

Safety, Health and Environment Annual Report

2019/20

MAYOR OF LONDON



Contents

3 Foreword

4 Introduction

5 Key events from 2019/20

7 Our performance

8 Our scorecard

9 Performance summary

10 Coronavirus

13 Future plans: Coronavirus

14 Our customers

21 Future plans: Our customers

22 Our workforce

27 Future plans: Our workforce

29 Environment

35 Future plans: Environment

38 Working with regulators and supporting inquests

Foreword

Safety, health and the environment have never been more at the forefront of our thinking than during the global coronavirus pandemic

We are committed to supporting Londoners and the key workers, including transport workers, on which our society depends during this important time for our city.

This report looks back from 1 April 2019 to 31 March 2020 and predominantly covers the period before the height of the coronavirus pandemic. Sadly, even by that date five colleagues from TfL and our partner organisations had lost their lives to the virus and 39 have tragically died since. Our thoughts are with their friends and family, and of all those who have suffered during the pandemic. Tragically two other members of London's transport workforce died while doing their jobs last year, Christian Tuvi and Kenneth Matcham. My thoughts are with their families and colleagues.

As we respond to the immediate challenges of coronavirus, we also reflect on our ongoing work to make London greener and safer. This year, we successfully launched the Ultra Low Emission Zone (ULEZ), introduced a new 20mph speed limit on our roads in central London and continued to implement the bus safety standard.

Looking forward, the current pandemic will profoundly change the city in which we work. Our organisation will be invaluable in kick-starting the London economy and the wider UK economic recovery. As we recover, it will be vital that we do not waver in our commitment to safety, the environment and the wellbeing of our own people.

As I reflect, I am proud of the progress we have made in pushing our Vision Zero agenda for safety, health and environment. I know that the incoming Commissioner Andy Byford will show the same commitment to improving these outcomes.

Lilli Matson
Chief Safety, Health and
Environmental Officer

'Our organisation will be invaluable in kick-starting the economic recovery'





We will work to continually improve our performance for London

Introduction

Ensuring safety, health and the environment are at the heart of everything that we do

Our commitments to safety, health and the environment are summarised in our Vision Zero objectives of eliminating deaths and serious injuries from the transport network, doing zero harm to our people, and working towards zero-carbon transport. To achieve these, we must meet all our legal and regulatory obligations but also go beyond those requirements to drive improvement.

We continually strive to improve the safety of our customers and our workforce. Nevertheless, 44 colleagues from TfL and our partner organisations sadly lost their lives to COVID-19 and two transport workers tragically died while doing their jobs. Sadly, five customers lost their lives following incidents on the Tube and eight people died in collisions involving buses.

This year, the mental health and wellbeing of our staff has been a key focus. The average number of sick days per employee has improved, but there has been a rise in the numbers of workdays lost to long-term conditions. Mental health conditions and musculoskeletal injuries are primary drivers for the rise in sickness absence.

We have introduced a wide range of programmes and initiatives across our organisation to improve staff safety. This includes starting successful trials of body-worn cameras to discourage violence and aggression. We also developed plans to improve safety when accessing Tube tracks at night, made significant improvements to

operational communications, and worked to tackle fatigue among construction staff and bus workers. Road safety data remains provisional until fully validated, however the data available indicates a five per cent reduction in deaths and serious injuries. While positive, this is not as great a reduction as we targeted.

Our environmental data covers London's public transport operations, including taxis and private hire vehicles, and the activities of ourselves and our suppliers. We successfully launched the Ultra Low Emission Zone (ULEZ) this year, which led to a 37 per cent reduction in nitrogen dioxide within the zone in the first ten months of its operation.

This report covers the period from 1 April 2019 to 31 March 2020. However, road safety data runs from January to December 2019. Health data relates to employee wellbeing and includes employee sickness absences but does not cover contractor or customer health issues. Our customers refers to direct users of our services, our workforce may include our directly employed staff as well as people working in our supply chain.

In previous publications we referred to minor and major injuries when reporting the number of people injured. We have used a new approach this year that uses slight, serious and killed for classifying the severity of injuries. This approach is aligned with Department for Transport and Metropolitan Police Service standards.

Key events from 2019/20

A look back at some of the main activities from the past year



April 2019

The central London Ultra Low Emission Zone launches. Ten months later, nitrogen dioxide levels in the zone had fallen by 37 per cent.

May 2019

'Cat's eyes' are installed in the Sandilands tunnel to help tram drivers.

June 2019

The London Underground fire safety plan launches to improve our approach to fire safety across the Tube network.



July 2019

The first four bus routes across the Capital become fully compliant with the latest and stricter Bus Safety Standards.



August 2019

The first of our new Dial-a-Ride buses are delivered, which are fully compliant with the Ultra Low Emission Zone standards.



September 2019

New boarding and alighting ramps are installed on seven out of nine piers to improve access to Thames Clipper vessels.



October 2019

Our Watch Your Speed campaign launches on Channel 4, ITV, London Live and on-demand services, to encourage drivers to slow down.

November 2019

Applications begin for Direct Vision Standard permits, which is designed to improve the safety of heavy goods vehicles in London.

December 2019

Launch of bus operator technology to help monitor speeds, leading to a 47 per cent reduction in speeding incidents for Arriva.



January 2020

The Mobileye collision avoidance system, which monitors the road ahead to warn of dangers, is fitted on all Abellio buses.

February 2020

Route 94, running between Acton Green and Piccadilly Circus, becomes west London's first all-electric double-deck bus route.



March 2020

ULEZ and Low Emission Zones are suspended, speed limits reduced across central London, and Safe Stop initiated on construction activity as a result of the coronavirus pandemic.

Our performance

Our role is to get London working and moving safely and sustainably, helping to achieve the goals of the Mayor's Transport Strategy



Our scorecard

Long-term objective		2019/20 forecast	2020/21 target
Outcome	2020/21 scorecard measure		
Healthy Streets and healthy people			
London's streets will be safe and secure	Reduction in people killed or seriously injured on the roads from 2005-09 baseline	40% (228 fewer people than 2018)	42.3% (371 fewer people than 2018)
	Reduction in people killed or seriously injured involving buses from 2005-09 baseline	62.7% (20 fewer people than year-to-date 2018)	58.7% (No more people than year-to-date 2018)
	Total number of customer and workforce killed or seriously injured	2,281	2,212
London's public transport will be on track to be zero emission by 2030 ¹	Number of London buses that are Euro VI compliant	8,400	8,350
London's streets will be used more efficiently and have less traffic on them	Traffic signal changes to support healthy streets (person hours per day)	17,500	15,000
London's streets will be healthy, and more Londoners will travel actively	Health Streets check for designers (average % uplift)	13	10

We met and exceeded four of our scorecard targets this year. However, we did not achieve our targets for the 'reduction in people killed or seriously injured on the roads from 2005-09 baseline' and 'Total number of customer and workforce killed or seriously injured'. There was an improvement in both these measures compared to the previous year, but this was not sufficient to meet our aspirations.

Road casualty data for 2019 will continue to be validated and reviewed, with final data published in line with Department for Transport timescales. Therefore, all road safety data in this report is provisional and subject to change. Numbers quoted are correct as of 1 July 2020.

1. Our plans to reduce our emissions include bus electrification, energy efficiency measures (such as LED lighting), and generating our own renewable energy (such as introducing solar panels). Further expansion of ULEZ to the North and South circular by October 2021 will help reduce London-wide emissions, as will further investment in intensifying and extending public transport capacity and connectivity

Performance summary

We are working towards the Mayor's goal of creating a safer, cleaner and greener London

Our workforce and wellbeing

Our thoughts are with the friends, families and colleagues of all the transport workers who lost their lives in 2019/20. Sadly, this includes 44 transport workers who have died from COVID-19. Tragically, two transport workers also died while at work.

There were 1,858 workforce injuries this year, with 792 supplier injuries and 1,066 direct employee injuries. This is the lowest number of recorded injuries in five years and a fall of 9.6 per cent from the previous year. We have also seen a reduction in the number of average working days lost over the year.

The trend for total sick days lost among our workforce is getting worse, with mental health issues a major factor in this. We started a package of initiatives this year to address this, including a new podcast channel and online group training sessions in managing mental health. We also extended our Employee Assistance Programme to give operational staff greater access to support and counselling.

Our customers

This year, 19 customers tragically lost their lives across our public transport networks. Our thoughts are with all their families and friends.

The total number of customer injuries for all types of severity reduced in absolute terms to 9,729, compared with 10,058 in 2018/19. This was driven in particular by a reduction in injuries to bus customers. Other transport modes experienced increases, but these were offset by the size of the reduction among bus customers.

Our streets

Road casualty data is reported by calendar year. In 2019, 124 people were tragically killed on London's roads. This represents a 12 per cent increase on the previous year, which was the lowest on record.

Our key measurement of road safety performance is the number of people who are killed or seriously injured on London's streets. In 2019, we can report 3,825 deaths or serious injuries, which represents a five per cent reduction from 2018.

Compared with our baseline years of 2005-09, deaths and serious injuries have reduced by 40 per cent. However, our progress towards reaching our Vision Zero target of a 65 per cent reduction by 2022, has slowed. This is in line with the trend nationally and across Europe, where progress in reducing road deaths and injuries has largely stalled since 2012. We are determined to break through this plateau and will need to increase our efforts.

Reportable injuries

We reported 141 customer and workforce injuries to the Health and Safety Executive and the Office for Rail and Road, under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). The majority of these injuries were related to our workforce (58 per cent). Crossrail reported six injuries in the year, with most of these occurring in Quarter 4 when more staff started to work on platforms. London Underground, which accounts for most of our employees, reported the most, with many injuries attributed to boarding and alighting trains, and slips, trips and falls.

'We started a package of initiatives this year to address the issue of mental health, including a new podcast channel and online group training sessions in managing mental health'

Coronavirus

The coronavirus pandemic has had an unprecedented impact across the world and we face uncertainty over the effects on future travel patterns in London



Tributes to our heroic workforce

Tragically, 44 colleagues from TfL and our partner organisations have lost their lives to COVID-19 since the start of the pandemic. Our thoughts are with their families, friends and colleagues.

2 February

Coronavirus enquiry helpline set up for managers and staff

15 March

Advice issued to our managers to prepare for home working

23 March

All office-based staff told to work from home

31 March

More than 1,000 calls made to our helpline by the end of the year

16 April

NHS workers offered free access to Santander Cycles

Ensuring the wellbeing of our workforce during lockdown

The mental health and wellbeing of our staff has been a key focus during this unprecedented time. We have provided additional support for staff and managers, including a new podcast channel, online group training sessions in managing mental health, and a dedicated coronavirus website. We also extended our referral criteria to give operational staff suffering with mental health issues greater access to our counsellors.

An enquiry line was set up on 2 February 2020 for staff and managers. By 31 March, we had received more than 1,000 enquiries, covering a range of subjects, including concerns around foreign travel, underlying medical conditions and the risks associated with contact with the public or those suspected of having the virus.



Our vehicles have been regularly deep cleaned

Supporting keyworkers throughout the coronavirus pandemic

Throughout the lockdown period, we have worked to keep vital services running

Our operational response to the pandemic has been to support the Government's wider efforts to contain the spread of the virus while enabling journeys by critical key workers, such as NHS and care home staff, and protecting the health and wellbeing of the key workers that deliver transport services.

To support the Government's strategy, we consistently and repeatedly advised Londoners to avoid all but essential travel. Consequently, Tube ridership fell by more than 95 per cent and bus travel by more than 85 per cent.

For those customers and key workers who had to continue to travel, we ran a bus network not far from full capacity for the reduced numbers travelling.

We also marked out social distancing spaces across extensive parts of the network, made hand sanitiser available and handed out free face masks as face coverings became mandatory on public transport.

35,700

codes used by NHS workers to get free access to Santander Cycles



Seizing the opportunity to build a better future for London

While the effects of coronavirus remain unclear, there is an opportunity to shape a cleaner future

As we embark on the recovery phase of the coronavirus lockdown, there is an opportunity to seize traffic reduction benefits across London.

We have been reallocating more road space for walking and cycling to increase capacity and ensure people can follow social distancing guidelines through our Streetspace for London plan. We have also changed the timings at 1,753 sets of traffic lights to reduce the wait time for people walking, taking advantage of the lower levels of traffic. This work is also helping with some of the ambitions of the Mayor's Transport

Strategy around encouraging active travel, cleaning London's air and making our streets safer. This is the focus of our recovery planning, which has the potential to help us move forward on our safety goals, as well as wider outcomes of the Mayor's Transport Strategy.

While the reduction in traffic can help cut the number of road traffic casualties, analysis of casualty trends during the lockdown shows that complementary measures, such as speed control and more protected space for walking and cycling, must be provided.



Working with the Mayor and the boroughs, the Streetspace for London plan aims to provide the following benefits:

- Adding to the cycle network by creating new lanes and routes across the Capital
- Widening pavements so people can safely walk past queues outside shops or stations while following social distancing guidelines
- Creating low-traffic corridors on residential streets so more people can safely walk and cycle as part of their daily routines
- Helping to improve safety across London's roads so people feel more confident to walk and cycle



Pausing activity during the coronavirus lockdown

Many of our services and schemes came to a stop when the lockdown measures were imposed, except for those that were safety critical, emergency or absolutely necessary.

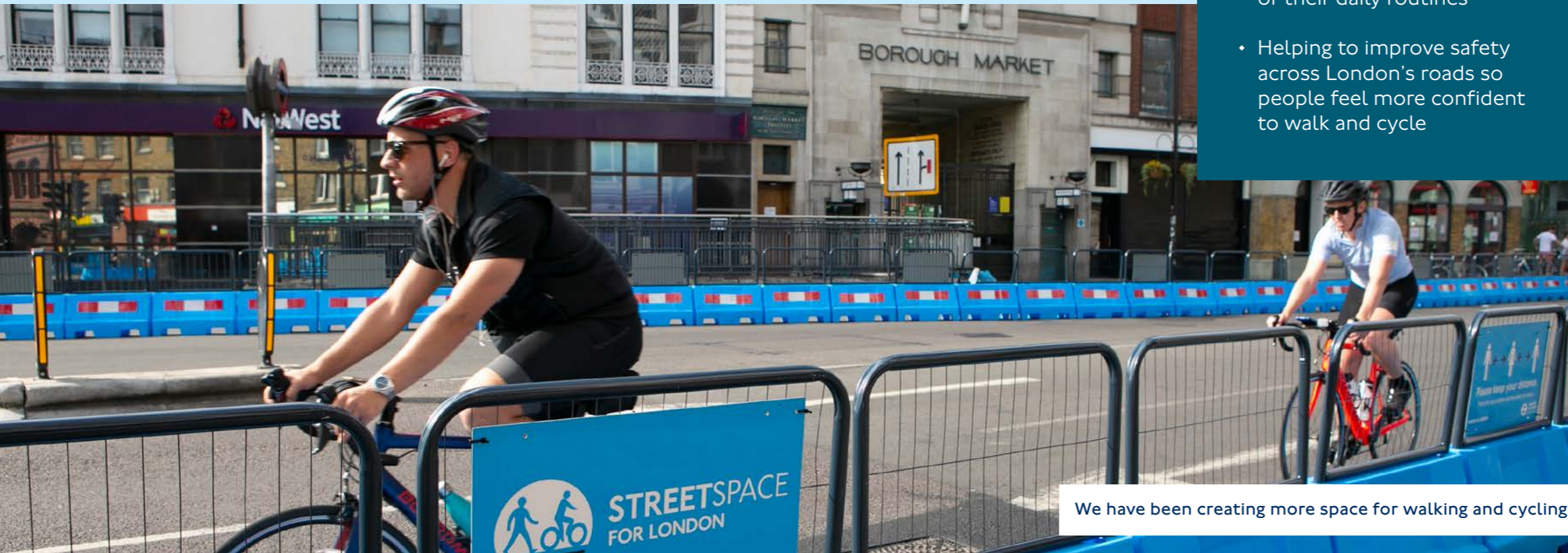
We also suspended road user charging schemes between 23 March and 18 May and reduced our operational services, including a suspension of any new buses entering the fleet.

The suspension of these schemes followed a request from the Mayor to ensure critical workers, particularly those in the NHS, were able to travel as easily as possible during the coronavirus pandemic.



56

days that road user charging schemes were suspended for



We have been creating more space for walking and cycling

Future plans: Coronavirus



Ensuring workforce safety

We will continue to work closely with our frontline staff and bus operators to ensure the safety of staff members and key workers, and to prevent the spread of coronavirus, in line with the latest Government advice.



1,000

calls were made to our coronavirus helpline as of 31 March 2020

Safely restoring services

We will develop and evolve plans to safely restore services as restrictions and advice changes, while maintaining social distancing requirements.



Resuming occupational health service

Having reengineered many occupational health and wellbeing activities during the coronavirus pandemic, we will prepare to safely restart activities that require face-to-face contact, such as medical examinations for operational staff.



7,000

transport workers were placed on the Government furlough scheme to help safeguard vital services in London

Providing personal protective equipment

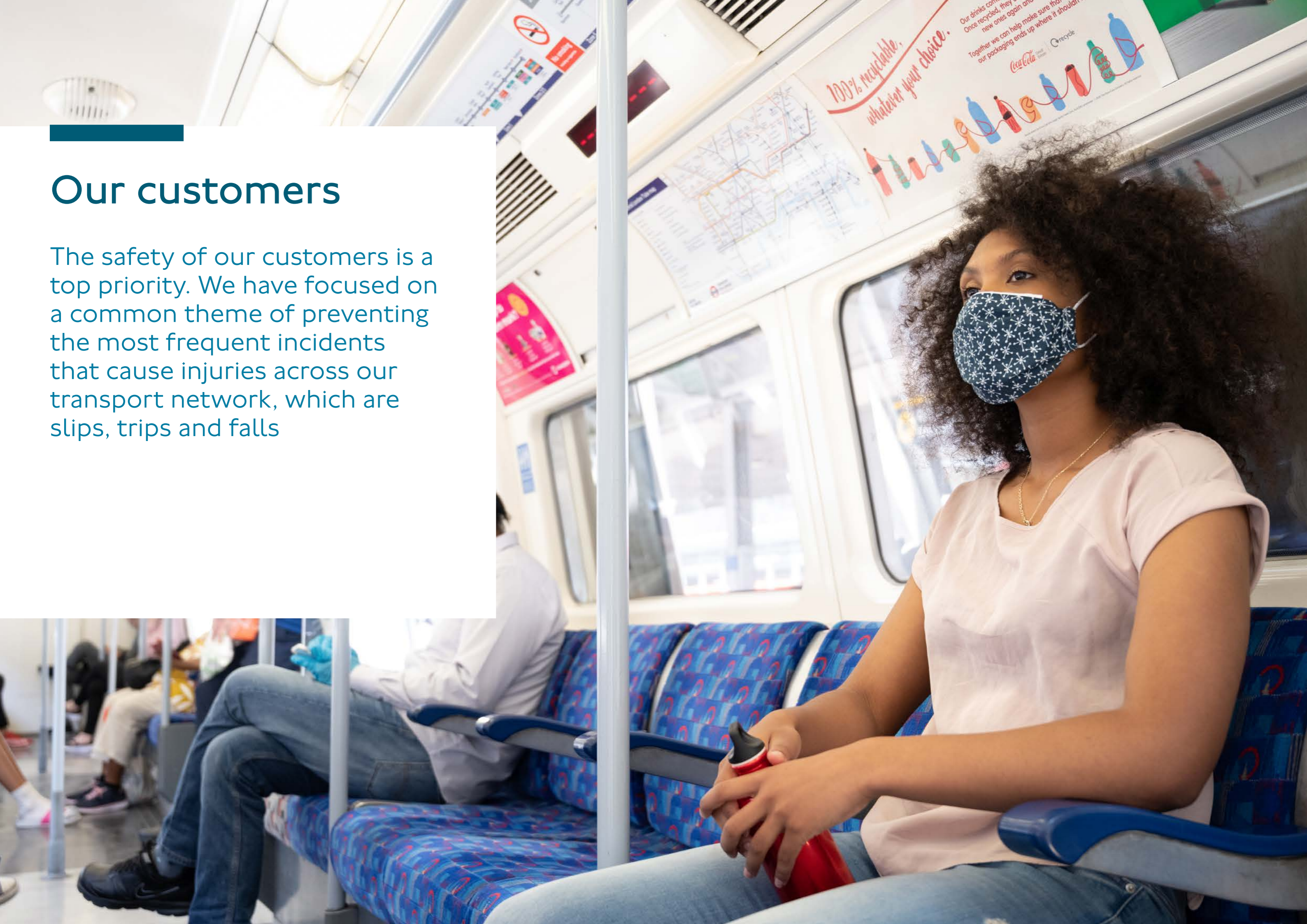
We will source appropriate personal protective equipment for clinicians, in line with guidance from Public Health England, and we will reorganise our clinic space to support social distancing. Other occupational health activity will continue to be done remotely wherever this is possible.

Dealing with the impact of coronavirus

We will develop a process to support managers and staff dealing with the impact of coronavirus. We are planning a fast-track assessment tool that will help identify high-risk staff who need to continue to self-isolate. This will help us to plan operational resources as lockdown restrictions are relaxed and transport services begin to be ramped up.

Our customers

The safety of our customers is a top priority. We have focused on a common theme of preventing the most frequent incidents that cause injuries across our transport network, which are slips, trips and falls



Taking action to tackle the causes of customer injuries across our transport network

Slips, trips and falls are among the most common cause of injury

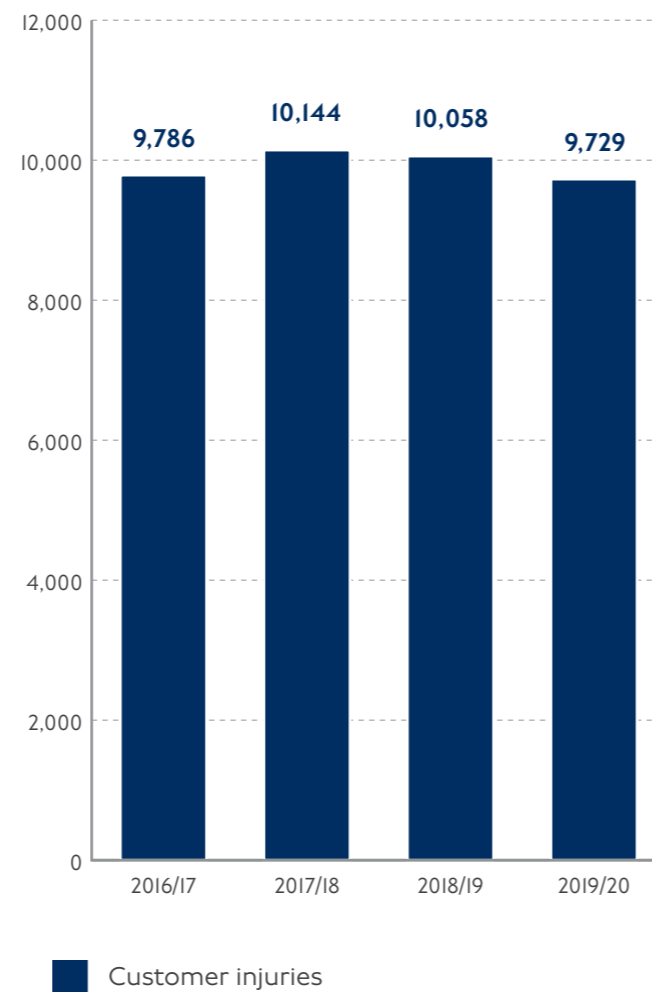
There were 9,729 injuries of all severities across our network, which is a decrease of three per cent compared to 2018/19. This decrease was driven predominantly by a 9.4 per cent decline in bus customer injuries. To an extent, the reduction in passenger journeys caused by coronavirus lockdown may have contributed to this performance, with 11.4 per cent fewer bus passenger journeys in Quarter 4 compared to the same quarter in 2018/19.

There was a slight increase in customer injuries on other modes, with the greatest increase on rail modes. However, this is partly associated with measures to increase reporting rates, including a new reporting app and an increased staff presence.

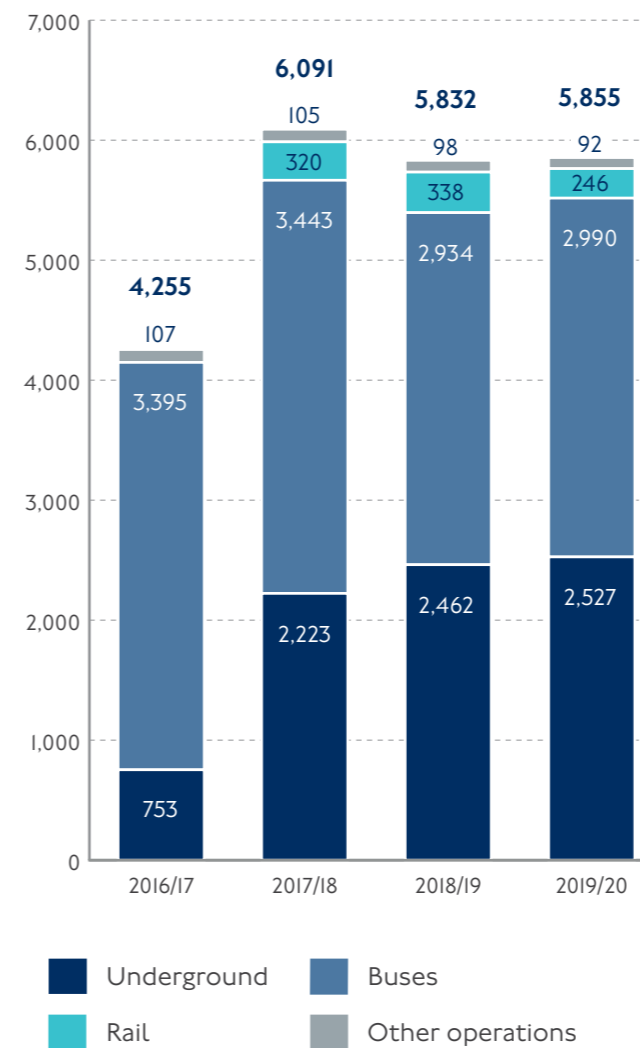
Owing to the profound changes in travel patterns, we will begin monitoring safety performance by calculating rates of injury in 2020/21, as year-by-year comparisons will no longer be valid.

Across all our services, slips, trips and falls are routinely among the top five causes of injury. This year, they accounted for 76 per cent of London Underground injuries and 51 per cent across all surface transport modes, including buses. Since 2016/17, the average number of slips, trips and falls was 2.03 per million passenger journeys. London Underground and buses account for most passenger journeys and report between 0.55 and 1.89 slips, trips or falls per million passenger journeys. The highest injury rates for slips, trips and falls are seen in our other operations.

All customer injuries (number of injuries)



All slips, trips and falls injuries (number of injuries)



The most common reasons for slipping, tripping and falling are intoxication, rushing and carrying luggage. Older customers are also particularly vulnerable to these injuries.

51%
of all injuries on surface transport modes were a result of slips, trips and falls



We have an ambition for safety excellence on our escalators and stairs

A significant number of slips, trips, and falls happen on escalators and stairs. Our Escalator Excellence campaign forms the basic standard we expect at all Tube stations with escalators.

This includes more specific customer announcements, such as wet weather warnings, helping vulnerable customers, and creating new posters and signage.

We took a targeted, evidence-based approach at the 12 stations where most customer injuries occur and we will use this to identify actions that will further improve safety at Underground stations during 2020/21.



76%
of all injuries on the Tube were as a result of slips, trips and falls

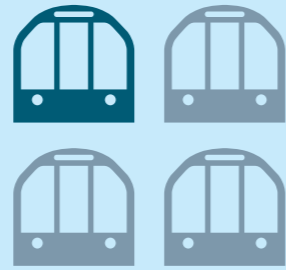
2.03
slips, trips and falls on average per million customers journeys



Tackling slips, trips and falls when boarding and alighting our trains

A quarter of customer slips, trips and falls on the Underground happen when people are boarding or alighting the train.

We ran a number of awareness days with train and station staff as part of our platform train interface project. We also ran a Safety Focus Week in November 2019.



25%

of slips, trips and falls happen when customers are boarding or alighting the train

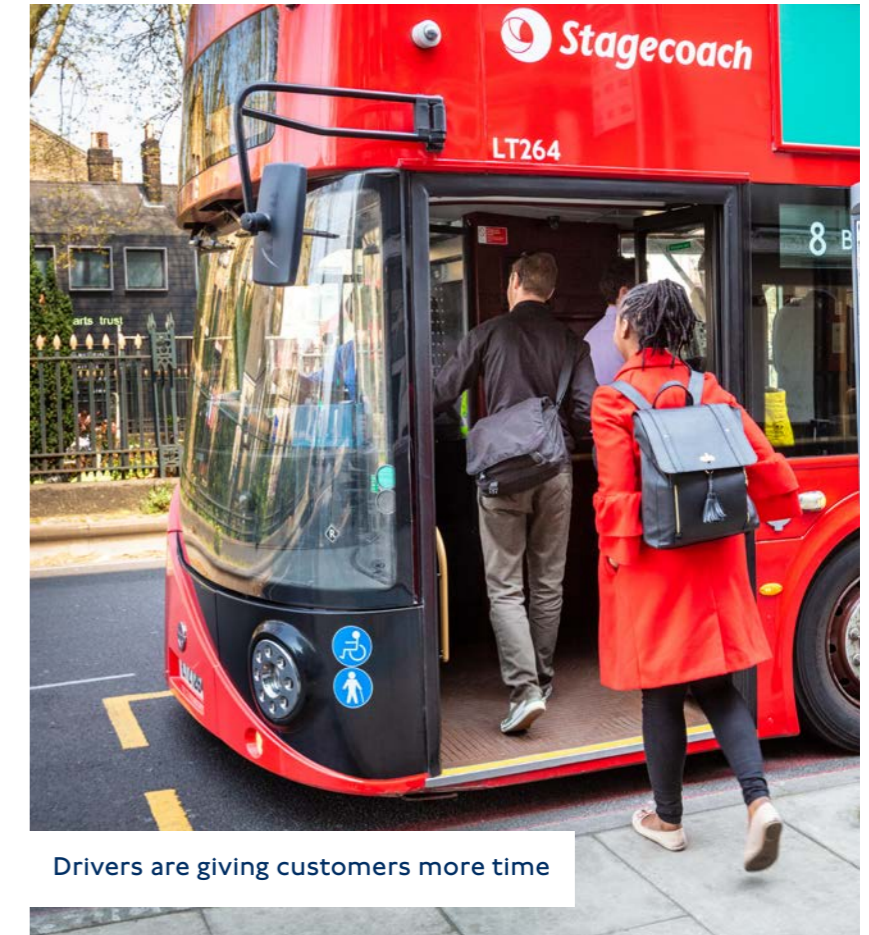


Our safety awareness days covered a range of subjects designed to improve safety when boarding or alighting trains. This included:

- General safety management to prevent slips, trips and falls
- Establishing groups to help us identify new approaches and establish new processes
- Emphasising the importance of our collective safety management role as an entire organisation



We have worked to raise awareness of slips, trips and falls



Drivers are giving customers more time

Encouraging our bus drivers to 'Gimme 5'

Older and less mobile passengers are more vulnerable to slips, trips and falls while on buses that are moving.

Bus operator Go-Ahead, which operates nearly a quarter of our bus network, has been trialling a scheme to encourage drivers to give these customers more time to settle on board the bus before they drive off.

The scheme, called 'Gimme 5', also includes a passenger badge to help drivers recognise those passengers that might benefit from having more time to prepare themselves for the vehicle to move.

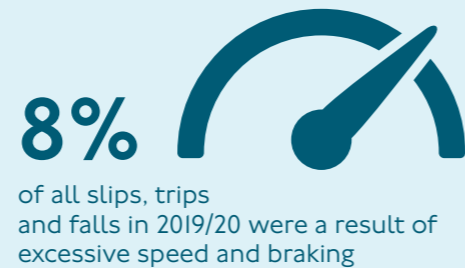


51%

of all injuries across our surface transport, including buses, are caused by slips, trips and falls

Taking action to tackle excessive speeding and braking to help us prevent slips, trips and falls

In 2019/20, eight per cent of all slips, trips and falls on buses were attributed to speed or braking. As part of our wider approach to speed management, bus operators are able to monitor bus speeds through onboard technology. This is helping to reinforce speed compliance while buses adopt Intelligent Speed Assistance (ISA) technology. Around 16 per cent of the bus fleet has ISA installed, with more units being installed as new buses replace older buses in the fleet.



Braking and accelerating can cause slips, trips and falls



We worked with partners to help customers get home safely

Working with our partners on a customer safety campaign

Finding new ways to help our customers get home safely

Alcohol is a major factor in many serious passenger incidents, whether on the stairs or standing on the edge of platforms. We ran a customer safety campaign to help remind customers to stay safe while travelling if they have been drinking alcohol.

We worked with the Soho Angels, which is a partnership between Westminster City Council and the LGBT Foundation. The Soho Angels wear pink reflective vests and support customers when they are travelling late at night. They help people if they need medical attention or have been separated from friends, and can provide directions and advice to help get people home safely.

‘The festive period is a time to celebrate and enjoy all that London has to offer. But safety is absolutely crucial, and we encourage everyone to travel safely and look out for each other’



Siwan Hayward
Director of Compliance and Policing



We have improved the safety of our buses

Designing safer buses for London

The Bus Safety Standard is our most important measure in helping reduce both the severity and number of casualties from incidents involving buses. We have 241 buses in the fleet that meet the requirements of the new standard. These vehicles have better mirrors, enhanced anti-slip floors, early warnings of unintended acceleration and an acoustic warning for quiet running vehicles. We have ambitious plans to roll out the standard across London's bus fleet.

The Bus Safety Standard will help us reach our target of nobody being killed on, or by, a bus by 2030, and nobody being killed or seriously injured on our roads by 2041.



The DLR is a vital mode of transport. It has a number of unique and interesting features, which include:

- The trains operates on a driverless, computerised system
- The DLR opened in 1987
- The railway stretches east from Bank and Tower Gateway to Stratford, Beckton, Greenwich, Lewisham, London City Airport and Woolwich Arsenal

Preventing dangerous train 'surfing' on the DLR

In April 2019, train surfing hit the headlines when Extinction Rebellion protestors glued themselves to DLR trains and rode on the top of them.



19

reported incidents of people 'surfing' on DLR trains during 2019/20

In response to this, we produced a Surfing Action Plan, which sets out additional controls, such as removing holding and standing points, better signage, increased vigilance by on-board staff especially during school holidays, school visits by DLR Ambassadors to educate children on the dangers of surfing, and increased prosecution.



Preventing 'surfing' on the DLR is a key focus

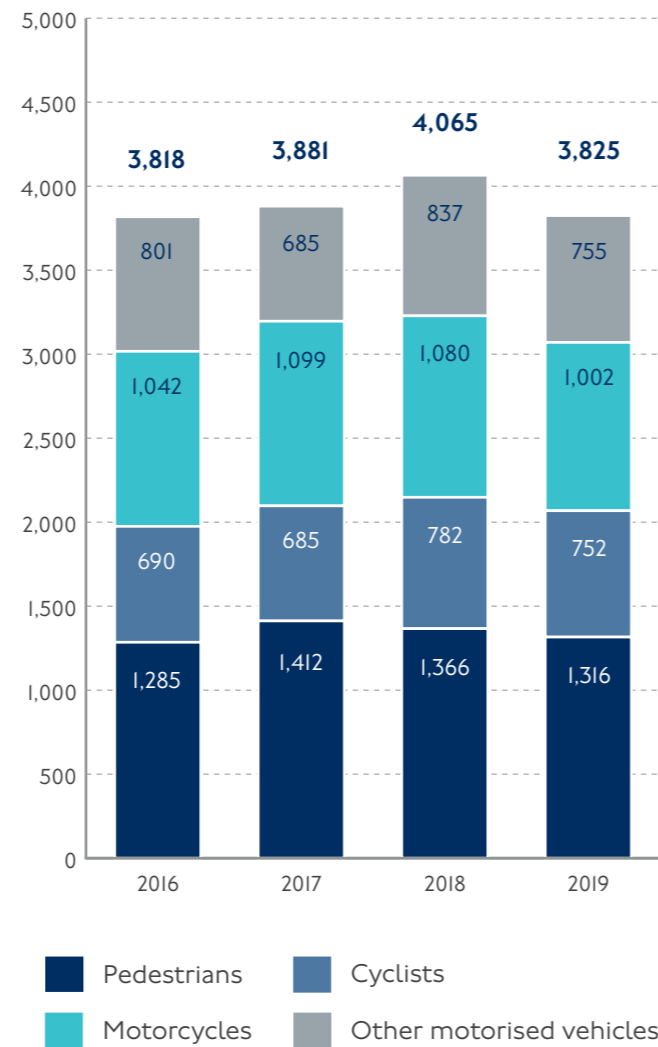
Driving forward our Vision Zero approach to make roads safer

In 2019, the number of people killed on London's roads increased from 111 in 2018 to 124, which is a 12 per cent increase. This was a step backwards on the progress seen in 2018, which saw the lowest number of people being killed or seriously injured on record. The number of people being killed while walking accounted for 50 per cent of the increase, on a motorcycle (38 per cent of the increase), as a car occupant (eight per cent of the increase) and bus or coach fatalities accounted for four per cent of the increase. The increase in car occupant fatalities is particularly notable as there had been a strong downward trend in previous years. The number of cyclists killed in 2019 reduced by more than half to five – the lowest number ever recorded.

The total number of people killed or seriously injured declined five per cent compared to 2018, representing a 40 per cent reduction on the 2005–08 baseline. These figures are correct as of 1 July 2020 but are subject to amendment as data validation will not be fully complete until later this year.

Vulnerable road users (pedestrians, cyclists and motorcyclists) make up around 80 per cent of the number of people killed or seriously injured in London. Provisional figures for 2019 show that deaths and serious injuries among vulnerable road users decreased by four per cent but the general trend has been flat. The greatest reduction in fatalities and serious injuries was among motorcyclists at eight per cent. The number of people killed or seriously injured while walking and cycling also fell by four and five per cent respectively this year.

People killed or seriously injured (mode of transport)



Our Vision Zero plan to eliminate deaths and serious injuries from our roads is based on a Safe Systems approach of safe speeds, safe streets, safe vehicles and safe behaviours.



Lowering speeds across the Capital

We published the Lower Speeds Toolkit in September 2019, which outlines the various speed reduction measures that can be used when designing streets in London. On 2 March 2020, we completed the first phase of our Lower Speed Limits programme, which reduced speed limits across all our central London roads in a significant move to reduce road danger. The new 20mph speed limits will be enforced across all our roads within the Congestion Charging zone.

We ran a marketing campaign that saw awareness of the new speed limits increase by 18 per cent and a 20 per cent increase in awareness among drivers specifically after the campaign ran.

The second phase, which is due to be completed in 2024, will see 20mph speed limits introduced more widely across our road network, prioritising those locations that we know have the highest risk

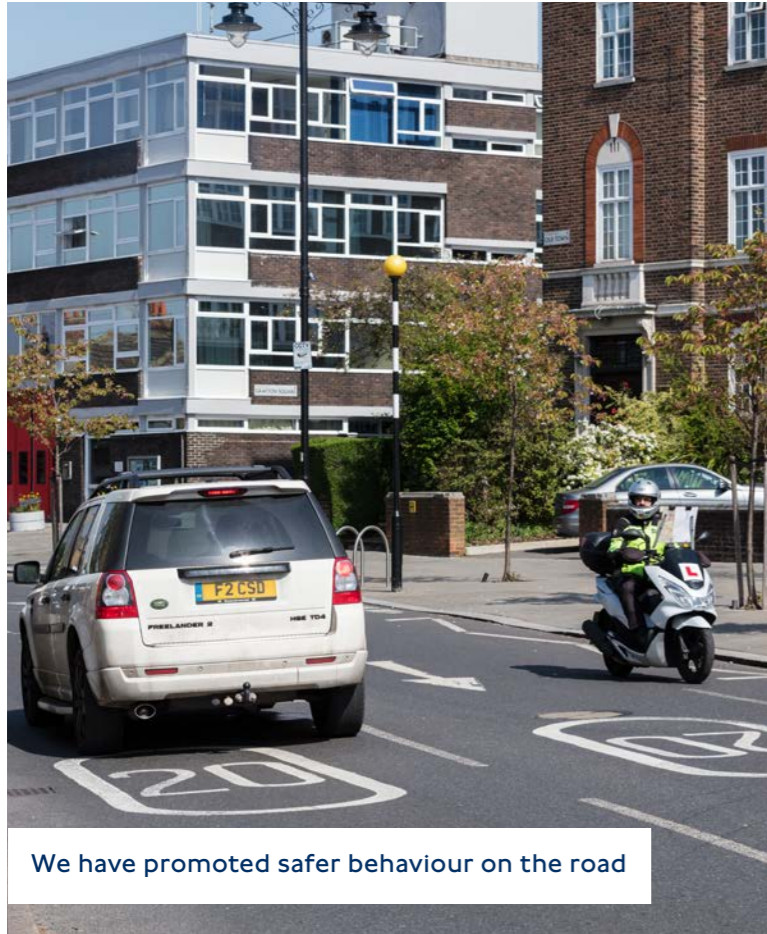
Making streets safer

Almost three quarters of collisions that result in someone being killed or seriously injured occur at junctions. Therefore, improving safety at junctions is a central part of the Mayor's £2.3bn Healthy Streets Approach and our Safer Junctions programme targets the 73 junctions that pose the highest risk to people walking, cycling or riding a motorbike.

We have completed 35 junction improvement schemes, with a further six in the final stages before being delayed by coronavirus restrictions.

As part of our post-lockdown strategy, our Streetspace for London plan puts clean, green sustainable travel at the heart of the Capital's recovery. As of July 7, we had delivered 37 schemes, providing more than 13,055 square metres of additional pedestrian space and 4.8km of new cycle space on our roads, with many other schemes planned.





We have promoted safer behaviour on the road

‘Transforming the safety of HGVs will dramatically reduce road danger for people walking and cycling, helping us to ensure that everyone gets home safely every day’



Christina Calderato
TfL Head of Transport Strategy and Planning

Encouraging safer behaviours

This year, we have been encouraging safer driver behaviours through a number of targeted measures.

In October 2019, we launched the ‘Watch Your Speed’ campaign, which was aimed at encouraging drivers to slow down and recognise the effects of their behaviour on others. This campaign was designed to change social attitudes towards driving at inappropriate speeds. It was delivered through a range of channels including posters, press releases, radio and television, as well as social media and video on-demand services.

We ran a new targeted enforcement initiative with the Metropolitan Police Service in high-risk locations. This involved increased enforcement, communications and community engagement to reduce road danger risk. We also continued with our training programme to support users of powered two-wheelers.

Preparing for the launch of our Direct Vision Standard

The Direct Vision Standard tackles road danger at its source by minimising HGV blind spots

On 28 October 2019, we launched the application process for permits under the Direct Vision Standard. From October 2020, all heavy goods vehicles (HGVs) entering London must hold a safety permit. We started developing systems and testing to prepare for launching the enforcement element of the scheme, which will be introduced from 1 March 2021 at the earliest.

63%

of fatal collisions involving cyclist between 2015 and 2017 involved a HGV



Our new Dial-a-Ride buses are more accessible

New Dial-a-Ride buses launch

We rolled out the first new ultra-clean Dial-a-Ride buses this year, with 61 of an order of 186 new buses joining the fleet. They feature improvements such as autonomous braking at low speed, better CCTV, and improved heating and air conditioning. They also provide better access, with new handrails, and an easier to deploy and stow away ramp at the front door. The remaining 125 buses are on order, with the final batch being delivered in May 2021.

Future plans: Our customers



Safety on our river services

We will continue to work on charter boat operator licenses, and introduce new requirements. We will work on our chains and ladders safety inspection programme, which only has a couple of areas outstanding, with two more piers expected to be completed this year. These will be addressed once the piers concerned are taken into dry dock.

Moving towards our Vision Zero aims

We will take a more ambitious approach to achieving our Vision Zero aims, finding new lower cost ways of reallocating road space to reduce vulnerable road users' exposure to traffic. Working closely with the boroughs will remain a key priority.

Speed management on our roads

Our integrated speed management strategy will continue to ensure safe speeds on our roads. We will enhance on-street enforcement, helping the police's capability to process offences, challenging the culture of acceptability around speeding and creating an ongoing deterrent.

Tram safety

Following the tragic overturning of a tram at Sandilands in 2016, we have been working to implement a new device that automatically slows a tram if it exceeds the speed limit. This year, we carried out rigorous testing, and the device will be ready for full implementation in 2020/21.

Using technology to improve safety

We will continue to promote the use of safety technologies, particularly among cars and commercial vehicle fleets, which are involved in the greatest number of incidents resulting in people being killed or seriously injured.

Road user risk taking

We will draw on behavioural science to understand the cognitive biases associated with driver and rider risk taking. We will also look at communication to promote our Vision Zero ambition.



23

metres to stop
a car at 30mph

Causes of collisions

We will continue to pursue research into collisions, analysing the causes of collisions that result in people being killed on London's roads. We will use this insight to prioritise interventions that will drive down and eventually eliminate fatalities on our roads.

Our workforce

We work to ensure a safe and supportive working environment, with the safety and wellbeing of our workforce being a key priority



Workforce injury trends among our people

Working together to improve safety and tackle the main causes of injuries to our people

Slips, trips and falls, workplace violence, and injuries connected with contact with machinery, equipment or power tools were the main causes of injuries for our direct employees.

The number of injuries has generally been declining since 2016/17. There were even fewer injuries this year, partly owing to the Safe Stop of many activities during the coronavirus lockdown, which resulted in the lowest recorded level for the last five years. There were 14 per cent fewer injuries in 2019/20, compared to the average for the previous four-year period.

We ran a range of programmes and initiatives to tackle staff injuries, which have already started to have an effect.

14%

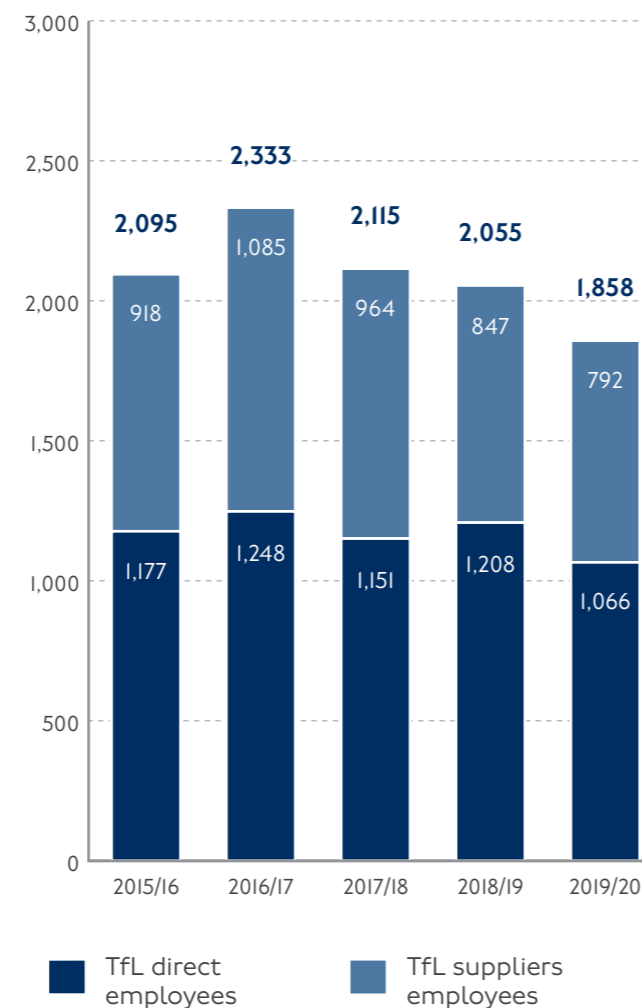
fewer injuries in 2019/20 compared to the previous four-year period



475

fewer injuries in 2019/20 than there were in 2016/17

Workforce injuries (number of injuries)



Remembering our colleagues who died doing their jobs

Christian Tuvi

On 18 September 2019, Christian Tuvi tragically died while working on a moving walkway at Waterloo Underground station. We offered support to his family and ensured his employers also provided all necessary support. Our thoughts remain with his family and friends.

The investigation, led by the British Transport Police (BTP) and supported by the Office of Rail and Road (ORR), continues and we have provided all information requested. London Underground also carried out an investigation. We reviewed the training requirements for cleaning moving walkways and escalators.

We brought together escalator and moving walkway manufacturers to

identify safer ways of working. We will review our investigation following the BTP and ORR investigations.

Kenneth Matcham

In October 2019, Kenneth Matcham was tragically killed when the bus he was driving was struck by a speeding car. Our thoughts remain with his family and friends. The car driver appeared at the Crown Court on 19 June to respond to eight charges in relation to the incident. We continue to support the bus operator and police with their investigations.

We commissioned an independent collision investigation into bus cab integrity during crashes, which will help bus manufacturers understand how to improve the strength of the cab area to give drivers more protection.



Managing workforce fatigue

Fatigue is a significant issue, which affects both directly employed staff and our suppliers, including bus drivers and construction workers.

Reduced alertness can impair judgment, concentration and performance and may be a contributory or underlying factor in serious incidents. Chronic fatigue is also associated with lower levels of wellbeing.

Our activities to tackle fatigue among our workforce include launching a Fatigue Management Improvement programme for construction workers, using new technology to detect and predict driver fatigue, and developing a fatigue risk management system with our bus operators to improve alertness.

Making SHE personal

This year, we continued rolling out our 'Making SHE personal' cultural improvement programme, which helps our staff consider what the consequences of unsafe actions could have on their home life.

Our 'Who are you safe for?' film proved a success on social media, resulting in the initiative being taken up by many in our supply chain. The campaign was a great success and has helped to improve and foster meaningful two-way conversations about health and safety with our employees and suppliers.



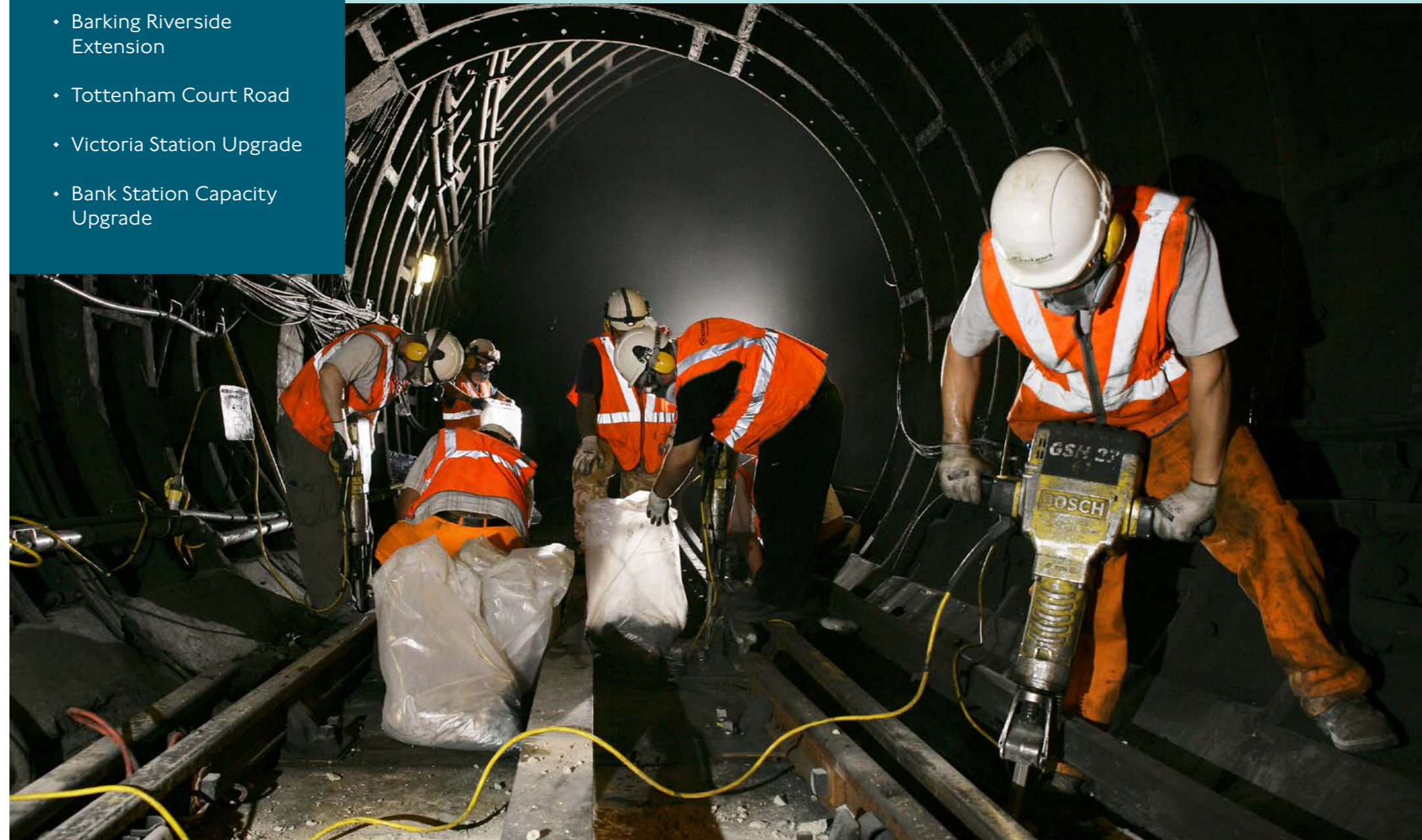
We are sharing experiences and learning lessons to improve safety around buried services. Some of the projects we are learning from include:

- Barking Riverside Extension
- Tottenham Court Road
- Victoria Station Upgrade
- Bank Station Capacity Upgrade

Helping to reduce the risk when working near buried services

Work around buried services poses some of the highest risks in our construction activities. This year, we collaborated with our supply chain to improve processes to reduce risk when working near buried services.

These processes were jointly developed with our contractors and are now being integrated within our internal management systems. We continue to focus on buried services awareness training for our staff, encouraging them to ask questions about the risks and hazards involved.



Working near buried services carries certain risks

Tackling violence against our workforce

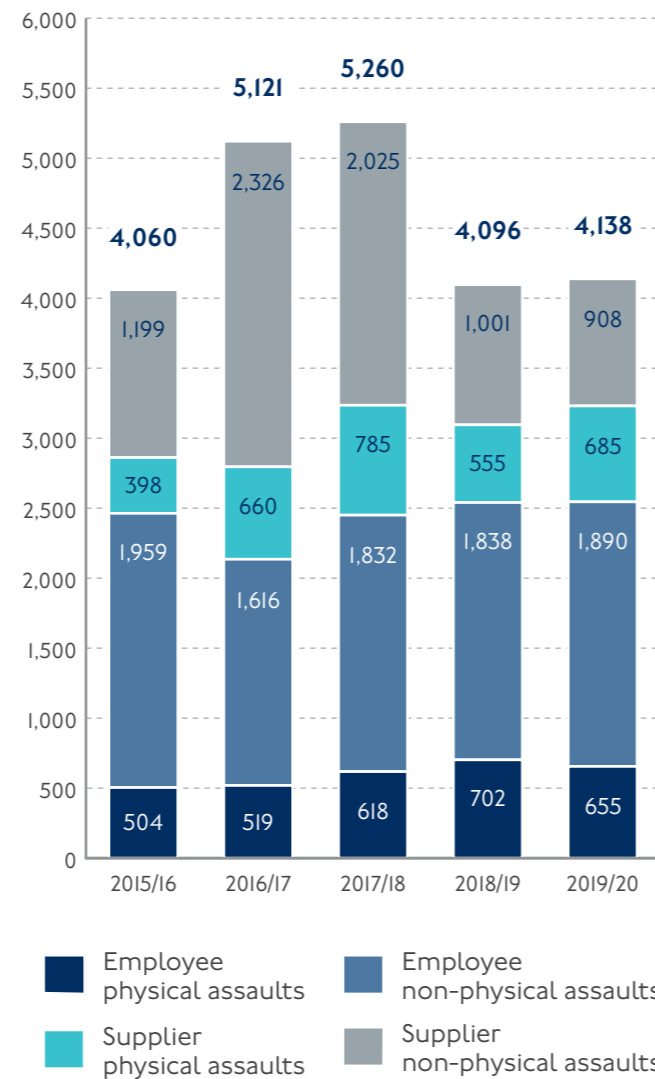
We are rolling out a number of new measures to help keep our staff safe while they work

This year, the number of assaults on our workforce was slightly higher than last year, but is lower than the previous four-year average. Physical assaults, which represented 32 per cent of all assaults, rose by 83 (seven per cent) from the previous year. This increase was predominantly driven by an increase in assaults on our suppliers, which rose by 23 per cent.

Non-physical assaults accounted for the largest proportion of total assaults towards our members of staff (68 per cent), both for direct employees (46 per cent) and for our suppliers (22 per cent). This increasing trend is an area where we will focus our efforts in the coming year. We expect our new measures, such as the use of body-worn cameras, to help reverse this trend. There was a nine per cent fall in the number of non-physical assaults on our suppliers. This is encouraging and we will use the lessons learnt to roll out new practices across other areas of the transport network.

To help improve the safety and wellbeing of our staff, we developed an 'urban safety training' awareness package, which focuses on mitigating risks when working, travelling and accessing worksites. Following successful trials, the course content has been revised to include audience participation and real-life videos that demonstrate how to overcome conflict. It is now being rolled out to all our staff.

Number of assaults on our workforce (number of assaults)



Body-worn cameras

This year, we ran a successful trial of body-worn cameras for colleagues at Stratford station. Feedback shows the cameras provide an extra layer of assurance and can change customer behaviour when passengers notice their actions, and those of staff, are being recorded.

We are going to roll the cameras out to more stations to give our workforce more confidence in their roles, although the coronavirus pandemic means we will not be able to roll them out this summer, but we will continue to progress these where we can.



We voluntarily comply with the Home Office principles in respect of using cameras, including body-worn devices. This includes:

- Using them for a specified purpose for a legitimate aim
- Taking into account the effect on individuals and their privacy
- Being as transparent as possible about how they are used
- Having clear rules, policies and procedures
- Having no more images and information stored than is necessary
- Restricting access to images and information
- Having appropriate security measures to safeguard against unauthorised access and use
- Having effective review and audit mechanisms
- Using them in the most effective way to support public safety

Supporting our staff with mental health and musculoskeletal issues

Tackling the biggest causes of absence

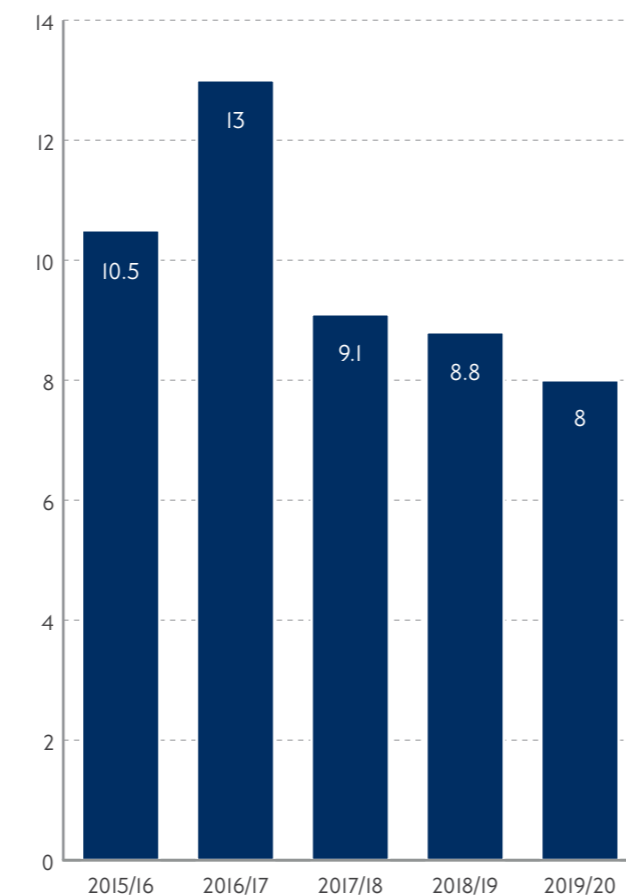
There was a significant increase of 23,958 days (eight per cent) lost this year compared to 2018/19. Mental health issues, musculoskeletal conditions, assaults on duty, and coughs and colds accounted for 66 per cent of all staff absence this year. The two main causes were mental health issues, which increased by 16 per cent from 2018/19, and musculoskeletal conditions, which increased by seven per cent from last year.

This year, 5.1 per cent of available working days were lost to absence. This represents a slight increase compared to last year (4.7 per cent) and the moving annual average continues to rise.

The average number of days that a member of staff was sick fell to eight per cent this year, continuing a steady decline in the number of days sick per TfL employee since 2015/16. This is expressed in terms of the actual number of days that a member of staff was unavailable to work.

The negative trend in sickness days was further accelerated by the lockdown measures, with many staff shielding or self-isolating. By March 31 2020, just under 20 per cent of our staff were self-isolating.

Average number of sickness days (number of days)



Average sick days

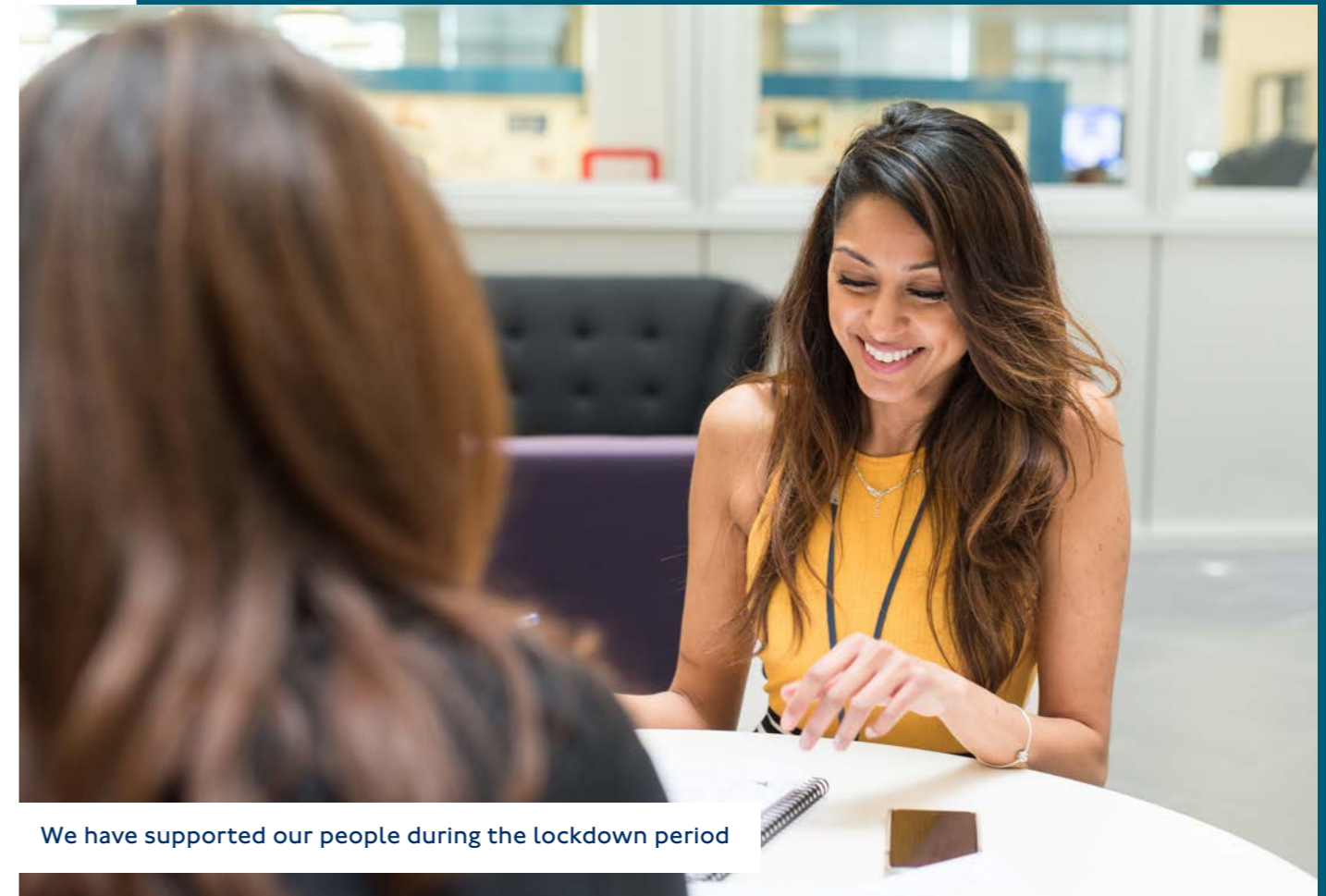
66%

of absences were a result of coughs and colds



7%

decrease in absence due to musculoskeletal issues



We have supported our people during the lockdown period

Supporting the mental health and wellbeing of our people

This year, we have focused on the mental wellbeing of our workforce following a growing trend in mental health-related cases. This was particularly important during the coronavirus pandemic, where staff were working from home or placed on furlough. We created a new podcast channel, online groups, training sessions in managing mental health and launched a dedicated coronavirus website. We also extended our employee assistance programme to give operational staff greater access to support and counselling.

On London Overground, the Arriva Rail London mental health programme was accelerated and an intranet resource centre set up for staff to help address some of their key concerns.

Our occupational health team has been providing advice and conducting screenings to identify issues or risk factors that could contribute to poor health and fatigue. This project also helps to fulfil our wider ambitions of Vision Zero and healthier working, and is supported by the trade unions and bus operators.

Future plans: Our workforce



Bus operator assurance

We will review our assurance arrangements for bus operators to ensure they remain fit for purpose and are aligned with other areas of our organisation.

675

bus routes operating
across the Capital



Safe driving

We are planning to restart our Destination Zero bus driving training programme, which was paused during the coronavirus lockdown. The course looks at typical risks to vulnerable road users like cyclists, pedestrians and motorcyclists and the safest choices a driver can make under these circumstances. It is another component of our Bus Safety Programme and contributes towards our Vision Zero approach of nobody being killed on, or by, a bus by 2030.

Multi-operator prevention days

We are planning further multi-operator prevention days, subject to the coronavirus pandemic. The next is planned to take place in central London to incorporate as many bus operators as possible.

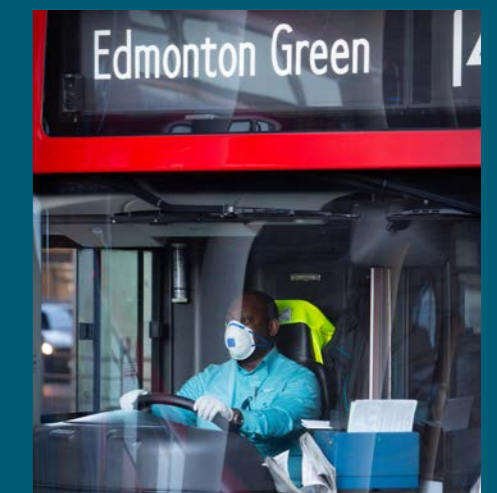


10

bus operators running
services across London

Fatigue risk management

We will continue to work with bus operators and trade unions to implement the fatigue risk management programme, including the Fatigue Innovation Fund.



Unauthorised access

We are developing an action plan on unauthorised access to the tram network. Work and resources will be allocated on a risk profile basis.



Tram crossing assessments

We are evaluating tenders to assess crossings, with a view to continue improving safety at these locations.

Emergency tram lighting

We have approved the design for emergency tram lighting, which will start being rolled out in the summer, and we will assess the feasibility and cost effectiveness of fitting an obstacle detection system to the front of DLR trains.



Work-related violence and aggression can take many forms. This includes:

- Physical assaults
- Spitting
- Verbal abuse
- Threatening behaviour
- Hate crime
- Sexual offences



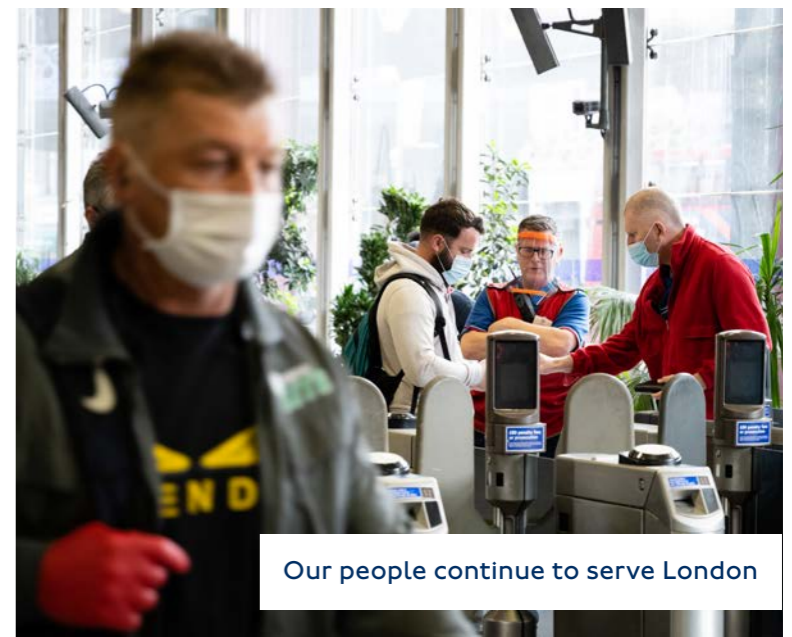
We want our people to work in a safe environment



We want our workplace to be safe for all

Workplace violence

We will develop a consistent package of measures to support our people and their managers if they have been exposed to aggression or violence while at work.



Our people continue to serve London

Conflict management training

We will start an internal audit of conflict management training.

Environment

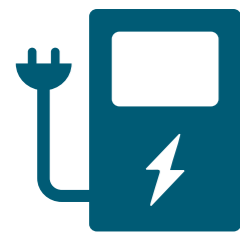
The sustainability of our environment is a key priority and covers everything from air quality to waste and carbon



Supporting more electric vehicles

The Mayor's Electric Vehicle Infrastructure Taskforce has been investigating the scale of infrastructure required to accommodate the switch to electric vehicles in London up to 2025, and how to tackle the barriers to implementing it.

On 17 June 2019, the Mayor launched the London electric vehicle infrastructure delivery plan, setting out the Capital's infrastructure needs and methods to unlock barriers to expanding charging infrastructure. This will support zero emission capable taxis and the wider take up of electric vehicles. We are spending £18m and working with the boroughs to build a network of rapid charge points, with 249 installed by the end of March 2020.



249

rapid charging points installed by the end of March 2020



The ULEZ has had significant benefits for London's air quality. These include:

- 13,500 fewer polluting cars driven into central London every day
- Nine per cent reduction in traffic flows in central London in September 2019 from the year before
- 37 per cent decrease in nitrogen dioxide levels within the zone after 10 months of operation



The ULEZ has helped improve air quality across London

Launch of the Ultra Low Emission Zone in central London

We launched the world's toughest vehicle emissions standard to clean London's air

In April 2019, we launched the ULEZ, the world's toughest vehicle emissions standard. Ten months after its launch, there was a 37 per cent reduction in nitrogen dioxide levels within the zone and a four per cent reduction in carbon emissions over the same time.

The scheme, alongside our work to reduce bus emissions and remove the most polluting taxis from our roads, has helped achieve significant air quality improvements ahead of the ULEZ expansion in 2021.

As a result, an estimated 300,000 Londoners will face a reduced risk of diseases linked to air pollution, such as lung cancer, with a cost saving to London's NHS and social care system of around £5bn.

'The introduction of the Ultra Low Emission Zone is a central and crucial part of the fight to improve London's air for the benefit of everyone's health'



Alex Williams
TfL's Director of City Planning



Charging points will support the use of electric vehicles



Our electric buses are helping to clean London's air

Making our buses cleaner

Ultra-low tailpipe technology is in place on 92 per cent of our bus fleet, ensuring these buses meet or better the Euro VI engine emission standard. Our programme to retrofit mid-life buses and replace older vehicles is nearly complete and we expect to raise all remaining vehicles to this standard or better this year, following the coronavirus pandemic lockdown.

On 17 February 2020, Route 94 between Acton Green and Piccadilly Circus became west London's first all-electric double-deck route. We now have 230 electric vehicles in our bus fleet.

'London is a leading world city at the heart of global innovation and it is the latest green technology, like electric double-deck buses, that will help tackle the air quality crisis and climate emergency'



Claire Mann
TfL's Director of Bus Operations



We have been trialling a number of innovative solutions to improve air quality across the Tube network. These include:

- Encapsulating dust with suppressants
- Deep cleaning the dustiest station platforms and tunnels
- Track trolley and vacuum cleaning

Researching air quality on the London Underground

This year, we continued our work to make the air on the Tube as clean as possible. In addition to our regular station, train and tunnel cleaning, we began trialling innovative new approaches to reducing dust levels.

The particulates found on the Tube are very different to those found above ground and are not known to have the same adverse health effects. We began working with King's College and Imperial College London to investigate the impact and effect of Tube dust on our workforce, and with Queen Mary University of London and Leicester University to understand any toxicology and inflammatory effect of the dust.

We have commissioned a study to examine whether staff who are exposed to tunnel dust have higher levels of sickness absence due to respiratory and cardiovascular conditions. We have also commissioned an epidemiological study on mortality, morbidity and cancer in staff exposed to tunnel dust.



4 universities and colleges we are working with to research Tube air quality



We are researching air quality on the Tube

Using green energy and reducing our carbon output

We are working to reduce the emissions from our transport services and head office buildings

In 2019/20, carbon dioxide (CO₂) emissions from our rail services continued to decrease in line with the reduction in carbon intensity of UK grid electricity.

We also completed the electrification works on the London Overground between Gospel Oak and Barking, making the whole London Overground network fully electrified and contributing to a 15 per cent reduction in CO₂ emissions compared to the previous year.

TfL Rail's emissions increased as we started operating services between London Paddington and Reading in late 2019.

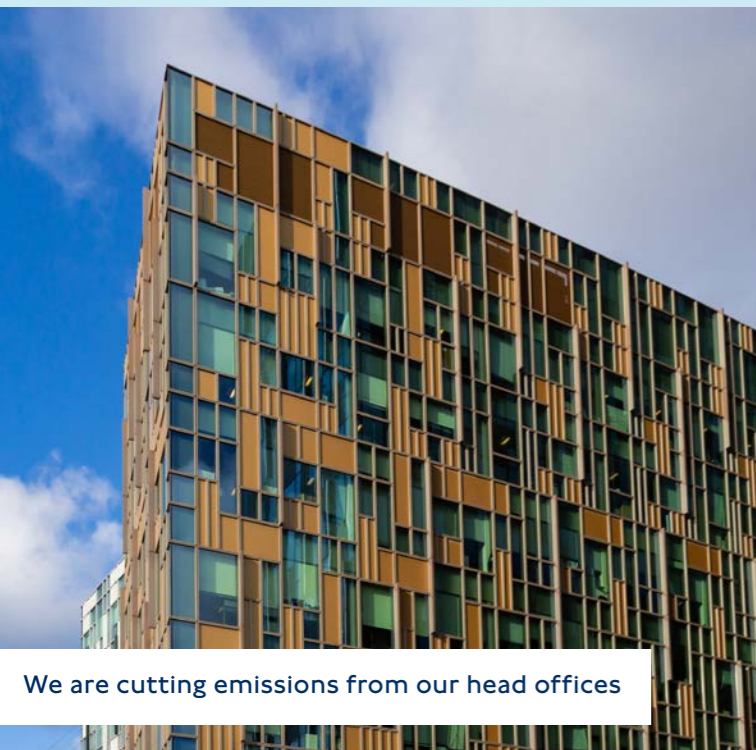
We continue to reduce emissions from our head office buildings and support facilities to help meet the London Environment Strategy target of a 60 per cent reduction in CO₂ emissions, against 1990 levels, from GLA Group Functional bodies by 2025. We are committed to having net zero carbon buildings across our head office and property development portfolios, and to expand to operational sites.

On 20 September 2019, we joined 24 other members on the Better Buildings Partnership in signing up to a Climate Change Commitment.

Total electricity consumption from our operations remained stable in 2019/20, with improvements in energy efficiency in several areas being balanced by increased energy consumption by TfL Rail. The reduction in rail services during the early weeks of the coronavirus pandemic in March contributed to a small decrease in our total energy use.



15%
reduction in CO₂ emissions on the London Overground from 2018/19 levels



We are cutting emissions from our head offices

There are now even more electric taxis on our streets



Supporting zero-emission capable taxis and private hire vehicles

In August 2019, the first fully electric Nissan Dynamo taxi was licensed in London. This followed the London Electric Vehicle Company's TXe model, which launched in 2018. Since January 2018, only zero-emission capable taxis have been issued new licences. This, combined with an enhanced delicensing scheme, means there are now more than 3,400 zero-emission capable taxis on London's streets. We will continue to work with all prospective taxi vehicle manufacturers

to support the introduction of additional vehicles that help achieve our emissions, accessibility and Vision Zero targets.

We have introduced new licensing requirements for private hire vehicles to further reduce emissions. From 1 January 2020, private hire vehicles under 18-months old must be zero-emission capable and meet the Euro 6 emissions standard when licensed for the first time.

Reduce our commercial and industrial waste

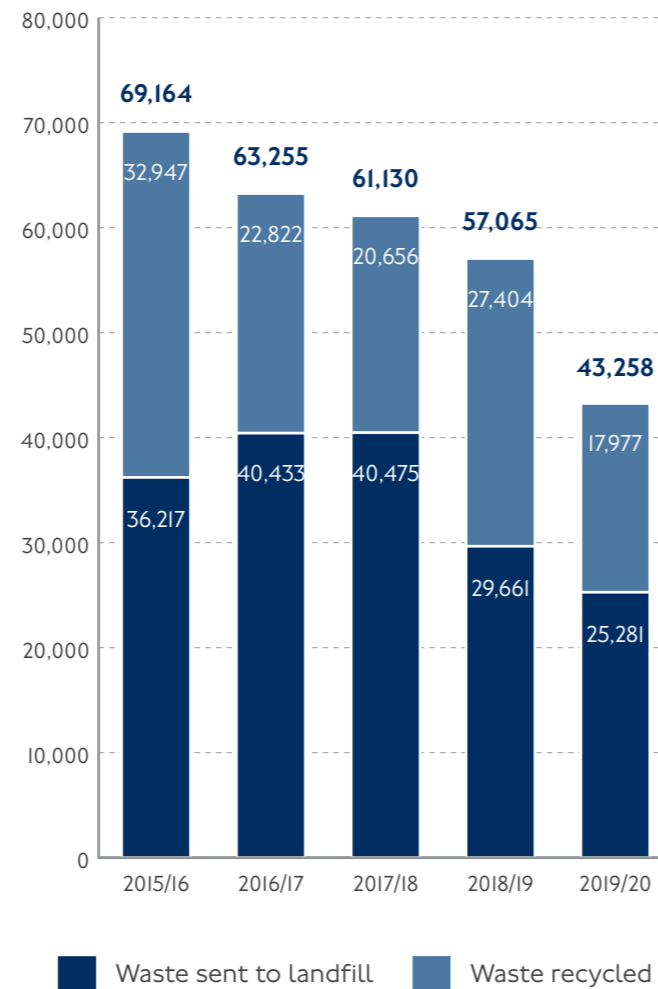
Wherever possible, we aim to reduce, reuse and recycle as much waste as we can

This year, the overall amount of commercial and industrial waste produced across our operations reduced, although the coronavirus lockdown impacted data collection towards the end of the year.

Around 90 per cent of our waste comes from construction, demolition and excavation activities. The proportion of non-hazardous construction, demolition and excavation waste directed to beneficial reuse and recycling remains constant at more than 98 per cent.



Commercial and industrial waste produced (tonnes)



We aim to use even more green energy



Renewable energy procurement

We are working towards the Mayor's ambition of our rail services being zero carbon by 2030. To achieve this, we will need to ensure our grid-supplied electricity comes from renewable sources.

This year, we continued to develop our strategy to achieve this, with the work set to be completed later in 2020/21. We envisage that we will require power purchase agreements with renewable generators and our ambition is to secure an initial proportion of our energy consumption from these in 2021.



2030

is our target year for our rail service to be zero carbon



56

Tube vent shafts that are being considered would enable us to supply heat to third parties

Exporting waste heat

On 5 March 2020, in partnership with the London Borough of Islington and the Mayor, we launched the Bunhill 2 Energy Centre, which takes waste heat from Northern line tunnels to heat local homes, a school and two leisure centres.

We completed assessments of 56 London Underground vent shafts for their potential to supply heat to third parties. A Prior Information Notice has been released that provides details of the potential opportunities across London. This is our first step to engaging with potential heat customers and gaining a better understanding of the market. This activity will continue throughout 2020, and we will issue a market sounding questionnaire, which will seek more detailed discussions of potential schemes.



We are aiming for a zero-carbon future

Net zero-carbon infrastructure

In summer 2019, we joined organisations including Mott MacDonald, Skanska, Anglian Water and the UK Green Building Council to form an industry group focused on the infrastructure challenges in creating a net zero-carbon economy. The coalition published its initial report in August 2019 and is now collaborating on a number of detailed initiatives in support of this agenda, in conjunction with the Committee on Climate Change, Government departments and other stakeholders.

This work complements our own activities to measure, monitor and reduce emissions from across the lifecycle of our infrastructure investment programme.

Polychlorinated biphenyl compliance

We are working closely with the Environment Agency to ensure that the London Underground network is free of harmful polychlorinated biphenyls (PCBs), which were used in some electrical equipment and components in the 1950s, 60s and 70s.

We have identified the assets and equipment that may contain PCBs and have developed plans to replace them. We are adapting our plans following the coronavirus pandemic and its impact on on-site works during the lockdown.

‘London’s trees are the lungs of our city and they can make a real difference in improving the quality of life in local neighbourhoods’



Sadiq Khan
Mayor of London

Green infrastructure

We are working towards the Mayor’s target of a one per cent year-on-year increase in the number of trees on our roads between 2016 and 2025. Following two less successful years, we planted more than 1,400 new and replacement trees in 2019/20. As of March 2020, overall tree numbers on our roads were around four per cent higher than in 2016.

165

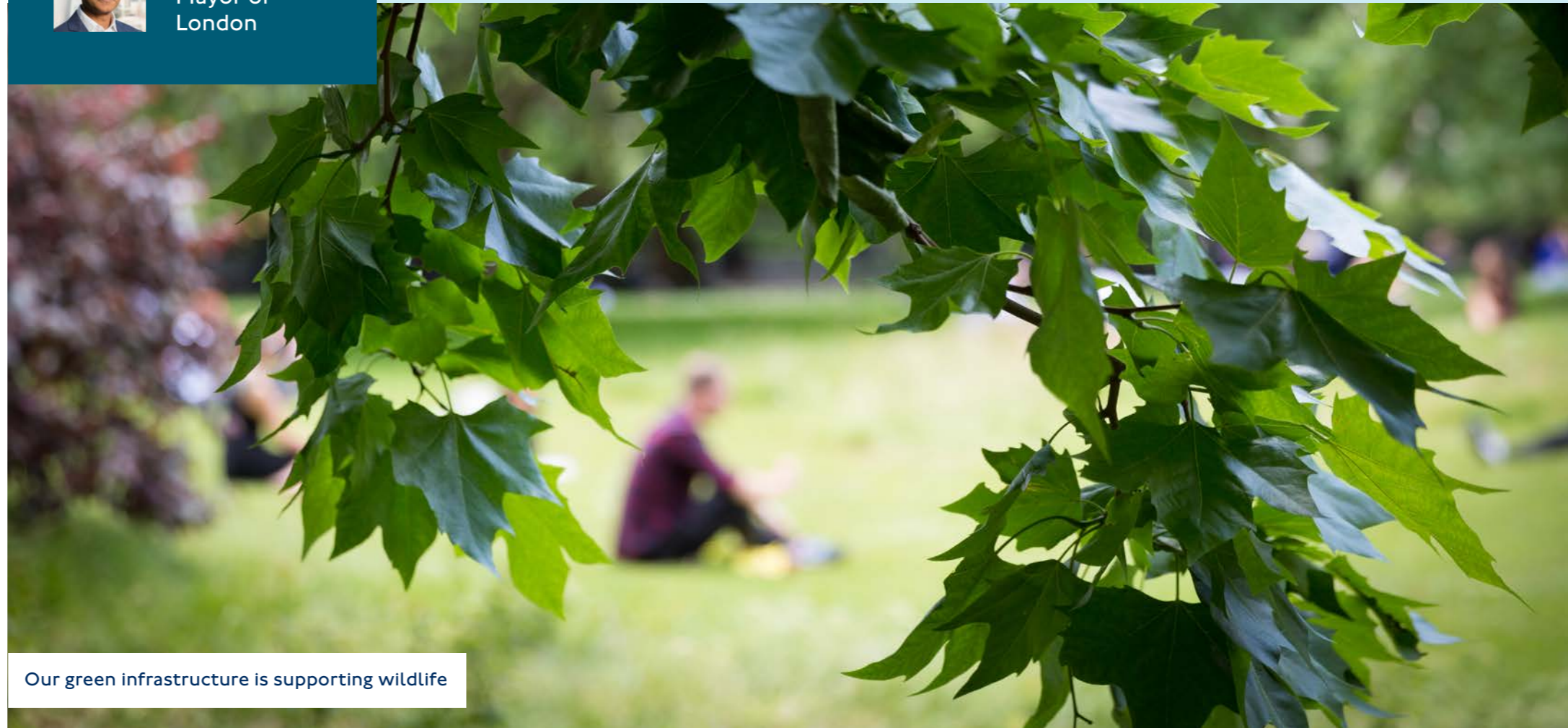
hectares of grassed verge on our roads that could be used to help biodiversity.



In 2019, we launched a wildflower trial to increase biodiversity on our road network. At two locations – the A40 in Hillingdon and the A406 Redbridge Roundabout – we are cutting the grass verges less often and less short, to enable the natural wildflowers to grow.

This increase in biodiversity will boost the ecosystem and help support wildlife, including bees, butterflies, birds and small mammals. It will also ensure the verges are well-kept for our customers. We hope to expand this approach to other locations in 2020/21.

We have planted two new green roof bus shelters in Lewisham as part of a trial into new bus shelter designs.



Our green infrastructure is supporting wildlife

Future plans: Environment



Net zero-carbon pathway

We will publish our net zero-carbon pathway, which will outline our trajectory towards meeting our Climate Change Commitment target for all new and existing buildings. This will address operational carbon, covering whole building performance including our tenants' activities, and embodied carbon of development, refurbishment and fit-out works.

Cycling in the city

We will work with the City of London Corporation on options to improve walking and cycling routes between Old Street and Bank, and between Cannon Street and Holborn to Bank.



Supporting safer walking and cycling

We will continue to work with London's boroughs to identify places where temporary changes are needed to support social distancing or that would benefit from cycling and walking improvements. This includes quickly building a strategic cycling network, using temporary materials and including new routes, changing town centres so local journeys can be safely walked and cycled where possible, and reducing traffic on residential streets to create low-traffic corridors across London. Some of these temporary changes could be made permanent if successful.





We will add more cycle parking in London

Creating more cycle parking spaces

We will add 1,000 cycle parking spaces across London, focused around busy areas like high streets and transport hubs.



Providing more pavement space

We will repurpose on-street parking and lanes for cars and general traffic to give people walking and cycling more space to social distance. We are also working to ensure people with mobility issues can still use the pavements.

‘To enable more people to cycle, it is essential that we not only make our streets safer but also make cycling easier and more convenient. If people know there is good cycle parking at their local station or at their place of work, they are much more likely to use their bike’



Will Norman
London's Walking and
Cycling Commissioner

The ULEZ will be expanded in October 2021

Cleaner freight for London

We will introduce tougher Low Emission Zone emissions standards for heavier vehicles from 26 October 2020. As a result of the coronavirus pandemic, no new charges will be introduced until the end of February 2021, to give the freight industry more time to prepare.

2021

when the tougher Low Emission Zone charges will be introduced



Expanding the ULEZ

We will continue to prepare for the expansion of the ULEZ to the North and South Circular Roads in October 2021, installing camera infrastructure and back-office systems and communicating with Londoners, businesses and other stakeholders in advance of the change.



2021

when the ULEZ will be expanded to the North and South Circular Roads



Greener office space

We will publish the pathway to net zero carbon of our head office buildings by the end of 2020, as part of our commitment with the Better Buildings Partnership.

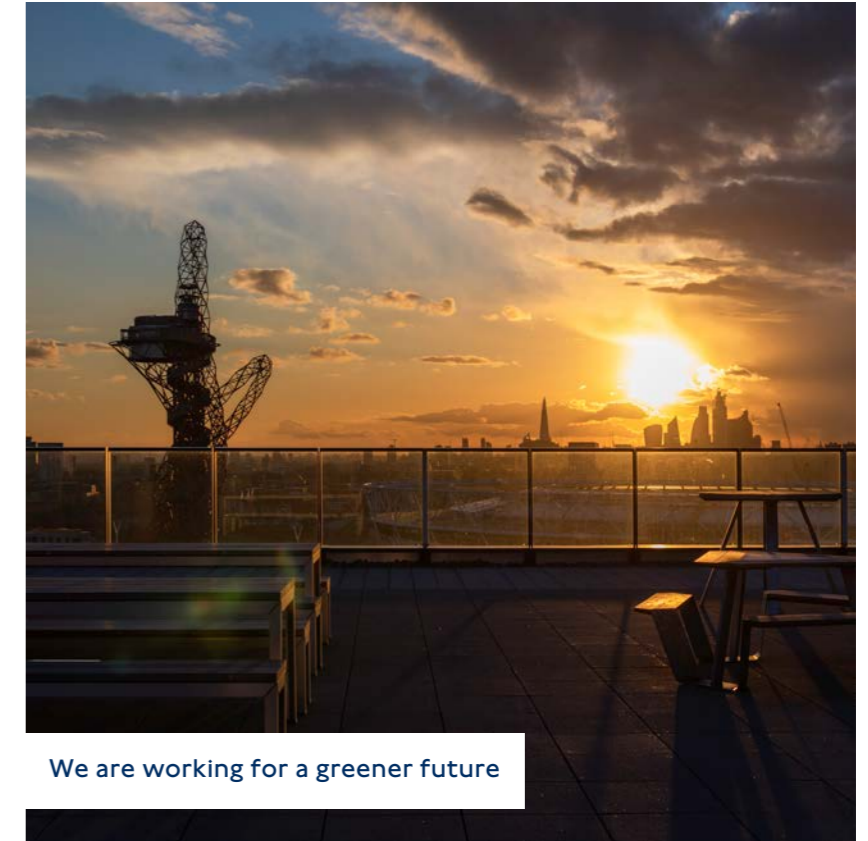
Utilising waste heat

We will work with potential partners to progress opportunities for district heating schemes, which make use of waste heat from the Tube.



Waste heat from the London Underground network at the Bunhill 2 Energy Centre in Islington is capable of providing heating and hot water to:

- More than 1,350 homes
- A school
- Two leisure centres



We are working for a greener future

Procuring renewable energy

We will continue to develop our procurement strategy for renewable energy, with the aim of entering the market for grid-delivered renewable energy as soon as possible. We will continue to develop opportunities to increase renewable generation on our own estate.

Measuring our carbon impact

We will progress actions to measure and manage the carbon impact from the lifecycle of our investment programme, working with industry partners to ensure London's transport infrastructure is geared towards net-zero carbon.

2030

is the year that London is aiming to become carbon neutral

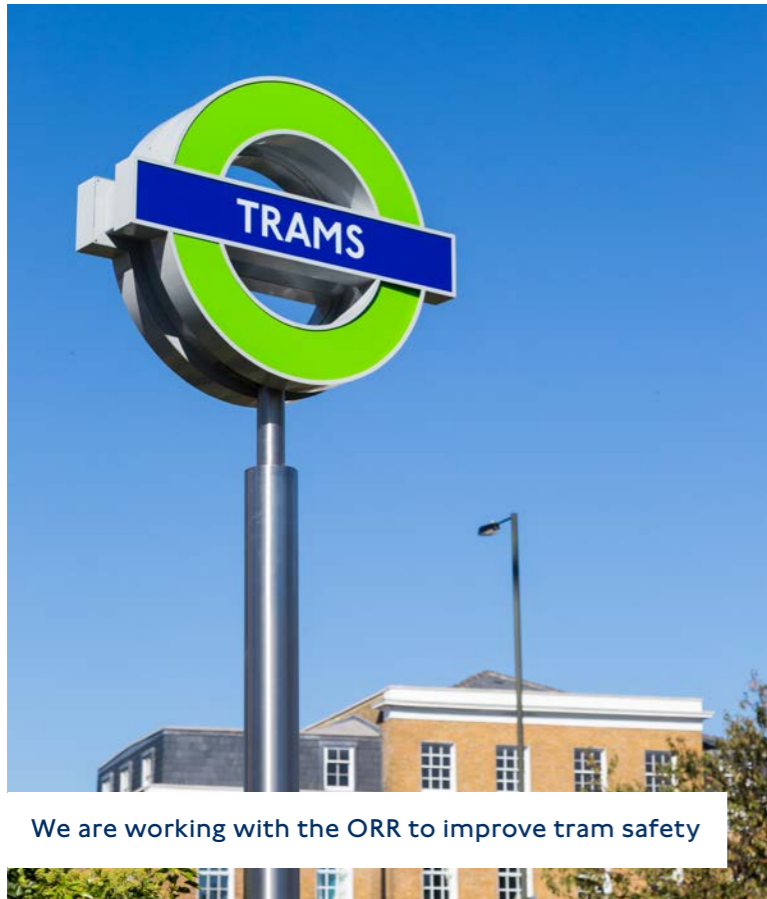


We want to cut the carbon from our head offices

Working with regulators and supporting inquests

Engagement with our regulators is ongoing and will be central to our plans to improve the health and safety of our customers and staff, and in ensuring we manage our environmental impact





We are working with the ORR to improve tram safety

Office of Rail and Road

As the health and safety regulator of the UK's rail sector, we have a very active, transparent and collaborative relationship with the Office of Rail and Road (ORR). The ORR has investigated a number of incidents on our network and taken regulatory action on a small number of occasions. It has also offered advice and support on a number of issues.

Along with the operator, Tram Operations Limited, we continue to work closely with the ORR to ensure all the recommendations relating to the tragic overturning of a tram at Sandilands in 2016 are fully implemented. ORR has confirmed they are content with the progress made in respect our compliance with these recommendations.

The Senior Coroner has resumed the inquests into the people who tragically lost their lives and we are supporting those inquests. The victims, along with everybody who was affected by the tragedy, remain in our thoughts. We continue to offer support to those people directly affected, as well as to the wider community. The inquests are expected to be begin in mid-October 2020.

Environment Agency

Our work with the Environment Agency has mainly been focused on managing harmful polychlorinated biphenyls, which are present in a small number of our assets. We have agreed a work programme with the Environment

Agency and will complete this work in December 2023. We also work with the Environment Agency on wider environmental and sustainability issues, which includes learning from others and sharing our approach.

River regulators

We work with the Port of London Authority, Maritime and Coastguard Agency and Metropolitan Marine Policing Unit to extend our Vision Zero commitment on the river through the Thames Partners group.



We have worked together to make our piers safer

London Bridge inquests

Following the London Bridge and Borough Market terror attack on 3 June 2017, in which eight people were tragically killed, the inquest took place between 7 May and 28 June 2019. We were an interested party and gave evidence at the inquests for Christine Archibald and Xavier Thomas, who were killed on London Bridge.

The coroner concluded that all the victims were unlawfully killed and issued a Prevention of Future Deaths report to the police and counter-terrorism agencies. The coroner also stated that he expected 'the relevant public authorities to make every effort to progress the installation of permanent measures on London's bridges' and we are considering and designing such measures.

'This was not only an attack on London, but an attack on the values and freedom that we all enjoy. Londoners responded by standing united in defiance – and that's why those who seek to divide and destroy our way of life will never succeed. We have, and always will, stand united against terrorism.'



Sadiq Khan
Mayor of
London

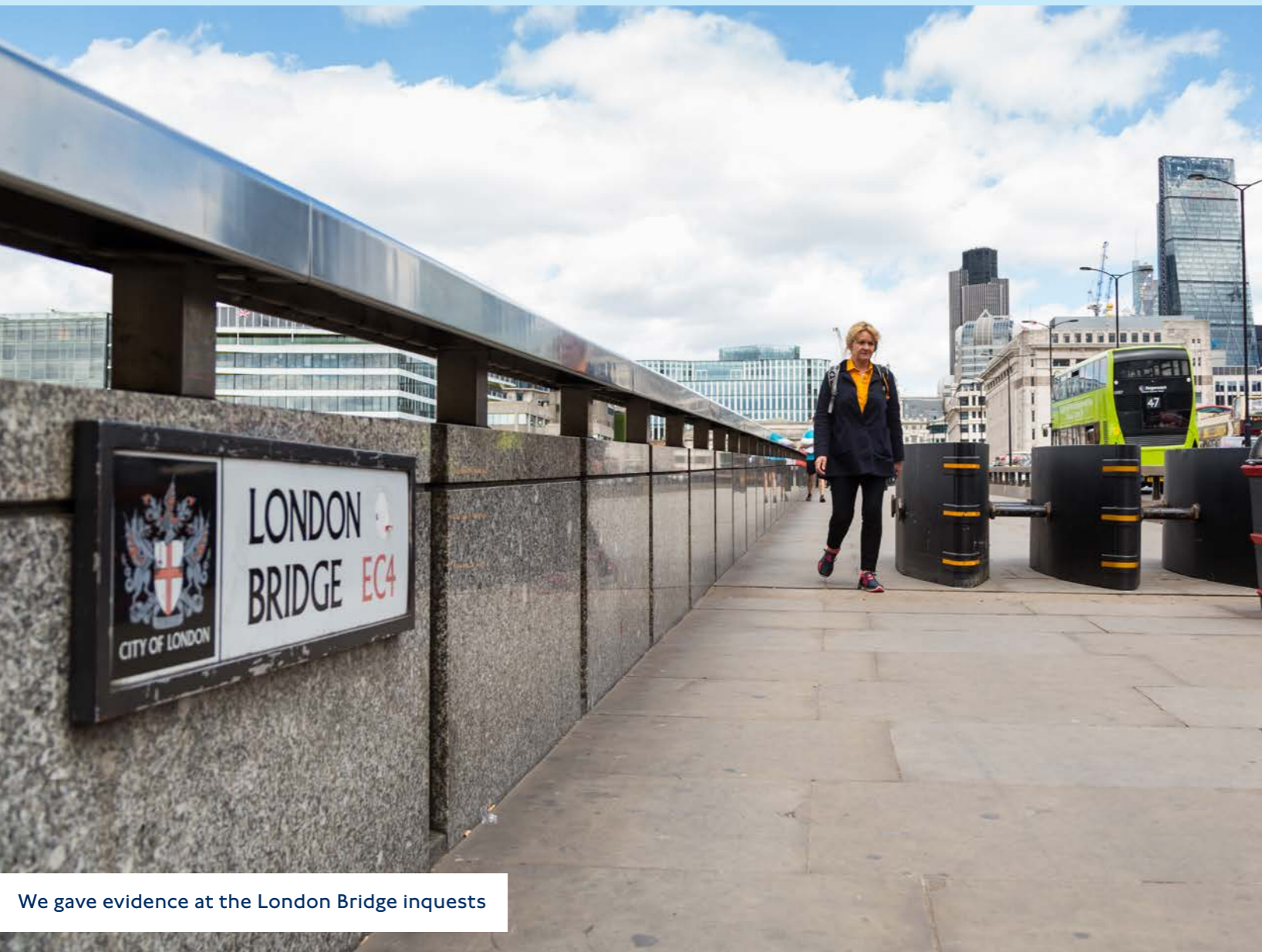
London Fire Brigade

We work closely with the London Fire Brigade to ensure we effectively manage fire risk across our services. In the past year, we have been issued with a number of enforcement notices, relating to fire safety systems on Underground stations, on one of our piers and at Victoria Coach Station. The London Fire Brigade has also worked with us as part of our fire safety improvement plans.

This year, we held a number of training events with the London Fire Brigade related to the tragic fire at King's Cross station in 1987 to ensure we continue to remember the lessons learned from the worst fire in our history.

Health and Safety Executive

We have worked with the Health and Safety Executive on several investigations through the course of 2019/20.



We gave evidence at the London Bridge inquests

About Transport for London (TfL)

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport.

We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners'. We are committed to creating a fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made on foot, by cycle or using public transport by 2041. To make this a reality, we prioritise health and the quality of people's experience in everything we do.

We manage the city's red route strategic roads and, through collaboration with the London boroughs, can help shape the character of all London's streets. These are the places where Londoners travel, work, shop and socialise. Making them places for people to walk, cycle and spend time will reduce car dependency and improve air quality, revitalise town centres, boost businesses and connect communities.

We run most of London's public transport services, including the London Underground, London Buses, the DLR, London Overground, TfL Rail, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the Emirates Air Line. The quality and accessibility of these services is fundamental to Londoners' quality of life. By improving and expanding public transport, we can make people's lives easier and increase the appeal of sustainable travel over private car use.

We are moving ahead with many of London's most significant infrastructure projects, using transport to unlock growth. We are working with partners on major projects like Crossrail 2 and the Bakerloo Line Extension that will deliver the new homes and jobs London and the UK need. We are in the final phases of completing the Elizabeth line which, when open, will add 10 per cent to central London's rail capacity.

Supporting the delivery of high-density, mixed-use developments that are planned around active and sustainable travel will ensure that London's growth is good growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means freezing TfL fares so everyone can afford to use public transport, using data and technology to make services intuitive and easy to use, and doing all we can to make streets and transport services accessible to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day.

None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. We all need to pull together to deliver the Mayor's Transport Strategy; by doing so we can create a better city as London grows.

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