



Best Value Performance Plan Summary 2007

MAYOR OF LONDON

Transport for London



TfL's Best Value Performance Plan Summary for 2006/07

TfL has had another year of strong performance focusing on three key areas.

First, it has been improving day-to-day journeys for passengers, focusing on expanding services, improving reliability, better information and more integration. One example is the Oyster smartcard has played a major role in making journeys faster and easier for passengers, as well as offering cheaper single fares for those who switch from cash. The benefits of this intelligent system will now be extended to more hard-pressed national rail commuters as all the capital's train operators agreed in February to implement Oyster-Pay-As-You-Go. This will make it available at more than 300 mainline stations, up from the current 60.

A further development with Oyster in February saw the Oyster chip embedded in a new type of Barclaycard, allowing passengers to use their credit card to travel and pay for purchases under £10 using new 'wave and pay' technology.

Secondly, TfL has been delivering a five year Investment Programme that will see more than £10bn invested by 2009/10 in a modern and extended transport network to maintain London's economic dynamism and meet the demands of a growing city. Good progress is being made on this challenging programme of works which includes the East London Line extension. Construction has already started on bridge replacements, bridge and viaduct refurbishment and general works to support the extension between Dalston Junction, West Croydon and Crystal Palace when it opens in 2010. This will give TfL the ability to deliver more frequent, reliable and higher quality rail services. It will also make the London Overground a vital part of TfL's integrated transport network, and help towards providing sufficient capacity on those rail routes needed for the 2012 Olympics.

Thirdly, TfL is making good progress in delivering the Mayor's wider priorities, ensuring that transport plays its part in tackling the global issue of climate change as well as providing a network that gives all Londoners access to the many social, employment, health and educational opportunities that the Capital offers. As an example of the former, the successful extension of the congestion charge zone in February 2007 will build on work to cut emissions, and help make roads less crowded.

Also, measures to help the poorest Londoners – and encourage future generations to use public transport – are being implemented by TfL. Those on income support, and unable to claim subsidised or free travel under existing schemes, will benefit from half-price bus and tram travel through a ground-breaking deal arranged with the Venezuelan government. This deal, announced in February 2007, will see the reduced fares subsidised by a Venezuelan oil company in exchange for transport expertise and advice from TfL officials.

In September 2006, all bus and tram fares were abolished for under-18s in full-time education. The scheme will promote the benefits of public transport to school leavers, while helping young people to continue their studies and improve their employment prospects. In April this year, all under 11s will be able to travel free unaccompanied on the Tube to further encourage use of public transport and help lower-waged families.

London Rail / DLR

In November 2006, TfL announced the creation of London Overground which will operate services on the North London Railway from November this year. London Overground will also run the East London Railway when it opens in 2010. This means passengers will

have more frequent, reliable and higher quality services. Progress with extending the East London line continues to schedule, with the contract for the main works awarded in October.

TfL has invested in better safety and security at over fifty percent of London's suburban mainline stations to encourage more Londoners to use national rail services to make better use of existing capacity, especially in the evenings and at weekends. More than £32m has now been invested with one hundred and sixty two stations now fitted with new or upgraded CCTV, Help points and better lighting. A further 54 London stations will benefit from safety improvements when TfL takes control of the control the North London Railway in November, as the first part of the London Overground network.

The Docklands Light Railway (DLR) - which has continued to run at 97.9 per cent reliability - has helped create a world-class business centre in Docklands. It plays a major role in both the regeneration of east London as a whole and the development of the Olympics infrastructure. Passenger numbers grew strongly again this year

Unlike any other railway in the UK, the DLR already offers full, step-free access to all stations and trains for mobility impaired passengers. And, since last May, all passengers have been benefiting from an enhanced train information system providing both audio and visual announcements.

Construction is well underway to extend the line by 2.5km to Woolwich Arsenal via a tunnel under the Thames. It is due to become operational in 2009. New platforms are being built for the DLR at Stratford Regional station and are due to be completed this year.

Besides triggering more regeneration and offering fast and frequent services to the City and Docklands, the new route will provide essential cross-river connections to Olympic venues. To further increase capacity for the Games, the DLR last June ordered 31 new carriages to cope with extra passenger demand. They are being funded by TfL's Investment Programme and the Olympic Delivery Authority.

London Underground

Despite TfL's ongoing concerns over the PPP contracts inherited in 2003 – especially those concerning Metronet, as highlighted by the PPP arbiter's report in November - parts of the London Underground system are now benefiting from huge investment. Thirty-four stations have been upgraded or refurbished this year; passenger capacity on the Waterloo and City line has been increased by 30 per cent; a cooling system has been installed at Victoria station; and the commitment continues towards making 25 per cent of stations step free by 2010 and 33 per cent by 2013.

The new £2bn digital radio Connect system, paid for as part of the Investment Programme, is now being rolled-out across the Tube and will complete this year. The Connect system means every station (including Network Rail owned and disused stations), depot and control centre will be linked. Connect will help bring improvements in train service performance, especially during incidents, by helping speed up the recovery of service.

Connect will also boost safety and security on the network. A £115m contract for the Airwave radio network used by police and the emergency services to 'piggy back' on the Tube's new digital radio system has been signed. This will mean that the Metropolitan Police Service and other UK police forces including the City of London Police will have Airwave radio coverage at all 125 below ground Underground stations.

Airwave will be rolled-out across the Tube network on a line-by-line basis in the same way as Connect is rolled-out. Airwave radio will go live starting with the East London Line in April and will be operational on all Underground lines in 2008.

This progress has been made at the same time as catering for unprecedented demand. This year, for the first time ever in one calendar year, the total number of passenger journeys on the Tube was more than one billion.

A particular focus of attention last year was King's Cross St Pancras station, where state-of-the-art ticket halls were completed. They were opened in May 2006 and have doubled the station's capacity, helping meet increased demand as it now handles 250,000 passengers a day, making it the busiest station on the network. The newly refurbished Wembley Park station also opened last year, providing increased capacity ready for the completion of the National Stadium.

The upgraded facilities will also serve the Channel Tunnel Rail Link extension when it opens in 2007, the new high-speed domestic services for Kent, the new Thameslink station and visitors to the Olympics. Another benefit of the work is that, later, it will also provide step-free interchange to the Northern, Piccadilly and Victoria lines.

The Waterloo & City line reopened in September after being closed for five months for a major upgrade. The newly-refurbished trains now have CCTV cameras in every carriage. Also in September, construction started on a new Underground station at the major new transport hub at White City. It will play a significant part in supporting the new shopping development planned for the area.

Better bus services

London's buses have continued to provide a flexible, frequent, reliable and fully accessible service to millions of passengers every day. This was recognised in May by the House of Commons Public Accounts Committee.

The night bus network has been expanded and improved, too, so that it consistently provides a safe, cheap and reliable journey home. The number of night bus routes stood at 100 in the summer of 2006 compared with 57 in 2000.

Last summer was one of the hottest on record and TfL is delivering a range of initiatives aimed at cooling London's buses. The measures taken - including extra windows upstairs and trials of cooling methods - aim to make it more comfortable for passengers during hot weather in the future.

Another initiative that will benefit passengers is the £117m iBus system, which uses satellite tracking and GPRS data transfer to help service controllers improve reliability and provide better bus arrival information. iBus trials started in 2006 and the system is due to become operational across the bus network in June 2007.

Overall, London Buses almost single handedly – with its 40 per cent growth in passenger numbers - is delivering the total Government national target for an increase in passengers of 12 per cent by 2010 (compared with 2000 levels).

Tram talks continue

A consultation was launched in October 2006 to consider an extension of the Croydon tram to Crystal Palace. Although the system continues to be successful in providing an alternative to car use in this part of South London, both TfL and the Mayor have expressed concerns about the ongoing management of the network by the private concessionaire Tramtrack Croydon Ltd. It is being pressed to make the improvements that it is believed are vital to meet demand in the area for tram travel.

The latest consultation concerning the West London Tram – hoped to come into operation in 2010/11 – ended in February. As for the proposed Cross River Tram, from Euston to Waterloo, consultations on route options came to a close early this year. Currently, feasibility work is taking place into the proposal for a tram to run along Oxford Street.

Streets

The Central London Congestion Charge zone was extended into parts of Kensington and Chelsea in February. The extended scheme is already operating successfully in what was one of the most congested areas in the UK. Traffic levels have now reduced in line with predictions, helping to keep London moving. Research shows that, the increase of utility works in Central London – especially works to stop water leaks – has caused congestion to increase in the zone despite lower traffic levels. Without congestion charging, Central London would be gridlocked during much of the day.

On the Streets front, TfL is continuing to support a number of Local Area Schemes devised by boroughs, including town centre schemes; improvements in residential areas; and enhanced station accesses.

Wider Priorities

Tackling climate change is a key priority for TfL, and has implemented a variety of schemes to improve air quality to ensure that the Mayor's five-yearly carbon dioxide reduction targets for London up to 2025 are met.

In November, approval was given to the setting up of a Climate Change Fund, and a consultation was launched on the proposed London-wide Low Emission Zone that would require HGVs, coaches, taxis and buses to meet Euro 3 emission standards. Work is also underway to ensure that all taxis emit fewer noxious emissions by having to reach a Euro 3 standard of cleanliness.

Last summer, 39 new-generation, low-polluting, double-deckers went into service. The Enviro400 is almost 20 per cent more fuel-efficient and generates 18 per cent less carbon dioxide emissions. TfL will seek to further reduce emissions from its bus fleet by accelerating the introduction of diesel-electric hybrid buses. In parallel, it will ensure that all existing diesel buses use a low-blend biofuel mix as soon as possible; and, at the same time, it has started the procurement process for 10 hydrogen internal combustion engine, or fuel cell, buses.

Sustainable freight operations are also being encouraged through the eight proposals contained in the London Freight Plan, launched in September.

Overall, cycling in London has risen by half over the past five years and TfL has increased its investment in this area to £24m compared with £5.5m in 2002. Walking schemes have also received extensive TfL investment through the Borough Spending Process.

Important work has continued in tackling deaths and injuries on our roads with casualties reduced by 40 per cent compared with the mid-to-late 1990s. The number of children killed or seriously injured has been reduced by 58 percent.

Solid progress has been made to influence behaviour to encourage people to leave their cars at home for short journeys through the introduction of Travel Demand Management plans. This has included the three-year Sustainable Transport Town Centre Scheme which started in September in Sutton.

Overall, TfL has shown that bold policies, efficient management and political will can deliver effective public transport. A modern, reliable and accessible network – which will need constant investment - is essential not only for the millions of people who live in, work in or visit London, but to the continued economic success of the UK.