

**Board**

**Date: 6 February 2013**

**Item 5: Commissioner's Report**

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**This paper will be considered in public**

**1 Summary**

This report provides an overview of major issues and developments since the Board meeting on 12 December 2012 and updates the Board on significant projects and initiatives.

**2 Recommendation**

That the Board note the report.

**3 Period of severe weather**

**London Underground**

During the recent period of adverse weather London Underground's recently introduced '54321' winter weather preparation process was successful in limiting customer service disruption as a result of snow and ice. Significant disruption on the Underground was limited to two short suspensions on the Northern and Metropolitan line and a delay to District line services. Severe weather had a minimal impact on kms operated and passenger journeys were only down over the severe weather period 0.5% compared to last year.

**Surface Transport**

Surface Transport also has well rehearsed and flexible plans in place to prepare for and deal with the impacts of snow / severe weather occurring on the road and bus networks. Gritting runs are undertaken across the TLRN, based on weather forecasts and predicted road surface temperatures, and, in anticipation of severe weather, Surface Transport's snow desk is stood up in the London Streets Traffic Control Centre. This acts as a coordination and tasking desk for gritting/snow clearance requests on the TLRN and on some key bus routes and at bus garages. It also coordinates with the London Local Authority Coordination Centre (LLACC), which is stood up in preparation for severe weather to coordinate salt stocks pan-London. Salt supplies in London remain robust. The TLRN was not impacted by the recent bout of snow and the bus network operated largely as normal, with only a very

small number of routes on short lived, local diversions, due to some minor issues on residential side roads.

## **4 Vauxhall helicopter crash**

Monday 21 January 2013 saw the full re-opening of the Vauxhall One Way System, Vauxhall Bus Station and St George's Wharf Pier, following the tragic helicopter accident at Vauxhall on 16 January, in which two people sadly lost their lives. TfL's response to this incident, the efforts of our staff and contractors, and those of the emergency services and other partners enabled the incident to be responded to very quickly. As a result of the incident, TfL designated and signed a 'congestion charge free route' diversion for drivers who may otherwise have been forced into the Congestion Charge zone due to the road closures. In addition, road users and passengers could access up to the minute travel information by following @tfltravelalerts, @tfltrafficnews and @tflbusalerts on Twitter. At the time of going to print, a closure between 1 and 3 February 2013 is planned in order to complete the removal of the affected crane.

The Air Accident Investigation Bureau has published an interim report on the accident. This can be found at:

[http://www.aaib.gov.uk/cms\\_resources.cfm?file=/AAIB%20S1-2013%20G-CRST.pdf](http://www.aaib.gov.uk/cms_resources.cfm?file=/AAIB%20S1-2013%20G-CRST.pdf)

## **5 London Underground**

### **5.1 London Underground's 150th anniversary**





Wednesday 9 January marked 150 years since the opening of the Metropolitan Railway between Paddington and Farringdon - the world's first underground railway.

With support from a range of sponsors including Cubic, Virgin, CBS Outdoor and Siemens, we are marking this anniversary with a range of events and projects that explore the Tube's fascinating history and the vital role it continues to play in the lives of Londoners and in the economic life of London and the UK. Exploring this history and recognising the lessons it tells us for our present and our future is vital. London is forecast to grow by an additional 1.25m extra people and 750,000 additional jobs by 2031. In order for the Tube to continue to meet the demands of our rapidly growing population it needs continued sustainable investment. We and successive Mayors have secured the investment needed to begin the wholesale upgrade and improvement of the network, but it is essential for the entire country that the tap is not turned off – and that we can continue to support London – the engine of the UK economy.

The massive upgrade programme is now delivering huge tangible benefits for passengers. Through new signalling, trains and track, alongside enormous improvements in the service and information offered to passengers, London Underground is transforming the journeys of millions of Londoners and visitors to the city. Simultaneously we are making the network more accessible and taking the reliability of our services to record levels - 40 per cent improved on 2007/08.

This rich and important story - and this trajectory of improvement and innovation - is being told through the restoration of historic Tube trains and carriages, through Royal Mint coins and Royal Mail stamps celebrating the Tube, through exhibitions and other events at the London Transport museum and the disused station at Aldwych, and through themed public art, poems, specially commissioned books and more. It is a story that has already gone global, inspiring phenomenal interest around the world.

Staff from across TfL and the London Transport Museum have been working closely to tell all aspects of the story through imaginative communications. Overwhelmingly positive coverage and comment has been seen across the London, UK and international media over a sustained period. The series of trips on the specially restored trains, including the Metropolitan Steam Locomotive No.1 and the Metropolitan Railway Jubilee Carriage No 353 (restored with support from the Heritage Lottery Fund), provided a focal point for much of the enthusiasm that we have seen. In the run up to the main trips on 13 January the BBC, ITV, Sky News, Channel 4 and many others ran extensive special packages. This coverage regularly looked at London Underground's future and the importance of sustained investment. It was often paired with footage of major TfL projects such as the redevelopment of Tottenham Court Road station, and the new trains being introduced to the network.

In total, over 100 TV and radio pieces were generated in the UK alone, alongside a considerable volume of positive print articles, including the Evening Standard and the Financial Times. This has been supplemented by hundreds of online articles and millions of people will have been introduced to our story through social media.

There has been just as much international interest, with America's CNN running a day of programmes and pieces being broadcast in France, Italy, Russia, Japan, China, Canada, Germany, Switzerland, New Zealand, Australia and the Middle East amongst others.

London Underground has always played a hugely important role in the success of the city - from the growth of the early network which led to the expansion of the suburbs in the last century, to the development of Canary Wharf's financial powerhouse in the 80s, and on to today's system which successfully moved record numbers of people during the Queen's Jubilee and London 2012 Games. The 150th anniversary has given us the opportunity to make this case as we enter a crucial time that will shape the future of investment in the network. The work of many at TfL and elsewhere means that we have begun to seize this opportunity with both hands.

## **5.2 London Underground Performance**

London Underground has continued to meet its performance targets against a background of rising passenger demand. Passenger journeys were 98.8 million in period 9; this was 2 per cent more than budget.

The run up to the Christmas period broke a number of passenger journey record figures outside the Games. Saturday 8 December 2012 was the busiest Saturday ever outside of the Games, with 3.18m passenger journeys. Friday 7 December 2012 was the busiest day ever outside of the Games, with 4.28m passenger journeys.

Tube reliability, as measured by Lost Customer Hours, was 1.8 million in period 9; this is 0.4 million better than target.

## **5.3 Boxing Day Strike**

Members of the ASLEF trade union took strike action on Boxing Day. Despite a long-standing agreement which covers working on Bank Holidays, the Union were demanding triple time plus a day off in lieu for drivers scheduled to work on Boxing Day and showed no willingness to resolve this dispute. Following further talks with ASLEF the two remaining strike dates were suspended. Discussions continue to agree solutions for 2013 and beyond.

53% of train operators took industrial action on 26 December 2012. The comparative figure for the same date in 2011 when there was also industrial action was 63%. Train services served the West End (Bakerloo and Victoria line) and many other parts of the city. The bus service was enhanced with 230 additional vehicles on key routes.

## **5.4 Tube Lines organisation**

Since the acquisition of Tube Lines, it has remained as a separate entity within TfL. Tube Lines is now managed as part of the Rail and Underground (R&U) business.

The existing maintenance activities, carried out under contract by Amey, are now the responsibility of the R&U Director of Asset Performance. Tube Lines' Director of Projects and R&U's Capital Programmes Director will move to a single Capital Programmes team. This will facilitate greater consistency in delivering both maintenance activities and capital programmes.

The ability to benchmark effectively across the organisation will be retained and enhanced while synergies between project sponsorship, asset planning and specialist support area activities will be exploited where appropriate.

## **5.5 Travel ambassadors return**

Following the success of the Travel Ambassador programme during the Games, Travel Ambassadors were deployed from 11 December 2012 to 11 January 2013 to assist travellers during the Christmas period and the January sales. Building on the success of the integrated magenta signage scheme, this was also used at key transport locations to help customers reach the Winter Wonderland event at Hyde Park over the holiday period.

The Travel Ambassador programme, and the magenta signage, are both legacies of the Games. Plans are being developed to continue to utilise them for significant events.

## **5.6 Tube Investment Programme**

### **Sub-Surface Railway Upgrade**

On 9 December 2012 the first S7 train operated in passenger service between Hammersmith and Barking. This marks the achievement, on schedule, of the TfL Milestone for S Stock in timetabled service on the Hammersmith & City line. The number of trains will be increased as more infrastructure is successfully commissioned and tested in the months ahead.

A programme of train enhancements has commenced on the Metropolitan line (S8) trains. The modifications will improve the interior aesthetics of the passenger saloon and drivers cab as well as modifying bogie and axle components to improve their longevity. This work will take place at Bombardier's facilities in Derby over a period of approximately twelve months; undertaking this programme at Derby at no cost to LU will not therefore disrupt the operation of the Neasden depot. Metropolitan line services will be supplemented with replacement trains so there will be no degradation of service to customers.

### **Victoria Line Upgrade**

Signalling has been newly commissioned on both tracks in and out of Northumberland Park Depot allowing two trains to leave or enter at the same time. This feature is a very significant improvement in flexibility for both the operational line and the depot. It greatly increases the capacity and flow of trains to either fill the line more quickly or empty it out closer to end of traffic, in support of the ever-increasing customer demand on the Victoria line. It also facilitates operational response to incidents or failures both on the operating line and /or on the depot approach roads. It is a major factor in facilitating the introduction of the 33tph service on 20 January 2013, giving the most intensive train service in the UK – less than two minutes between trains during the vital morning and evening rush hours.

## **Northern Line Upgrade**

On 17/18 November 2012 six trains operated successfully between High Barnet and West Finchley using the new signalling system Trains Based Transmission Control (TBTC). All trains have now completed testing to operate under TBTC signalling. Good progress continues to be made in further TBTC installation on the line. Lessons learned from the upgrade of the Jubilee line mean that a new approach is being taken on the Northern line which is already resulting in significantly fewer weekend and early evening closures and much less customer disruption.

## **Major Stations Upgrade**

### **Tottenham Court Road Station**

Over 250 metres of sprayed concrete-lined tunnels, varying in diameter from 4.5 metres to 10.5 metres, and over 200 metres of Northern line platform tunnels are now complete.

The project has been awarded “International Tunnelling Project of the Year” at the prestigious International Tunnelling Awards in Toronto.

### **Bond Street**

The Bond Street station upgrade project also won an award at the International Tunnelling Awards for ‘Product/Equipment Innovation of the Year’ for its Running Tunnel Monitoring System.

### **Victoria Station**

Sheet piling has been completed ahead of programme to the Eastern flank of the southern ticket hall, and half of the precast beams have been installed to the western side. 40 per cent of the 2,200 jet grouting columns have now been installed. The breaking down of pile caps to the new Northern Ticket Hall roof slab is now complete.

## **Track Programme**

The Track Partnership delivered a high volume of work in period 9. Extensive works at West Harrow, Northwood Hills and Notting Hill Gate were completed during a weekend closure of 24/26 November which included 705 metres of Ballasted Track Renewal (BTR) between West Harrow and Harrow-on-the-Hill, 218 metres of drainage renewal between Northwood Hills and Pinner and 128 metres of BTR plus drainage between Notting Hill Gate and High Street Kensington.

In the previous weekend, the Track Partnership successfully completed 560 metres of BTR, 750 metres of tamping, 415 metres of drainage and the waterproofing of two bridges on the Metropolitan line as well as 234 metres BTR and associated drainage works at Notting Hill Gate. Drainage renewal continued in December on the District line.

## **6 London Rail**

### **6.1 London Overground Performance**

For the ninth consecutive period, London Overground remains in second position, for both in-period and moving annual average performance, in the national public performance table.

Passenger journeys for period 9 were 10.0 million, 18 per cent more than budget and an 11 per cent increase on last year's demand levels.

### **6.2 London Overground Capacity**

The London Overground Capacity Improvement Project (LOCIP) is underway and a review is being undertaken to qualify the impact on station capacity at various locations, including stations shared with LU.

Dialogue continues with Network Rail and DfT on the Gospel Oak to Barking electrification which was not selected for funding as part of the Chancellor's autumn statement package of schemes. As an alternative, in the medium term, options for increasing capacity of diesel trains are being reviewed.

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

The last section of the London Overground orbital opened on 10 December between Surrey Quays and Clapham Junction. The new line provides better links for people in South London to destinations including Docklands, the East End, the City and to onward connections from Clapham Junction.

The line carried its one millionth passenger on Thursday 10 January - just one month after it opened.

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

Passenger journeys for period 9 totalled 7.7 million, which was 6 per cent higher than target. A service reliability of 99.2 per cent bettered the target of 97.2 per cent.



TfL has taken up our option of extending the existing contract with Serco Docklands until 2014. Under the contract, Serco continues to be responsible for the operation of the DLR train services, maintenance of the DLR rolling stock and maintenance of the network (except for the Lewisham, Woolwich and Stratford International extensions which have separate maintainers).

## **6.5 London Tramlink Performance**

Passenger journeys were 2.5 million in period 9. Service performance for Trams, as measured by scheduled service kilometres, was 97.9 percent compared with a target of 98 per cent. This is mainly due to some fleet issues; a recovery plan is now in place.

## **6.6 Emirates Air Line (EAL) Performance**

EAL carried 119,800 passengers in period 9 and availability was 92.2 per cent. Several days in the period were impacted by adverse weather, particularly on 7 December 2012 when there were three instances of the service being withdrawn due to high winds.

## **6.7 Rail planning**

### **Rail Franchising and Devolution**

The final Rail Devolution Joint Working Group with the Department for Transport was held on 13 December 2012. The group produced a joint report which concluded that there were no barriers to further rail devolution in the London area. Where complex issues were identified, possible mitigating measures have been suggested.

The preferred model for decentralisation is a stand alone concession for relevant West Anglia and Southeastern inner suburban services. The review of rail franchising led by Richard Brown, chairman of Eurostar, is broadly consistent with this model. The Brown report recommends DfT carry out further detailed work to finalise devolution proposals by April 2013, and we will be taking this forward with them.

### **Industry Liaison**

The Office of Rail Regulation (ORR) plans to publish industry financial information at Network Rail route and train operating company level in February 2013 and data on London Overground has been supplied.

Two significant industry consultations have started. The first is focused on the compensation regime for planned and unplanned disruption and is being led by ORR. The second concerns Fixed Track Access Charges from 2014 onwards and is being led by Network Rail. TfL will be responding to both consultations.

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

TfL has reached an agreement at working level with Network Rail that we will work collaboratively to deliver a TDM programme around the London Bridge station redevelopment. The proposed model is that TfL will provide a coordinating role and ensure that customer communications describe the wider network impacts of the upgrade, particularly those arising from major events such as station blockades. The next step will be to seek ratification of this agreement from senior management in Network Rail and the Train Operating Companies and to agree funding arrangements. We are aiming to do this at a meeting that Network Rail is convening in approximately 4 weeks' time. When agreement is reached it will give TfL the mandate and funding to work up a detailed delivery plan for the programme.

## **7 Delivering Crossrail**

### **7.1 Works**

#### **Progress**

The Crossrail programme made good progress in 2012 with a notable highlight being the start of tunnelling from Royal Oak Portal. Crossrail Limited put in place mitigating actions to overcome construction delivery issues that arose during the year.

During 2013, the majority of the programme's tunnelling and excavation activities will be undertaken. Since construction began in 2009, over 20 million hours have been worked on the project with 7,000 people now working at over 40 sites across London and the southeast.

Key milestones over the next 12 months include:

- The eastern tunnelling machines will break through into Canary Wharf station box this spring before making their way towards central London;
- The western tunnelling machines will pass through the sites of major new Crossrail stations, starting with Bond Street followed by Tottenham Court Road;
- Major infrastructure works on the surface section to help increase capacity on the existing rail network, including construction of a new fly-over close to Heathrow, a new rail-underpass in Acton and the rebuilding of existing rail

bridges to provide room for overhead electric equipment for the new Crossrail trains;

- Further designs and plans finalised for station improvements to be made along the surface section of the Crossrail route including a new station at Abbey Wood;
- A section of the Royal Docks will be drained to allow major works on the Connaught Tunnel to commence and involve opening the tunnel from above for the first time since its construction in 1878;
- Continued archaeology works at Crossrail sites including excavation of the Bedlam Burial Ground at Liverpool Street station where up to 4,000 skeletons from the 1600s-1800s are thought to be buried; and
- Completion of the first Crossrail tunnels by the end of 2013 - the 6km western section between Royal Oak and Farringdon.

Thousands more contracts will be awarded by Crossrail's principal contractors and the supply-chain throughout 2013, creating further opportunities for UK companies of all sizes. In preparation for the year ahead, Crossrail's supply chain has a clear understanding of Crossrail Limited's requirements and expectations relating to delivery, quality and health and safety.

## **Tunnelling**

By mid-December 2012, four Crossrail tunnel boring machines (TBM) were in operation. In the West, Ada and Phyllis had completed 3km of tunnels prior to their planned shutdown over Christmas while Victoria and Elizabeth, in the East, began their journey towards Stepney Green.

On 9 January 2013, Sophia, Crossrail's fifth TBM, started her journey towards North Woolwich. The sixth TBM, Mary, will start later this year.

## **Health and Safety**

At around 12.40 on Wednesday 12 December 2012 a serious incident occurred on the Crossrail project. A construction worker, employed by a sub contractor, was undertaking utility excavation at the junction of Drury Lane and High Holborn and in the course of his work struck a low voltage underground electrical cable. Emergency services attended the scene and the injured person was taken to hospital. The individual is recovering well from his injuries and was discharged from hospital before Christmas. Crossrail Limited is working with its contractors to carry out a full investigation into the circumstances surrounding this incident. The Health and Safety Executive was notified of the incident.

## **Victoria Dock Portal**

Works over Christmas to move both lines of the Docklands Light Railway next to the Excel Centre were successfully completed in preparation for the construction of the new Victoria Dock Portal.

## **Surface works**

Also over the Christmas break, the Network Rail Crossrail team installed the first new bridge at Horton, demolished three Victorian bridges (Middlegreen Road and Trenches in Slough, Old Stockley Road in Hillingdon) and continued track and signalling work at Acton Freight Yard.

Temporary arrangements for traffic and pedestrians are in place until such time as the new bridges are built.

## **Custom House**

Work on the new Crossrail station at Custom House commenced in mid-January. This means that construction for all of Crossrail's new central section stations is now underway.

The Crossrail station will be built on the site of the former North London Line station and will include a new ticket hall, an interchange with the Docklands Light Railway and step-free access between the platforms and street level.

The new station will be largely manufactured off site by Laing O'Rourke near Sheffield. The sections will then be transported to Custom House and re-assembled. This process will save time and ensure that disruption to residents, DLR services and the nearby ExCeL London are minimised.

## **7.2 Funding for Public Areas**

In December 2012, TfL's Board approved a £30 million contribution towards the Crossrail public realm project, moving the plans forward and allowing further discussions to take place with local authorities and developers to secure the final tranche of funding that is required.

As construction along the Crossrail route is completed, Crossrail is required to carry out improvement works outside each of the stations. However, to maximise the long-term benefits Crossrail delivers, more ambitious plans are being developed by Crossrail and its local partners that go beyond the project's immediate requirements. These broader plans would see improvements delivered well beyond the immediate station footprints, creating vibrant new spaces to blend in with the wider local area for commuters, residents and visitors to enjoy. Crossrail is leading this design work, with the improvements to be jointly delivered by local authorities and developers.

### **7.3 Road safety**

December saw 150 students swap places with lorry drivers to learn about the dangers of cycling around construction traffic. Crossrail and the Metropolitan Police Cycle Task Force visited Swanlea School, the Whitechapel work site's close neighbour, for the project's first school based cycle safety session.

The students sat in a lorry driver's seat to see for themselves how dangerous it is to cycle near a vehicle blind-spot. All attendees received a Crossrail cycle safety awareness brochure and high-visibility wrist band. The event was a big hit and will now roll out to other schools.

### **Lorry driver training**

Crossrail reached a further milestone in December 2012 when the 4,000<sup>th</sup> lorry driver completed the Lorry Driver induction training programme. The programme is designed to help professional lorry drivers become aware of vulnerable road users.

### **7.4 Art**

A new photographic exhibition featuring images of the Crossrail Westbourne Park site team opened on 10 January. The Westway: A Portrait of a Community by industrial photographer Paul Wenham-Clarke will be shown at St Martin-in-the-Fields Crypt Gallery, London, until 28 February.

## **8 Keeping London Moving**

### **8.1 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, 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. Overall, central London (corridors) TLRN (all directions) JTR stood at 88.8 per cent, a 1.0 point decrease on the previous period, but a 1.3 point increase on the same period last year.

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

The Signal Timing Review (STR) programme allows TfL to maintain London's traffic signals at their optimum settings, thereby minimising unnecessary vehicle stops and delay, reducing congestion, smoothing traffic flow and in doing so, contributing to reductions in emissions. As of 8 December 2012, 894 signal timing reviews have been completed. This comprises Health Check Operational Reviews at 700 sites that were undertaken to support management of the Olympic Route Network (ORN) and 194 signal timing reviews that have been carried out post-Games. The reviews at the 194 post-Games sites have so far brought a 6.76 per cent reduction in delays for traffic at these sets of signals, coupled with a 0.08 per cent increase to the number of occasions when all pedestrians waiting to cross the road will have cleared the kerb during the first green man period.

#### **Split Cycle Offset Optimisation Technique (SCOOT)<sup>1</sup>**

SCOOT reduces delay and improves journey time reliability through the dynamic control of traffic signals. Prior to 2008, SCOOT was installed at around one third of London's traffic signal locations. As part of the Mayor's Smoothing Traffic Flow initiative, TfL committed to install the technology at a further 1,000 locations by the end of 2012/13. As of 8 December, SCOOT optimisation has now been completed at 624 sites, delivering a 13.3 per cent reduction in delay and a 5.1 per cent reduction in the number of times vehicles have to stop as they travel through the network.

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<sup>1</sup> The paragraph on SCOOT replaced the text in the version originally dispatched to Members.

## **Reducing Delay and Disruption**

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

### **Lane Rental**

TfL's Lane Rental scheme commenced on 11 June 2012 on 57 per cent of the Transport for London Road Network (TLRN). Previously, around 30 per cent of TfL works and 70 per cent of utility works in Lane Rental areas would have attracted a charge as they were not carried out outside of peak traffic times. Since the commencement of the scheme and up to 12 January 2013, only two per cent of TfL works and ten per cent of utility works within Lane Rental areas attracted a charge, which represents a substantial reduction in peak time roadworks activity in these areas – albeit it is still early days. The scheme continues to be monitored closely.

### **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. Up to 8 December 2012, TfL has granted 31,420 permits and refused 13,038 permit applications. 802 Fixed Penalty Notices have been given to works promoters, including 274 for working without a permit. In addition, 148 Section 74 charges have been imposed on works undertakers for over-running works. Through good planning, collaborative working and early engagement with promoters, approximately 1,574 days of disruption have been saved on the TLRN.

### **TfL Traffic Information**

TfL's live Twitter feed (@TfLTrafficNews) has amassed over 30,000 followers to date since its launch at the end of January 2012. 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.

## 8.2 Maintaining Assets

### Barclays Superhighway Consultation

Public consultation on Barclays Cycle Superhighway route 5 (Victoria to New Cross – CS5) ended on 11 January 2013. Public consultation on Barclays Cycle Superhighway route 2 extension (Bow roundabout to Stratford Town Centre) will end on 11 February 2013. These designs are of a higher standard in terms of space allocation and facilities for cyclists than the first phases of cycle superhighways.

The following artist's impressions show how some of the proposed design features could look on Barclays Cycle Superhighway route 2 extension:

**Barclays Cycle Superhighway route 2 extension: Stratford High Street** – an artist's impression of how a proposed new two metre wide segregated cycle lane could look.





**Barclays Cycle Superhighway route 2 extension: Between Cam Road and Carpenter’s Road** – an artist’s impression of how the bus stops could be converted to cycle bus stop bypasses. This would reduce the risk of conflict between cyclists and general traffic, including buses pulling in and out of bus stops.



To date, before full analysis, 75 per cent of responses are supportive of CS5 (456 responses) and 79 per cent for CS2 extension (197 responses). A further 15 per cent (CS5) and 5 per cent (CS2 extension) were partially supportive.

## Rotherhithe Tunnel

TfL has now completed a number of small-scale maintenance and renewal schemes on the Rotherhithe Tunnel. The various schemes, which commenced in September 2011, were undertaken during weekly Friday night maintenance closures to minimise disruption. The works included rendering the tunnel walls, relocating and, where necessary, replacing existing servicing cables, replacing loose tiles with new “heritage” tiling and replacing the existing fire hose reels and legacy fire main with new fire extinguishers. The newly rendered walls have also been painted with specialist paint, which has fire retardant and anti-glare properties and the entire tunnel carriageway has been resurfaced and fresh anti-skid material applied. As shown in the photos below, the works have significantly improved the lighting levels in the tunnel offering dual benefits of enhanced visibility and aesthetics.



## **Mayor's Roads Task Force**

On 21 November 2012 the fourth Roads Task Force (RTF) meeting was held, chaired by the Deputy Mayor for Transport. The focus of discussion was around the broad policy areas and potential interventions that could be implemented on London's road network. This was followed by a stakeholder event, on 30 January, to discuss the initial findings from the data analysis work posing such questions as 'who's using London's roads, why and where are they going?'.

### **8.3 London Buses**

#### **New Bus for London**

On 25 January we announced that the route 24 will become the first bus route in the capital to be served entirely by a fleet of New Bus for London vehicles. The route, operated by Metroline, runs from Hampstead Heath to Pimlico, via Camden, Trafalgar Square, Parliament Square, and Victoria and operates 24 hours a day. During peak hours, 27 of the new buses will be in operation for the 28,000 passengers who use the route each day. The first production vehicles are under construction and scheduled to be introduced to central London in the first half of 2013. Plans are in place for the route to have been fully converted by the summer.

The eight prototype buses will continue to be used on route 38.

## **8.4 NOx Abatement Programme**

The programme to fit selective-catalytic reduction (SCR) to 900 buses of Euro 3 engine generation by 2014 has started, with the release of initial tranches of NOx abatement orders covering a third of this total. Further tranches will take place over the next few months. To bring a further 900 older buses in the fleet up to the same standard, £18m of funds have been allocated to accelerate their replacement with new Euro 6 vehicles from January 2014, when the latest engine emission standard will come into force.

## **8.5 Woolwich Ferry**

On 10 December 2012 TfL awarded a five year contract to Briggs Marine and Environmental Service to operate and maintain the Woolwich Ferry service from 1 April 2013. Briggs Marine were selected as they offered value for money for Londoners but also have many years of marine expertise including experience of operating on the busy River Thames. Briggs Marine will work closely with London River Services, a subsidiary of TfL, and will be responsible for the day to day operation of the ferry, including its staff, as well as maintenance of the three operational ferries and two ferry terminals located at Woolwich and Woolwich Arsenal. The performance regime in the new contract has been tightened to bring a greater focus on operational delivery.

# **9 Improving the Urban Environment**

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

Congestion Charging Auto Pay continues to attract new members, with some 202,000 customers now registered. A further mail out has recently been sent to all customers affected by the 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 20,750 vehicles registered for the 100 per cent discount. Public consultation commenced in November 2012 and runs until February 2013 on proposals to remove the retail payment channel, increase the Penalty Charge Notice (PCN) to £130, and introduce a new Ultra Low Emission Discount category.

LEZ compliance rates for Phase 3 (vans and minibuses) and Phase 4 (lorries, buses and coaches) remains high at 98.7 per cent and 94.8 per cent respectively. PCN volumes remain low, in light of the continuing very high levels of compliance.

## **9.2 Championing Electric Vehicles, Car Clubs and Moving to Hybrid Buses**

### **Source London**

There are now 952 electric vehicle charge points in the Source London network, including 380 fast charge points. 92 Source London charge points have been installed via a partnership with the operators of 'POLAR', a private charge point scheme, with work progressing to install a further 100 by April 2013. TfL is continuing to identify further opportunities with potential new partners, in order to ensure the Mayor's target of 1300 publicly accessible charge points is achieved by the end of April 2013. At present, there are 51 private and public sector Source London partners, including 24 London boroughs.

### **9.3 Clean Air Fund**

On 22 January a conference was held at City Hall where it was reported that the Mayor's Cleaner Air Fund programme had met its objectives and successfully improved air quality at a number of hotspots across the capital. The Government provided £5 million for the first phase of the programme, which uses targeted short term measures to reduce local particulate matter (PM<sub>10</sub>) emissions and concentrations in the capital. Over the last two years an array of projects have been funded and delivered by the Cleaner Air Fund. They include: the fitting of Diesel Particulate Filters (DPF) on 120 buses on routes; a 'No Engine Idling' campaign to educate and raise awareness with drivers; the installation of two 'green walls' one at Edgware Road Tube station on Marylebone Road and the other at The Mermaid building on Upper Thames Street, together with other green infrastructure such as planted towers, street trees and shrubs along the TLRN; and expansion of the trial Cleaning and Applications of Dust Suppressants (CADS) to six road corridors as well as six industrial waste sites and two construction sites. In addition a programme of engagement with businesses and stakeholders was undertaken in target areas, with a focus on transport measures.

The Clean Air Fund programme is just one of the ways in which TfL has been working to improve air quality in London. The Mayor has also implemented an ambitious long term package of measures to improve air quality in London by tightening the Lower Emission Zone standards for heavy vehicles, introducing tough age limits for taxis and private hire vehicles leading to the retiring of the older diesel taxis, increasing the capital's green infrastructure and increasing the number of hybrids in fleet to 1,600 by 2016.

## **9.4 Encouraging more cycling**

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

Over 18.9 million journeys have now been taken by customers of the Barclays Cycle Hire (BCH) Scheme, with members accounting for 70 per cent of all trips and casual users 30 per cent. The rolling monthly average, calculated over the preceding 12 months continues to increase having moved from 595,000 trips in the year to December 2011, to an average of over 793,000 trips to December 2012. However, total user volumes for December have been affected by seasonal factors and record rainfall over the month, at 513,000 hires in the month. Wet weather appears to have had a greater impact on member usage as members accounted for over 343,000 hires in December, up 17 per cent on 2011, but Casual hires were up 46 per cent at over 169,000. There were 15,000 casual hires on Christmas Day, averaging 47 minutes duration.

As would be expected, usage patterns over the holiday period reflect different behaviours and trip types, with a marked reduction in commuting type trips and an increase in leisure trips exploring different parts of London, as well as enjoying cycling in or near London's parks. Waterloo Station remains the most popular docking station, with nearly 16,000 trips over December.

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

The planning application programme is on track, with 104 of 265 sites submitted for planning and consent granted for the first 9 sites. The scheme is generally well supported and most sites are not attracting significant objections. The team are working closely with the boroughs to address concerns in some sensitive and high profile areas, as there is a risk of gaps in the network if these sites are refused.

Signed borough funding agreements have been secured with Lambeth, Hammersmith & Fulham and Wandsworth. Royal Borough of Kensington & Chelsea is on track for signature in early 2013. Service Provider contract negotiations are progressing and formal signature is scheduled for March 2013, following an external expert review. Preparations for the construction programme are progressing well towards the first sites being constructed in April/May 2013 and all docking stations completed and operational by Spring 2014.

## **10 Taxi and Private Hire**

### **10.1 Suburban Review**

Since the first workshop in September, TfL has been collating all the comments, ideas and proposals that have been submitted by drivers and trade organisations. A second workshop was held on 10 December which was attended by over 40 working taxi drivers. The aim of this workshop was to feed back to the trade some of the ideas that they had put forward and to get their views on which ones could be progressed. Common themes coming through from their ideas include:

- restrictions on licence numbers and Knowledge applications
- changes to licence areas
- additional rank spaces
- additional licence extension areas; and
- changes to working practices including radio bookings.

The next steps will be to assess the ideas in greater detail and draft proposals to include in a public consultation. It is aimed to launch the consultation by the end of Q4.

### **10.2 Manganese Bronze / London Taxi Company – TX4 Taxi Recall**

The taxi manufacturer London Taxi Company (LTC) informed TfL on 12 October 2012 of a serious fault within the steering box of TX4 taxi models, and as a result the vehicle licences of an initial 303 taxis affected were suspended with immediate effect. This figure subsequently rose to 325 taxis.

Following the recall, on 22 October it was announced that Manganese Bronze and the LTC would be entering administration and appointed PricewaterhouseCoopers (PWC) as administrator.

Having identified and tested an engineering solution to the steering fault this solution was rolled out to all affected taxis and the rework programme was completed in line with forecast on 14 December 2012.

The administrator has informed TfL that they continue to explore options for LTC going forward and have indicated high confidence in securing the future of the company as a going concern. PWC are now progressing with a shortlisted number of interested parties and have now indicated that they expect to complete this process in January.

## **11 Improving the Journey Experience**

### **11.1 Safety and Security**

#### **Latest transport crime statistics**

The latest transport crime figures from the Metropolitan Police and the British Transport Police (BTP) show that crime on the capital's public transport network has continued to fall. These reductions build on significant reductions in crime on the bus and Tube/DLR networks over recent years.

The latest bus-related crime figures for 2012/13 (April – November 2012) show a decrease of 7.1 per cent (1,047 fewer crimes) compared to the same period in 2011. On the bus network, there have been large reductions in the number of robbery offences (358 fewer offences – down 19.1 per cent), violence against the person offences (436 fewer offences – down 11.2 per cent) and criminal damage (168 fewer offences – down 13.3 per cent). The only bus-related crime category that saw an increase was drug offences (an additional 50 offences – up 10.4 per cent), but this is largely a result of proactive police activity on the network. Recent media headlines suggesting a 50 per cent increase in crime on night buses were incorrect. The most recent figures for 2011/12 show that there was a 15 per cent increase compared with 2009/10, but, overall, crime on the bus network at night has seen around a ten per cent reduction since 2007/08, at a time of increasing ridership. TfL and its policing partners continue to focus on driving crime down even further.

The boroughs of Barking and Dagenham, Barnet and Ealing saw the greatest percentage reductions in bus-related crime over this period. Wandsworth, Newham and Islington saw the largest percentage increases. The rise in crime in these boroughs is primarily due to an increase in theft and in cycle-enabled snatch/robbery at bus stops. Additional police resources from the Safer Transport Command (STC) task teams have been assigned to hotspots and key routes in these boroughs. The Cycle Task Force is focussing on areas where cycle enabled robbery is a problem, where some offenders use stolen bikes and commit cycle offences. The specialist Drug Intervention Programme (DIP) team are also actively patrolling the bus network in east London. The performance of these boroughs will be carefully monitored to ensure that the current trend is reversed.

The latest available BTP crime figures (April to October 2012) for London Underground/DLR show that crime fell by approximately 1.6 per cent (117 fewer offences). This includes reductions in serious fraud (45 fewer offences – down 30.6 per cent), public order (102 fewer offences – down 16 per cent), theft of railway property offences (29 fewer offences – down 14 per cent), and criminal damage (27 fewer offences – down 6.6 per cent).

## **New Campaign to Tackle Violence against transport staff**

A new drive to crack down on physical and verbal assaults against transport staff was launched in December 2012. The poster campaign, which warns would-be perpetrators "Don't take it out on our staff", is displayed across London Underground and London Overground stations, London's bus and tram fleet and in newspapers.

The campaign reinforces TfL's commitment to tackle workplace violence and to actively work with its policing partners to crack down on staff assaults. As part of this commitment TfL continues to fund dedicated workplace violence police officers and staff to investigate cases, provide support for victims and encourage staff to report incidents. These officers, along with over 2,500 police and Police Community Support Officers (PCSOs) on the network, the deployment of more than 12,000 Closed Circuit Television (CCTV) cameras on the Underground and CCTV on all London Buses, have helped to secure successful convictions against around 90 per cent of offenders taken to court for abusing staff on TfL's networks in the last five years.

## **TfL Safety and Citizenship Scheme**

TfL's safety and citizenship programme aims to encourage young people to act safely and responsibly on and around public transport, as well as promoting walking and cycling as part of the school journey. During the recent autumn term, a team of school liaison officers engaged with 25,810 year six pupils and 14,400 secondary school pupils to promote active lifestyle messages and address issues such as antisocial behaviour on buses.

## **Operation Winterton**

Operation Winterton, an operation involving the Metropolitan Police Safer Transport Command (STC), BTP and TfL took place on Thursday 20 and Friday 21 December 2012, two of the busiest nights of the festive period to promote safer travel on London's transport network and reduce the fear of crime. Officers stepped up patrols at four transport hubs - Victoria, Paddington, St Pancras and Stratford - to provide greater coverage at these busy locations so that passengers could travel safely and securely and that transport staff can do their jobs without fear of abuse.

## **Pedicabs**

On 14 December 2012 TfL announced that the Mayor would seek a ban on dangerous pedicabs through a change to legislation. In its submission to the Law Commission's consultation 'Reforming the Law on Taxi and Private Hire Services'



TfL proposes that pedicabs and other 'novelty' vehicles should be brought under the same legislative framework that governs taxis and private hire vehicles. The Law Commission have not yet published their report as it is taking longer than anticipated due to the number of responses.

Between October 2011 and November 2011, joint enforcement activity undertaken by TfL, the Metropolitan Police and Westminster City Council saw 365 arrests and seizures and 839 warnings issued to pedicab drivers for offences such as dangerous riding, causing obstruction and cycling on a footway. TfL's proposal to the Law Commission will require primary legislation to be implemented. In the meantime TfL will continue to work with Westminster City Council and the Metropolitan Police Service on enforcement activity to tackle illegal and unsafe activity by pedicabs.

## **Operation Kansas**

Operation Kansas, collaborative enforcement activity between TfL, the Vehicle and Operator Services Agency (VOSA) and the Metropolitan Police Service (MPS) has to date run sixteen operations in the capital to tackle limousines and novelty vehicles, stopping and checking 308 vehicles. The failure rate for vehicle and driver safety stands at 66 per cent. On the back of this, I have written to the Department for Transport (DfT), to highlight our concern at the continuing unsafe and illegal limousine operations, and encourage that the approach adopted in London be rolled out nationwide.

## **12 Customer Experience**

### **12.1 Contactless payments**

As reported to the Board in December, the first phase of the Future Ticketing Programme which enables customers to use a contactless bank card to pay for travel on the TfL network launched on 13 December. This convenient method of payment allows passengers to use contactless bank cards in place of cash or Oyster cards, while still benefitting from pay as you go rates. Use of this technology is already being rapidly adopted, with approximately 8,500 bus journeys per day being paid for using this method.

TfL is leading the world on acceptance of contactless payment technology. December's launch is an interim step prior to the implementation of daily and weekly capping and roll out across our full network later this year.

Customers will still be able to use their Oyster cards, but for those 30-40,000 customers who run out of credit every day, there will be another fast and convenient method of payment available to them when they get to the bus or gate reader.

## **12.2 Improving accessibility**

On 20 December TfL launched 'Your accessible transport network', outlining our plans to improve accessibility across all types of transport over the Mayoral term and beyond. The paper covers improvements to four key areas; customer information, infrastructure, training and engagement.

### **Customer information**

We are redeveloping the TfL website, with an upgrade to Journey Planner that will provide more information on the accessibility of the network and plan in real time around service disruptions and the availability of lifts and escalators. We are also reviewing signage and wayfinding across the Tube and introducing permanent signs to replicate the highly effective accessibility signage used during the 2012 Games.

### **Our Infrastructure**

We confirmed the retention of manual boarding ramps at the 16 Tube stations they are currently used in, and are looking to introduce them at other suitable stations this year. We also announced that 28 more stations across London Underground and Overground will be made step-free by 2021/22. By 2016 a third of London Underground platforms will have platforms level with train access points, up from 15 per cent at present. £18m is also being invested to increase the number of fully accessible bus stops from 70 per cent at present to 95 per cent in 2016.

### **Staff training**

Accessibility champions will be introduced to the contact centres, who will have in-depth knowledge of the barriers to travel facing older and disabled people and how best to assist them. Frontline Tube staff will receive new training and we will pilot five accessibility centre-of-excellence stations where staff will have an enhanced level of disability training, delivered by disabled people. Bus drivers will benefit from new training resources and will meet older and disabled people at local events in bus garages across London.

## **Engagement**

We are developing regular meetings for disabled people's organisations and community groups. The meetings will be held in five locations across London, based on the sub-regional model outlined in the Mayor's Transport Strategy. To improve our information provision to disabled customers, we are introducing an accessibility Twitter feed and targeted customer emails about service changes and improvements.

### **12.3 Keeping our customers informed: Twitter**

TfL continues to make successful 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, buses, DLR and London Overground services, to line specific information (eg @bakerlooline), Emirates Airline, and Oyster. 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 77,000 followers (up from 50,000 followers when last reported to the Board in November).

We now have a combined Twitter following of over 317,000 followers, an increase of over 100,000 followers since we reported on this to the Board in November.

### **12.4 Support from business stakeholders in 2012: ComRes Poll**

TfL's business stakeholders continue to view transport infrastructure and investment as critical to London's economic competitiveness, with short-term investment in transport seen to be as important as funding longer-term projects.

Businesses cited the upgrade of the Tube, construction of Crossrail and investment in roads as their top three investment priorities for TfL. Of those surveyed, over three quarters of businesses and business membership organisations, representing more than 13,500 members in total, agree that funding for transport projects in London helps support jobs across the UK (76 per cent) and 90 per cent agree that it is important to maintain levels of investment in transport infrastructure in the long-term and not vary it year by year.

Perceptions of TfL have improved relative to 2010, and business stakeholders are more likely to describe the organisation as being 'forward looking'.

## 13 Efficient and Effective Delivery

### 13.1 Safeguarding TfL finances

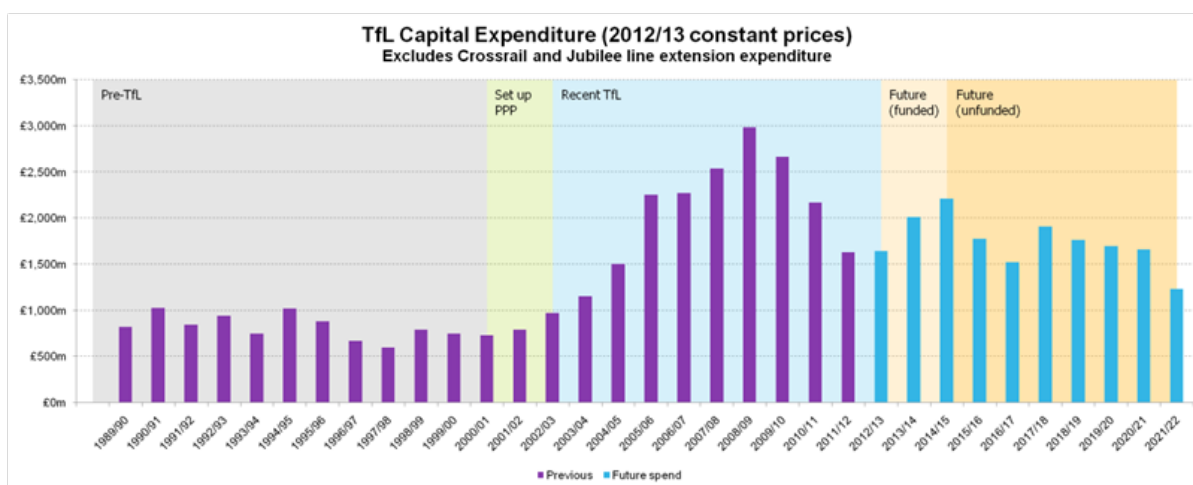
#### The Chancellor's Autumn Statement

The Autumn Statement confirmed the importance of investment in infrastructure and the Chancellor announced support for the Northern Line Extension (NLE) to Battersea allowing the GLA to borrow up to £1bn from the Public Works Loan Board (PWLB), with a time limited guarantee of up to £750m of the debt. It is understood a combination of Section 106 payments, Community Infrastructure Levy payments and Incremental business rates from a designated Enterprise Zone will be used to repay the debt. The support package is conditional on gaining the developers signature on a Development Agreement acceptable to HMT. Further details are included in the Planning and Strategy section of this report.

The Autumn Statement included an announcement that non protected departmental expenditure is expected to reduce by 1% in 13/14 and 2% in 14/15. However the Department for Communities and Local Government (DCLG) has announced there will be a 1.6% reduction in the element of TfL funding which will now be paid from the Business Rate Retention (BRR). This amounts to a reduction of £12m each year for 13/14 and 14/15. In addition it was announced that the DCLG funding for the Bus Service Operator Grant (BSOG) will reduce by £675k in 13/14 and 14/15.

We expect to be consulted by the DfT on the impact of these cuts on the grant paid directly by DfT in early February.

#### The need for a steady investment funding



The above graph sets out TfL's (and prior to 2000, London Transport's) past capital expenditure and our proposed plan in constant prices (i.e. the costs of these investments in the prices we would pay in 2012/13). The expenditure related to the construction of Crossrail and the Jubilee line extension has been removed to provide a clear basis for comparison of investment in TfL's core network.

The graph demonstrates that, prior to the creation of the office of the Mayor of London and TfL, funding was inconsistent and at a level insufficient to maintain and renew the asset base. The introduction of the LU PPP contracts came with increased funding, even though the spend under the PPP was not always efficient.

Following the dissolution of the PPP in 2010, TfL's capital expenditure reduced as efficiency improved. But, more than ever, this was being delivered with TfL now responsible for the Overground services and the major capacity enhancement this received, as well as Bus, Tube, DLR, Tram and key roads in London.

Future expenditure can be split into the period funded (up to 2014/15) and the period where government funding has not been agreed. While the nature of a large capital programme means the amount required will fluctuate, it can be seen that a broadly constant spend rate is proposed of a little under £2bn a year in today's prices. This consistency will allow TfL to commit to the long-term investment transport improvements require and build long-term, better value relationships with our suppliers.

TfL and the Mayor will make the case for the long-term certainty of funding in the lead-up to the next Spending Review.

### **13.2 IFR Sterling Bond of the year award**

TfL's £500m 3.875% July 2042 bond won International Financing Review's (IFR's) Sterling Bond of the Year award. IFR is the world's leading source of capital markets intelligence; their annual awards are highly regarded in the industry. In 2012 the sterling bond market saw 245 new issues across corporate, banking and supra-sovereign sectors, raising £136bn in total.

The issue was said to be a "watershed moment for all comparably rated issuers – whose secondary bonds have re-priced inside that level in the aftermath of the TfL issue". TfL's success in establishing a sterling curve in just a matter of months, and future access to cheap alternative sources of funding, hinged on the success of the 30-year market re-entry deal. The award will be formally presented to TfL at the annual IFR Awards Dinner on 23 January 2013.

### **13.3 WiFi Award for Best Innovation**

TfL's WiFi project has won the Award for Best Innovation which is listed on the Best Business Award ([www.bestbusinessawards.co.uk](http://www.bestbusinessawards.co.uk)) site along with the judge's comments.

Andrew Areoff, Chairman of the judges commented on the award for Best Innovation saying "Transport for London has showed that the London Underground is a world-class service during the most challenging of circumstances in an historic year. The innovation in establishing WiFi on the underground has taken the digital age to a new level and TfL deserves to be congratulated for a fantastic achievement that many other underground networks are struggling to attain."

The award is a great achievement given the quality of past winners and the highly competitive nature of the award. Phase two has also been completed with 92 stations now live. A further 3 stations are ready to go-live, but these will be activated at the end of January 2013 to coincide with the activation of paid WiFi at all locations. An additional 11 track monitoring system depots are also fully WiFi enabled and automated.

### **13.4 Payroll Real Time Information (P-RTI) Go Live**

Payroll Real Time Information (P-RTI) is a Government initiative designed to improve the operation of Pay As You Earn (PAYE). The P-RTI project has gone-live to plan, following thorough testing by the TfL team.

This is the biggest change to payroll in 60 years and TfL was asked to be a part of the government pilot as we operate a multitude of complex payrolls on a weekly, monthly and lunar period. The FSC successfully submitted the Employee Tax data submission files to HMRC without any issues, signalling a very successful delivery.

### **13.5 Palestra**

The negotiation with the Palestra landlord has concluded. Contracts were exchanged for the ten-year lease extension and completion took place on 8 January.

### **13.6 LU car parking charges**

On Saturday 5 January, TfL introduced changes to its parking charges at London Underground stations to bring the prices more into line with other local car parks.

Charges are still remain considerably cheaper for customers than the vast majority of alternative car parks.

The new charges mean weekday tariffs rise from an average of £4.27 to £5.07 compared with an average of £8.26 at other local car parks. Saturday tariffs will rise from an average of £1.60 to £2.26 compared with an average local car park charge of £4.11. Sunday tariffs will rise from an average of £1.12 to £1.66 compared to local car park charges of £3.01. All TfL prices are for all day parking in order to offer greater value to customers who are usually parking for a longer period of time.

TfL has approximately 11,000 car parking spaces at London Underground stations, with most in outer London boroughs. The 59 car parks are all managed through a contract by NCP on behalf of TfL. The last price increase at TfL's car parks was in September 2010. All the car parks are open 24 hours a day, seven days a week.

Revenues generated from the car parks are reinvested into the car parks and the transport network to improve services for commuters. TfL ensures that all of its car parks are maintained to the highest standards with full CCTV coverage at all the sites.

## **14 Planning and Strategy**

### **14.1 Project Updates**

#### **Crossrail 2**

The Mayor endorsed recent progress on Crossrail 2 and TfL's proposals to continue to develop the project during 2013. In essence, the programme for 2013 entails:

- Further refinement and analysis of the options, with a focus on the London Regional scheme, which is the strongest performing option;
- Further scheme engineering design, building on the engineering feasibility work undertaken to date;
- To undertake a strategic stakeholder engagement during the spring/summer, the results of which will be used as a mandate for refreshing the safeguarding – discussions have now commenced and a consultation strategy will be available by mid January
- To update the safeguarding (a statutory process undertaken by the Secretary of State for Transport, but with TfL input and support), to commence towards the end of 2013
- Continued planning for taking the project to powers by the end of the decade

London First is continuing to make progress with their own review and aim to launch their report on 5 February 2013 at a joint launch event between Lord Adonis and the Mayor.

## **Northern Line Extension (NLE)**

The Chancellor announced in his Autumn Statement on 5 December that the Government has agreed a loan of up to £1bn that will allow TfL to fund the NLE to the Battersea Power Station site. The Government also confirmed that it will designate an enterprise zone covering the Battersea Power Station site and other identified developments in the area, which will enable the capture of the uplift in business rates in the area. This, alongside developer contributions, should enable the Greater London Authority to repay the Government loan. TfL will now work with the Mayor's Office and HM Treasury to confirm the final details of the financing agreement.

The intention to submit the TWAO application was endorsed by TfL's internal project governance processes. Work continues to prepare materials to support this application ready for spring 2013.

The public consultation closed on 30 December, after a series of Roadshows held in the area, giving residents and other interested parties the opportunity to learn more about the scheme and ask questions of TfL staff. Over 1,700 responses to the consultation have been received and are now being analysed to form part of the report being prepared to summarise the responses received to the consultation.

## **HS2**

TfL is reviewing the initial preliminary designs (designated B1) along the Phase 1 line of route in London, in particular the new stations at Euston and Old Oak Common. The designs incorporate a number of TfL requirements including the need to ensure that any designs meet or exceed TfL standards such as step-free access throughout the LU station at Euston station. The designs are being reviewed by staff across TfL with the expectation of submitting further comments to HS2 Ltd by the end of January.

Work is progressing on the feasibility of an Overground station at Old Oak Common jointly with HS2 Ltd, National Rail and the DfT. The feasibility will consider the engineering / constructability, operational and economic / business case impacts. The assessment is planned to conclude by the end of February 2013 after which the DfT will discuss with the Mayor the most appropriate route forward.



## **14.2 Borough Engagement**

TfL's programme of borough meetings continues. The Ambassador system for high level contacts for boroughs has been revised from the beginning of 2013. The Director of Borough Planning now taking on the role for all London sub regions. Each borough and sub regional partnership affected (South and East London) has been advised of the change. Introductory meetings are being arranged where necessary.

## **15 Mayoral Decisions relating to TfL**

### **Mayoral Direction in relation to contactless payment technology on buses**

On 12 December 2012 the Mayor directed TfL in relation to the fare to be charged to passengers when using new contactless payment technology on TfL bus services from 13 December. The introduction of contactless payment cards - contactless debit, credit or charge cards – as an additional means of payment on London's buses, is phase one of TfL's Future Ticketing Programme. Phase two, which will be implemented in late 2013, will extend the system to rail journeys and will support complex multi-leg journeys, and daily and weekly capping. The initial bus launch is targeted at cash fare users and Oyster Pay As You Go users who may prefer not to use their Oyster card. Passengers using a contactless payment card are charged £1.40 for each bus journey, compared to the cash fare of £2.40. The customer will be able to see their transactions on their statement from their card provider. Over the course of 2013, use is expected to build up to around one per cent of all bus trips or 25m trips per year. This is comparable to the level of bus cash fare payment today.

## **16 Olympic Legacy**

Since the end of the Olympic and Paralympics Games, TfL has been making progress in embedding the Olympic legacy into its ways of working. Examples are therefore reported to the Board throughout this document. They include the on-going use of Travel Demand Management, traffic signal health check operational reviews, the use of Travel Ambassadors, deployment of new magenta signage and the retention and further roll out of manual boarding ramps.

The Travel in London report, published December 2012, included a comprehensive analysis of travel demand patterns and the operational performance of the transport networks during Games time. This was a first stage of the analysis of Games time impacts and the transport legacy, in terms of 'what actually happened'. Future annual Travel in London reports will report on the emerging transport legacy through a series of monitored indicators, such as household-based surveys of personal travel behaviour in the Legacy area.

## **17 Other updates**

### **17.1 Addison Lee bus lane access Judicial Review outcome**

On 11 July, Addison Lee's Judicial Review challenging the exclusion of Private Hire Vehicles to bus lanes was rejected by the High Court on all grounds, under both EU and domestic law.

The Court rejected Addison Lee's argument that TfL's bus lane policy infringed the rights of EU nationals to come to London and work as a PHV driver. The Court was also satisfied that the distinction between taxis and PHVs for bus lane access was not arbitrary and that it makes entire good sense for black cabs to be travelling in bus lanes. TfL's application for its legal costs was also granted.

The High Court refused permission to appeal. However, on 6 December 2012, Addison Lee was given permission to appeal the High Court's decision and the appeal hearing will start on either 23 or 24 April.

### **17.2 Cycling Commissioner**

Andrew Gilligan has been appointed to the part time (2 days per week) role of the Mayor's Cycling Commissioner. TfL looks forward to working with him to promote the Mayor's cycling initiatives in London; he will play a valuable role in ensuring that the Mayor's cycling projects are advocated across London's communities. He will report to the Deputy Mayor for Transport, Isabel Dedring, and, like other Mayoral advisors, will not control TfL staff or budgets.

### **17.3 New Years' Honours**

I would like to congratulate those members of TfL's staff who received recognition in the New Years' Honours list: Howard Collins, LU's Chief Operating Officer who was awarded an OBE for his services to the London 2012 Games and London Underground, in a career spanning 35 years; and Nana Nyarko, a Bus Service Controller who was awarded an MBE for services to London Buses, as a result of outstanding bravery and commitment to colleagues and customers during the public disorder of August 2011. Both awards were richly deserved.

I have already stated my surprise and delight at my own honour, which I am sure is a clear recognition of the tremendous performance of everyone in TfL during the Olympic and Paralympic Games, and our achievements together, not just in 2012, but of the record breaking operational performance, passenger growth and delivery

of the investment programme of the past few years. I have never been prouder of TfL's staff, and of what we deliver daily for London and the country.

#### **17.4 TfL Board**

I would like to welcome the appointment of Brendan Barber, Brian Cooke and Angela Knight to the TfL Board, and we look forward to working with them to capitalise on the great achievements of the Games and to improve our services further to customers, keeping London moving, working and growing and making life in London better.

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

None

#### **List of Background Papers:**

None

**Sir Peter Hendy CBE  
Commissioner  
Transport for London  
February 2013**