

Best Value Performance summary

Summary 2006



TfL's Best Value Performance Plan summary

Transport for London (TfL) was established in July 2000 to manage transport services in the Capital. Since then it has delivered significant improvements, which have resulted in a substantial increase in public transport usage.

Every day, about 30 million journeys are taken in Greater London; 6.3 million by bus; 3 million by Tube; 1.4 million by rail; 150,000 on the DLR; 11 million by car or motorcycle; 7 million on foot and 333,000 by bicycle. The number of people choosing to travel by bus and Docklands Light Railway (DLR) is continuing to increase, while car use is falling every day.

The latest studies predict there will be a million more people in the Capital by 2026 and as London continues to grow and thrive, it is vital that transport is able to underpin that growth.

During 2005/06, TfL dealt with two extremes – the joy of winning the Olympics for London on 6 July and the terrible events of 7 July. TfL's financial and timetabled plans for improving London's infrastructure were a major factor in the successful 2012 Olympics bid. The response of staff and partners both on 7 July and in bringing the bus and Tube networks back into full service, were testament to the resilience of TfL and its partners.

Delivering improvements to London's transport network

After the groundbreaking funding settlement with the Government in July 2004, TfL has been moving forward with confidence to deliver a pioneering programme of transport improvements with the certainty of being able to invest £10bn in London's transport over the next five years.

Further information can be found in the [Investment Programme](#).

2012 Olympics In London

TfL and the Olympic transport team will meet the needs of the Olympic family and spectators in 2012 with schemes that offer an enduring legacy.

On the DLR network, Olympic needs are met by the planned expansion of the infrastructure and service level enhancements such as:

- Extensions to London City Airport and Woolwich Arsenal. The City Airport extension opened on 6 December, 2005, two weeks ahead of schedule
- The creation of the Stratford International / Canning town line
- An improvement in capacity levels with an increased fleet running higher service levels

On London Underground (LU), the Public Private Partnership (PPP) contracts provide for line upgrades with other Olympic needs being met through operational improvements such as:

- The completion of the East London Line extension
- Enhanced services throughout the day, extended hours and selective 24-hour running
- The upgrade of West Ham station to serve the Olympic Park

London Buses

London's buses are the big success story of the past five years. After being awarded Beacon Status in April 2004, London Buses has been making significant improvements to service delivery including increased patronage, improved accessibility and service quality.

Both service levels and bus reliability have substantially improved thanks to the effects of Congestion Charging, transport policing, bus priority measures and the introduction of quality incentive contracts.

Through the dynamic management of the Transport for London Road Network (TLRN), London's roads have improved and congestion has been reduced for all road users, while take-up of more sustainable modes such as walking and cycling has been encouraged.

Key achievements for London's buses include:

- The entire mainstream bus network is now fully accessible and covered by CCTV
- The iBus project has been successfully launched with five buses fitted with the sign and announcement facility on Route 149
- Bus journeys continue to increase and year-to-date bus passenger figures continue to show growth. Passenger journeys are forecast to exceed 1.84 billion in comparison to last year's 1.79 billion. This surpasses the target of 1.82 billion

London bus occupancy is now twice the level of other English metropolitan areas. In line with Mayor's Transport Strategy, a 40 per cent growth in passenger journeys between 2001 and 2011 is expected.

Future investment highlights include:

- A new bus vehicle location and countdown system due in 2008, which will improve bus reliability and provide better real-time information to passengers
- Major enhancements of London's bus infrastructure are proposed with expenditure on new garages, stations, stops and shelters. A total of 7,000 illuminated bus stops will be introduced by 2011

Congestion Charging

The central London Congestion Charging scheme was introduced on 17 February, 2003 as one of the world's first urban inner city schemes of its kind.

After its three years of operation:

- The scheme has reduced congestion by 30 per cent within the charging zone. Accidents and vehicle emissions in Central London have also been reduced
- Inside the charging zone, traffic levels have been reduced by 15 per cent. Bus services are now more reliable, with routes that operate in and around charging zone experiencing 60 per cent less disruption due to congestion. Excess waiting time on routes in and around the zone has fallen by a third
- Of the 65,000 to 70,000 car trips that are no longer made to the charging zone during charging hours, between 50 and 60 per cent have transferred to public transport. Twenty to 30 per cent now divert around the charging zone (these being trips with both origins and destinations outside of the zone) and 15 to 25 per cent have made other adaptations, such as changing the timing of trips

Furthermore, the Congestion Charging zone will be extended westwards to cover most of Westminster and parts of Kensington and Chelsea and is targeted to go live in February 2007.

London Underground

Every day LU carries more than 3 million customers over 408km of track, on over 500 trains, to 275 stations¹ in a 30-mile radius of Central London. Passenger journey numbers for 2005/06 are forecast at 964 million, which is 17 million above the target of 947 million.

To address years of under-funding, the Government decided to implement a PPP. The contracts will last 30 years and enable around £8bn to be invested in the Underground's infrastructure over 15 years.

The following short-term accessibility improvements have been made by LU to progress towards a step-free network:

- Improvements to staff customer service training, with the focus on being 'responsive to customer needs'
- A process for reporting the status of lifts and escalators and communicating this to customers
- Improved consultation and strengthening of the relationships with user groups such as Transport for All, Changing Faces and SCOPE
- Accessibility improvements to the Tube website and the publication of the Tube access guide and LU's accessibility plans

This work is just another step for TfL. A major improvement programme for LU has begun to be delivered. This includes:

- The introduction of a seventh carriage on all Jubilee line trains, increasing capacity on the line by 17 per cent, equivalent to an additional 6,000 passengers in both directions every morning and evening peak
- LU and the Department for Transport signing the Restated Works agreement for Phase two of CTRL works at King's Cross St Pancras while Phase one remains on target
- Submitting a planning application to Westminster City Council for improvement works to Covent Garden station

Future Investment Programme highlights include:

- Completion of the Wembley transport infrastructure improvements by May 2006. This will cater for 90,000 people on event days at the new stadium
- A total of 230 Tube stations are being modernised or refurbished by 2010. It is TfL's aim that a quarter of all Underground stations be step-free from street to platform by 2010
- Major congestion relief works being undertaken at a number of key London Underground stations. These include King's Cross St Pancras Western and Tube Ticket Hall by September 2006, with the Northern Ticket Hall by 2009 and Vauxhall by 2009
- The Waterloo and City line is to close for improvements from April 2006 for five months. During the closure, the entire track will be replaced and improvements to trains and platforms will result in an increase in capacity and improved journey times

Oyster card

The Oyster smartcards are helping move London towards the day when cash will no longer be used on the transport system. Card holders can put weekly, monthly and annual Travelcards on them, or money in the form of Pre Pay. The cost of a journey is then automatically debited when the cards are used.

Oyster cards have been developed to help reduce queues at Tube ticket offices and gates and to speed up boarding at bus stops. The number of Oyster smartcards in use is increasing by thousands every day. To be more specific:

- More than 2.5 million users are already taking advantage of the service with over 3.9 million journeys being made each day using Oyster card
- There are 16,000 smartcard devices at 370 stations, on 8,000 buses and at 2,500 agency outlets

TfL is seeking to extend the application of Oyster card beyond its current transport payment functions to allow low value payments for everyday goods and services.

Streets

As part of the ongoing maintenance and renewal of the 580km of the TLRN, key schemes include:

- The A40 Western Avenue Bridges Replacement Scheme, which will also include improvements for pedestrians and cyclists
- The A23 Coulsdon Improvement Scheme, which is due for completion in April 2006. This will allow approximately 80 per cent of traffic to be removed from Coulsdon town centre

The LondonWorks Central Register Pilot scheme began in January 2006. It enables a pan-London view of works activity, assisting each highway authority to see the impact of works upon traffic in their own and surrounding areas.

Work has also commenced on new 'traffic free' cycle/pedestrian routes alongside London's Grand Union and Regent's canals. In total 6km of new routes will be completed by May 2006.

Future Investment Programme highlights include:

- A number of major safety enhancement projects, including replacement or strengthening of bridges and tunnels across the TLRN.
- Two key road schemes:
 - A13 DBFO (Design Build Finance Operate), which will improve accessibility, enabling regeneration and new development in the Thames Gateway corridor. Traffic noise, congestion and bus journey times will also be reduced as a result
 - The A206 Thames Road improvement scheme in the London Borough of Bexley. A 1.8km upgrade of a strategic route from single to dual carriageway, due for completion in 2007
- A programme of accessibility improvements including dropped kerbs and modernisation of traffic signals
- Ongoing work to ensure that road surfaces and structures meet the Government deadline of 2010 for clearance of the backlog of maintenance

Road safety

TfL plans to spend £49m on road safety improvements within Greater London in 2006. The overall road safety programme aims to meet the Government and Mayoral road safety targets, which are:

- A reduction of 40 per cent in numbers killed or seriously injured by 2010 compared to 1994/98
- A 50 per cent reduction in the number of children killed or seriously injured
- A 10 per cent reduction in the slight casualty rate per 100m vehicle kilometres

The success of recent results led to the Mayor adopting higher road safety targets to be achieved by 2010. These include a 50 per cent reduction in the number of people killed or seriously injured (previously 40 per cent) with pedestrians and pedal cyclists also set the same target. The revised target for the reduction in the number of children killed or seriously injured is 60 per cent and the target for the slight casualty rate has changed from a 10 per cent reduction to 25 per cent.

Other Investment Programme highlights include:

- The East London Line will be extended north to Dalston Junction and South to West Croydon and Crystal Palace, which is due to open by 2010
- Two new bus based transit schemes. The East London Transit and Greenwich Waterfront are due to be completed by 2007 and 2008 respectively
- The Thames Gateway Bridge, the first new London road bridge to span the Thames for more than 70 years, is due to be completed by 2012
- Investment in local areas and sustainable travel to improve the quality, safety and accessibility of the nearby environment to support communities
- Improvements to London's environment such as the introduction of a London-wide Low Emission Zone by January 2008 at the earliest

Efficiencies programme

TfL is committed to providing value for money and ensuring that public resources are used efficiently. It is forecast to deliver £199m of efficiency gains in 2005/06.

TfL has planned to save a further £797m cumulative between 2006/07 – 2009/10, meaning that the overall programme is expected to deliver almost £1.2bn of efficiency gains since it began in 2003/04.

The focus of TfL's efficiencies programme is on the delivery of cash savings, which can be recycled to increase service delivery. Non-cashable efficiencies include increased quality or quantity of service for the same cost, and customer benefits such as reduced journey time.

Travel demand management

The challenge for the future is to keep pace with the increasing demand for transport, while continuing to deliver a safe and reliable service. At the same time TfL needs to balance people's needs to travel with preparations for the 2012 Olympics.

An important element of Mayoral and TfL policy is to reduce the growth in travel demand by influencing the mode of transport used for people and goods through behavioural change measures, known as 'smart options'. These include:

- **School Travel Plans** which consider journey patterns to school by children and staff, with the aim of reducing the proportion of trips undertaken by private car

- **Travel Awareness Programmes** that seek to raise public awareness and promote the use of alternative transport modes to encourage people to leave their cars at home. Examples of awareness campaigns include Walk to School Week and National Bike Week
- **Work Place Travel Plans** which aim to reduce commuting and business travel, particularly by private car and are usually targeted at one or more of the following groups: employees, visitors and deliveries/servicing

(Footnotes)

¹ Of which, LU operates 255