

**TRANSPORT FOR LONDON**

**BOARD**

**SUBJECT: COMMISSIONER'S REPORT**

**DATE: 21 SEPTEMBER 2011**

---

**1 INTRODUCTION**

This report provides an overview of major issues and developments since the Board meeting on 29 June 2011 and updates the Board on significant projects and initiatives. The impact of the August 2011 civil disturbances on London's transport system, and TfL's response, is covered in a special section at the front of the report. The report also includes, for the first time, a section specifically on preparations for the London 2012 Olympic and Paralympic Games. An overview of progress towards the delivery of key Mayoral transport priorities is provided as an appendix.

**2 IMPACT OF THE AUGUST 2011 CIVIL DISTURBANCE AND TFL'S RESPONSE**

London saw some of the worst civil disturbances in living memory during a four day period in August, which caused significant damage at several locations across the Capital. The staff of TfL and its contractors made considerable efforts, in many cases at great personal risk, to ensure that Londoners were able to complete their journeys during those extremely challenging events. Transport services were only withdrawn or curtailed where circumstances made it impossible to continue; there was no wholesale withdrawal of services at any time (unlike in Birmingham, for example). TfL – and London – carried on.

**2.1 Impact on transport operations**

**Buses**

On the bus network, a number of services had to be diverted or curtailed due to the unrest. Three buses were lost to arson and over 100 buses damaged, while several bus operators suffered physical abuse or injuries. However, all services were restored as soon as it was safe and practical to do so, and bus staff

showed remarkable dedication and bravery to continue to serve and protect passengers. One member of staff at West Croydon Bus Station, after being advised to lock the bus station and leave for his own safety, remained on duty because his “passengers would not know where to go to catch their buses”.

On Saturday 6 August, Tottenham High Road was closed due to a demonstration outside the police station. The staff in CentreComm, TfL’s bus control room, implemented diversions for the routes affected and arranged for the buses trapped there to be removed. Three hours later, it became clear that police were dealing with an outbreak of civil disorder. A member of staff from Arriva was attacked and suffered a broken wrist as he was discussing the diversion and recovery of buses with police, while a rail replacement bus was burned out, with the driver suffering injuries.

On the evening of Sunday 7 August, disturbances broke out in Enfield, with bus drivers reporting groups of youths on board, heading towards the town centre. CentreComm implemented diversions for all routes in the area. Further disturbances and looting broke out in Wood Green, Dalston, Denmark Hill, Islington, Leyton, Shepherds Bush, Streatham, Woolwich, Oxford Circus and Brixton. There were also reports of missiles being thrown at buses in a number of locations, while the bus stations at Edmonton, Waltham Cross and Walthamstow were evacuated for a short time on police instructions.

On Monday 8 August, incidents broke out in Hackney, Croydon, Peckham, Barking, Lewisham, Bethnal Green, Clapham Junction, Harlesden, Battersea, Bayswater, Camden, Catford, Chelsea, Colliers Wood, Dulwich, Walworth, Ilford, Romford, Canning Town, Woolwich and Ealing. CentreComm and the bus operators worked together to divert buses away from disturbances. In addition to numerous reports of missiles causing damage to buses, a bus was set alight in Peckham, and another near Reeves Corner in Croydon.

By Tuesday 9 August, police resources in London were substantially boosted by other police forces across the country. Some bus routes were on local diversions or curtailments due to Police road closures in Tottenham, Woolwich Town Centre, Clapham Junction, Croydon and Peckham Rye.

## **London Underground**

London Underground (LU) operated throughout the riots, although a number of stations had to be closed. On the evening of Sunday 7 August, Brixton was closed due to public disorder outside the station. Three customers were unable to exit the station and were taken to the supervisor’s office to remain there under his care. In the morning, the supervisor arranged for the customers to go on the first train to Stockwell where they were picked up by taxis and taken home. On Monday 8 August, stations had to be closed at Brixton, Barking, Bethnal Green, Stepney Green, Camden Town, Chalk Farm, Ealing Broadway, Ealing Common, Queensway, Ladbroke Grove, Sloane Square and South Woodford. The most severely affected was again Brixton, where a scene of crime was established by the Metropolitan Police, leading to passenger services being terminated at Stockwell.

There were no injuries to LU staff or customers, although on Sunday 7 August two contractors were set upon by rioters as they approached Brixton station to

install cabling for the station Wi-Fi project. One of the victims was treated in hospital for head injuries incurred when the rioters smashed the windows of their van.

### **London Tramlink**

Tramlink was significantly affected by the riots. On Monday 8 August, large groups of youths congregated in Croydon town centre and unrest was expected, meaning services had to be withdrawn from the Central Croydon Loop. Service on other parts of the tram network remained in operation for a period, although by 19:55 all tram services were suspended on advice from the police.

The fire at the Reeves Furniture store, located within 10m of tram infrastructure, also caused physical damage to the network, resulting in services in central Croydon being suspended from Tuesday 9 August. Remarkably, by Friday 12 August, a full service was restored after staff worked around the clock to repair the severely damaged track and overhead cabling. Later that day, the Mayor visited the site to thank staff involved in the operation and restoration of Tramlink services.

In agreement with the London Borough of Croydon, free tram travel was offered on the weekend of 20/21 August to encourage people to return to shopping in central Croydon. This resulted in around 20,000 additional journeys above normal weekend demand.

### **London Overground**

London Overground successfully operated passenger services throughout the disturbances. However, from Monday 8 to Tuesday 9 August, trains were unable to stop at Hackney Central and Barking stations for short periods on police advice, due to disorder on the streets outside, while a London Overground train was the target for a missile thrown near Hackney Central.

### **Docklands Light Railway**

DLR services operated throughout the civil unrest, although on the evening of Monday 8 August trains to Woolwich were suspended after Woolwich DLR station was attacked and damaged. Services were amended so that trains terminated at King George V station on the north side of the river instead.

### **Barclays Cycle Hire**

Barclays Cycle Hire remained available to customers throughout the disruptions. TfL monitored events closely, and was prepared to close docking stations and lock in the bikes if necessary, but fortunately this was not required. Indeed, scheme usage remained high, with some 75,000 journeys recorded from 8-10 August. Although some media outlets reported scheme bikes being stolen, neither the Metropolitan Police nor TfL have been able to confirm such

reports, and no Cycle Hire bicycles or docking stations were damaged during the disturbances.

However, due to concerns about staff safety, some aspects of the operation of the scheme were affected. The contact centre in Enfield closed early on 8, 9, and 10 August, due to concerns about staff travelling to and from the site. Calls were answered by a reserve contact centre during these hours. On-street redistribution staff, who worked in pairs rather than alone, also operated for restricted hours for the same three nights, returning to base by 18:00. On-street maintenance and cleaning activities, which normally occur throughout the night, were also stopped at 18:00.

## **The road network**

The roads where TfL has operations included many of the worst areas of civil disturbance. Contractors were withdrawn from the road network for their safety, affecting the ability to respond to issues and to carry out scheduled work, especially the preparations for the London Surrey Cycle Classic Olympics Test Event. Despite this, TfL put on a highly successful event, with cyclists praising the route and road disruption kept to a minimum.

During the disturbances, areas such as Tottenham, Enfield, Brixton, Peckham, Lewisham, Woolwich and Croydon all suffered traffic disruption and infrastructure damage. This included damage to traffic signals, bus stops, shelters and information displays, as well as road surfaces and associated facilities like drain covers.

Following the closure of Tottenham High Road, the scene of some of the most significant disturbance, TfL worked with Amey Infrastructure, the London Borough of Haringey and the Metropolitan Police to repair and re-open the road as quickly as possible. Around 50 people worked through the night, and the Metropolitan Police praised TfL and Amey for their efforts.

## **2.2 Costs**

### **Impact on fare revenues**

The civil disturbance had a notable impact on fare revenue across the transport network, resulting in estimated revenue losses of almost £2.5m. Of this, £1.1m came from Tube fare revenue losses (a three per cent reduction on normal takings) and £1m from bus fare losses (a four per cent reduction). The remaining £400,000 resulted from a 25 per cent reduction in Tramlink fare revenue over the period, and losses on the DLR and London Overground networks.

### **Other costs**

In addition to fare revenue losses, transport related costs of around £2.7m are estimated to have resulted from the riots. These include the cost of damage to

vehicles, infrastructure and property, staff and management costs related to special working arrangements, additional policing and other security costs, including extra barriers for the Olympics cycling road race test event.

## **2.3 TfL's response**

### **Recovery Plans**

The Mayor has been allocated £20m of additional funding to assist recovery from the riots. TfL is working with City Hall to develop the recovery plans, the main objectives of which are:

- Bringing forward investment in transport to underpin growth, especially in Tottenham and Enfield;
- Helping to boost Croydon as a retail commercial centre, with links to specific proposals by the London Borough of Croydon around its priority Enterprise Zones;
- Creating employment with new businesses, jobs and apprenticeships;
- Supporting borough resources to enable business rate relief for start ups in Accelerated Growth Areas, to encourage entrepreneurship and new investment; and
- Acquiring land where it will aid development and getting businesses re-established quickly.

Sir Edward Lister, the Deputy Mayor for Planning, is meeting Borough Leaders in Croydon, Haringey and Enfield to discuss the use of the funds. TfL has provided a draft list of transport and public realm proposals, either identified by TfL with Borough input or led by Boroughs. The next stage is for the GLA and Boroughs to identify suitable schemes for the additional money.

In addition to the £20m from government, the Mayor has identified an extra £50m of funding for other affected areas. The GLA is currently defining a list of areas that are eligible, but the objectives of the fund are similar to the government funding, with a focus on long term regeneration plans.

### **Insurance claims**

TfL has made an initial application for compensation under the Riot Damages (Police) Act 1886 for around £750,000, although this will be reviewed when actual costs are known. The time limit for notifying Police authorities has been extended from 7 days to 42 days, in accordance with Act which gives a right of recovery against the relevant Police authority, subject to certain criteria and conditions.

## Replacement of shop ticket Oyster machines

Eight 'Xpert' Oyster ticket machines were stolen or damaged in shops during the riots. In line with the Mayor's wish to assist businesses affected by the riots wherever possible, the shopkeepers have been, or will be, provided with repaired or new machines free of charge.

## Oyster data retention to aid riot investigations

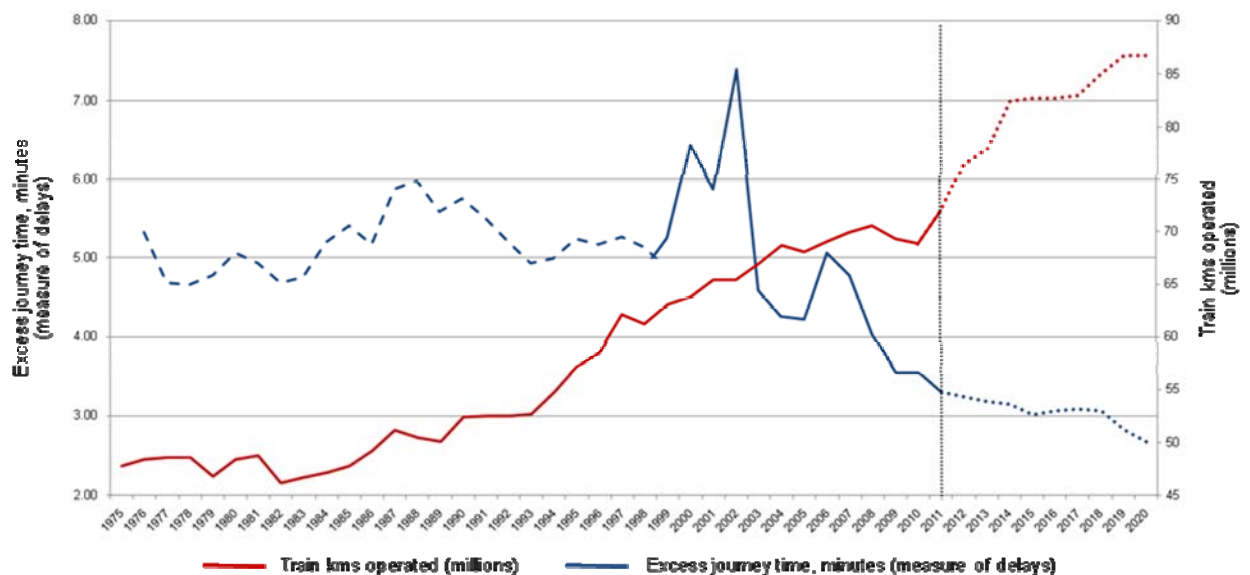
To aid police investigations into the riots, all Oyster data for the period 5 to 11 August, including journey histories, will be retained for sixteen weeks before being anonymised, instead of the normal policy of eight weeks.

# 3 IMPROVING THE UNDERGROUND

## 3.1 Transforming the Tube

### Continued improvements in Tube performance

Recent performance figures show that LU's long-term trend of improving performance is continuing. The graph below shows that reliability on the Tube has improved in recent years despite significantly more passengers. Delays on the network are down 35 per cent since the upgrade programme began in 2003/04. At the same time, the Tube is carrying record numbers of passengers – 1.1 billion last year.



There was a dip in performance in the autumn and winter of 2010/11, attributable to a number of factors, including strikes and teething problems as

new systems were introduced on the Jubilee and Victoria lines to improve capacity and customer journeys. This reflects similar experiences with other new systems around the world.

Since then, LU has introduced a programme of actions to improve reliability and speed up incident recovery, and delays during the first five periods of this year are down to below the levels of last year. To deliver continued improvements, critical spares and key technical personnel are now being located at a larger range of locations on the network to respond to incidents more quickly, and the prediction and prevention of failures is being improved through greater use of new technology that allows LU to monitor effectively the conditions of the track, trains and other assets on the railway.

### **Jubilee line upgrade**

Following successful commissioning of Transmission Based Train Control (TBTC) across the whole of the Jubilee line at the end of June, the first post-upgrade timetable was introduced on 31 July. This provides 18 per cent more trains overall in the three hour morning peak period. It is the first phase of increased capacity following the additional capability generated by the upgrade, with the peak frequency increasing to 27 trains per hour. Over the first three weeks of operation of the new timetable, the line operated over 96 per cent of this new higher schedule.

When the second post-upgrade timetable is introduced in late March 2012, the peak-hour capacity on the line will increase to 30 trains per hour. This is equivalent to creating space for some 12,500 additional passenger journeys per hour during the morning and evening peaks.

### **Victoria line upgrade**

The final 1967 stock train ran on 30 June; since then the Victoria line service has been provided entirely by the new 2009 stock trains. The new trains are now operating 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. By the end of August, 43 out of the total new fleet of 47 had been delivered, and all trains are expected to be delivered before the end of 2011.

A new timetable introduced on 18 September increased the line's off-peak service frequency by two trains per hour. In March 2012, there will be a further increase to 30 trains per hour in the peaks. Final delivery of the upgrade's 21 per cent increase in capacity is expected in January 2013.

Following weekend upgrade works on the Victoria line, the decommissioning of the old signalling system and the continued asset replacement process, on Tuesday 30 August the Victoria line suffered significant disruption. The problem centred on a track circuit and was traced to a faulty 'tuning' unit which had passed factory acceptance testing but failed when confronted by multiple trains after the weekend closure. A full review is underway with Bombardier and Invensys.

## **Bayswater blockade**

From 23 July to 23 August inclusive, the District and Circle lines were closed between High Street Kensington and Edgware Road stations for major track works. During the 'blockade' closure, two thousand metres of new drainage were laid and approximately 3.5km of track were replaced. Other work carried out during the closure included power upgrade, signal renewals, platform lengthening in preparation for the introduction of the new 'S' stock trains next year, and CCTV and lighting improvements on stations.

The work was completed on schedule and the lines reopened to passengers from start of traffic on Wednesday 24 August. £6.5m was saved as a result of the work being carried out in one block closure rather than with multiple weekend closures.

## **Green Park station step-free access**

Green Park station, a key Olympic and Paralympic interchange, is now step free one year ahead of start of the Paralympic Games. It is the 63rd station on the network to provide step free access from the street to all platforms, following the introduction of three new lifts on 29 August. An attractive new ramped entrance with views of the park, as well as other new facilities throughout the station, are now complete. The remaining works at the station are due to be completed by February 2012.

# **4 EXPANDING THE OVERGROUND**

## **4.1 London Overground**

### **London Overground service performance**

The London Overground 'Public Performance Measure' score for Period 4 (June - July 2011) was 96.1 per cent and for Period 5 (July – August 2011) it was 96.2 per cent. The moving annual average result is 95.3% and has been, for several periods, the highest score of any train operator. Passenger numbers continue to grow strongly in line with the increase in services and frequency.

### **New South London line**

Construction work continues on the new link between the current East London line and the national rail lines at Old Kent Road junction, with 50 per cent of the civil engineering work now complete. The foundations of the new railway bridge over Surrey Canal Road have been completed. The installation of the new railway bridge is scheduled to take place in the autumn and track laying is due to be completed later this year.

When the line opens in December 2012, four trains an hour will call at all stations between Dalston Junction and Clapham Junction via Surrey Quays,



increasing the frequency on the core of the East London line between Surrey Quays and Dalston to 16 trains per hour.

## **4.2 London Tramlink**

### **New trams**

On 18 August 2011, a contract was signed for six new trams for London Tramlink that will allow an increase in the frequency of services on the busiest parts of the network, between Therapia Lane, central Croydon and Elmers End. It is intended that the six trams will come into service in spring 2012. Paid for in part by the London Borough of Croydon, these new trams will meet rising demand and provide direct benefits to the local communities.

## **4.3 Docklands Light Railway**

### **Docklands Light Railway Stratford International Extension**

The DLR Stratford International extension opened on 31 August for public use. The extension will provide access to the Olympic Park for the Olympic and Paralympic Games via Stratford International and Stratford Regional stations.

The line has four new stations and will provide a legacy of more direct access to London's wider rail network for large numbers of Lower Lea Valley residents and help permanent regeneration in area.

## **4.4 Working with the Train Operating Companies**

### **Publication of London and South East Route Utilisation Strategy**

In July, Network Rail published the final version of the London and South East Route Utilisation Strategy (RUS), which sets out its strategy for capacity changes on routes and stations around the capital up to 2031.

TfL strongly welcomes the document, which sets out the need for significant, ongoing investment in rail in London and the South East. Through its close involvement in the development of the document, TfL has sought to ensure consistency with the Mayor's Transport Strategy, and with its own train capacity recommendations for the Government's next High Level Output Specification (HLOS), to be published in July 2012.

More specifically, the RUS makes the following recommendations, which TfL strongly supports:

- Further capacity on the London Overground West London, North London, East London and Gospel Oak to Barking Lines;
- A turn up and go service on the Lea Valley Main Line;
- Further capacity on outer suburban services on the South West Main Line, the Great Western, South Central and South Eastern services; and
- Freight routings which would be highly beneficial to the rail network in London, and will become essential as demand grows to the forecast 2030 levels.

The next step in the planning process is that Network Rail and the Train Operating Companies will jointly produce the Initial Industry Plan (to be published in late September 2011), setting out their proposals for HLOS2. We are hopeful that TfL's proposals for the next control period will be largely reflected in these documents. London Rail continues to engage with stakeholders on the content of this report to ensure the importance of continued investment in London's railways is recognised.

Details of TfL's recommendations for HLOS2 are available online at the following location: <http://www.tfl.gov.uk/assets/downloads/corporate/Item05-RUP-12-July-2011-HLOS2-recommendations.pdf>

## **Rail franchises**

The DfT announced changes to its future programme of re-franchising on 5 August, notably bringing forward the re-let of the Thameslink franchise to September 2013 to fit better with the introduction of new rolling stock on the route from 2015 onwards. TfL is currently in consultation with the DfT in its specification and selection of a new franchisee for Greater Anglia (the lines out of Liverpool Street), to commence on 5 February 2012.

## **Rail franchise reform and devolution**

Greater devolution to London of rail powers remains an aspiration of the Mayor, and TfL officers continue to discuss rail devolution options with DfT officials. This is in the context of the expected publication by the DfT of a policy paper on this and other rail reform issues in late November 2011.

## **5 DELIVERING CROSSRAIL**

### **Governance**

Andrew Wolstenholme OBE joined Crossrail on 1 August as the new CEO. The CRL Board was further strengthened by the April 2011 appointments of Phil Gaffney, Ian Brown CBE and Terry Hill CBE as Non-executive Directors.

### **Health and Safety**

CRL has now trained over 1,000 lorry drivers through its Lorry Driver Induction Training (LDIT) course. The one-day course educates drivers so that they are aware of issues of driving in central London alongside vulnerable road users including cyclists. CRL has committed to provide this training to up to 4,000 lorry drivers over the duration of the project.

### **Planning**

At Pudding Mill Lane, the London Borough of Newham's Strategic Development Committee has approved plans for a replacement DLR station. The replacement station will be constructed immediately to the south of its current location, between the River Lea and City Mill River. The existing DLR station at Pudding Mill Lane will remain open to passengers until the new station is complete in 2013.

### **Works**

#### *Stations*

CRL and TfL have launched their first joint procurement process, covering the provision of escalators for the Tube network and the new Crossrail stations in central London. The contract will probably be one of the largest orders ever placed in the UK for station escalators. A notice has been placed in the Official Journal of the European Union (OJEU) seeking expressions of interest for the design, manufacture, installation and long-term maintenance of over 100 escalators. The contract is worth up to £190m.

CRL has awarded the £250m main construction contract for Paddington station to Costain Skanska JV. This contract was awarded ahead of schedule. Since August 2010, Laing O'Rourke and Carillion have been undertaking enabling works to prepare Paddington for the construction of the new Crossrail station including relocating utilities away from the site of the new station box located directly below Eastbourne Terrace.

Canary Wharf Contractors continue to make good progress on the Canary Wharf Station build, with the station box nearing completion in time for the Drive Y Tunnel Boring Machines to enter in summer 2012.

### *Tunnels, Shafts and Portals*

CRL has placed a contract notice in the OJEU seeking expressions of interest for the remaining tunnel portal at Victoria Dock. The value of the contract is in the region of £50m. It is anticipated that the contract will be awarded in spring 2012, and construction of Victoria Dock Portal will get underway in autumn 2012.

An OJEU notice for expressions of interest has also been published for the Eleanor Street and Mile End Park shafts. The contract, which has an estimated value of £70m, comprises the construction of intermediate shafts at Eleanor Street and Mile End Park for ventilation, maintenance intervention and emergency access.

CRL's western running tunnels contractor BAM Ferrovial Kier (BFK) has started the works to build the tunnel segment factory at Old Oak Common. The tunnel segment factory will produce concrete rings that will be used to line the tunnels between Royal Oak and Farringdon. Production will start in October 2011 and the factory will employ over 50 people.

### **Trains and Depots**

On 29 August, Crossrail announced that the Invitation To Tender (ITT) for the new trains would not be issued until 2012. This is a consequence of cost savings of tens of millions of pounds that can be realised by introducing Crossrail rolling stock to the rail network over a shorter period of time. The delay in issuing tender documents will also allow the conclusions of the Government's review of public procurement to be taken into account.

Under the new plans, Crossrail will introduce new trains to the Great Eastern Main Line from May 2017, rather than December 2016, with the fleet progressively introduced to the existing rail network well in advance of services commencing through Crossrail's central section. Under the previous timescales, much of the fleet would have been stored waiting for the Crossrail tunnels to be completed.

### **Skills**

On Tuesday 5 July, CRL hosted a career information day in Whitechapel to highlight employment opportunities on the project. The event was very successful, with over 100 local residents expressing interest in joining Crossrail's workforce.

## **6 GETTING LONDON MOVING**

### **6.1 A fair deal for motorists**

#### **Western Extension Zone (WEZ) Removal**

Work continues on the final decommissioning of the WEZ camera infrastructure. The vast majority of the WEZ camera poles and cabinets were removed by the end of July. The remaining sites are expected to be completed by the end of September.

#### **Congestion Charging (CC) Auto Pay**

Registrations for CC Auto Pay continue to increase at a steady rate, with 147,000 customers now registered. A communications campaign designed to increase uptake of CC Auto Pay commenced in July, with mailouts to residents and non-registered customers planned for August and a media campaign scheduled for September.

### **6.2 Smoothing Traffic Flow**

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

In Quarter 1 of 2011/12, 187 signal timing reviews were completed, resulting in an 11 per cent reduction in traffic delays. This has been achieved alongside a two per cent increase in the number of occasions when all pedestrians waiting to cross the road will have cleared the kerb during the green man period. 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.

#### **Split Cycle Offset Optimisation Technique (SCOOT)**

In Quarter 1 of 2011/12, 34 sets of traffic signals were upgraded to operate SCOOT technology, which can dynamically change signal timings to suit prevailing traffic conditions and reduce stops and delays. This means that 348 sets of traffic signals have been upgraded to SCOOT operation since 2009 (at which point approximately 2,000 of London's 6,000 sets of traffic signals already operated SCOOT technology). SCOOT is delivering a 12 per cent reduction in delay and a 5 per cent reduction in the number of times vehicles have to stop as they travel through the network.

#### **Disruption on the Road Network**

In Quarter 1 of 2011/12, TfL recorded an eight per cent reduction in the levels of serious and severe disruption occurring on the Transport for London Road

Network (TLRN), compared to the same time period last year. A large part of the reduction can be attributed to the effects of the London Permit Scheme, introduced in January 2010, which has enabled greater oversight, control and coordination of works on London's roads.

### **Volume of Roadworks on the Transport for London Road Network**

In Quarter 1 of 2011/12, the total number of road works on the TLRN was 8,275, a 27 per cent reduction on the total of 11,331 works reported in Quarter 1 of the previous year and above the 20 per cent reduction target

During the same period, 171 Fixed Penalty Notices were given to works undertakers, including 64 for working without a permit. In addition, 143 days of unauthorised works overruns were recorded under Section 74 of the New Roads and Street Works Act 2001. Collaborative working has helped prevent more than 271 days of disruption on the TLRN by the end of Quarter 1.

### **Henlys Corner**

TfL has worked with contractor Tarmac to review the operating hours of the works at the Henlys Corner junction on the A406 North Circular Road and investigate how traffic flows could be improved at this location. Major works to improve traffic flow and journey times dramatically have been in progress since May 2011.

From 16 July, a new approach was taken for managing the roadworks, with two lanes north and south on the A598 Finchley Road/Regent's Park Road remaining open during peak hours (6am-10am and 3pm-9pm), making it easier for local residents to cross the A406. Since 23 July, three lanes on the A406 have remained open during the same peak periods, smoothing the flow of traffic across the junction. Outside of peak traffic hours, the A598 remains at one lane and the A406 at two lanes.

Following the implementation of the revised working methods, monitoring has shown a marked improvement in congestion. During the morning peak, delays were reduced by up to 10 minutes, and in the evening peak, delays have been reduced by up to 15 minutes. These reductions in delays to road users are expected to save an estimated £4m for London's economy by the time the works are complete in November 2011.

### **Lane Rental Consultation**

On 23 August, TfL launched a 12 week consultation on plans for a targeted and avoidable lane rental scheme, following the start of a national consultation by the DfT on 22 August. The scheme, which would be the first of its type in the country, would allow TfL to charge companies who dig up the busiest roads at the busiest times and provide a real financial incentive for works to be carried out more quickly or at less disruptive times (e.g. overnight). Subject to consultation results, TfL will look to submit formally a proposal to the DfT in early 2012. This would mean a lane rental scheme could be up and running in the Capital by spring 2012.

## **6.3 London Buses**

### **New Bus for London**

The prototype vehicles remain on course to start service by the end of March 2012. An engineering test vehicle is currently undergoing full testing to assess structural durability, endurance, and engine and emissions performance. The shell of the first prototype vehicle is substantially complete and work is progressing on vehicles two and three. The mock-up model of the New Bus for London will remain on display to the public at the London Transport Museum in Covent Garden until November of this year.

### **Stratford Bus Station**

Works to improve Stratford bus station, including replacing the bus shelters, installing better lighting and allowing passengers to move more easily around the station, began on 1 August and should be complete by the end of October. The works will benefit the 20 million passengers using the bus station every year, and ensure that improvements are in place before the 2012 Games, when thousands of extra passengers are expected to use the station.

During the works, the station will be closed, and there are temporary changes to local stopping arrangements for bus services. Buses will use other bus stops around Stratford town centre, and TfL will have Customer Service Assistants readily available to help minimise any passenger disruption and assist passengers with their onward journeys. Full details of revised stopping arrangements will also be on display locally and on the TfL website.

### **Dial-A-Ride Trip Numbers**

Dial-a-Ride provided more trips in the past year than any other year since the service began in the 1980s. From April 2010 – March 2011, the service provided 1,345,152 trips, 90,000 more journeys and a 7.2 per cent increase on the previous year. Independent surveys record high overall customer satisfaction, with 91 out of 100 people saying they were satisfied with the service last year.

## **7 IMPROVING THE URBAN ENVIRONMENT**

### **7.1 Championing electric vehicles, car clubs and moving to hybrid buses**

#### **Electric Vehicles**

Source London, the capital's first city-wide electric charge point network and membership scheme, was launched on 26 May. Charge point installation is

progressing well and there are now 200 charge points in the scheme. TfL is providing support to LOCOG to deliver Source London charging points at key Games venues. Work is also ongoing with the DfT and other regional EV schemes to help drive the creation of a UK-wide charging point network, with plans to enable members to use both Source London and the recently launched Source East charge point network underway.

### **Hybrid Buses – Green Bus Fund**

There are currently 106 diesel-electric hybrid buses in service and a further 184 on order for central London. A total of 268 hybrid buses are scheduled to be in operation before the end of March 2012.

## **7.2 Improving the urban realm**

### **Low Emission Zone (LEZ) Phase 3 and 4**

The ongoing LEZ communications campaign is having a positive impact, with operator awareness now standing at 82%, and 75% of operators feeling ‘well informed’ about the forthcoming changes to the scheme. The detailed output from the survey will be used to tailor the messages in the final stages of the communications campaign, to ensure operators take timely action before January 2012.

### **NOx Bus Abatement Trials**

On 18 August, TfL began a pilot for oxides of nitrogen (NOx) abatement systems to improve the emissions and environmental performance of the bus fleet. The pilot, which uses a system called Selective Catalytic Reduction, reduces NOx to harmless nitrogen and water. The trial will be carried out over a year on three different models of buses and the systems will be tested for their emissions performance and reliability. Contracts for the trial have been awarded to Eminox and HJS to install specialist pollution reducing equipment.

### **Big Walk on Wednesdays (WoW)**

The Big Walk on Wednesdays (WoW) project has successfully gained the London 2012 Inspire Mark to recognise TfL’s inspiration and innovation in the delivery of projects that increase activity in grass-root sports. The Big WoW project is a month long campaign themed on the 2012 Games, which supports several London-wide walking activities such as the London 2012 Active Travel and Education programmes. The campaign involves a walking relay race that extends through all 33 London boroughs and will include the use of the 1956 Olympic Torch.



## **Clean Air Fund (CAF)**

Delivery of the Clean Air Fund is well underway, with significant progress made in all areas of the programme. Targeted stakeholder engagement on the 'No-Engine Idling' campaign, to deter unnecessary engine running from all motor vehicles when stationary, has started, including Eco Taxi Marshalling activity.

The initial dust suppressant trial, which ran along Victoria Embankment and Marylebone Road from November 2010 to April 2011, cut PM<sub>10</sub> levels by up to 20 per cent at these locations. The scheme is to be expanded to additional locations, including construction sites, and to have two additional vehicles converted to allow for the application of suppressant. A row of 50 green towers (six foot tall planters) has been installed along Lower Thames Street, one of central London's most polluted roads, and a contract has been awarded for the delivery of a 'Green Wall' at the Edgware Road Underground Station.

## **TfL's Climate Change Adaptation Report to Government**

Defra has praised a climate change adaptation report prepared by TfL in response to a request from the Secretary of State for the Environment. The Climate Change Act 2008 gives the Secretary of State the power to direct key private (regulated) and public organisations to report on the impacts of climate change on their assets and services. TfL was directed to report and did so by the deadline of May 2011.

TfL's report explained its approach to risk management, the operational management of weather-related events, resilience, emergency preparedness, and interdependencies with other agencies on this issue. Climate impact data was assessed and used as a basis for each operational business to review its risk assessments and plans.

All reports requested by Defra were assessed by Cranfield University, and Defra concluded that TfL's report fulfilled the Direction. Writing to the Commissioner on 23 August 2011, Defra said that "TfL clearly considers climate change to be a key issue for long term planning and it is excellent to see that consideration of the issues is being embedded into business practice. This good quality report clearly demonstrates actions being taken to prepare both TfL's infrastructure and operations for the impacts of climate change."

TfL's report, along with those from other transport infrastructure operators will be published on the Defra web site in late summer/early autumn, with a press launch by the Parliamentary Under Secretary, Lord Henley.

## **8 ENCOURAGING MORE CYCLING**

### **Barclays Cycle Hire**

Barclays Cycle Hire celebrated its first anniversary on 30 July, with a Mayoral press event held at Westfield, Shepherds Bush, two days earlier. The key messages included a further £25m sponsorship from Barclays, plans to

investigate expanding west for Phase 3, and a £4m contribution from Westfield for a west spur as part of Phase 2.

As of 4 September, nearly 7 million journeys had been taken by customers of the Barclays Cycle Hire Scheme. The millionth casual hire occurred on 21 July, and total casual hires now stand at over 1.3 million. There are currently over 138,000 scheme members, and 405 docking stations in the central scheme area.

Phase 2 of the scheme is progressing well. As of 4 September, approximately 260 sites are being progressed to meet the target of 4,800 docking points. Of these, 235 final designs for priority sites have been approved, and 219 planning applications for new sites have been submitted.

### **Barclays Cycle Superhighways**

Two new Barclays Cycle Superhighways, Bow to Aldgate (CS2) and Wandsworth to Westminster (CS8), launched on 19 July. Considerable improvements have been made to infrastructure along both of the new routes to benefit both cyclists and other road users.

A report summarising the research and monitoring of the two pilot routes - Barking to Tower Gateway (CS3) and Merton to the City (CS7) – was published on the same day. The report highlighted new data showing that cycling has increased by 46 per cent along Route 7 and by 83 per cent along Route 3, with increases of 100 per cent or more on some sections of each route. 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. Construction will commence soon after the 2012 Games.

Part of the new Barclays Cycle Superhighways package is funding for the five London boroughs and local businesses along each route to increase cycle parking and to provide cycle safety checks and cycle training. As of 2 September, nearly 100 organisations had signed up to the programme, including Hamleys, the National Theatre, the Museum of London and the Royal Academy of Dramatic Arts.

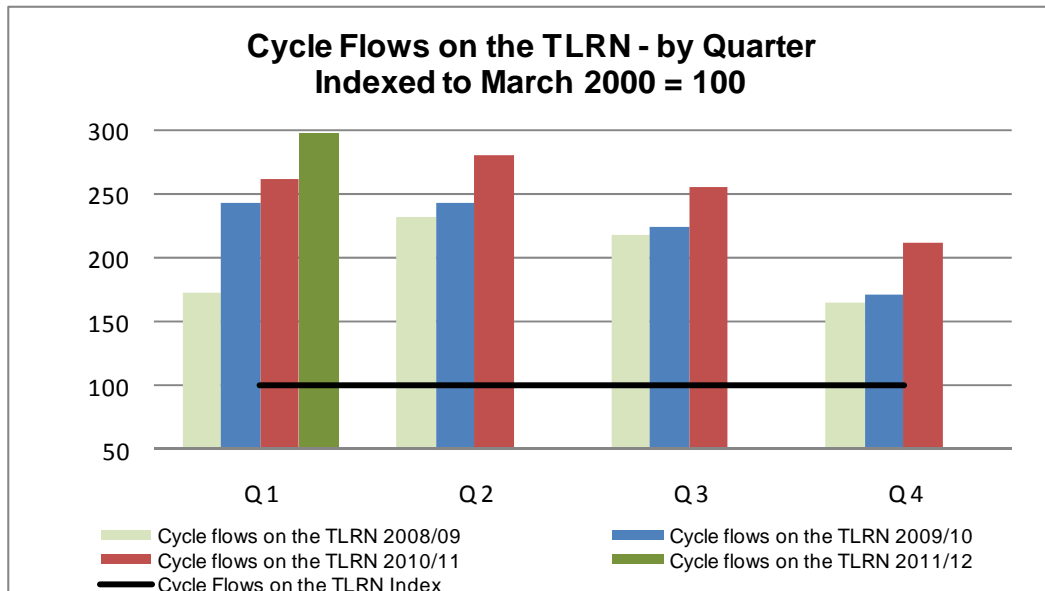
### **Cycle Challenge**

Nearly 900 teams from across London competed in the 2011 Cycle Challenge between 18 June and 15 July. Over 12,500 individual participants cycled a distance of 1.7 million miles, a 30 per cent increase in uptake on the previous year's Cycle Challenge. The challenge received coverage from a wide range of audiences including the local press and cycling blogs. A survey of participants will be carried out in September to gauge the full impact of the challenge on cycling behaviour.

### **Growth in Cycling on the Transport for London Road Network**

Cycle flows on the TLRN in the financial year to date up to 25 June are 13.5 per cent higher than the same quarter last year. Over the last year, cycling has

increased by 15 per cent along the TLRN, and between March 2000 and March 2011, cycle flows have increased by 150 per cent. This equates to around half a million cycle journeys across London each day. The chart below shows cycle levels on the TLRN relative to an index of 100 in March 2000.



### Skyride

On 4 September, a central London Skyride attracted approximately 60,000 people to the Capital for a day of traffic-free cycling. This year’s route was 11.6km long and took in some of London’s most iconic landmarks including Big Ben, Buckingham Palace, the London Eye and Tower Bridge. As well as entertainment on the route, the event centred around a cycling festival in St James’s Park, where people could talk to local cycling groups and find out how to keep cycling in their local area.

There were also two borough Skyrides this summer. Hillingdon’s Skyride, in July, attracted 7,000 people, whilst the Barking and Dagenham Skyride in August attracted 7,500 people. Skyrides aim to encourage more people to start cycling by giving people of all ages and abilities the chance to ride on traffic-free roads. A post event survey showed that 38 per cent of participants in the Hillingdon event were new or lapsed cyclists.

### Tour of Britain

On 18 September, the Tour of Britain returned to Central London, on a route from Whitehall, Victoria Embankment, Upper and Lower Thames Street to Tower Hill and returning to Whitehall (the 2010 events event was moved to the Royal Albert Dock area due to the Pope’s visit). The London stage was the final stage of the event that started in Scotland on 11 September. Whitehall was closed from 01:00 on 18 September to allow for the start/finish gantry to be built, with the course route closed from 06:00. The route was reopened from 18:00, with Whitehall reopened by 21:00. Normal LSTCC operational plans that

were in place included variable message signs being set in advance, and advance publication of the event in The Metro Newspaper. A traffic signal strategy was in place and there were dedicated engineers in LSTCC to manage the event.

## **9 BY THE RIVER**

### **Woolwich Ferry Incident**

On 3 August, a Woolwich Ferry crew member was fatally injured following a fall from the ferry. An investigation into the incident is being conducted by the Marine Accident Investigation Branch (MAIB), a branch of the DfT that examines and investigates all types of marine accidents involving UK vessels. The report from this investigation is expected back in approximately six months.

### **Thames Tug Incident**

On 12 August, an accident involving the sinking of a tug occurred on the Thames near Greenwich. The tug was one of a number bringing a large construction barge downstream, which had been working in west London. A crewman was left missing as a result of the accident. In order to ensure navigational safety and allow a full investigation into the incident, the tug was lifted from the river bed the following week by specialist equipment. The district harbour master liaised with all river users to ensure that scheduled services suffered minimal disruption, and as a result, there were only minor delays to passenger services. The incident is currently being investigated by the MAIB.

### **2012 Pier Infrastructure**

Conditional planning permission for the Tower Pier Extension was granted on 4 July, followed by conditional consent from the Environment Agency on 5 July. Ravestein BV has been awarded the construction contract, and completion of work is expected by February 2012.

The detailed design for the roof over Greenwich Pier has been agreed with the contractor, and conditional consent has been granted by the Environment Agency and the Port of London Authority (PLA). Construction is programmed to start on 3 October, lasting four weeks, and the pier will remain open during this time.

## **10 IMPROVING THE JOURNEY EXPERIENCE**

### **10.1 Planning and strategy**

#### **Cable Car for London**

Construction of the new cable car in East London is now underway and construction contractor Mace has started work either side of the river Thames. Piling work for the north station in the Royal Victoria Dock is being undertaken from a barge moored in the dock, and works for the south station are located on land on the Greenwich peninsula close to North Greenwich Tube station. Construction of the towers within the Thames will begin in the autumn, using a piling barge. It is anticipated that the Cable Car will commence operation in the summer of 2012.

#### **Blackfriars Bridge Junction Works**

Works began on Blackfriars Bridge junction at the end of August to construct the new road layout to support station redevelopment. The layout, which included increased pavement space and improved cycle lanes, will be capable of handling the 40,000 passengers expected to leave the upgraded Blackfriars station every day - a 60 per cent increase on the 25,000 that were previously using the station prior to its refurbishment. Overnight working took place from 29 July until the morning of 1 August in order to complete the first stage as quickly as possible and avoid a clash with other planned Bridge works. Blackfriars Station will reopen later this year following a £550m, three year upgrade project.

#### **New TfL Railway Byelaws**

On 6 September, the Secretary of State for Transport confirmed new TfL Railway Byelaws and new TfL Road Transport Premises Byelaws. The byelaws include the Mayor's alcohol ban and also remove the requirement to carry trained assistance or police dogs on escalators. The new Railway byelaws apply to London Underground, Docklands Light Rail and London Overground, and mean that there is now one set of byelaws that will apply consistently on TfL Railways. The byelaws will come into force on 5 October.

### **10.2 Safety and Security**

#### **New online facility to report illegal taxi touting**

Cab Enforcement pages on TfL's website were launched in August. The new web pages, which are part of a wider initiative between TfL and its policing partners that aims to promote the safety of the travelling public, highlight the activity that has been undertaken to tackle touting, publicise the results, and

allow anyone with access to the internet to report illegal activity or view updates on enforcement operation results.

These results, including arrest figures and licence revocations, will both show what is being done and serve as a warning to drivers who operate illegally. In addition to the enforcement results page, taxi and private hire drivers can now inform TfL directly if they suspect a driver of touting, through a new illegal activity reporting page. This will enable police and enforcement officers to target areas of concern and expand on the good work already undertaken in detecting and arresting touts. The web pages are available at the following address: [www.tfl.gov.uk/cabenforcement](http://www.tfl.gov.uk/cabenforcement)

### **Trixie Mirrors**

The DfT has granted TfL permission to install further Trixie Cycle Mirrors, designed specifically to provide HGV drivers with visibility of cyclists in the driver's near side, along both of the new Cycle Superhighways routes. Route 8, which covers Wandsworth High Street to Chelsea Bridge, now has a total of 31 mirrors installed at locations identified as having the potential for conflicts between cyclists and left turning HGVs. All of the mirrors were installed in time for the launch of the route on 19 July.

### **Highways Contractor Safety**

In March of this year, TfL's Highways Maintenance Works Contractor (HMWC) for the south area, EnterpriseMouchel, reached 1 million working hours without a Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) event.

Amey, TfL's HMWC for the north area, has trialled a robotic grass cutter that both improves safety and eliminates the need for traffic management. The cutter enables grass cutting adjacent to the carriageway while the operator is in a safe location, protecting them from hazards such as glass and hypodermic needles. The trial was successful, and full implementation is planned for the autumn.

### **Operation Safebus**

Operation Safebus, the annual Safer Transport Command (STC) policing operation that aims to deter anti-social behaviour and low level crime at the end and beginning of school terms, has concluded for the summer. The operation, which checked 544 buses and 21,638 passengers, resulted in 456 penalty fares being awarded and 35 arrests being made. STC officers also carried out crime prevention and reassurance activity during the operation, particularly around theft. As part of the operation, Bus Enforcement Revenue Protection Inspectors were deployed to support MPS colleagues.

## **Bus Crime Update**

The latest bus related crime figures for Quarter 1 of the current financial year show a year on year reduction of four per cent (231 crimes). Although violence against the person is showing a reduction of 18 per cent (330 crimes), robbery has increased by 19 per cent (130 crimes). In response, the STC is fully involved in Operation Target (an MPS operation focusing on robbery incidents), and is deploying to robbery hotspots.

## **Cycle Safety and Freight**

On 26 July, a seminar for boroughs on cycle safety and lorries was organised by TfL, on behalf of the Cycle Safety Working Group. The event was attended by over 70 delegates. Presentations were given by TfL, the MPS, Road Peace, the Freight Transport Association and others concerned with improving the safety of lorries.

A study to assess the feasibility and impact of mandating the use of side guards and/or sensors for all vehicles over 18 tonnes is underway, in conjunction with the GLA. The study will identify sectors with a high percentage of exempt vehicles in London (e.g. construction tipper vehicles) and will recommend a sector specific campaign plan to encourage uptake, including ways of increasing the availability and affordability of retro-fitting sideguards.

## **Mayor's Cycle Task Force**

The 30-strong, TfL-funded MPS Cycle Task Force celebrated a year of operation in June 2011. The team uses various tactics to deter cycle crime in London, such as gathering intelligence on suspected cycle theft-related cases, conducting high-visibility patrols, and advising cyclists on issues like security, safety and how to protectively mark their bikes. Over the past year, the team has made over 200 arrests, the majority for offences related to theft, and security marked over 12,000 bicycles. In the 12 months since the Cycle Task Force launched, the Capital has seen a three per cent reduction in the number of stolen bikes, compared to numbers in the previous 12 months.

## **Secure Station Accreditation**

London Underground has received Secure Station accreditation from the Department for Transport (DfT) and the British Transport Police (BTP) for 269 stations. The Secure Station scheme is used to help reduce crime levels, encourage more passengers to use the Tube and increase confidence in public transport through good design and management.

## **11 EFFICIENT AND EFFECTIVE DELIVERY**

### **11.1 Safeguarding TfL finances**

#### **2012 fares**

On 14 September, the Mayor confirmed that from January 2012 fares on London's Tubes, Buses, London Overground, Docklands Light Railway (DLR) and Trams will rise by an average of RPI plus two per cent, the level set out two years ago in TfL's Business Plan. The proposed changes are expected to raise around £200m per year, and will maintain essential day to day public transport services and help continue record investment in London's extensive transport network.

All free and concessionary travel for older people, students, Veterans and disabled Londoners has been protected in full, which means that 40 per cent of bus passengers will continue to travel free or at a substantial concessionary rate.

Based on July's RPI figure of five per cent, the Mayor's decision means an average seven per cent fare increase across TfL services and Oyster pay as you go, although some fares will go up by less than seven per cent and some slightly more. Where the increases are greater than seven per cent, this is the result of either small increments in rounding, or of fares involving national rail travel, for which fares are rising by RPI plus three per cent in line with the policy set by the DfT for train operating companies. Every effort has been made to ensure that the average increase of RPI plus two per cent is distributed as evenly as possible.

On London's buses, the Oyster pay as you go fare will rise by only 10p to £1.40. The average London bus fare per journey, including concessions, will be just 62p, compared to an average typical bus fare of around £1 in other UK cities. On the Tube, Oyster pay as you go fares will typically increase by between 10p and 30p. Tube cash fares, which are now used by just one per cent of Tube users, will increase by between 30p and 40p, ensuring that Oyster pay as you go continues to be the cheapest way to travel around the capital.

#### **Derivatives**

In July 2011, TfL entered into forward starting interest rate swaps with a notional value of £175m. The instruments are 5 to 7 years in tenor each, and are staggered over a period from August 2013 to August 2014. This now brings the total amount swapped to £675m, at an average fixed rate of 3.67 per cent, protecting TfL against potential future increases in interest rates, and locking TfL into a lower rate than that in the business plan.

#### **Tube Lines**

Following the approval of the Finance and Policy Committee, TfL has successfully completed the acquisition of Depfa ACS Bank PLC's £214m



holding of Tube Lines (Finance) PLC's Class A-1 Notes. Based on current refinancing expectations, the transaction will result in a net present value benefit of £6.5m, and generate significant cash flow flexibility over the Business Plan period.

## **11.2 Managing the workforce**

### **London Underground Pay Offer**

LU has made a final offer of a five per cent rise to basic salary in 2011, an increase of Retail Price Index (RPI) plus 0.25 per cent in each of the following three years, and a final fifth year increase of RPI plus 0.5 per cent. In addition, LU has given a guarantee that, should RPI fall below zero in years two to five, staff will receive at least a two per cent pay increase in those years. The Unions have taken this away for consideration, and talks continue.

### **Richard Parry departure**

Richard Parry will be leaving LU at the end of September after 19 years in the organisation. During this time, Richard has made major contributions, most notably the year he spent as Managing Director. Over the past 18 months, Richard has served as Deputy Managing Director and provided vital support in the acquisition of Tube Lines, the formation of the Rail & Underground organisation and the Horizon project. He has always acted with integrity and driven the business forward with energy and commitment. I ask the Board to recognise this significant contribution.

I am pleased to announce that Gareth Powell, currently leading the Horizon project, will be joining the Rail & Underground Board with responsibility for strategy, the sponsor role, and business planning from the end of September.

### **Ellen Howard departure**

Ellen Howard has left TfL, having been until recently the Director of Corporate Governance. Ellen provided excellent support to me and the TfL Board on corporate governance and a range of legal issues during her time at TfL. I would like to record my thanks for all the support she has provided, and she leaves TfL with our best wishes.

### **Rob Stewart appointed new Sub Surface Railway Upgrade Director**

In August, Rob Stewart joined LU as the new Sub Surface Railway Upgrade Programme Director. Rob has gained most of his experience at BAA, where he held a number of senior commercial, development and programme delivery roles over the last 20 years. He also spent five years working on the Terminal 5 Programme – latterly as Commercial Director. Most recently, Rob worked for Sodexo as Construction Director for the Ministry of Defence's £13bn Defence

Technical College PFI scheme. With this wealth of capital project knowledge and experience, Rob will lead LU's most complex and challenging upgrade, which will see new air-conditioned trains, signalling and track on 40 per cent of the Underground network over the coming years.

### **National Apprentice of the Year Award**

A TfL employee, Shauni O'Neill, has been awarded the National Apprentice of the Year Award. Having already been named London Apprentice of the Year in May, she went on to gain the top prize at the National Apprenticeship Awards at a ceremony in London on 29 June that recognised apprentices throughout the country. Shauni began her Rail Transport Operation Apprenticeship with London Underground in September 2009 and has become a role model and ambassador for both TfL and the apprenticeship scheme, featuring on London Underground's recruitment website and attending events to promote apprenticeships.

TfL was also recognised by the National Apprenticeship Service, featuring in their Top 100 Apprenticeships Employers list as part of the GLA Group. Tube Lines also features in the top 100.

## **12 DELIVERING A SUCCESSFUL 2012 GAMES**

### **Testing for the Games**

TfL has been observing the transport impact of LOCOG's Games test events and incorporating lessons learned back into its plans. TfL also had a significant role in preparing the 'field of play' for the Olympics cycling road race test event on 14 August, ensuring spectator needs were accommodated, and keeping traffic flowing as smoothly as possible during the necessary road closures.

The event, called the London Surrey Cycle Classic, presented a number of challenges, including taking the largest single possession of road space in England (over 140km), ensuring that all the different agencies were working together efficiently, and ensuring that barriers were deployed safely following the riots in London in the run up to the event. In particular, TfL had to work rapidly with LOCOG, Surrey County Council and the London Boroughs to deploy the 69km of barriers in a shorter period of time than planned, following advice from the Metropolitan Police that the original deployment and barrier storage plan ought to be amended.

To limit the impact of the event on traffic, an extensive communications campaign was implemented, including letter drops to all residents within 400m of the route, extensive coverage in London and local press, radio advertisements, flyers on all vehicles on the race route for the three Sundays leading up to the event, and resident drop in meetings. Monitoring of traffic flows on the day of the event showed some disruption, but suggests that this was not extensive. However, motorists who did not avoid the area had to make lengthy diversions.

Following the event, there has been extensive media coverage celebrating the success of the sporting element and recognising the challenges of delivery. TfL's extensive lessons learned exercises with all delivery partners will ensure that operational road closure, crowd management, stewarding and barrier plans for next year's road events are comprehensive and will ensure as little disruption as possible to Londoners.

### **Travel demand management**

TfL is offering free travel advice to businesses to ensure their staff, customers and suppliers can get around and that they can make and receive important deliveries during the Games. The programme includes site-specific advice (SSA) for firms that employ over 200 staff in a single location affected by the Games, advice for multisite companies employing more than 200 people, such as retail outlets, restaurant chains and financial institutions, and a series of free workshops for firms with less than 200 employees.

The SSA programme includes many high profile central London businesses, and the banking and finance sector has been especially responsive. 336 businesses have now signed up to receive SSA, covering nearly 455,000 employees, and accounting for 67 per cent of the overall programme target for businesses and 91 per cent of the overall programme target for employees. From August, multisite companies were able to sign up for advice, and 40 have so far signed up out of a target of 100 companies. The free workshops for smaller firms also began in August, and more than 50 will be rolled out before summer 2012.

Businesses have also been encouraged to visit dedicated web pages on the 2012 website, where they can register for regular email bulletins, view maps of affected areas, and sign up for workshops or personalised sessions. The website also offers an online travel planning tool to inform companies of the necessary Games time considerations and suggest actions.

To coincide with the 'year to go' milestone, the 'Year to Go Business Influencer' campaign was launched in July. It included articles in the Times, Independent and Evening Standard and online advertisements. More detailed information is being prepared for release to businesses during Autumn 2011, including updated forecasts on the public transport impact for each day of the Games and updated advice on the likely effects of the Games on the road network.

For the effective management of spectator travel, LOCOG has sent an email to all Olympics ticket holders, encouraging them to plan and book their travel to the Games in advance. The Games Spectator Journey Planner was updated on 29 July and now includes the ability to plan and book fully accessible journeys. On 20 July, the Games Travel Pages had their one millionth page-view.

### **Freight activity during the Games**

A trial seminar titled 'Introduction to Olympic solutions' was successfully held with 24 London freight operators to communicate TfL's key freight messages during the 2012 Games, with four further meetings scheduled for different

operator groups. The freight information on the TfL and London2012 websites was also updated in time for the 'year to go' milestone.

A Freight Summit involving key representatives from the logistics industry was held on 8 September, and attended by the Commissioner, the Managing Director of Surface Transport, the Traffic Commissioners, the Freight Transport Association and the Road Haulage Association. The event set the foundations for continued cooperation with the freight industry. TfL has undertaken to provide a range of materials to all attendees and facilitate a follow up meeting in November 2011.

TfL has written to around 6,000 of its own suppliers to advise that during the Games there will be a need to manage the demand for delivery and servicing in London to reduce the impact of freight activity on the Games while allowing London to function effectively.

### **ORN engagement**

The public engagement exercise for the Olympic Route Network (ORN) is progressing on schedule. The current fourth phase of engagement, in the Central London Zone and the Boroughs of Wandsworth, Merton, Camden, Lambeth and Kensington & Chelsea, was open until 14 September. A fifth phase of public engagement is being planned on the Alternative Olympic Route Network to be made available during the road events.

### **Borough engagement**

In July, the Commissioner and LOCOG Chief Executive Paul Deighton wrote to 11 Borough leaders to arrange meetings with senior representatives of TfL, LOCOG, the GLA, the ODA and the Metropolitan Police. The 11 Boroughs have a critical role in ensuring the success of the 2012 Games, and the purpose of the meetings is to agree the future work programme and engagement process with the Boroughs. Meetings have so far taken place with Camden, City of London, Islington, Greenwich, Hackney, the City of Westminster, Newham, Tower Hamlets, and Waltham Forest, with further meetings due to take place with Brent and the Royal Borough of Kensington & Chelsea.

The meetings have been well received and covered a broad range of Games related issues. The Commissioner has subsequently sent a letter to each of the Boroughs setting out the key actions agreed, and these will be monitored on a continuing basis. The Mayor and the Commissioner are also meeting the leaders of these Boroughs as a group to discuss issues to ensure the Games are a success.

### **Coach Parking during the Games**

TfL and the Confederation of Passenger Transport UK (CPT) have together created an extra 100 coach parking bays in London, increasing coach parking availability by 25 per cent. The new coach parking bays are located within pre-existing bus garages and so do not affect road space or incur extra cost to the public. During the 2012 Olympic Games, an extra 1.2 million people a day are

expected to visit the Capital, many by coach. The extra spaces will make it easier for coach drivers to park and will help prevent any unnecessary emissions from coaches idling.

### **Mayoral Delegation on Games Road Events**

On 13 August 2011, the Mayor authorised a delegation of his statutory powers to prepare for the 2012 Games order to allow TfL to organise, manage and stage certain road sports events (including test events) at the request of LOCOG. TfL has its own statutory powers to undertake highways and movement management activities on the TLRN. However, the road sports events will involve non-TLRN roads (borough roads and those outside London), where TfL lacks powers, and even then it is unlikely TfL's powers will cover all aspects of delivering the events in question.

Therefore, the Mayor has delegated to TfL his powers to prepare for the Games under the London Olympic and Paralympic Games Act 2006 in respect of a list of specified road sports events agreed with LOCOG. The first event was the London Surrey Cycle Classic on 14 August, which was an official test event. In addition, in order to enable TfL to act quickly if required, the Mayor also authorised TfL to exercise those powers for other events in agreement with the GLA, LOCOG, the ODA, London Boroughs or other bodies associated with the Games. These could include non-sporting, cultural and general public events, test events, events taking place outside London, and events after the conclusion of the Games.

### **London Underground Pay during the Games**

An agreement has now been reached between London Underground and train drivers' unions over temporary changes to working arrangements and payments during the London 2012 Olympic and Paralympic Games. The special service requirements for the Games will involve changes to some LU staff working patterns and will allow LU to meet the demands of extended services in the most efficient way.

In return for agreeing to these temporary changes to existing working arrangements during the Games, all train drivers employed by LU on 26 July 2012 will receive a one-off payment of £500. In addition, shifts of a certain duration or which finish after 01:30 will attract overtime payments. The change of working arrangements and rewards are separate to the ongoing discussions on pay that LU and the unions are engaged in.

## **13 OTHER**

### **Notting Hill Carnival**

Notting Hill Carnival was held from 27-29 August, the August Bank Holiday weekend. Over 40,000 volunteers and an estimated 1 million people attend the

biggest street festival in Europe each year. Although the event lasts the whole weekend, the main carnival day is the Bank Holiday Monday. A Traffic Exclusion Zone controlled by the Met Police was in place to create a safe area for the carnival float procession, the main focus of the day's celebrations. Roads were closed from 07:00 and reopened once the streets were cleaned and the MPS deemed it safe to do so. Traffic remained at moderate levels of disruption throughout the event.

The London Streets Traffic Control Centre and London Buses kept dedicated staff in the control room and out on the network monitoring the area, making sure that traffic continued to flow and that London Buses remained able to serve customers. Close working with the MPS helped to keep traffic moving and to keep the area safe.

### **Opening of Westfield Stratford City**

On Tuesday 13 September, Westfield Stratford City shopping centre was opened. A large proportion of visitors arrived by public transport, and access to Stratford Regional and Stratford International stations was well provided by Tube, DLR and London Overground services throughout the day. The opening led to a dramatic rise in the number of passengers using Stratford Regional station. Before Westfield's opening, around 48,000 Oyster card holders were entering Stratford station daily, whereas the opening day of the shopping centre saw 101,000 Oyster card entries at the station, a rise of over 100 per cent.

The opening of the new northern ticket hall at Stratford Regional station helped to accommodate the demand, offering customers a second access point to the station. As well as providing direct access to the new shopping centre, it will be the primary route through to the Olympic Park during next year's Games. The new DLR service link from Canning Town to Stratford was also fully operational well in advance of the opening.

The four bus routes connecting to Westfield Stratford City operated without any significant delays, despite increases in passenger numbers. Stratford bus station also coped well.

The shopping centre has a car parking capacity of 5,000, and to accommodate the anticipated demand, a comprehensive car parking and traffic management plan was developed for the opening and beyond. TfL has installed new traffic signals at key junctions to maintain control of traffic in the area. Three new CCTV cameras have also been installed to help monitor the area inside the Westfield site. On advice from the LSTCC, Westfield also employed a traffic management company to mitigate traffic issues on their own site and within the car parks.

Throughout the opening day, traffic levels were moderate on the A12, Leyton Road and Stratford High Street. Safer Transport officers were onsite, observing and relaying issues to MetroComm (the Metropolitan Police traffic operations centre), to enable appropriate action to be taken. This was particularly useful in the Stratford Broadway area, where high pedestrian volumes caused slow moving traffic on Stratford High Street. Safer Transport officers were able to manage the crossing point in conjunction with the traffic signals to maintain safe

pedestrian and traffic flows. A request has gone to Westfield to look into marshalling points at this site going forward.

In the first few days following the opening day, good traffic flows have been maintained in the area. The pedestrian crossing on Stratford Broadway that had caused issues on the opening day has been monitored, and pedestrian flows have improved. TfL continues to adapt the signal strategy to find the optimum balance for pedestrians and vehicles. At Stratford station, passenger flows have been lower than on the opening day, but still around 50 per cent higher than before the opening of the shopping centre. Bus services in the area have also continued to operate well.

### **16+ Zip Oyster Photocard Renewals**

Applications for the 16+ Zip Oyster photocard became available from and accepted at Post Offices from 1 September. All 16-17 year olds living in a London borough can apply for the 16+ Oyster photocard. It offers free travel on buses and trams and half adult rate on other TfL services to those young Londoners studying Level 3 courses, apprenticeships, training courses funded by the Young People's Learning Agency, or some courses funded by the Skills Funding Agency. 16-18 year olds who are not in education or a programme get half adult rate travel on all TfL services. Applicants were encouraged to complete forms by 15 September 2011 before their existing travel concession expires.

### **TfL IM Staff Receive Metropolitan Police Commendation**

Three members of TfL IM were recently awarded Commendations for Professionalism and Partnership by the Chief Superintendent, Safer Transport Command. They worked on TfL's Community Safety, Enforcement and Policing team (CSEP), which achieved three key objectives: to refresh around 600 traffic warden PDAs, to 'in-source' software and data hosting management, and to extend PDA functionality to report obstructions to traffic flow, notably over-running road works.

Peter Hendy

Commissioner

Transport for London

September 2011

## Appendix – TfL Progress on Mayoral Priorities

Mayoral Commitment	Recent activity	Future milestones
<p><b>Introduce a Cycle Hire scheme</b> A cycle-hire scheme covering Zone One with ~6,000 bikes to be launched in summer 2010</p>	<ul style="list-style-type: none"> <li>• To date, nearly 7 million journeys have been taken by customers of Barclays Cycle Hire</li> <li>• The scheme now has more than 138,000 members</li> <li>• The millionth casual hire occurred on 21 July</li> <li>• 405 docking stations are currently available for Phase 1</li> <li>• Phase 2 of the scheme is progressing well - as of 4 September, approximately 260 sites have been progressed, 235 final designs produced, and 219 planning applications for new sites submitted</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of Phase 2 prior to London 2012 Olympic and Paralympic Games</li> </ul>
<p><b>Introduce Cycle Superhighways</b> 12 easily accessible, direct routes feeding into central London, complemented by cycle training, maintenance and parking</p>	<ul style="list-style-type: none"> <li>• Two new Barclays Cycle Superhighways, Bow to Aldgate (CS2) and Wandsworth to Westminster (CS8), launched on 19 July</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• A rolling programme of routes to be delivered up to 2015</li> </ul>



Mayoral Commitment	Recent activity	Future milestones
<p><b>Remove pedestrian guardrail</b> 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"> <li>• All pedestrian guardrail on the TLRN was assessed using TfL's guardrail risk assessment framework, with 63.3km of the existing 200km removed by June 2010, exceeding the Mayor's target</li> </ul>	<ul style="list-style-type: none"> <li>• Following review and revision of the removal assessment methodology, TfL has set a target to remove a further 12km of guardrail this financial year</li> <li>• In line with its Better Streets objectives, TfL is continuing to look for opportunities to remove unnecessary street clutter from the network</li> </ul>
<p><b>Support and implement innovative urban realm projects</b> 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"> <li>• TfL's LIP Major Schemes Guidance has been updated to ensure it reflects the Mayor's aspirations for Better Streets, as well as reflecting other requirements such as the need for all schemes above £2m to have a business case and be subject to a design review</li> <li>• The deadline for bids to be submitted to TfL for new Major Schemes to start in 2012/13 was 2 September. The proposals will be subject to consideration by the Mayor's Design Advisory Panel, with approval for shortlisted schemes to be provided by TfL Surface Board. The announcement on successful bids will be made in December 2011.</li> </ul>	<ul style="list-style-type: none"> <li>• Piccadilly Two Way in November 2011</li> <li>• Exhibition Road in January 2012</li> <li>• Wimbledon Town Centre in March 2012</li> <li>• St Paul's Churchyard in March 2012</li> <li>• Jubilee Gardens in May 2012</li> <li>• Other major schemes to be delivered across London during 2012</li> </ul>

<b>Mayoral Commitment</b>	<b>Recent activity</b>	<b>Future milestones</b>
<p><b>Introduce a new Bus for London</b> A new iconic Bus for London on the streets by 2012</p>	<ul style="list-style-type: none"> <li>• An engineering test vehicle is currently undergoing full testing to assess structural durability, endurance, and engine and emissions performance</li> <li>• The shell of the first prototype vehicle is substantially complete and work is progressing on vehicles two and three</li> </ul>	<ul style="list-style-type: none"> <li>• Five prototype vehicles remain on course to start service by the end of March 2012</li> </ul>
<p><b>Encourage the uptake of electric vehicles (EVs) in London</b> Encourage uptake, with the aim of making London the electric vehicle capital of Europe</p>	<ul style="list-style-type: none"> <li>• The Source London scheme currently has 200 charge points</li> <li>• TfL is providing support to LOCOG to deliver Source London charging points at key Games venues</li> <li>• Work is also ongoing with the DfT and other regional EV schemes to help drive the creation of a UK-wide charging point network, with plans to enable members to use both Source London and the recently launched Source East charge point network underway.</li> </ul>	<ul style="list-style-type: none"> <li>• 100,000 vehicles (five per cent of London fleet) to be electric as soon as possible</li> <li>• 1,300 publicly accessible charge points in the Source London scheme by end March 2013</li> </ul>

Mayoral Commitment	Recent activity	Future milestones
<p><b>Deliver Crossrail</b> 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"> <li>• CRL and TfL have launched their first joint procurement process, covering the provision of escalators for the Tube network and the new Crossrail stations in central London. The contract will probably be one of the largest orders ever placed in the UK for station escalators</li> <li>• CRL has awarded the £250m main construction contract for Paddington station to Costain Skanska JV</li> <li>• Canary Wharf Contractors continue to make good progress on the Canary Wharf Station build</li> <li>• The Invitation To Tender (ITT) for the new trains will now not be issued until 2012 as a consequence of cost savings of tens of millions of pounds that can be realised by introducing Crossrail rolling stock to the rail network over a shorter period of time.</li> </ul>	<ul style="list-style-type: none"> <li>• Tunnelling to commence in 2012</li> <li>• Services to be launched in 2018 onwards</li> </ul>
<p><b>Deliver tube upgrades</b> Ensuring tube upgrades remain funded and continue to be delivered on time and on budget</p>	<p><b>Victoria Line:</b></p> <ul style="list-style-type: none"> <li>• 43 trains out of 47 in the new fleet delivered</li> <li>• Since June 2011, the Victoria line service has been provided entirely by the new 2009 stock trains</li> </ul>	<ul style="list-style-type: none"> <li>• Victoria line upgrade to be completed in 2012</li> </ul>
	<p><b>Jubilee Line:</b></p> <ul style="list-style-type: none"> <li>• The first post-upgrade timetable was introduced on 31 July, providing 18 per cent more trains overall in the three hour morning peak period</li> </ul>	<ul style="list-style-type: none"> <li>• Second post-upgrade timetable to be introduced in late March 2012, raising peak capacity to 30 trains per hour</li> </ul>

Mayoral Commitment	Recent activity	Future milestones
	<p><b>Northern Line:</b></p> <ul style="list-style-type: none"> <li>• Following the acquisition of Tube Lines, excessively disruptive closures of the Northern line were cancelled</li> <li>• Northern line upgrade programme announced in June 2011</li> <li>• A new approach is being taken on the Northern line that will mean significantly fewer weekend closures, with no early evening closures</li> </ul>	<ul style="list-style-type: none"> <li>• The Northern line upgrade is due to be completed by the end of 2014</li> </ul>
	<p><b>Piccadilly Line:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Agreement of delivery dates, to maximise synergies with the rest of the upgrade programme</li> </ul>
	<p><b>Sub-surface Railway lines:</b></p> <ul style="list-style-type: none"> <li>• On 12 April, Bombardier Transportation was announced as Preferred Bidder for the Sub-surface lines signalling contract</li> <li>• Significant progress has already been made in constructing the new Hammersmith service control</li> </ul>	<ul style="list-style-type: none"> <li>• New trains entered service on the Metropolitan line in 2011, and will follow on the Circle and Hammersmith &amp; City Lines in 2012 and the District Line in 2013</li> </ul>

Mayoral Commitment	Recent activity	Future milestones
	<p>centre, due for completion later this year</p> <ul style="list-style-type: none"> <li>• On Sunday 3 April, a new S stock train completed the type's first run in passenger service between Harrow-on-the-Hill and Aldgate</li> <li>• From 23 May, the S stock trains began regular passenger service to the Metropolitan line's City terminus</li> <li>• The first 7-car S-stock train has begun testing during engineering hours</li> </ul>	
<p><b>Remove bendy buses</b> Removing bendy buses cost-effectively from London streets</p>	<ul style="list-style-type: none"> <li>• Routes 18, 25, 38, 73, 149, 507 and 521 have been converted from bendy buses</li> </ul>	<ul style="list-style-type: none"> <li>• The remaining routes: 12, 29, 207, 436 and 453 will be converted by the end of 2011</li> </ul>
<p><b>Launch integration between Overground and Underground</b> 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"> <li>• Passengers attempting to access the outer edges of London via their Oyster card no longer require an Oyster Extension Permit</li> <li>• The launch of Oyster pay as you go continues to be successful, with more than 2.1 million National Rail journeys now made each week using the scheme</li> </ul>	

Mayoral Commitment	Recent activity	Future milestones
<p><b>Publish a vision for London's transport ambitions</b> 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"> <li>TfL is working to set out the transport priorities for the 2015-2020 timeframe</li> </ul>	<ul style="list-style-type: none"> <li>The five sub-regional transport plans will be updated later in the year</li> </ul>
<p><b>Explore a new crossing in the Thames Gateway</b> Investigate the feasibility of a new crossing in the Thames Gateway</p>	<ul style="list-style-type: none"> <li>Construction of the new cable car in East London is now underway</li> <li>Work is continuing to investigate other options to complement the cable car</li> </ul>	<ul style="list-style-type: none"> <li>Aspiration to complete Cable Car in time for the 2012 Games</li> <li>Further investigation of river crossing options to be undertaken, depending on the funding availability. A paper will be taken to the Mayor in the autumn with further proposals for his consideration</li> </ul>

Mayoral Commitment	Recent activity	Future milestones
<p><b>Introduce a new permitting system</b>  A common permit scheme for London, enabling TfL and the boroughs to coordinate and plan works better, as well as impose proper controls on the execution of works, to reduce their impact on the travelling public</p>	<ul style="list-style-type: none"> <li>• TfL is seeking to limit the total number of new roadworks permitted in any one period to a number that is 20 per cent below the peak level of roadworks activity experienced in 2009/10. In Quarter 1 of this financial year, the total number of road works on the TLRN was 8,275, a 27 per cent reduction on the total of 11,331 works reported in Quarter 1 of the previous year.</li> <li>• During the same period, 171 Fixed Penalty Notices have been given to works undertakers, including 64 for working without a permit. In addition, 143 days of unauthorised works overruns have been recorded under Section 74 of the New Roads and Street Works Act 2001. Collaborative working has helped prevent more than 271 days of disruption on the TLRN until the end of Quarter 1.</li> </ul>	<ul style="list-style-type: none"> <li>• 7 more boroughs joined the scheme in September 2011</li> <li>• 2 further boroughs submitted proposals to DfT in September 2011</li> <li>• Of the remaining 6 boroughs not yet part of the scheme, 5 of them attended a workshop hosted by London Streets on the scheme and gave positive feedback</li> </ul>
<p><b>Deliver better river services</b>  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"> <li>• Conditional planning permission for the Tower Pier Extension was granted on 4 July</li> <li>• The detailed design for the roof over Greenwich Pier has been agreed with the contractor</li> </ul>	<ul style="list-style-type: none"> <li>• TfL will continue to work towards providing enhanced passenger services on the river, especially during the Olympic and Paralympic Games</li> <li>• Construction at Greenwich Pier is due to start on 3 October, lasting four weeks, and the pier will remain open during this time</li> <li>• Tower Pier will be extended</li> </ul>

Mayoral Commitment	Recent activity	Future milestones
		to provide additional capacity by February 2012
<p><b>Smoothing traffic flow</b> 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"> <li>• In Quarter 1 of 2011/12, 187 signal timing reviews have been completed, resulting in an 11 per cent reduction in traffic delays. This has been achieved alongside a two per cent increase in the number of occasions when all pedestrians waiting to cross the road will have cleared the kerb during the green man period</li> <li>• In April 2009, approximately 2000 of London's c6000 sets of traffic signals operated SCOOT technology</li> <li>• In Quarter 1 of this financial year, 34 sets of traffic signals were upgraded to operate SCOOT technology, meaning that cumulatively 348 of the 1000 additional sets of traffic signals proposed to be converted to SCOOT have been upgraded to SCOOT operation and the benefits are being measured. SCOOT is delivering a 12 per cent reduction in delay and a 5 per cent reduction in the number of times vehicles have to stop as they travel through the network.</li> </ul>	<ul style="list-style-type: none"> <li>• TfL has undertaken to review 1,000 signal timings each year</li> <li>• TfL committed to installing SCOOT at an additional 1,000 sets of signals by 2012/13.</li> </ul>



Mayoral Commitment	Recent activity	Future milestones
<p><b>Earn your Travel back</b> 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"> <li>• The scheme was launched in August 2009</li> <li>• Between 1 April and 20 August 2011, TfL has made offers to 1,839 individuals to attend Earn Your Travel Back events (8,165 since the start of the scheme)</li> <li>• Of the offers made in 2011/12, 754 young people successfully completed the day and earned back their concessionary travel (2,653 since the start of the scheme)</li> <li>• The take-up rate for Earn Your Travel Back over the last six months has averaged 42 per cent</li> </ul>	<ul style="list-style-type: none"> <li>• TfL will continue to monitor rates of take-up and reinstatement of concessions</li> </ul>
<p><b>Deliver affordable fares for Londoners</b> Affordable fares for Londoners who are most likely to find the cost of public transport too expensive</p>	<ul style="list-style-type: none"> <li>• The Mayor has protected all free travel, despite the implications of the Comprehensive Spending Review</li> <li>• Free travel for London war veterans was introduced from November 2008</li> <li>• Extension of Freedom Pass to cover travel 24 hours a day from January 2009</li> <li>• Half price travel on buses and trams for Income Support claimants introduced from January 2009</li> <li>• Introduction of half price bus and tram travel for Londoners in receipt of Jobseeker's Allowance or Employment and Support Allowance from April 2009</li> </ul>	

Mayoral Commitment	Recent activity	Future milestones
<p><b>Other key Mayoral Priorities that have been substantively delivered include action on safety and security</b></p>	<ul style="list-style-type: none"> <li>• The 30-strong, TfL-funded MPS Cycle Task Force celebrated a year of operation in June 2011. In this period, the Capital has seen a three per cent reduction in the number of stolen bikes, compared to numbers in the previous 12 months</li> <li>• London Underground has received Secure Station accreditation from the Department for Transport (DfT) and the British Transport Police (BTP) for 269 stations</li> <li>• Cab Enforcement pages on TfL's website were launched in August</li> </ul>	