navigate the transport network has been retained. The great success of our Travel Ambassadors has been recognised and they have already been deployed at the Notting Hill Carnival. Work is underway to determine how best to continue this programme alongside Incident Customer Service Assistants (ICSAs) who are already used at some major sporting and cultural events such as New Years Eve.

During the Games, many businesses took deliveries overnight, quietly and without disturbing local residents. TfL will work with the freight and logistics industry and London Councils through the Freight Forum to determine how this can be continued after the Games, thereby taking traffic off the road during the day and reducing congestion. A freight journey planner developed specifically for the Games will continue to be available to operators, helping them to plan efficient and compliant routes.

The “Get Ahead of the Games” campaign and other Travel Demand Management (TDM) initiatives are another success story of the Games that will deliver benefits to Londoners in the future. TfL is developing TDM initiatives to help tackle crowding and reduce disruption associated with upgrade works at busy stations, such as Bank, London Bridge and Victoria, and to relieve traffic congestion at hotspots, such as along the A2.

Further updates to the Board will follow.

TfL Board Members

The Mayor has announced the appointment of three new members to the TfL Board. TfL would like to welcome Angela Knight, Brian Cook and Brendan Barber, who will formally take up their positions on 2 January. We look forward to working with them.

Outside Greater London Rail Board Representatives

The Mayor has reappointed Charles Belcher and appointed Richard Barnes as the two Members of the Board who will engage with outside bodies to represent the interests of people living, working and studying in areas outside Greater London, which are served by railway services that are operated or likely to be operated by Transport for London. Elsewhere on the agenda, it is proposed that Richard Barnes join Charles Belcher as a member of the Rail and Underground Panel.

As part of representing the interests of people living, working and studying in areas outside Greater London, both Members will engage with key stakeholders on suburban rail issues including discussions concerning the transfer to TfL of

responsibility for contracting some inner suburban commuter services in North East and South East London.

List of appendices to this report:

None

List of Background Papers:

None

**Peter Hendy
Commissioner
Transport for London
November 2012**