

TRANSPORT FOR LONDON

BOARD

SUBJECT: COMMISSIONER'S REPORT

DATE: 7 DECEMBER 2011

1 INTRODUCTION

This report provides an overview of major issues and developments since the Board meeting on 2 November 2011 and updates the Board on significant projects and initiatives. An overview of progress towards the delivery of key Mayoral transport priorities is provided as an appendix.

2 IMPROVING THE UNDERGROUND

2.1 Transforming the Tube

London Underground Performance

Service reliability and performance on the Underground has improved over the past six months. The total Lost Customer Hours (LCH) for the London Underground (LU) network reduced by 36 per cent this financial year, compared to the same period last year. This also represents the best performance for the first seven periods in any financial year since the start of the Public Private Partnership (PPP) in 2003. All lines have shown improvement, with the greatest improvements on the District, Metropolitan and Waterloo & City lines, all showing LCH reductions in excess of 40 per cent. The Jubilee line's actual kilometres operated were 17.2 per cent higher this year, compared to the same period last year.

In early 2011, the Rail and Underground Reliability Improvement Programme was established to focus efforts on improving reliability across the network. This programme has three key themes to deliver a deeper, sustainable shift in reliability: Response and Recovery, Predicting and Preventing Failures, and Improving how LU upgrades existing assets and purchase new ones. The programme is also working with, and learning from the operators of other metro systems, as well as a range of other blue-chip companies outside the rail

industry, to understand how they deliver increasingly reliable performance, both in day-to-day operations, and in long term investment.

Northern Line Upgrade

A significant amount of preparatory work for the Northern line upgrade has been completed, including installation of new trackside wiring and other equipment, and converting trains in readiness to use the new system. Most of the work has been done at night. However, in order to complete the signalling upgrade, LU has announced eight full-line weekend closures in 2013 and 2014, eight additional weekend closures in 2012 and 2013 where shorter sections of the line will be closed, and five additional part-closures during the Christmas and Easter holiday periods, when customer numbers are lower.

These closures are far fewer than originally proposed under the PPP contract and will cause much less disruption. In addition, the northern branches of the line are starting up slightly later on some Sundays to allow for more work to be done on Saturday nights. Track renewal works on the Bank, High Barnet and Edgware branches of the line will also require nine weekend closures between now and July 2013.

Victoria Line Upgrade

The Victoria line is being served entirely by new trains from the 2009 stock by now. These operate a regenerative braking system that returns power to the rails while the train is braking, enabling nearby trains to use it for acceleration and reducing heat generation. The first new timetable to support the line upgrade was introduced on Sunday 25 September. It provides faster services over some sections of the line and increases the off-peak service frequency on Mondays to Fridays from 21 to 23 trains per hour. Work continues to decommission the old signalling system and to carry out the asset replacement process. This work, once completed, will allow the full timetable enhancements to be delivered.

Sub Surface Railway (SSR)

A total of 21 S-stock trains have now been delivered to London, of which 16 are scheduled for running in passenger service along the Metropolitan line. Due to a number of reliability issues, the decision has been taken to temporarily halt delivery of the new S-Stock trains to London. This will allow time for implementation of approved modifications and increased testing of rolling stock in Derby, ensuring further reliability improvements in advance of trains entering passenger service. This short-term intervention is not expected to impact the overall SSR Upgrade delivery programme.

District Line Wimbledon Branch Track Work

Services were significantly disrupted during the morning peak on Monday 10 October, following slippage to weekend engineering work on the Wimbledon branch of the District line carried out by Balfour Beatty. As a result of this, Balfour Beatty planned track renewal work was deferred in October, November and early January, and no track replacement work can be carried out by Balfour Beatty until LU are assured that there is a solid Recovery plan in place to address performance issues.

The Balfour Beatty Recovery Plan shows good early progress, consistent with ballasted track renewals resuming in mid-January 2012. This is contingent on Balfour Beatty meeting a glide path of 'gates' reviews starting 21 November, through to 6 January 2012, structured to demonstrate Balfour Beatty readiness and reinforced competency to achieve reliable delivery.

Reopening Northern line platforms at Tottenham Court Road

The Northern line platforms at Tottenham Court Road reopened on Monday 28 November, following eight months of Northern line services not stopping at Tottenham Court Road, to allow essential works to be completed at the station. Contractors have been working a full 24 hour shift pattern to rebuild sections of the tunnel lining, and dig new connecting passages to allow new escalators to be connected to the platforms.

With the increasing number of passengers using the Tube network and overcrowding set to increase, the redevelopment of Tottenham Court Road station is being undertaken to improve access and help ease congestion. The project will deliver a larger ticket hall at Tottenham Court Road station, new entrances to the ticket hall, five new lifts providing step-free access from the street to all platforms, new escalators serving both Northern line and Crossrail services, as well as improving the quality of the overall station environment.

Bank capacity increase

The first public exhibition for TfL's proposal to increase the capacity of Bank station began on Tuesday 8 November. The proposed project will relieve congestion at Bank and Monument stations. The key benefits are a new southbound Northern line tunnel which will provide wider platforms, a new Northern line concourse with additional interchange passageways and escalators to the Docklands Light Railway (DLR) and Central line, and lifts to a new ticket hall in King William Street to provide step-free access between street level, the Northern line and the DLR. If powers are granted, construction will begin in 2015, with the project scheduled to be complete by 2021.

Victoria station escalators

At the start of this year, a programme of work began on refurbishing Victoria station escalators. Work started on site at the end of January, and on 17 October the last of the three Victoria escalators was returned to service and the station resumed normal operation, some three months earlier than originally

planned. In addition to setting a new record for project delivery, this work has also set a benchmark for all future escalator refurbishments on the Underground.

Electronic Service Update Boards

The upgrade to the LU electronic service update boards (ESUBs) was completed over the weekend of 28 and 29 October. The new designs have been well received. Key new features are multiple statuses per line, and the grouping of disrupted lines.

Work is already underway on Phase 2 to further enhance the information that is provided directly to customers. This will include special provision within the new ESUB design for Olympic and Paralympic travel information during the period of the Games. Additionally, a special template is being designed for use during exceptional circumstances such as severe weather. During such scenarios, the ESUB will be able to display on a single page the train services that are in operation and the frequency of the train service on those sections of line, as well as the stations which are closed. All of these changes will also be reflected on the TfL website.

3 EXPANDING THE OVERGROUND

3.1 London Overground

London Overground Performance

London Overground continues to lead the national measure of service reliability, with a period 7 (18 September – 15 October) Public Performance Measure (PPM) score of 96.87 per cent. For the seventh consecutive period, London Overground is top of the national performance table, with a PPM Moving Annual Average of 95.7 per cent.

Passenger levels on the Richmond and Clapham Junction routes are at a record high, with more than 1 million journeys per week, up from 600,000 before Christmas 2010. On the London Overground network as a whole, there are now over 2 million passenger journeys per week, an increase of 1.4 million journeys since TfL took over the network at the end of 2007. In 2011/12, the Overground is projected to carry over 100 million passengers (up from 33 million in the first full year of operation). The London Overground customer satisfaction survey for Quarter 2 also showed positive results, with a score of 81, 3 points higher than target, driven mainly by improvements in station condition and information provision.

From December 2011, London Overground passengers will benefit from an increase in service frequency on several routes across the network at peak times, evenings and weekends, which will help to ease crowding. The following routes will see an increase in services:

- Two extra morning peak trains from Surrey Quays to Dalston Junction, Monday to Saturday
- Four extra trains will run every hour between Dalston Junction and Highbury & Islington on Sunday mornings
- One extra morning train per weekday will run between Willesden Junction and Stratford, extending the current service from Clapham Junction
- Two extra trains will run in the late evening from Stratford to Camden Road every Monday to Saturday
- Two extra trains will run in the late evening from Clapham Junction to Willesden Junction every Monday to Saturday
- One extra train will run from Willesden Junction to Clapham Junction on Sunday mornings
- On Sunday one extra train will run between Willesden Junction and Stratford in the morning and one extra train will run in the evening, extending the current services to and from Clapham Junction

Where possible, there will also be an extra service at 0759 between Woodgrange Park and Upper Holloway, on the Gospel Oak to Barking line to relieve peak time pressure. This service has already been trialled, but cannot be guaranteed to run every day because it relies on using a spare train, which may occasionally be needed elsewhere. Train frequency on this line was already increased to four per hour last May in the last timetable revision.

New South London Line

Construction of the new 1.3km rail extension remains on schedule. Track laying commenced in November, and is on schedule for completion by the end of the year, with the civil work contractor due to complete on site in early 2012. Testing of the new infrastructure and test running of new trains will take place between summer and autumn 2012, with services due to commence in December 2012.

Tramlink

Reliability on the network, as measured by scheduled service kilometres, was 1.3 per cent higher than target, due to good ongoing rolling stock performance. Customer satisfaction remains at a very high level with a score of 86, which is in-line with the target, and with most scores comparable to the last quarter.

Additional Trams

Stadler was announced as the manufacturer for the six new trams, which are expected to come into service in spring 2012. The tram design reviews have

taken place, and assembly of the vehicles commenced this period, with the first vehicle due to be delivered to Croydon in late December/ early January.

3.2 Docklands Light Railway

Period 7 (18 September – 15 October) saw record numbers of passengers on the DLR, with 7.5m journeys. This was due to higher than expected growth following the opening of the Stratford International Extension and the Westfield shopping centre, plus events at ExCeL (particularly World Skills, which was an Olympic test event). Compared to last year, passenger numbers were 1.1m (18.1 per cent) higher, following the conclusion of the majority of network upgrade work.

Overall, performance in the period was slightly better than the last period and the customer satisfaction survey result for the second quarter (83) was higher than the target, the previous quarter and the same quarter last year. This was due to improvements in train presentation, particularly in relation to standards for cleanliness.

3.3 Emirates Air Line

Work is ongoing with the newly announced global sponsor, Emirates. Detailed design is substantially complete, with final approvals for the cable car system expected in early December.

Construction work is progressing well, with piling for all towers completed in October. Off-site tower fabrication continues, with the north intermediate tower (located close to the Royal Victoria DLR station), due to be erected in early December.

3.4 Working with the Train Operating Companies

Rail Franchising

The Greater Anglia short term franchise was awarded to Abellio (Netherlands State Railways). The franchise will start in February 2012, and run until July 2014. TfL intends to undertake two enhancements as part of this new franchise: a deep clean at stations on the West Anglia routes, and the provision of additional cycle parking facilities at various stations managed by the franchise in the London area. These enhancements will be undertaken subject to the final agreement of terms with the DfT. The franchisee will also be extending the compatibility of Oyster Pay As You Go to Hertford East and Shenfield, adding 10 extra stations to the Oyster network.

4 DELIVERING CROSSRAIL

4.1 Works Update

Tottenham Court Road Station

On 19 October, Crossrail Limited (CRL) submitted plans to Westminster City Council for the regeneration of Tottenham Court Road and the east end of Oxford Street, including the former Astoria theatre site. The plans, submitted in conjunction with Derwent London, propose two above ground developments located over each ticket hall of the integrated Tottenham Court Road station that will serve both Crossrail and London Underground passengers.

The proposed development will contain retail, office and residential accommodation as well as a replacement theatre. A new open public space will also be created around both ticket halls, including a new pedestrian link between Soho Square and Charing Cross Road.

Whitechapel Station

In early October, the London Borough of Tower Hamlets approved the Schedule 7 Plans and Specifications (akin to a planning permission) for Whitechapel Station. This is a major milestone for the project, and when completed it will provide an important step free interchange between Underground, Overground and Crossrail services.

The scheme incorporates several green features such as a 'living' green wall, and a green roof above the main station bridge structure. While it pays due regard to the historic character of the area by retaining the existing ticket hall façade onto Whitechapel Road, behind this, the station opens out to become a modern structure, with glass elements, providing a contemporary, naturally lit space.

Finsbury Circus

The first of CRL's 'living walls' has been installed around the worksite in Finsbury Circus Gardens. The vertical gardens will help improve air quality by reducing dust, pollen and carbon dioxide levels. They will also improve the look of the worksite and benefit biodiversity by providing new wildlife habitats.

4.2 Procurement

Invitations to tender were issued for the Victoria Dock Portal (C340) works, on 18 October, and for the contract to supply lifts to the central section stations (C730), on 21 October.

4.3 Skills

On 24 October, CRL held a Careers Information Day in partnership with Jobcentre Plus, hosted by the London Borough of Islington. The event was attended by 300 local people. The purpose of the day was to provide advice and careers guidance to local people on opportunities in construction and engineering.

4.4 Other events

A meeting of the CRL High Level Forum took place on Wednesday 19 October, and was chaired by the Minister of State for Transport, Theresa Villiers MP. CRL gave presentations on progress with the programme, and the skills work. Presentations were also given by the Independent Crossrail Complaints Commissioner and the chair of the Planning Forum.

5 GETTING LONDON MOVING

5.1 Smoothing Traffic Flow

A40 motorcycle accident

On 10 November, a temporary bridge expansion joint at Wood Lane on the A40 eastbound failed, resulting in a taxi and a motorcycle crashing into it, causing physical damage to the taxi and serious injuries to the motorcyclist. The motorcyclist is currently in a serious condition in hospital, and a Police investigation is underway. TfL has not been advised of the likely completion date yet.

Traffic Signal Timing Reviews

As part of the Mayor's Smoothing Traffic Flow agenda, TfL is committed to delivering 1,000 signal timing reviews a year to help optimise traffic flow. To date, 561 signal timing reviews have been completed this financial year, which has so far brought an 11.64 per cent reduction in delays for traffic at these sets of signals. This has been achieved alongside a 0.76 per cent increase in 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)

TfL is continuing to work to implement SCOOT at a further 1,000 of London's most important signals by 2012/2013. SCOOT optimisation has now been completed at 480 sites and the benefits captured during the main peak periods. SCOOT is delivering a 12.6 per cent reduction in delay and a 4.3 per cent reduction in the number of times vehicles have to stop as they travel through the network.

Journey Time Reliability (JTR)

SCOOT optimisation and traffic signal timing reviews continue to make a significant contribution towards improving journey time reliability (JTR). The JTR on the Transport for London Route Network (TLRN) in the AM peak, in all directions for the year to date (up to 12 November), stands at 89.23 per cent, a year on year improvement of 0.51 percentage points and ahead of the year end target.

Directional drilling under Marylebone Road to avoid open-cut trenching

As part of work to upgrade the power supply to the Underground network, LU needed to provide cables for high-voltage supplies across Marylebone Road, just east of the start of the Westway flyover. A number of options were explored to avoid trenching across this very busy part of the TLRN, which sees up to 2,200 vehicles per hour in each direction. Eventually, agreement was reached to use a directional drilling technique to drill holes for the ducts for the power cables across the A501 at a depth of up to 6m below the road surface, without causing any significant impact to traffic beyond a lane closure on the Paddington slip road. The first drill under the road was made in the week commencing 24 October, and the works were completed in mid-November.

5.2 London Buses

Final bendy buses being replaced

TfL recently reached a new milestone in the Mayor's campaign to remove bendy buses from London's streets, when route 12 was replaced with double-decker buses from 5 November. As the new buses are introduced, the Mayor and TfL's commitment to investing in greener technology is evident with around a third of the new vehicles on route 12 being greener, hybrid buses. There were also improvements to the frequency of the service, from every 5 minutes to every 4 minutes on weekdays at peak times, from every 6 to every 5 minutes on Sundays, and from every 30 to every 15 minutes overnight at weekends. Later in November, buses on routes 29 and 436 were also replaced. There is now only one bendy route remaining, route 207, which will be replaced before the end of the year.

Recent figures show that by removing all bendy buses from London's streets, there will be an annual saving of more than £7m due to a vastly reduced rate of fare evasion on these routes. When compared to standard diesel vehicles, the new hybrid buses are cleaner, quieter and more efficient, delivering a minimum 30 per cent reduction in carbon dioxide emissions and 30 per cent better fuel economy. This is a boost to the Mayor's goal of delivering cleaner air for London. The introduction of double deck buses also brings extra seating and improved air cooling to these routes.

New Bus for London

On 4 November, the Mayor of London drove the first New Bus for London off the production line. The New Bus for London is the first bus designed specifically for the streets of London in more than 50 years, and has been built by specialist engineers at the Wrightbus factory in Ballymena. In just under two years, the bus has gone from the drawing board to a fully functioning prototype. The new bus incorporates innovative and cutting-edge hybrid technology, and will be the most environmentally friendly bus of its kind when it enters passenger service.



The New Bus for London

In December, the prototype will make its way to London, where it will be put through its paces on the Capital's streets in preparation for entering passenger service next year. In the course of the first half of 2012, it will be joined by seven more prototypes to be tested in passenger service, which will lead to the establishment of a full production line. An engineering test bus, which has been undergoing rigorous testing at the Millbrook Proving Ground in Bedfordshire since May, has exceeded expectations, in terms of fuel economy and environmental emissions performance.

Stratford Bus Station Improvements

On 14 November, Stratford bus station reopened to passengers and local bus services, as TfL announced the completion of the first phase of works to transform the bus station in readiness for the London 2012 Games. Station improvements include brand new bus shelters and seating, improved footways, and better directional signage and lighting.

Work on phase two of the improvements will continue with TfL and Newham Council working closely together on improvements behind the scenes that will benefit customer services staff and bus drivers who use this station. The remaining work is expected to be completed by spring 2012, and will not have any impact on passengers using the bus station.

Real Time Bus Service Information

The launch of Countdown 2 “live Bus information” on 17 October continues to be extremely well received by the public, with around 500,000 requests for bus arrival predictions being logged with the TfL website per day. The majority of users are accessing the information from mobiles and smart phones. The information is also available by SMS, where passengers text codes which have been posted at each bus stop.

6 IMPROVING THE URBAN ENVIRONMENT

6.1 Championing electric vehicles, car clubs and moving to hybrid buses

Electric Vehicles

As Source London continues to grow, there are now almost 300 vehicles registered with the scheme, supported by almost 240 charge points with an on-going retrofit and installation programme for 1,300 charge points by 2013.

Work continues with LOCOG and other partners on charge points, to support the 200-strong electric vehicle fleet for the 2012 Games. The International Olympic Committee has approved the final branding of the charge points ensuring a post-Games electric vehicle legacy.

The EV Project Team had a presence at the recent Brighton to London RAC Future Car Challenge 2011, which ended on Regent Street on 5 November. The event was used as an opportunity to announce publicly the reduction in the annual Source London membership fee from £100 to £10 to boost membership further.

TfL is also working closely with technology firm Qualcomm on the first large scale trial in the UK of wireless electric vehicle charging. The trial, which will be based in London and starts in early 2012, will utilise Qualcomm’s induction charging technology to demonstrate charging of up to 50 electric vehicles, including vehicles in the TfL fleet.

Low Emission Zone (LEZ)

LEZ Phases 3 and 4 remain on-track to go-live on 3 January 2012, and will require larger vans and minibuses to meet the Euro III standard for Particulate Matter (PM) emissions, and the tightening of the existing Euro III for PM emission standards to Euro IV for lorries, buses and coaches.

To ensure vehicle operators take action prior to January 2012, an integrated communications and stakeholder engagement campaign was launched in January, which included Driver and Vehicle Licensing Agency (DVLA) direct mailings to non-compliant vehicles seen within the LEZ, a 'call to action' communications campaign running in UK and European press, specialist and trade press, on London and some national radio stations, on diesel pumps, and in motorway service stations, truck stops and transport cafes.

Additional communications activities and stakeholder engagement have been undertaken in November and will continue into December, to publicise the LEZ 'Operator Helpline' and emphasise the most effective routes to compliance, e.g. purchases of a second hand vehicle, which in the case of vans and minibuses means one less than 10 years old. A final DVLA direct mailing also took place in early November, targeting some 125,000 operators.

TfL continues to work closely with the abatement industry to ensure demand and supply are in line with TfL's forecasts. Several suppliers are offering incentives and discounts to operators in order to encourage timely compliance and significant increases have been seen in recent months in abatement device sales. Further progress has been made with the Vehicle and Operator Services Agency and their approval of Authorised Examiners, which now total over 750, to ensure sufficient testing and certification capacity. Overall, vehicle compliance with the new standards continues to improve broadly in line with forecast.

Clean Air Fund - Business Engagement

As part of the Clean Air for London programme, TfL has submitted a Smarter Working Guide to the Department for Transport, and produced a Sustainable Business Travel Guide that is undergoing final review. These guides provide information on how businesses can encourage staff to walk and cycle more, both as part of their commute, and as a mode of travel to and from business meetings. Around 269 businesses located within pollution hotspots have been engaged to date, and led walks in the hotspots have commenced with 200 individuals, with a positive response being received from the business community. King's Cross Station has committed to taking part in the Delivery Servicing Plan Trial, and discussions have also taken place with the University of Westminster, which is keen to be an active partner in this programme.

6.2 Improving the urban realm

Venn Street Clapham

On 30 September, TfL launched improvements to Venn Street in Clapham. TfL is the main funder of the scheme, contributing £465,000 from Local Implementation Plans' funding. The scheme, which has been developed by the London Borough of Lambeth, delivers significant public realm benefits, including a new shared surface, de-cluttering of street lamp columns, parking machines and other street furniture and provision of new trees. The improvements support the aims of the Mayor's Better Streets agenda to revitalise all aspects of public realm and improve the quality of life for Londoners. The scheme also contributes to supporting local businesses and jobs, with the popular weekend market now being able to take place three days a week and local retailers and cafe owners enjoying increasing number of visitors to Venn Street due to the additional public space that has been provided.

Better Streets

As part of the Better Streets initiative, TfL has been taking proactive steps to reduce street clutter and obstructions on the TLRN. This has included the removal of permanent assets such as pedestrian guardrail, bollards and signs and third party obstructions such as advertising boards. So far, around 3.7km of guardrail, 616 bollards and 146 signs have been removed, this financial year.

An application was also made to the Secretary of State to vary TfL's special signs authorisation for red route signs to enable the removal of 8,000 'No stopping at any time' signs. Approval was granted on 28 October, and a programme for the removal of these signs is being progressed.

In addition to TfL's assets, advertising boards and signs are placed on the highway by traders. In a number of the highest profile 'prestige category' footways (17 defined TLRN sections of road), TfL is adopting a zero tolerance for boards, where action is taken against each and every offender. Between June and September 2011, activity on the 'zero tolerance' routes involved the issues of 51 removal notices and subsequent physical removal of 13 obstructions, predominantly in Tooley Street.

7 ENCOURAGING MORE CYCLING AND WALKING

Improving Cycle Safety in the Capital

On 9 November, TfL and the Mayor of London announced a range of safety initiatives to improve conditions for cyclists across London. As part of this package of initiatives, all highway maintenance firms working on London's

major roads have agreed to fit blind spot mirrors and detection equipment by the end of the year. I have also written to the haulage industry to urge further action to improve safety. Record numbers of Londoners are now choosing to cycle, aided by huge improvements to cycling infrastructure over the past few years, with a 150 per cent increase in the number cycling on London's major roads since 2000.

While the number of cycling journeys has increased significantly in recent years, the rate of cycling casualties has fallen. On TfL roads, between 2008 and 2010 cycle flows have increased by 21 per cent, while the rate of serious and fatal cycling casualties has fallen by 4 per cent. In addition, while every collision is regrettable, it is encouraging that the proportion of cycling collisions on TfL roads that result in fatal or serious injuries has declined since 2008, indicating that the severity of collisions is falling.

Since 2010, TfL has been working to deliver its Cycle Safety Action Plan (CSAP). The plan was developed with organisations representing cyclists, road safety interests, the freight industry and other stakeholders. It identified 52 targeted actions which the Mayor, TfL and other stakeholders will take to reduce the number of cyclists being killed and seriously injured on London's roads.

In the wake of three recent cycle fatalities, two of which occurred at the Bow Roundabout, one on the Cycle Superhighway 2, TfL has initiated further action to address cycle safety in London. This is in addition to the substantial programme of activity already underway as a result of the Mayor's Cycle Safety Action Plan.

Specifically, TfL will undertake a review of all Cycle Superhighway junctions that have been implemented to date, schemes currently at the planning/design stage, including major junctions on the TLRN, TLRN junctions identified within the 'Top Ten' in London with the highest collision rates for cyclists and a further 20 junctions identified as 'key barriers to cyclist'.

In light of the disproportionate representation of construction industry vehicles (e.g. skip lorries and tipper trucks) in fatal collisions with cyclists, TfL will commission an independent review of these vehicles' construction, operations and driver standards to examine what can be done to make their operations safer for all road users. Finally, TfL will pursue further road safety campaigns to increase Heavy Goods Vehicles drivers' awareness of cyclists and pedestrians, and the responsibility of all road users to be alert and aware of their surroundings, and of other road users

Progress on this work will be reported regularly to TfL's Cycle Safety Working Group, which includes representatives from within TfL, the Metropolitan and City Police, London boroughs and stakeholder groups.

Barclays Cycle Hire (BCH)

To date, over 8.3 million journeys have now been taken by customers of the Barclays Cycle Hire Scheme, which includes over 1.7 million casual user journeys. New memberships continue to be received at a rate of around 400 per week. October saw the highest number of hires in a month since the launch of Barclays Cycle Hire with over 708,000 hires, beating the previous high from July 2011. During the week, member usage still outnumbered casuals, with a 75 per cent / 25 per cent split. At the weekend, the ratio of casual usage was higher, with 56 per cent of hires from members and 44 per cent from casuals. The average journey time in October for all users was nine minutes longer at the weekend than during the week, but was still under the 30 minute free period.

The Use of the Barclays Cycle Hire Scheme by Women

Analysis of the first year of BCH data showed that 72 per cent of BCH members were male and 28 per cent female. The gender split among casual users, taken from the Customer Satisfaction survey this summer, was more balanced, with 62 per cent male to 38 per cent female. This was particularly encouraging as it is higher than the proportion of women who are frequent cyclists in London (33 per cent), which implies that casual usage is allowing more women to try BCH before committing to membership.

TfL will monitor the membership gender again in January 2012 and July 2012 to see if there has been an increase in the proportion of women. In the meantime, TfL has been working to ensure that women are featured prominently in the marketing campaigns, e.g. the Spring/Summer 2011 campaign poster featured predominantly female cartoon characters and the Stakeholder team is actively working with, for example, women's groups in Tower Hamlets such as Jaganari, in preparation for expansion. Phase 2 launch posters are being awaited, although, again, the emphasis will be on using female characters. Furthermore, TfL has also targeted women by focusing on women's lifestyle media and going forward, TfL is in discussions with a celebrity trainer about developing stories around fitness on BCH that will appeal to consumer and lifestyle media, and especially target women.

Cycle Hire Consents

Final planning applications have now been submitted for Phase 2 sites (261 in total). 139 sites have been granted planning permission so far, an increase of 34 sites since last reported. This represents 3,936 docking points, against a target of 4,200. TfL continues to negotiate with the boroughs to secure as many approvals as possible. Currently, over 90 per cent of applications have been approved.

Award for cycle hire public relations

The TfL Press Office won the PR Week Award for 'Best Public Sector PR Campaign' for promotion of the Barclay's Cycle Hire scheme. All of the work

was done in-house with the goal of encouraging the public to take up cycling, and to communicate how the scheme works. The judges said: '[TfL's] campaign shattered all key performance objectives and delivered a campaign that sets the benchmark for similar projects'.

Legible London Goes Digital

TfL, in partnership with Canary Wharf Management Group, has now developed a prototype digital Legible London sign. This prototype enhances the existing Legible London product by incorporating digital media, such as maps and rear illuminated displays. Users can access several different screens of digital information, which varies from Legible London information at street level, to details of businesses in an area. Routes from the street to the required destination can also be displayed and sent to the user's mobile phone. The prototype was trialled at Canary Wharf on 5 December.

Schools travel

On 6, 7, 18 and 19 October, TfL, in partnership with boroughs, hosted four school travel accreditation workshops. The workshops were attended by over 250 schools from the 33 boroughs of London. The 6 October workshop was also attended by 70 delegates from the London-European Partnership for Transport Partner Initiatives, an EU project aimed at promoting the exchange of good practices on mobility.

The workshops provided teachers and pupils with skills, ideas and new contacts to take back to school to improve on the School Travel Plan, to deliver more walking, cycling and road safety. Working in partnership with the TfL funded Metropolitan Police Service's Motorcycle Tasking Team, the Education & Training Team were presented with the Prince Michael International Road Safety Award for their Power Two Wheeler Intervention programmes across London, aimed at the enforcement and training of motorcyclists.

8 BY THE RIVER

Pier Operations

The installation of a roof on the pontoons at Greenwich Pier, which was partially funded by the Olympic Delivery Authority (ODA), has now been completed, with minimal disruption to the operation of the pier. The construction of the extension pontoon for Tower Pier, also partially funded by the ODA, has begun at the Ravestein shipyard in Deest, Netherlands. The pontoon is due to be towed into place in late February 2012.

9 IMPROVING THE JOURNEY EXPERIENCE

9.1 Planning and strategy

Mayor's Air Quality Strategy (MAQS)

TfL is working with the GLA to discuss the funding options for air quality measures. There is a particular focus on a programme of measures to tackle NOx emissions in London. NOx now represents the greatest challenge in meeting European Union limit values for air pollutants in London, and intervention beyond the committed programme will be necessary to meet the standards.

TfL also met with London Councils on 18 October to start discussions with boroughs over the implications of the requirement set out in the London Plan for developments to be 'air quality neutral'. Further work will be carried out to determine what measures may be necessary to meet this requirement.

Aviation

The Mayor has responded formally to the DfT's consultation 'Developing a sustainable framework for UK aviation: Scoping Document'. The key issue for the Mayor is how the lack of Hub airport capacity affects London (and the UK's) economy. The executive summary and the full response are available on the GLA's website.

On 21 November, the Institute of Directors hosted an event at which the Mayor launched his second aviation report, 'A new airport for London – Part 2'. This built on the work carried out in responding to the DfT's consultation and put forward the economic case for a new hub airport. There was extensive media interest, with coverage for example on the BBC, in the Times and the Evening Standard. The Mayor's press release and report are both available on the GLA's website.

9.2 Safety and Security

Crime on London's Transport Network

The transport crime statistics for the first half of 2011/12 were announced by the Mayor on 16 November. The figures show that crime on the capital's transport network is continuing to fall. Crime on the bus network is now at its lowest rate in over seven years, with just 9.3 crimes per million passenger journeys in the first half of 2011/12.

There were 1,122 less offences on buses over the first six months of this financial year compared to the same period last year, a 9.4 per cent reduction.

Figures for the same period (April-September 2011 compared to April-September 2010) show crime on the Tube and DLR fell by 272 offences, a 4.1 per cent reduction. Every one of London's boroughs has seen a reduction in bus-related crime between 2007/08 and 2010/11, despite a substantial increase in bus ridership. Over that time, there were significant reductions in criminal damage, robbery, violence against the person and theft.

Falling crime on the transport network has been driven by a range of initiatives undertaken by TfL in partnership with the Mayor, the police forces and other partners in London. TfL's significant investment in transport policing and a commitment to improving safety and security has ensured the system remains a low crime environment.

10 EFFICIENT AND EFFECTIVE DELIVERY

10.1 Managing the workforce

Quantity Surveying Apprenticeships

TfL is working with the Chartered Surveyors Training Trust, and five suppliers to create a programme offering new apprenticeship opportunities in quantity surveying. 12 young people will train as quantity surveyors while working on projects, including the upgrade of stations such as Tottenham Court Road and Bond Street, the Sub Surface Rail upgrade and Crossrail.

The GLA Group's Supplier Skills Team has assisted in developing the programme which is tailored to TfL and its supply chain, and supports the opportunity to introduce young talent to the industry. The Mayor has set a target of 100,000 apprenticeships in London by the end of next year. This programme forms part of TfL's commitment to deliver more than 2,500 positions, internally and through its suppliers, by 2012.

New Dial-a-Ride National Vocational Qualification (NVQ)

New Dial-a-Ride drivers are being offered the chance to gain an NVQ level 2 in Customer Service, as part of the Mayor's commitment to increase the number of work based learning apprenticeships in TfL. The new qualification complements the existing Dial-a-Ride BTEC level 2 qualification, which covers the driving aspects of the job, with additional training in customer service skills, including enhanced disability equality and awareness training.

Fit for London

Fit for London, a series of staff communication events, was launched on 8 November. The events are held at Stratford International station and focus on how the important role of staff, combined with technological advances, will help

to ensure TfL's customers receive the best customer care and a reliable, efficient, continuously improving service. The series of events will run until March next year.

At the start of each event, staff are given a tour of the Olympic Park, and upon return to Stratford International station, they are taken through a vision of the future of the organisation and the critical part they play in it.

11 DELIVERING A SUCCESSFUL 2012 GAMES

Olympic Route Network (ORN) Update

TfL has now completed informal engagement and design of the ORN, and all engagement reports are now available on the TfL web site for scrutiny. Formal advertising of all the Traffic Regulation Orders has commenced, and the process is due to be concluded before the end of December. Following this process, it may be necessary to adjust the ORN designs, but these are expected to be minor. Furthermore, it may also be necessary to make adjustments in close proximity to venues, to accommodate the emerging London Organising Committee of the Olympic and Paralympic Games (LOCOG) venue based local area traffic management and parking plans.

A more sophisticated version of the Games Family Demand Model has been released by LOCOG, and sensitivity tests are currently being carried out by TfL to assess any potential impact on the ORN designs, with particular focus on the demand on Games lanes. TfL is also reviewing the vehicle permits LOCOG is issuing, to ensure that there is clarity on which vehicles can access Games lanes.

Air quality impacts

TfL has been modelling the air quality impacts of the operation of the ORN following the agreement of initial traffic management scenarios with the ODA. The results of the initial modelling will be available in early December, following which any additional mitigation measures will be discussed with the GLA and the ODA, if required. Further iterations of the air quality modelling may be required if significant changes are made to the operation, traffic management or mitigation measures associated with the ORN.

Hotspots and Travel Demand Management (TDM)

TDM engagement is progressing well, with detailed hotspot maps and grids for the public transport and road networks being published on 30 November, at a business breakfast event hosted by London First. Speakers included the Secretary of State for Transport, and representatives from London Councils and other key groups. Leading London businesses and organisations, including John Lewis Partnership, Boots, Sainsbury's, Canary Wharf Group, Deloitte and the Evening Standard welcomed the release by TfL of London 2012 Games

transport 'hotspot' information and advice, which will enable businesses to finalise their plans and ensure London is 'open for business' throughout the 2012 Games.

Freight Transport Association (FTA) event

A Games event was held by the FTA on 1 December, the second in a series of three Games events. A code of practice for out-of-hours deliveries was announced at the event. This has been developed in partnership with the Noise Abatement Society and the FTA, and the results of several trials undertaken by TfL to demonstrate the successful use of the code.

12 OTHER

The London Bombings Inquests

Following the completion of the London Bombings Inquests in May 2011, the Coroner produced a report addressed to all the institutional interested parties, the NHS and the London Resilience Team which contained Recommendations aimed at reducing the risk of death in similar circumstances. TfL accepted all of the Recommendations and committed to report back to the Board on progress made on each of the Recommendations made which were relevant to TfL.

The Coroner made the following Recommendation to TfL:

'To reconsider whether it is practicable to provide first aid equipment on underground trains, either in the driver's cab or at some other suitable location, and carry out a further review of station stretchers to confirm whether they are suitable for use on both stations and trains.'

LU held meetings with the Red Cross and NHS London Ambulance Service who considered that provision of first aid kits on trains would be insufficient for a mass casualty event due to space constraints. Before replacing all stretchers, during 2006 LU conducted a comprehensive review and consulted with the emergency services before conducting trials to find the most suitable type of stretcher for use on Underground trains and stations. LU has carried out a further review as recommended by the Coroner. Having taken into account recent Department of Health studies and the previous research, the review has concluded that the current stretchers provided on LU stations are fit for purpose and the most suitable for the environment.

The following Recommendations were made to TfL and the London Resilience Team:

'To review the protocols by which TfL (i) is alerted to major incidents declared by the emergency services that affect the Underground network, and (ii) informs the emergency services of an emergency on its own network (including the issuing of a 'Code Amber' or a 'Code Red', or the ordering of an evacuation).'

A review of the protocols was undertaken with London Fire Brigade (LFB) and London Ambulance Services (LAS), and processes have been strengthened with the British Transport Police. A process is now in place to inform the emergency services of major incidents.

'To review the procedures by which (i) a common initial rendezvous point is established, and its location communicated to all the arriving emergency services (ii) the initial rendezvous point is permanently manned by an appropriate member of London Underground.'

LU has worked with the emergency services on the identification of the emergency services' rendezvous points, and how the interaction works with LU.

'To review the procedures by which confirmation is sought on behalf of any or all of the emergency services that the traction current is off, and by which that confirmation is disseminated.'

A review was undertaken and as a result a protocol has been developed with LFB and LAS in relation to traction current, which is currently being considered by LFB and LAS, and is expected to be finalised within the next week. The Board will be updated once this has been completed.

The following Recommendation was made to the London Resilience Team:

'To review the provision of inter-agency major incident training for frontline staff, particularly with reference to the London Underground system.'

The Metropolitan Police have developed a training module with the London Resilience Team (LRT) Training Sub Group to foster understanding of the respective roles of the emergency services in a major incident. The format of the training and the briefing material has been agreed by all LRT partners including TfL.

Peter Hendy

Commissioner

Transport for London

December 2011

Appendix – TfL Progress on Mayoral Priorities

Mayoral Commitment	Recent activity	Future milestones
<p>Introduce a Cycle Hire scheme A cycle-hire scheme covering Zone One with ~6,000 bikes to be launched in summer 2010</p>	<ul style="list-style-type: none"> • To date, over 8.3m journeys have been taken by customers of Barclays Cycle Hire, which include over 1.7 million casual user journeys • October saw the highest number of hires in a month since the launch of Barclays Cycle Hire, with over 708,000 hires • New memberships continue to be received at a rate of around 400 per week • Preparations for Phase 2 are progressing well – final planning applications have now been submitted for all 261 sites, and 139 sites have been granted planning permission so far. This represents 3,936 docking points, against a target of 4,200. TfL continues to negotiate with the boroughs to secure as many approvals as possible 	<ul style="list-style-type: none"> • Implementation of Phase 2 prior to London 2012 Olympic and Paralympic Games
<p>Introduce Cycle Superhighways 12 easily accessible, direct routes feeding into central London, complemented by cycle training, maintenance and parking</p>	<ul style="list-style-type: none"> • Two new Barclays Cycle Superhighways, Bow to Aldgate (CS2) and Wandsworth to Westminster (CS8), were launched in summer 2011 • The next set of routes, Lewisham to Victoria (CS5) and Muswell Hill to Angel (CS12), are currently in the detailed design stage and will be launched in summer 2013 	<ul style="list-style-type: none"> • A rolling programme of routes to be delivered up to 2015

Mayoral Commitment	Recent activity	Future milestones
<p>Remove pedestrian guardrail The safe removal of pedestrian guardrail on Red Routes to reduce unnecessary clutter, improve the urban realm and encourage better interaction between road users</p>	<ul style="list-style-type: none"> To date this financial year, around 3.7km of guardrail, 616 bollards and 146 signs have been removed from the TLRN 	<ul style="list-style-type: none"> In line with its Better Streets objectives, TfL is continuing to look for opportunities to remove unnecessary street clutter from the network
<p>Support and implement innovative urban realm projects Major urban realm projects that make London's streets as attractive and enjoyable as possible, for example the plans for Exhibition Road and Oxford Circus</p>	<ul style="list-style-type: none"> TfL's LIP Major Schemes Guidance was updated to ensure it reflects the Mayor's aspirations for Better Streets The deadline for bids to be submitted to TfL for new Major Schemes to start in 2012/13 was 2 September, and successful bids will be announced in December 2011 On 30 September, TfL also launched improvements to Venn Street in Clapham. The scheme, developed by the London Borough of Lambeth, delivers significant public realm benefits, including a new shared surface, de-cluttering of street lamp columns, parking machines and other street furniture and provision of new trees 	<ul style="list-style-type: none"> Exhibition Road in January 2012 Wimbledon Town Centre in March 2012 St Paul's Churchyard in March 2012 Jubilee Gardens in May 2012 Other major schemes to be delivered across London during 2012

Mayoral Commitment	Recent activity	Future milestones
<p>Introduce a new Bus for London A new iconic Bus for London on the streets by 2012</p>	<ul style="list-style-type: none"> On 4 November, the Mayor of London drove the first New Bus for London off the production line at the Wrightbus factory in Ballymena In December, the prototype will make its way to London, where it will be put through its paces on London's streets, in preparation for entering passenger service next year. In the course of the first half of 2012, it will be joined by seven more prototypes to be tested in passenger service, which will lead to the establishment of a full production line 	<ul style="list-style-type: none"> Prototype vehicles remain on course to start service in the first half of 2012
<p>Encourage the uptake of electric vehicles (EVs) in London Encourage uptake, with the aim of making London the electric vehicle capital of Europe</p>	<ul style="list-style-type: none"> There are now almost 300 vehicles registered with Source London, supported by almost 240 charge points with an on-going retrofit and installation programme for 1,300 charge points by 2013 Work continues with LOCOG and other partners on charge points, to support the 200-strong electric vehicle fleet for the 2012 Games. TfL is also working closely with technology firm Qualcomm on the first large scale trial in the UK of wireless electric vehicle charging, starting in early 2012 	<ul style="list-style-type: none"> 100,000 vehicles (five per cent of London fleet) to be electric as soon as possible 1,300 publicly accessible charge points in the Source London scheme by 2013

Mayoral Commitment	Recent activity	Future milestones
<p>Deliver Crossrail Ensure that Crossrail is delivered on time and to budget, looking at value engineering options to minimise costs</p>	<ul style="list-style-type: none"> • Invitations to tender were issued for the Victoria Dock Portal (C340) works, on 18 October, and for the contract to supply lifts to the central section stations (C730), on 21 October • On 19 October, CRL submitted plans to Westminster City Council for the regeneration of Tottenham Court Road and the east end of Oxford Street, including the former Astoria theatre site • In early October, the London Borough of Tower Hamlets approved the Schedule 7 Plans and Specifications (akin to a planning permission) for Whitechapel Station • The first of CRL's 'living walls' was installed around the worksite in Finsbury Circus Gardens 	<ul style="list-style-type: none"> • Tunnelling to commence in 2012 • Services to be launched in 2018 onwards
<p>Deliver tube upgrades Ensuring tube upgrades remain funded and continue to be delivered on time and on budget</p>	<p>Victoria Line:</p> <ul style="list-style-type: none"> • The Victoria line is being served entirely by 2009 stock by now • The first new timetable to support the line upgrade was introduced on 25 September, and work continues to decommission the old signalling system and to carry out the asset replacement process. This work, once completed, will allow the full timetable enhancements to be delivered 	<ul style="list-style-type: none"> • Victoria line upgrade to be completed in 2012

Mayoral Commitment	Recent activity	Future milestones
	<p>Jubilee Line:</p> <ul style="list-style-type: none"> • The first post-upgrade timetable was introduced on 31 July, providing 18 per cent more trains overall in the three hour morning peak period • The Jubilee line's actual kilometres operated were 17.2 per cent higher this year, compared to the same period last year 	<ul style="list-style-type: none"> • Second post-upgrade timetable to be introduced in 2012, raising peak capacity to 30 trains per hour
	<p>Northern Line:</p> <ul style="list-style-type: none"> • Significant amount of preparatory work has been completed for the Northern line upgrade, including converting trains in readiness to use the new system, with much of the work done at night • However, in order to complete the signalling upgrade, LU has announced eight full-line weekend closures in 2013 and 2014, eight additional weekend closures in 2012 and 2013 where shorter sections of the line will be closed, and five additional part-closures during the Christmas and Easter holiday periods, when customer numbers are lower. These closures are far fewer than were originally proposed under the PPP contract and will cause much less disruption 	<ul style="list-style-type: none"> • The Northern line upgrade is due to be completed by the end of 2014

Mayoral Commitment	Recent activity	Future milestones
	<p>Piccadilly Line:</p> <ul style="list-style-type: none"> • Following the acquisition of Tube Lines, the upgrade was reviewed in order to determine the best way of delivering it within available funding and with synergies achieved alongside the Bakerloo line and other upgrades. A common design will be used for trains on both the Bakerloo and Piccadilly (and subsequently Central) lines, reducing costs and lessening disruption • Prototyping for the new train will be delivered in 2015 and the first full fleet (Bakerloo or Piccadilly) replaced by the end of the decade. 	<ul style="list-style-type: none"> • Agreement of delivery dates, to maximise synergies with the rest of the upgrade programme
	<p>Sub-surface Railway (SSR) lines:</p> <ul style="list-style-type: none"> • A total of 21 S-stock trains have now been delivered to London, of which 16 are scheduled for running in passenger service along the Metropolitan line • Some reliability issues with trains are currently being resolved, but this short-term intervention is not expected to impact the overall SSR Upgrade delivery programme 	<ul style="list-style-type: none"> • New trains entered service on the Metropolitan line in 2011, and will follow on the Circle and Hammersmith & City Lines in 2012 and the District Line in 2013
<p>Remove bendy buses Removing bendy buses cost-effectively from London streets</p>	<ul style="list-style-type: none"> • Routes 38, 507 and 521 were converted in 2009, routes 18 and 149 in 2010, route 25 in June 2011, route 73 and 453 in September 2011, route 12 and 436 in November 2011. 	<ul style="list-style-type: none"> • The remaining route 207 will have its bendy buses replaced with double deck buses by the end of 2011.

Mayoral Commitment	Recent activity	Future milestones
<p>Launch integration between Overground and Underground Extend Oyster pay as you go to national rail stations within Greater London so lowest fares always available.</p>	<ul style="list-style-type: none"> • Passengers attempting to access the outer edges of London via their Oyster card no longer require an Oyster Extension Permit • The Greater Anglia short term franchise was awarded to Abellio (Netherlands State Railways), and will run from February 2012 to July 2014. The franchisee will be extending the compatibility of Oyster Pay As You Go to Hertford East and Shenfield, adding 10 extra stations to the Oyster network 	<ul style="list-style-type: none"> • Continue to work to extend Oyster pay as you go to national rail stations
<p>Publish a vision for London's transport ambitions A comprehensive vision for London's transport network, including major projects and better use of existing assets, integrated with the workings of the GLA and consistent with the London Plan</p>	<ul style="list-style-type: none"> • Following consultation with the public and the London Assembly in 2009, the Mayor's Transport Strategy was published in May 2010 • TfL is working to set out the transport priorities for the 2015-2020 timeframe 	
<p>Explore a new crossing in the Thames Gateway Investigate the feasibility of a new crossing in the Thames Gateway</p>	<ul style="list-style-type: none"> • Construction of the new cable car in East London is now underway • Work is continuing to investigate other options to complement the cable car • Further investigation of river crossing options is being undertaken, depending on funding availability 	<ul style="list-style-type: none"> • Aspiration to complete Cable Car in time for the 2012 Games

Mayoral Commitment	Recent activity	Future milestones
<p>Deliver better river services Setting up a River Concordat group to consider how to make better use of the river including an enhanced service on the river that can transport people to Olympic sites and provide a unique London experience</p>	<ul style="list-style-type: none"> • The installation of a roof on the pontoons at Greenwich Pier, which was partially funded by the ODA, has now been completed, with minimal disruption to the operation of the pier • The construction of the extension pontoon for Tower Pier, also partially funded by the ODA, has begun at the Ravestein shipyard in Deest, Netherlands. The pontoon is due to be towed into place in late February 2012 	<ul style="list-style-type: none"> • TfL will continue to work towards providing enhanced passenger services on the river, especially during the Olympic and Paralympic Games
<p>Smoothing traffic flow Smoothing traffic flow through the review of traffic signals, permitting of roadworks, trial (and possible implementation) of pedestrian countdown at traffic signals, and encouraging shift to more sustainable modes</p>	<ul style="list-style-type: none"> • SCOOT optimisation has now been completed at 480 sites and the benefits captured during the main peak periods. SCOOT is delivering a 12.6 per cent reduction in delay and a 4.3 per cent reduction in the number of times vehicles have to stop as they travel through the network 	<ul style="list-style-type: none"> • TfL has undertaken to review 1,000 signal timings each year • TfL committed to installing SCOOT at an additional 1,000 sets of signals by 2012/13
<p>Earn your Travel back Taking away the right to travel from young people who abuse it and allowing them to earn it back through community service</p>	<ul style="list-style-type: none"> • The scheme was launched in August 2009, and TfL continues to review effectiveness 	<ul style="list-style-type: none"> • TfL will continue to monitor rates of take-up and reinstatement of concessions

Mayoral Commitment	Recent activity	Future milestones
<p>Deliver affordable fares for Londoners Affordable fares for Londoners who are most likely to find the cost of public transport too expensive</p>	<ul style="list-style-type: none"> • The Mayor has protected all free travel, despite the implications of the Comprehensive Spending Review • Free travel for London war veterans was introduced from November 2008 • Extension of Freedom Pass to cover travel 24 hours a day from January 2009 • Half price travel on buses and trams for Income Support claimants introduced from January 2009 • Introduction of half price bus and tram travel for Londoners in receipt of Jobseeker's Allowance or Employment and Support Allowance from April 2009 	