

TRANSPORT FOR LONDON

BOARD

SUBJECT: COMMISSIONER'S REPORT

DATE: 2 FEBRUARY 2011

1 INTRODUCTION

This report provides an overview of major issues and developments since the Board meeting on 8 December and updates the Board on significant projects and initiatives. An overview of progress towards the delivery of key Mayoral transport priorities is provided as an appendix.

2 IMPROVING THE UNDERGROUND

2.1 Operating the Underground

Passenger Numbers

The record for passenger numbers set in the four week period to 13 November was quickly superseded, as the following period saw a further increase to 90.6 million passenger journeys. Once again, record numbers were achieved despite a further 24-hour strike by the RMT and TSSA unions. Winter weather in the second half of the period also had an impact on passenger numbers. London Underground (LU) services generally ran well, but disruption on the National Rail network, particularly to the south of London, prevented many potential Tube customers from travelling into London. Friday 26 November 2010 saw the Underground carry more than four million passengers on a day for the first time in two years.

Engineering train incident on the Northern line

LU's Formal Investigation Report into the incident on 13 August 2010 involving a rail grinding train on the Northern line has been published. While the report highlights the swift actions of a number of Northern line staff who helped to ensure that the incident was drawn to a safe conclusion, it identified a number of recommendations that LU will act upon to prevent any further incidents of this sort. The Rail Accident Investigation Branch (RAIB) is carrying out its own investigation into the incident and once its report is published, LU will implement any additional recommendations made by the RAIB.

New Year's Eve event in central London

New Year's Eve travel went well this year, with more attending than last year. The good weather immediately after the event meant that many more people walked at street level, so taking some pressure off station access at Westminster and Embankment. Nonetheless, the plans implemented at both these stations meant a smooth journey for customers. There were a similar number of assaults to last year, but less vandalism on trains. The most widespread causes of delay during the night were malicious or erroneous operation of passenger emergency alarms.

Cannon Street incidents

As previously reported, in the summer of 2009, a number of customers fell and injured themselves, all in separate incidents, on the stairway down from street level into Cannon Street Tube station. LU made arrangements to carry out works to eliminate the cause of the falls. Unfortunately, these works had to be deferred due to unforeseen circumstances. In the meantime, the Office of Rail Regulation (ORR) issued an Improvement Notice requiring LU to perform these works. The ORR notified LU on 4 November 2010 that it intended to prosecute for a breach of section 3(1) of the Health and Safety at Work Act. Having reviewed all the evidence now disclosed by the ORR and taken legal advice, the decision was taken to plead guilty. On 17 December 2010, LU was fined £7,000 and ordered to pay costs of £6,000 and a victim surcharge of £15. The modest level of fine reflects LU's good health and safety record, the measures it had already taken to prevent a recurrence and other mitigating factors put forward on its behalf.

2.2 Transforming the Tube

Jubilee Line Upgrade

After further successful testing and trial operations during a four-day shutdown over Christmas, the new Jubilee line Transmission Based Train Control (TBTC) signalling system was used in passenger service on weekdays for the first time from 29 December 2010, between Dollis Hill and Stratford. During this period some trains were also running in service in Automatic Train Operation (ATO) for the first time. By early January, all train operators were using ATO and the benefit on run times and consistency of gaps between trains was clearly evident. TBTC has subsequently continued to perform well with minimal problems, and issues that have arisen with ATO are being addressed. Testing work continues on the remaining section of the line to Stanmore and completion of the upgrade remains forecast for spring 2011.

Sub Surface Railway Upgrade

A significant milestone in the upgrade of the Sub Surface lines was achieved in mid December when a new working timetable was introduced on the Metropolitan line with the new 'S' stock trains run to Baker Street for the first time. Under the new timetable, the eight car S Stock trains will make several runs a day in both directions between Baker Street and Watford, Amersham,

Uxbridge and Chesham. The timetable also provides two through trains per hour from Chesham, replacing the previous off-peak shuttle service from Chalfont & Latimer.

Negotiations are continuing with the remaining two bidders for the Automatic Train Control contract with completion of these negotiations expected in spring 2011.

Line Closures

As reported at the last Board meeting, LU continues to seek ways to deliver the upgrades efficiently, while minimising disruption to customers. Following the success of last summer's Hammersmith to Paddington blockade, a similar closure has been announced next summer to allow for reliability and upgrade works on the District and Circle lines between High Street Kensington and Edgware Road. This approach, closing the line for 31 days, will avoid the need for at least 20 weekend closures spread across six months or more, speeding up the delivery of improvements and saving an estimated £6.5m.

Tube upgrade customer information

Customer and stakeholder support for, and understanding of, the Tube Upgrade are vital for the successful completion of the programme. LU focuses considerable effort on providing customer information and communications around the Upgrade. As a result, customer satisfaction levels are high, with the key measure of overall service delivery recently reaching a new high.

However, latest research has indicated a decline in customer understanding of what upgrade work is being done with the minimum amount of disruption. Therefore, LU is re-doubling its efforts to communicate the details of the Upgrade programme. Research has also indicated that public acceptance is improved when customers understand that 'we have a plan', what this plan entails, and what benefits this plan delivers. LU's new customer information and communications programme for the Upgrade focuses on these requirements.

The campaign has a number of elements. LU is revamping the Tube sections of the TfL website to provide much more information about the upgrades, down to line by line information. A number of innovative elements are also part of the plan, including 'blogs' and videos about what work is being undertaken. LU will also be using its customer email database and talking directly to affected communities to put information into customers' hands.

The information programme will also provide detail about the overall upgrade plan and its benefits, and will continue to promote a range of information services to enable passengers to reduce potential disruption to their travel plans

3 EXPANDING THE OVERGROUND

3.1 London Overground

Network Rail successfully completed work on time to test and commission the new signalling system on the Stratford – Richmond / Clapham Junction lines over the Christmas and New Year period. Passenger services resumed as planned on Tuesday 4 January 2011, albeit with a slight delay due to unrelated Network Rail engineering work around the Stratford area.

Further shorter (including weekend-only) closures will take place during spring 2011 in order to complete the upgrade programme. The new, more frequent timetable is expected to start in May 2011.

Improvement works are ongoing at all London Overground stations to deliver improved PA systems with automatic train announcements, enhanced CCTV, better real time information and a range of accessibility improvements (such as the provision of dual hand rails and tactile paving). Works have now been completed by the contractors, and are subject to final sign off by TfL, at seven stations – Crouch Hill, Caledonian Road, Canonbury, Headstone Lane, Watford High Street, Kilburn High Road and Leyton Midland Road.

In addition, 20 of the 24 new electric trains running on the network have been extended to four coaches. The remaining four trains are on schedule to be extended to four coaches by the end of January.

Extension to Highbury & Islington

Work to extend the East London line to Highbury & Islington is progressing as planned. The track work is complete and the signalling and electrical equipment have been installed, and were energised in early January. The first test train ran on 6 January 2011, and is currently being followed by LOROL's driver training programme. TfL anticipates that passenger services will commence in spring 2011.

New South London line to Clapham Junction

The Government's recent Spending Review announcement confirmed the funding for the London Overground extension to Clapham Junction. The construction works will be split into new railway works (which will be developed and delivered by TfL), and On-Network works, i.e. those to existing National Rail infrastructure (which will be developed and delivered by Network Rail).

Tender responses have been received for the TfL works, which comprise construction of a new 1.3km link between Surrey Quays station and the existing South London line at Old Kent Road. It is expected that construction work will start in the spring of 2011. Preparatory works such as vegetation clearance and

utilities investigations and diversions will take place prior to the main construction works.

When services commence in late 2012, they will run from Clapham Junction to Dalston Junction via Surrey Quays, calling at all stations en route. High capacity, air conditioned trains will provide a direct and frequent service of four trains per hour to Docklands (via Canada Water) and the City (via the new Shoreditch High Street station).

3.2 Docklands Light Railway (DLR)

Stratford International extension

Test trains commenced running on the Stratford International extension in December as planned. This was a major milestone for the project, which has experienced some delivery delays by joint venture contractors Skanska and Volker Rail. Before the extension opens to the public, further testing of the communications systems will be carried out. The extension is anticipated to open in 2011.

Three-car Update

Three-car trains have been running from Bank to Lewisham since April last year and between Stratford and Lewisham since November. For the remainder of the network, three-car works are progressing well with completion on track for spring 2011. Once completed, the whole DLR network will be three-car compatible, allowing additional services to run where demand requires, in particular in time for the 2012 Olympic and Paralympic Games.

3.3 Working with the Train Operating Companies

More frequent south London rail services

The frequency of services run by the train operator Southern was increased in south London from 12 December 2010, when Southern issued its winter timetable. The new timetable includes more frequent weekday, Saturday evening, and Sunday services throughout the south London area. In 2009, TfL worked closely with the DfT on the specification for the Southern franchise, which has delivered higher standards of service for passengers in south London, Surrey and Sussex. At the time the franchise was awarded, TfL also invested £4m in a programme of additional improvements for London stations such as cleaning and repairs, more cycle parking and additional staff to ensure all stations are staffed during opening hours.

Next Mayor's Train Operating Company Summit

The Mayor will be holding his second Train Operating summit in March this year.

4 DELIVERING CROSSRAIL

Central Section Works

Good progress has been made on procuring the main Crossrail works components including tunnelling, stations and rolling stock/depot. On 10 December 2010, following approval of both sponsors (DfT and TfL), Crossrail Ltd. (CRL) announced its intention to award the four major tunnel contracts.

The four contracts were subsequently signed in January 2011. This is the most significant milestone for the project since Royal Assent was granted in 2008. The combined value of these contracts, worth in the region of £1.25bn, coupled with the 18km length of tunnel to be constructed is on a scale not seen in the UK since the Jubilee Line Extension or the Channel Tunnel Rail Link.

The contract awards are:

C300 – Western Running Tunnels (Royal Oak to Farringdon) and C410 – Early Access Shafts and Sprayed Concrete Lining Works for Bond Street and Tottenham Court Road platform tunnels – Joint venture comprising: BAM Nuttall Ltd, Ferrovia Agroman (UK) Ltd, Kier Construction Ltd.

C305 – Eastern Running Tunnels (Limmo Peninsula to Farringdon; Limmo Peninsula to Victoria Dock; Stepney Green to Pudding Mill Lane) – Joint venture comprising: Dragados S.A., John Sisk & Son (Holdings) Ltd.

C510 – Early Access Shafts and Sprayed Concrete Lining Works for Whitechapel and Liverpool Street platform tunnels – Joint venture comprising: Alpine BeMo Tunnelling GmbH, Balfour Beatty Civil Engineering Ltd, Morgan Sindall (Infrastructure) plc, VINCI Construction Grands Projects.

In January 2011, CRL published a notice in the Official Journal of the European Union (OJEU) for the remaining central stations – Tottenham Court Road, Bond Street, Liverpool Street and Whitechapel. CRL and TfL officials are currently consulting with local residents and businesses on the current plans, with a focus on traffic arrangements and other impacts during construction.

Surface Works

Over the 2010 Christmas period, works were undertaken at three locations, Dog Kennel Bridge, Ladbroke Grove and Westbourne Park by Network Rail. Various measures were in place to inform those in the vicinity about this work. The success of these measures resulted in no enquiries or complaints being received for the duration of the works.

CRL and Network Rail have met local authorities located along the surface sections of Crossrail regarding to the works planned at a number of existing stations. In addition, CRL and Network Rail have met with the MPs for Ealing and Acton and Ilford South. The meetings were to provide a brief on current

designs for surface stations following a year-long value management exercise to ensure safe, operable designs which comply with the requirements of the Crossrail Act and Sponsors' Requirements. Further work and consultation is expected over the coming months as the designs are progressed.

Rolling Stock and Depot

On 1 December 2010, CRL published a notice in the OJEU advising potential suppliers that the procurement process for the supply of rolling stock and depot facilities had commenced. This is a major milestone for the project. The notice covers the combined procurement of:

- (a) Rolling stock;
- (b) A light maintenance and stabling depot at Old Oak Common;
- (c) Long-term maintenance arrangements for rolling stock and depot facilities; and
- (d) Private finance sufficient to design, build and maintain the rolling stock and depot facilities.

The Invitation to Tender is expected to be published in autumn 2011.

Skills Agenda

Construction of Crossrail's new Tunnelling and Underground Construction Academy (TUCA) in east London got off to a good start in November, following completion of all site enabling works by contractor, BAM Nuttall, and the appointment of the design and build contractor, VolkerFitzpatrick.

Following demolition and clearance of existing buildings, 80 per cent of the concrete excavated from the site has been re-used as the new sub base for the TUCA building. Full handover of the building ready for training delivery is scheduled for summer 2011.

Awards

CRL won an award for Innovation and Best Practice (Private Sector) from the Association for Geographic Information in November 2010. CRL's entry detailed how it is using GIS technology to understand geographical constraints on its central tunnel section, and to manage information efficiently.

Canary Wharf Contractors Limited won a Gold Green Apple Award from the Green Organisation at the end of November for its station design submission. The submission detailed creative designs and innovative technologies that maximise value for money and at the same time deliver key environmental benefits during construction.

Visitor Centre

A launch of the new Visitor Centre in Whitechapel took place on the 25 January, to which officers and members from the London Borough of Tower Hamlets were invited, along with local press.

5 GETTING LONDON MOVING

5.1 A fair deal for motorists

Congestion Charging and Western Extension Zone (WEZ) Removal

At 18:00 on 24 December 2010, the WEZ ceased to operate, and enforcement data is no longer collected from the WEZ Camera Infrastructure. Letters were sent to WEZ residents in December informing them of the cessation of their discount, and refunds to customers have been sent for any discount registration fee relating to Congestion Charging after 24 December. All of the Congestion Charging signs and roundels were removed between 27 December and 3 January, and the telecommunications with cameras were terminated on 31 December. In a planned programme, Siemens will remove the WEZ camera infrastructure between January and September 2011.

In response to the expected WEZ traffic flow changes, TfL has introduced multiple mitigation measures, including: flexible traffic signal strategies for approximately 150 junctions (predominantly located on the WEZ boundary, to allow operations to be as resilient as possible to traffic flow changes); the implementation of additional SCOOT control at 28 key junctions within the WEZ area; and the installation of iBus technology at 30 sites to send data to traffic lights where timings can be altered to help alleviate possible bus delays.

Congestion Charging Auto Pay (CC Auto Pay)

Registration for CC Auto Pay opened on 22 November 2010, and as of 9 January 2011 over 40,000 drivers had registered, 1,200 of those are for residents. The daily charge for driving within the CC zone is now £10. However, CC Auto Pay customers are eligible for a reduced daily charge of £9.

It is anticipated that by December 2011, around 250,000 - 300,000 people will have signed up for CC Auto Pay. The communications campaign to encourage drivers to register for CC Auto Pay commenced in November 2010, and will continue in 2011. Initial reaction to the scheme has been positive.

Blackwall Tunnel Northbound Refurbishment Scheme

The construction works have continued to progress well, and TfL is currently consulting with stakeholders on the most efficient weekend closure plan for the works this year.

Bike Parking Tax Protests

A small group of motorcyclists continues to stage demonstrations during the morning and evening peaks every Wednesday around Trafalgar Square. Their action causes serious disruption and has a major impact on the many bus passengers and other road users, who have their journeys delayed and disrupted at great inconvenience and cost. The demonstrators are protesting against the £1 per day parking charge introduced by the City of Westminster in

2009. The demonstrators intend to continue with their regular procession every week, with additional demonstrations through London planned to coincide with the High Court considering their appeal. A team of officers from the Safer Transport Command is deployed to the demonstration every week to keep the traffic flowing, and London buses take mitigation measures if necessary by diverting or curtailing services. TfL will be pursuing every avenue to minimise the impact of these protests which are not against any actions taken by the Mayor or TfL.

5.2 Smoothing Traffic Flow

Traffic Signal Timing Reviews

So far this financial year, up to 11 December 2010, 641 signal timing reviews have been completed, achieving a 7.6 per cent reduction in stop-start delays for traffic. This has been achieved alongside a one per cent increase in the number of occasions when all pedestrians waiting to cross the road will have cleared the kerb during the first green man period.

Split Cycle Offset Optimisation Technique (SCOOT)

SCOOT optimisation has now been completed at 120 sites and the benefits are being captured. SCOOT is delivering a 13.2 per cent reduction in delay and a 5.7 per cent reduction in the number of times vehicles have to stop as they travel through the network.

Journey Times and Traffic Speeds

Over the past two years, TfL has used Automatic Number Plate Recognition cameras to monitor traffic speeds across London. London-wide, average traffic speeds (measured between 7am and 7pm) have risen from 18.2 mph to 18.4 mph in the first nine periods of the year (1 April – 11 December 2010), compared to the same period last year. This pattern is the same in Central London, where average traffic speeds have risen from 8.9 mph to 9.1 mph in the same time period.

Volume of Roadworks on the Transport for London Road Network (TLRN)

TfL operates the London Permit Scheme and in the first nine periods of the year (1 April – 11 December 2010), TfL has granted 31,652 permits and refused 5,143 permit applications. Enhanced enforcement has meant that, during the same period, 288 Fixed Penalty Notices (FPNs) have been given to works undertakers, including 101 for working without a permit, compared to 307 in the whole of last year. In addition, 501 days of unauthorised works overruns have been recorded under Section 74 of the New Roads and Street Works Act 2001, compared to 665 days in the whole of last year.

Collaborative working has helped prevent more than 768 days of disruption on the TLRN so far this financial year. There has also been a 21 per cent reduction in the hours of serious and severe disruption caused by roadworks on the TLRN in the first nine periods of the financial year, compared to the same period last year.

Disruption on the Road Network

During this financial year up to 11 December 2010, TfL has recorded a 10 per cent reduction in the levels of serious and severe disruption occurring across London, compared to the same time period last year.

Roadworks Prosecutions

TfL prosecuted BT for 11 offences under the New Roads and Street Works Act 1991 and Traffic Management Act 2004. Six offences related to BT not seeking a permit prior to carrying out works on the TLRN. Five further offences related to BT's failure to register notices before and after works, which would have allowed TfL greater opportunity to coordinate works on the TLRN. BT failed to take advantage of an opportunity to discharge criminal liability for these offences by paying FPNs under the London Permit Scheme, leaving TfL with no choice but to prosecute. On 15 December 2010, the City of Westminster Magistrate Court fined BT a total of £7,000 and ordered them to pay TfL's prosecution costs of £5,000.

Traffic Radio Service

Traffic Radio is a digital and internet radio service, providing continuous 24/7 traffic news across England. The Traffic Radio service is provided by the Highways Agency, and TfL contributes funding towards the provision of London-specific broadcasts during the AM and PM peak hours. On 13 December 2010, the London-specific traffic bulletin was broadcast direct from the London Streets Traffic Control Centre (LSTCC) for the first time. This initiative was agreed not only to maximise the value of TfL's remaining investment by facilitating closer working between Traffic Radio and the LSTCC, but also to explore the broader impact of having a non-operational, third-party function located within the control room environment. All Traffic Radio bulletins will be introduced as coming direct from TfL's LSTCC.

A13 Cameras

On 31 January 2011, enforcement began of the new average speed camera system along the A13. The system, which covers the 11.8km between the Canning Town Flyover and the Goresbrook Interchange, has been designed to help reduce the high incidence of speed related collisions. Almost 500 collisions (including three fatal and 34 serious) occurred here in 2006-08, and nearly half of these were due to speeding. This project marks the first time a large-scale permanent average speed camera system has been used on a major urban road in the UK.

Changes were carried out overnight between 24-28 January to increase the limit along much of this section of the A13 from 40mph to 50mph. The new speed limits are more appropriate for the design of the road and in conjunction with the average speed cameras, are expected to lead to consistently lower speeds than before the scheme was implemented. Other road safety engineering measures, including amendments to road markings, new signage and improvements to street lighting, have been implemented to reduce further collisions along the road.

At the same time, TfL announced that it has agreed to extend the average speed camera system east of Goresbrook Interchange to the Essex County boundary. Work to install the 6km extension will begin in summer 2011.

5.3 London Buses

New Bus for London

The stakeholder engagement programme using the full scale mock up was completed at the end of January 2011. The mock up will next be transferred to the London Transport Museum. A separate public market research programme was also undertaken during the stakeholder programme. Overall, the feedback has been positive from the public and stakeholders, with favourable comments on the overall design, especially the glazing, seating and colour schemes. For disabled users, there was some concern about the usability of the wheelchair bay, and this has now been addressed by Wrightbus. The engineering test vehicle is nearing completion in the factory, and is due to be finished in February 2011. It will undergo track testing in March 2011. The chassis for the prototype vehicle is nearing completion.

London Bridge Bus Station

The detailed design submission for the bus station has been reviewed and TfL issued its response to the developer in the week commencing 20 December 2010. Further information is still required from the developer in relation to full drainage design and waterproofing proposals for the area beneath the bus station, but above the below-ground structures. Works to enable power and CCTV provision to the recently installed temporary shelters were undertaken within the bus station during December. The canopy removal has been programmed for four weekend closures in March, with two April weekends held as contingency. The main bus station works are scheduled to start in September 2011, and are due for completion by May 2012.

East London Transit Phase 1b (ELT1b)

The Invitation to Tender for the Advanced Works Contract was issued at the end of January 2011, after continued discussions with the London Borough of Barking and Dagenham. The Notice of Intention to Vest, which advises land owners that TfL intends to purchase the land for the ELT, was published on 2 December 2010. The land covered by the Compulsory Purchase Order will be vested on three dates to coincide with utilities work, advanced works and main works. The first vesting is scheduled for 11 March 2011, when work is due to begin on site.

Buses on Oxford Street

The Mayoral commitment of a 20 per cent reduction in buses on Oxford Street in two years was achieved on 10 December 2010. Routes 8 and 55 are now routed via Wimpole Street, Wigmore Street, Cavendish Square, Mortimer Street and Great Portland Street instead of using Oxford Street between Vere Street and Oxford Circus. The scheme involved removing two sets of pedestrian

islands and creating modifications to traffic signals. Night services on both routes are diverted as above, except to run via Regent Street rather than Great Portland Street to reach Oxford Street. Peak frequencies were also reduced on routes 6 and 98, in line with demand.

Dial-a-Ride

Dial-a-Ride delivered 317,016 trips in quarter 3 (21 September – 11 December 2010), an increase of 2.1 per cent (6,659 more trips) on the same quarter last year. Passengers cancelled around 6,500 trips and demand was approximately 1,500 trips below target at the end of November and the beginning of December due to the adverse weather conditions, especially in south east London. Adverse weather conditions also increased journey times and time need for disabled passengers to move safely between the vehicle and their home, resulting in reduction an overall service capacity. Despite the impact of poor weather, demand in the quarter increased by 7.2 per cent (27,757 trip requests) and Dial-a-Ride successfully scheduled 20,324 more trips than in the same quarter last year.

5.4 Taxi and Private Hire

Private Hire Strategy – Consultation

At the request of stakeholders, TfL agreed to extend the consultation period on the private hire strategy document (launched on 5 October 2010) until 14 January 2011, to allow more time for respondents to submit their responses. Proposals in the document include changes for private hire operators, particularly those operating from ‘satellite offices’ associated with late-night venues, along with suggestions for amendments to vehicle and driver identification, and additional training requirements for drivers.

Contactless Payment in Black Cabs

On 8 December 2010, following extensive work with VISA Europe, TfL held a joint launch of a new type of card terminal which includes a contactless payment solution connected to the taxi meter in the passenger cabin of black cabs. The initial trial period will see this equipment installed in 83 taxis. VISA’s key partner in this initiative, VeriFone, will be providing the terminals in 58 of the taxis while other partners will be fitting out another 25 taxis. All taxis used for this initiative have full body wrapped VISA branded advertising, publicising the availability of this payment method.

Leicester Square Fixed Fare Scheme (Golden Fares)

On 17 December 2010, a fixed fare taxi scheme was introduced at Leicester Square on Friday and Saturday evenings, from 10pm to 4am. The scheme was devised by the Licensed Taxi Drivers Association (LTDA) and the City of Westminster and is supported by TfL. The scheme was marshalled by the LTDA for a four-week trial, its success is now being evaluated. Under the scheme, London was divided into four zones in which fixed fares applied. Journeys up to three miles from Leicester Square were charged at £20, then £30 for trips up to

seven miles, £40 for rides up to 10 miles and £50 for journeys between 10 and 12 miles. Passengers point to the location of their destination on a map using an iPad provided by the City of Westminster and the marshal advises the correct fare which is payable to the driver before the journey commences.

Mayor's Air Quality Strategy

On 14 December 2010, the Mayor published his final Air Quality Strategy, which included a number of initiatives relating to taxis and private hire vehicles. These initiatives included the introduction of a 15 year age limit for taxis and 10 year limit for private hire vehicles from 2012, the introduction of smarter driver training by the end of 2011 and a change to the taxi testing regime through the requirement for taxis to undergo two MOT tests per year as well as a single annual taxi-specific inspection. Throughout the Air Quality Strategy consultation process, TfL held extensive and productive discussions with trade driver and operator associations, vehicle proprietors and other key stakeholder. All parties involved showed a willingness and commitment to work with TfL to deliver these important initiatives.

Low-Emission Taxi Fund

During the launch of the Mayor's Air Quality Strategy, the Mayor also announced the creation of a fund to encourage taxi owners to upgrade to new low-emission vehicles. There are a variety of promising propulsion and power technologies which could see hybrid, plug-in hybrid, full-electric and fuel cell taxis on London's roads in the future. TfL has been actively engaged with the taxi manufacturers to seek views on how best to develop an affordable taxi that will deliver a significant change in the emissions profile of London's taxi fleet. The fund will offer a reduction on the purchase price of qualifying vehicles to London's taxi drivers. Specific details surrounding the fund will be announced later this year.

6 IMPROVING THE URBAN ENVIRONMENT

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

Electric Vehicles

Contracts were awarded at the end of January to three bidders for a £30m electric vehicle charging infrastructure procurement framework, and to 18 bidders for a £67m framework contract for the provision of up to 1,300 electric vehicles for the GLA family and other public authorities in the capital. The DfT have confirmed its £3m Plugged in Places funding for the financial years 2011/12 and 2012/13 to support the electric vehicle consortium led by TfL. A sponsorship agreement with Siemens, signed at the end of January, provides the IT infrastructure and back office for the Source London scheme, commencing in April 2011.

Hydrogen Hybrid Buses

TfL has received the first funding payment from the EU Cleaner Hydrogen in Cities project, and has placed an order for an additional three hydrogen buses to join the first five buses, three of which were delivered to London in December 2010, and two of which are expected in February. The first hydrogen buses to arrive were launched in December at a media and stakeholder event, which included a tour of the refuelling facility and maintenance workshop and a ride around the Stratford area on the first vehicle. Throughout December, the buses were used for driver training on the RV1 route.

The first five buses are due to enter full service on the RV1 route in a staggered manner, with all five buses anticipated to be in service by March 2011. The additional three vehicles will join the fleet in full operation by the end of 2011, by which time the peak vehicle requirement for the RV1 route will be fully met by hydrogen buses.

6.2 Improving the urban realm

Low Emission Zone (LEZ) Phase 3 and 4

The enquiries service for LEZ Phases 3 and 4 was launched on 24 January 2011. IBM completed training for its customer service representatives to deal with the enquiries and have launched the operator information campaign.

Tottenham Hale Gyratory Project

Advanced works, including utility diversions, commenced in November 2010 in order to fully mobilise the £4m Community Infrastructure Fund award, which is available until end March 2011. A funding agreement has been signed with the London Borough of Haringey to secure £3.45m of Growth Funding available to the scheme. These two sources are sufficient to fund the project through to completion of the works procurement process in mid-2012. Negotiations are progressing well with key stakeholders to secure the remaining external funding necessary for construction, planned between September 2012 and April 2014.

Dust Suppressants

The trial of dust suppressants continues at air quality priority locations. There have been no operational issues, although the trials were affected during the snowfall in December, when dust suppressants were not able to be applied. A further trial of dust suppressants at a concrete batching plant, in partnership with the London Borough of Camden, started in mid-December. The monitoring of both trials will be in place until the conclusion of the trials in spring 2011 and analysis of this data will be reported mid 2011. This analysis will inform future use of dust suppressants.

7 ENCOURAGING MORE CYCLING

Barclays Cycle Superhighways (BCS)

October 2010 count data from the pilot routes is now available, showing that since the launch of BCS six months ago, cycle journeys along the routes have increased by 70 per cent, with increases of 100 per cent or more on some sections during peak hours (compared to the same period in 2009). Further research data has been released from the Scheme Users Survey, covering 501 cyclists, showing that more than three quarters of users say BCS have improved safety for cyclists. These positive results will form part of TfL's February response to the London Assembly's Transport Committee report into Barclays Cycle Hire and Superhighways. Consultation has begun at Grosvenor Road (Thames north bank, in Westminster) regarding proposed mandatory cycle lanes along BCS route 8 (scheduled to open in summer 2011, alongside route 2). Twenty-five per cent of the route will include dedicated lanes for cyclists. Following the 2012 Games, two further routes are scheduled to open in 2013 – route 5 (Lewisham to Victoria) and route 12 (Muswell Hill to City).

Barclays Cycle Hire

As of 16 January, the scheme had over 108,000 registered members, who had taken over 2.3 million journeys since launch. Nearly 58,000 of these journeys have been taken by casual users. To date, there has been a total of 24 incidents involving a cycle hire bike that have resulted in injury, and 10 thefts of cycles.

The scheme stayed in operation throughout December's inclement weather conditions, and usage over the winter months has been strong. Although poor weather and darkness have had an impact, it is clear that the scheme provides a valuable service to those who live and work in London. An average of 470,203 bikes was hired each month from August through September, while the average for November and December was 351,555, or 75 per cent of the previous month's average. In fact, even on Christmas Day there were some 5,400 cycles hired.

Since December, ten more docking stations have been installed and brought into operation, taking the total to 362. One of those is the 'super' docking station at Waterloo, which opened on 14 December 2010 with three terminals serving 126 docking points.

Work is progressing on the identification of sites for Phase 2, both for expansion into the London Boroughs of Tower Hamlets and Hackney, and also for intensification of sites within the existing central zone. Planning applications will be submitted in early 2011. Two planning applications have been approved by the London Borough of Tower Hamlets.

8 BY THE RIVER

Woolwich Ferry

Reliability in the period fell due to weather and staffing issues. Nevertheless, 93.6 per cent of the schedule was operated. Draft structural, mechanical and electrical reports on the condition of the terminals have been received from Royal Haskoning and reviewed. The reports confirm that some structural and mechanical repairs are necessary, and that the electrical equipment in the terminals is in need of replacement. A schedule of work will be developed to carry out essential repairs cost-effectively. A more in-depth look at the structural integrity of the spans and concrete viaduct parapets has been commissioned to give assurance that they continue to be adequate to ensure the safety of users.

9 IMPROVING THE JOURNEY EXPERIENCE

9.1 Safety and Security

Safer Travel at Night (STaN) Initiative

The Metropolitan Police Service (MPS) Cab Enforcement Unit arrested 177 drivers for touting and 27 for other cab-related offences. The operation was an integral part of the STaN initiative, which is a partnership between the Mayor, TfL, the MPS and the City of London Police. The operation involved over 300 enforcement activities at targeted locations across London, including the introduction of large windscreen stickers placed on the cars of people arrested on suspicion of illegally touting. Officers also carried out roadside checks of vehicles and drivers, stopping 2,000 minicabs. Posters were produced for all licensed private hire offices, warning licensed drivers that if they tout for business they will lose their TfL licence, and over 50,000 leaflets about travelling safely were handed out to members of the public.

Motorcycles in Bus Lanes Safety Campaign

The second trial of motorcycles in bus lanes continues with enforcement targeted in bus lanes that have a higher than average casualty rate for motorcyclists. As of 7 January 2011, there have been over 382 hours of dedicated enforcement in bus lanes by the Metropolitan Police's Motorcycle Tasking Team. Monitoring of the trial is continuing.

Prince Michael International Road Safety Award

The London Safety Camera Partnership (LSCP) was awarded a Prince Michael International Road Safety Award on 7 December 2010, for its continuing work to improve road safety across London. These awards recognise the most outstanding examples of road safety innovation. The LSCP is made up of five authorities: TfL, the Metropolitan Police Service, the City of London Police, Her Majesty's Courts Service and London Councils. The aims of the partnership are to reduce death and serious injury caused by speeding and red light running,

raise awareness about the dangers and consequences of speeding and red light running, and meet targets for casualty reduction.

10 EFFICIENT AND EFFECTIVE DELIVERY

10.1 Planning and Strategy

Tesco regional distribution centre, Beam Reach, Havering

Last year Tesco applied for planning permission for a regional distribution centre on land owned by the London Development Agency in the London Riverside Opportunity Area south of the London-Tilbury rail line and High Speed 1 (HS1). Land to the southwest of the site had been identified in a study commissioned by the London Thames Gateway Development Corporation and TfL as having significant potential for a multi-modal freight facility linked to HS1 and with access to the Thames. Rail access to this site from HS1 would require a strip of land on the west side of the Tesco site.

TfL has held a series of meetings with Tesco to ensure that development plans were amended to protect this strip of land. On 22 December 2010, Tesco agreed to the safeguarding of the land. The planning application was reconsidered by the Mayor at his weekly planning meeting on 12 January 2011, and a favourable decision was given subject to the completion of a section 106 agreement.

2010 Travel in London report

On 22 December 2010, the third "Travel in London" report was published on the TfL website. It includes statistics and interpretative commentary covering Londoners' travel behaviour and the performance of transport networks over the last decade, as well as the last year.

Key developments over the decade to 2010 have been:

- (a) There has been an unprecedented seven percentage point increase in the mode share towards public transport, cycling and walking. Without this change, there would have been one million more car driver trips every day in London (other things being equal);
- (b) There has been a six per cent fall in road traffic in London compared to an eight per cent increase nationally;
- (c) A very substantial increase in cycling (61 per cent growth in cycle journey stages; cycling on the TLRN has grown even faster, by 117 per cent);
- (d) A significant increase in public transport capacity; and
- (e) A sustained improvement in bus and Underground reliability.

Looking specifically at 2009 and into 2010:

- (a) Total trips in London fell by 0.4 per cent in 2009 (which included the depths of the recession); since then, Tube, rail and bus ridership have recovered;
- (b) Reported crime on the bus and Tube networks continued to fall;
- (c) Eight per cent fewer people (and 15 per cent fewer children) were killed or seriously injured on London's roads; and
- (d) CO₂ emissions from ground-based transport fell by 3.6 per cent.

The report also includes two "Focus" topics, cycling and the LEZ. Early results from the Year of Cycling indicate that an average of 20,000 journeys a day are made using Barclays Cycle Hire, two-thirds of which were previously made by mechanised modes, and early results also suggest there has been a 24 per cent increase in average cycle flows on the first two Barclays Cycle Superhighways. A comprehensive assessment of the impacts of Phases 1 and 2 of the LEZ indicates high compliance rates, and a whole-year reduction of 28 tonnes of PM₁₀ particulate matter, of which PM_{2.5} (the smallest particles, and the most dangerous portion of PM₁₀) was reduced by 26 tonnes.

Cable Car for London

The closing date for responses to the OJEU notice was 1 December 2010. After evaluation, three bidders were selected to proceed to the next stage, Invitation to Tender (ITT). The ITT for the Cable Car project has now been issued to the three parties, with submissions due to be returned in February 2011. It has been agreed that the DLR team will manage the procurement and will be responsible for project management once the contract has been signed. The Cable Car is anticipated to open ahead of the 2012 Olympic and Paralympic Games.

Thames Tideway Tunnel

The Mayor recently considered a report on Thames Water's proposals for the Thames Tideway Tunnel, which will run beneath the Thames from Hammersmith to Abbey Mills in Newham. This tunnel will combine sewer overflows, and prevent the frequent discharge of sewage into the Thames at times of heavy rainfall. Once completed in 2020, the tunnel will make the Thames much cleaner. However, there will be major impacts from the construction sites, the removal of spoil and transport of materials not least on TfL's infrastructure. The planning application will be submitted to the Infrastructure Planning Commission later in the year when a further round of consultation will occur. The Mayor appreciated the scale of the project and the degree of concern raised by the boroughs and others. The Mayor gave approval to TfL's response to Thames Water's initial proposals, on which TfL had worked closely with the GLA.

Co-ordinated Signage and Wayfinding at Interchanges

Funding has been confirmed for the installation of Legible London styled Exit Guides at 16 more Central London Stations, in addition to London Bridge. Stations will now be surveyed, and the guides are due for implementation in 2011.

10.2 Safeguarding TfL finances

Audit Commission report

On 16 December 2010, the Audit Commission published a report on the quality and timeliness of financial reporting by councils, police authorities, fire and rescue authorities and local government bodies. TfL was one of only 11 authorities (seven councils, one police authority and three other local government bodies) to be congratulated for early publication of its audited Statement of Accounts. The Commission noted there is great interest in financial transparency by public bodies at the moment, and they believe that early publication of audited accounts is an important contribution to openness and accountability. TfL is the largest and most complex of the bodies congratulated, and early publication is a great achievement.

10.3 Managing the workforce

LU Industrial Relations

Talks with the RMT and TSSA trade unions about the station staffing changes have continued at ACAS, and both unions have now agreed to a review process, including a six-week safety review. However, this will not affect implementation of the planned changes, which will go ahead on 6 February 2011. If there are any changes agreed as a result of the review, they will be made subsequently.

In December 2010, two separate disputes caused disruption to services. On Saturday 18 December, a strike called by the RMT over the dismissal of a train operator for a serious safety breach meant that the Bakerloo line remained suspended until 16:10 when a 5-train shuttle service commenced between Queens Park and Paddington. On Boxing Day, train operators belonging to ASLEF took strike action following rejection of their claim for triple time plus a day off in lieu for operators scheduled to work on that day. LU was able to operate limited services on all lines that were scheduled to run, although not all sections were covered and the number of trains in service remained below 20 per cent of the timetabled number for much of the day but retail sales were good as the bus network dealt with the additional demand.

A second strike over the same Bakerloo line issue affected services on Saturday 15 January 2011, although to a lesser extent than previously. Morning services operated between Queen's Park and Piccadilly Circus and were later extended to Elephant & Castle as the number of trains in service increased from five out of a scheduled 27 at 09:00 to 11 out of a scheduled 29 by 18:00. Only

Overground services operated north of Queen's Park. On the same day, industrial action by some train staff at Morden in support of a disciplined colleague caused a number of cancellations on the Northern line, which nevertheless maintained a good service.

10.4 Adverse weather plans and impact

Summary

Pan-TfL adverse weather plans (including multi-agency engagement where appropriate) were summarised in my report to the Board on 8 December 2010. These plans were fully utilised during the periods of adverse weather/snowfall during December 2010. The period saw the coldest December in over 30 years, and the severity of the snowfall encountered on Saturday 18 December in particular, demonstrated the requirement for co-ordinated planning.

Roads

The network of essential routes previously identified was kept open during periods of the most severe weather this winter, using local authority, TfL and, where appropriate, Highways Agency resources. Gritting plans ensured that key roads, as well as essential routes such as roads and footpaths around bus garages and stations, hospitals with accident and emergency departments, railway stations and police, fire and ambulance stations, across London were gritted.

Of the operational salt stocks available at the start of the period of severe weather, London highway authorities currently hold some 37,750 tonnes of salt at various operational depots. This is supplemented by the strategic reserve of 27,000 tonnes at Dagenham available to all highway authorities across London, and is untouched. Overall, this provides sufficient stock to withstand 10 days of the severest conditions, or 17 days if the resilience network was maintained. Replenishment orders have been placed with the main suppliers and deliveries to date have been in the order of 1,000 tonnes per week.

The winter service pages on TfL's website explain the London Authority resilience networks and the strategic stock access protocols.

Bus services

The co-ordinated approach to gritting the road network greatly assisted maintenance of the bus network, and while a small number of individual routes serving minor roads were curtailed, services were maintained throughout the main network. Where conditions resulted in increased congestion or slower road speeds, contingency plans were implemented to ensure that as far as possible regular and reliable services were operated.

Cycling/Barclays Cycle Hire scheme

Information continues to be provided on TfL's website to advise cyclists to take extra care during the winter. The Barclays Cycle Hire scheme will continue to operate throughout winter. The contractor, Serco, is adapting cycle distribution plans to reflect demand during the winter, and TfL and London boroughs have worked to ensure that the two current Barclays Cycle Superhighways remain safe to use during the winter months.

London Underground

LU's planning process embraces all aspects of train service provision, including operation of track and signals, provision of service control management, station service and rolling stock availability. The surface contact current collection system provides a particular challenge and de-icing trains and dedicated vehicles were deployed to prioritise operation of key parts of the network as the need arose, such as following the heavy snowfall encountered during the day on Saturday 18 December. Such was the extent of the snowfall that day that some staff on the late shift experienced considerable difficulties in getting to work, but only a few services were suspended altogether as a result of the snowfall.

During the period of severe weather, LU put in place an adverse weather incident team comprising engineering and operating managers operating 24/7 to ensure all issues were quickly identified, resourced and resolved. This included senior operational and engineering team members being based in the Network Operations Centre overnight during the prolonged period of risk from snow and ice to ensure an appropriate response was available as issues were identified.

The rapid fall in overnight temperatures experienced on occasions required particular measures aimed at protecting the start of service the following day and these included suspension of routine engineering activity on open sections where this was possible, in order to facilitate track de-icing.

London Rail

Like LU, London Rail has comprehensive plans in place for dealing with all elements of severe weather. These rely significantly on access to track and signalling systems provided by third parties. Disruption to Network Rail (NR) and TOC services was experienced, that adversely affected London Rail services. Performance reviews between the agencies involved have occurred to secure improved availability where possible.

Significant problems on Network Rail meant that there was limited running on large sections of the London Overground route between New Cross Gate and West Croydon/Crystal Palace, with some Southern trains becoming stranded. This had the impact of Overground trains being held in stations and the traction system icing up. It took over a day before NR allowed LOROL to apply anti-icing (as NR's own units were overwhelmed with the demands). There were further

resource challenges for NR as some of their mobile managers (who perform de-icing duties) were delayed by the snow.

On the DLR, the protection offered by the design of the covered third rail current collection system helped maintain reliable operations, while a sustained period of activity at all levels by Tramlink resulted in good services being maintained throughout the period of adverse weather.

Customer Information

TfL has robust plans in place to ensure that the provision of information during adverse weather meets the needs of customers whether online, through call centres or via local station teams. Careful planning and previous experience of adverse weather events ensured that a good information service was maintained in relation to TfL services and other transport services where information was available.

Advice was provided to customers where possible about the disruption to air services linked to weather-related issues at some London/South East airports.

On 18 and 19 December 2010, TfL experienced a significant increase in customer contacts. Calls to the Travel Information Contact Centre were up 218 per cent compared to a typical Saturday, with nearly 11,800 calls made. On Sunday, calls were 136 per cent higher. TfL also experienced a high level of traffic to the website on Saturday and delivered 900,000 page views of which around half were to 'live travel news'. Overall, the website traffic was almost double its usual level and the 'live travel news' section received 14 times its normal traffic. There were no technical issues with the website, which provided an uninterrupted service throughout the weekend.

Independent Audit by Dr David Quarmby CBE – The Resilience of England's Transport Systems in December 2010

This report reviewed the effect of adverse weather in England during the period 24 November to 9 December 2010. It followed work previously undertaken by Dr Quarmby following adverse weather disruption during the previous winter. Although most of the content covers the impact on transport modes throughout England, the report and its recommendations have been reviewed to ensure that any lessons learned are addressed.

The report noted the 'strong commitment to passenger communication and briefing on the TfL website, through the telephone enquiry service and particularly in-journey'. The report also noted the difficulty that Network Rail/TOC customer information systems had in keeping up with the developing service situation during severe weather-related disruption and that this 'made it impossible for other transport operators, especially TfL, to give any accurate information to passengers they were feeding onto the south London network'.

11 OTHER

Localism Bill

The Localism Bill was introduced in the House of Commons on 13 December 2010, and has had its first and second readings in that House. The next Parliamentary stage for the Bill is detailed consideration by Committee and Royal Assent is expected in late 2011. The Bill gives effect to the Government's Localism agenda and contains a number of new powers and duties for local authorities, and the devolution of powers in London to the Mayor. The Bill contains several provisions which may affect TfL, and these are currently being considered in detail.

However, there are two parts of the Bill which should be noted. First, the inclusion in the Bill of clauses making TfL subject to Part 5A of the Local Government Act 1972, which will have the effect of requiring meetings of the Board and the Committees (not Panels) to be held in public (unless narrow exemptions apply), publishing papers within a specific timescale and making background papers available. Secondly, clauses which allow Ministers to require a local or public authority to make a payment in relation to an EU financial sanction imposed on the United Kingdom after the commencement of the Act if the Minister is satisfied that the authority caused or contributed to the infraction of the EU law. The Bill provides that the Secretary of State may make an Order designating bodies as public bodies under the provisions where that body exercises public functions, which could include TfL.

Digital Strategy: making TfL data available to developers

As part of TfL's Digital Strategy, TfL is releasing as much raw data on transport services as possible – eg bus timetables, cycle hire docking stations and location of Tube trains – to ensure that passengers have access to travel information in the way in which they want to consume it. This market place is changing very rapidly; well over a third of Londoners own a smartphone and around 40 per cent of Londoners use a mobile telephone or other device to access the 'mobile internet'.

As part of this strategy, TfL has re-launched the special online area of the website which allows apps developers to access TfL data. Around 900 third parties are taking one or more TfL feeds, and many new products are being brought to the market as a result. In order to meet demand and ensure continuous provision of data, TfL has collaborated with Microsoft so that they host some of the higher volume data. This has been well received by the developer community, and TfL plans to make further releases of data in the months ahead.

While TfL itself will always provide customer information directly to passengers free of charge via various channels (16-18 million visits are made to the website each month), this approach enables innovative new products to be brought to market very quickly – literally overnight in some cases – at virtually no cost to TfL.

All of TfL's activity in this area is closely co-ordinated with the GLA Datastore team, and the Mayor's overall policy of opening up access to data wherever possible.

Grade 1 listed status for St James's Park station and 55 Broadway

St James's Park station and the 55 Broadway complex have been awarded Grade I listed status. The complex was designed by one of the great British architects of the twentieth century, Charles Holden, and was completed in 1929. 55 Broadway was inspired by the skyscrapers of New York. The station and its platforms remain as one of the most unaltered Underground stations on the network, with original wall tiling and an original wooden kiosk on the platform, which is now a display cabinet. The rest of the building still has the original travertine marble-clad landings on each floor, ground floor reception, stair hall and shopping arcade all intact. The building also incorporated Henry Moore's first public commission and his only work to show the human figure in motion, and also sculptures by Eric Gill and other.

Oyster card wallet sponsorship

On 18 January 2011, TfL announced it had signed a deal with MasterCard for advertising on the Oyster card wallets issued from LU and London Overground ticket offices and Oyster Ticket Stops. The deal will provide TfL with sponsorship income and lasts for one year. The new Oyster card wallets are now available to the public.

Resignation of Crossrail CEO, Rob Holden

On 12 January 2011, CRL announced that Chief Executive Rob Holden has decided to step down from his current role and will leave later this year. After almost two years at Crossrail, he will be leaving in the course of 2011 to explore new opportunities. The exact date of his departure is yet to be finalised. Meanwhile CRL will now begin the process of identifying a suitable successor.

Ian Brown honoured in New Years Honours List

I am delighted that Ian Brown, retired Managing Director London Rail, has been honoured with a CBE in the Queen's New Year Honours list. This award recognises the outstanding contribution Ian has made to the public transport and rail industry over the last 40 years. Ian played an integral role in the development of TfL, and under Ian's leadership radical developments were delivered for customers, such as setting up and taking forward of Crossrail, transformation of the DLR, improving London Overground beyond all recognition, integrating Croydon Tramlink into TfL and the introduction of Oyster pay as you go on national rail services in Greater London.

Peter Hendy
Commissioner
Transport for London
February 2011

TfL Progress on Mayoral Priorities

Mayoral Commitment	Recent activity	Future milestones
<p>Introduce a Cycle Hire scheme A cycle-hire scheme covering Zone One with ~6,000 bikes to be launched in summer 2010</p>	<ul style="list-style-type: none"> • The scheme was launched on 29 July 2010 • As of 16 January 2011, 2.3 million journeys had been made by both casual users and members of the Barclays Cycle Hire Scheme • Casual users were able to access the scheme from 3 December 2010 • The scheme now has more than 108,000 members • 362 docking stations are currently available with new sites being constructed and added to the scheme frequently • The Phase 2 extension was announced on 10 November 2010. This includes expansion within the London Boroughs of Tower Hamlets and Hackney as well as intensification of the scheme within the central zone 	<ul style="list-style-type: none"> • 6,000 cycles and 400 docking stations in place for Phase 1 • Implementation of Phase 2 prior to 2012 Games
<p>Introduce Cycle Superhighways 12 easily accessible, direct routes feeding into central London complemented by cycle training, maintenance and parking</p>	<ul style="list-style-type: none"> • Routes 3 (Barking to Tower Gateway), and 7 (Merton to City) were launched on 19 July 2010 • A 70 per cent increase in cycle trips across both routes has been recorded, with more than a 100 per cent increase on some sections • Construction work on Routes 2 (Bow to Aldgate) and 8 (Wandsworth to Westminster) started on 1 October 	<ul style="list-style-type: none"> • A rolling programme of routes to be delivered up to 2015

Mayoral Commitment	Recent activity	Future milestones
<p>Remove pedestrian guardrail The safe reduction of pedestrian guardrail on Red Routes to remove unnecessary clutter, improve the urban realm and encourage better interaction between road users</p>	<ul style="list-style-type: none"> • All pedestrian guardrail on the TLRN has now been assessed for removal, with 61.2km of the existing 200km removed by June 2010, exceeding the Mayor's target • The Better Streets initiative has identified 2,750 highways assets that are being targeted for removal in the 2010/11 financial year 	<ul style="list-style-type: none"> • In line with its Better Streets objectives, TfL is continuing to look for opportunities to remove unnecessary street clutter from the network
<p>Support and implement innovative urban realm projects Major urban realm projects that make London's streets as attractive and enjoyable as possible, for example the plans for Exhibition Road and Oxford Circus</p>	<ul style="list-style-type: none"> • TfL has established a Design Review Panel, in response to the Mayor's Better Streets manifesto, which requires all schemes over £2m to be subject to a design review, to ensure they meet the objective of delivering high quality public realm • TfL with the London boroughs has delivered a number of major urban realm projects eg Oxford Circus makeover (delivered October 2009), Woolwich Town Centre facelift (delivered March 2010), Orpington Town Centre (August 2010) and Herne Hill (December 2010) 	<ul style="list-style-type: none"> • Harrow Town Centre in May 2011 • Exhibition Road in November 2011 • Piccadilly in December 2011 • Other major schemes to be delivered across London through 2010-2012
<p>Introduce a new Bus for London A new iconic Bus for London on the streets by 2012</p>	<ul style="list-style-type: none"> • TfL launched a full-size mock up of the new bus in November 2010 and completed a stakeholder engagement programme in January 2011 • WrightBus is now making progress with the underlying engineering design of the major structural frame, and has entered into negotiations with the principal component suppliers 	<ul style="list-style-type: none"> • First prototype to be delivered by late 2011 • New buses to enter service in 2012

Mayoral Commitment	Recent activity	Future milestones
<p>Encourage the uptake of electric vehicles (EVs) in London Encourage uptake, with the aim of making London the electric vehicle capital of Europe</p>	<ul style="list-style-type: none"> • The 'SourceLondon' brand and website were launched in November 2010 • Government has confirmed funding of £3m for the London Consortium led by TfL for years 2 and 3 • Framework contracts were awarded for charging infrastructure and electric vehicles in January 2011 • A sponsorship agreement to provide the SourceLondon scheme back office and IT Infrastructure was signed with Siemens in January 2011 	<ul style="list-style-type: none"> • 100,000 vehicles (five per cent of London fleet) to be electric by 2020 • 1,300 publically accessible charge points in SourceLondon scheme by end March 2013
<p>Deliver Crossrail Ensure that Crossrail is delivered on time and to budget, looking at value engineering options to minimise costs</p>	<ul style="list-style-type: none"> • On 1 December 2010, Crossrail Ltd (CRL) published a notice in the OJEU advising potential suppliers that the procurement process for the supply of rolling stock and depot facilities had commenced • On 10 December 2010, CRL announced its intention to award the four major tunnel contracts, which were then signed in January 2011. The combined value of these contracts is worth in the region of £1.25bn • Construction of Crossrail's new Tunnelling and Underground Construction Academy in east London was started in November 2010 	<ul style="list-style-type: none"> • Tunnelling to commence in 2012 • Services to be launched in 2018 onwards

Mayoral Commitment	Recent activity	Future milestones
<p>Deliver tube upgrades Ensuring tube upgrades remain funded and continue to be delivered on time and on budget</p>	<p>Victoria Line:</p> <ul style="list-style-type: none"> • 20 new trains are now in service • Victoria line service control staff have now moved into a purpose built control room • Growth in reliability continues to remain the main focus 	<ul style="list-style-type: none"> • Victoria line upgrade to be completed by 2013
	<p>Jubilee Line:</p> <ul style="list-style-type: none"> • The new signalling system was used in passenger service on weekdays for the first time from 29 December 2010, between Dollis Hill and Stratford • This is now the normal signalling system in this area, and trains are working in Automatic Train Operation with reliability levels improving 	<ul style="list-style-type: none"> • The full line upgrade is due to be completed in spring 2011
	<p>Northern Line:</p> <ul style="list-style-type: none"> • Following the acquisition of Tube Lines, disruptive closures of the Northern line have been cancelled • Once a likely completion date for the Jubilee line has been established and the delivery methodology for the Northern line has been agreed with Thales, a revised programme and cost for the completion of the upgrade will be produced 	<ul style="list-style-type: none"> • Northern line upgrade programme is expected to be published in early 2011 • The delivery date for the Northern line upgrade is expected to be before the end of 2014
	<p>Piccadilly Line:</p> <ul style="list-style-type: none"> • The upgrade has been deferred to a later date, with a review underway to assess the programme timing 	<ul style="list-style-type: none"> • Agreement of delivery dates, to maximise synergies with the rest of the upgrade programme

Mayoral Commitment	Recent activity	Future milestones
	<p>Sub-surface Railway lines:</p> <ul style="list-style-type: none"> As of December 2010, S-stock trains are now in timetabled passenger service 92 train operators have been trained on the S-stock Following the summer 2010 block line closure between Hammersmith and Edgware Road, a further block closure has been announced this summer to allow for reliability and upgrade works lines between High Street Kensington and Edgware Road. This approach will save at least 20 weekend closures and £6.5m 	<ul style="list-style-type: none"> New trains enter service on the Metropolitan line in 2011, the Circle and Hammersmith & City Lines in 2012 and the District Line in 2013
<p>Remove bendy buses Removing bendy buses cost-effectively from London streets</p>	<ul style="list-style-type: none"> Routes 18, 38, 149, 507 and 521 have been converted from bendy buses 	<ul style="list-style-type: none"> The remaining routes: 12, 25, 29, 73, 207, 436 and 453 will be converted by the end of 2011
<p>Launch integration between Overground and Underground Extend Oyster pay as you go to national rail stations within Greater London so lowest fares always available, Oyster fitted on all London-based rail services and ongoing updates to maps to reflect the network</p>	<ul style="list-style-type: none"> The launch of Oyster pay as you go continues to be successful, with more than 1.5 million National Rail journeys now made each week using the scheme 	<ul style="list-style-type: none"> A further TOC Summit will be organised in March 2011, with a focus on how Oyster pay as you go can be simplified as well as how passenger information can be further improved

Mayoral Commitment	Recent activity	Future milestones
<p>Publish a vision for London's transport ambitions A comprehensive vision for London's transport network, including major projects and better use of existing assets, integrated with the workings of the GLA and consistent with the London Plan</p>	<ul style="list-style-type: none"> • The MTS was published on 10 May, setting out the Mayor's vision for transport in London to 2031 • As set out in MTS, the five sub-regional transport plans went live on 30 November 2010. This means that TfL now has a full set of models covering all of the five sub-regions 	<ul style="list-style-type: none"> • TfL is developing a scheme to 'accredit' model users to use the models for TfL and external clients
<p>Explore a new crossing in the Thames Gateway Investigate the feasibility of a new crossing in the Thames Gateway</p>	<ul style="list-style-type: none"> • TfL has been investigating options for improved river crossings in the east of London • Following an OJEU notice, TfL has selected three bidders to proceed to the Invitation to Tender stage of the Cable Car project • The DLR has agreed to manage the procurement and will be responsible for project management once the contract has been signed 	<ul style="list-style-type: none"> • TfL to agree Cable Car contract and for building to be completed in time for the 2012 Games • Further investigation of river crossing options to be undertaken, depending on the funding availability

Mayoral Commitment	Recent activity	Future milestones
<p>Introduce a new permitting system 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"> • Up to early December 2010, TfL has granted 31,652 permits and refused 5,143 applications • 288 Fixed Penalty Notices have been given to works undertakers, including 101 for working without a permit • Collaborative working has helped prevent more than 768 days of disruption on the TLRN so far this financial year 	<ul style="list-style-type: none"> • 7 more boroughs are scheduled to join the scheme in April 2011
<p>Deliver better river services Setting up a River Concordat group to consider how to make better use of the river including an enhanced service on the river that can transport people to Olympic sites and provide a unique London experience</p>	<ul style="list-style-type: none"> • Two phase action plan for pier signage has been developed, which will try to make piers more visible, and ensure consistent signage for pedestrians • A campaign to promote use of the river was delivered in 2010 	<ul style="list-style-type: none"> • TfL will continue to work towards providing enhanced passenger services on the river, especially during the Olympic and Paralympic Games

Mayoral Commitment	Recent activity	Future milestones
<p>Smoothing traffic flow Smoothing traffic flow through the review of traffic signals, permitting of roadworks, trial (and possible implementation) of pedestrian countdown at traffic signals, and encouraging shift to more sustainable modes</p>	<ul style="list-style-type: none"> • Up to 11 December 2010, 641 signal timing reviews have been completed achieving a 7.6 per cent reduction in stop-start delays for traffic • This has been achieved alongside an almost one per cent increase in the number of occasions when all pedestrians waiting to cross the road will have cleared during the first green man • SCOOT(responsive traffic lights) optimisation has now been completed at 120 sites 	<ul style="list-style-type: none"> • 3,000 signals to be reviewed by March 2012 and all 6,000 by March 2016 • Over the next two years, SCOOT will be installed at the remaining 463 traffic signal sites included in the programme's scope
<p>Earn your Travel back Taking away the right to travel from young people who abuse it and allowing them to earn it back through community service</p>	<ul style="list-style-type: none"> • The scheme was launched in August 2009 • Between 1 April and 11 December 2010, TfL had made offers to 2,763 individuals to attend Earn Your Travel Back events • Of the offers made, 976 young people successfully completed the day and earned back their concessionary travel 	<ul style="list-style-type: none"> • TfL will continue to monitor rates of take-up and reinstatement of concessions
<p>Deliver affordable fares for Londoners Affordable fares for Londoners who are most likely to find the cost of public transport too expensive</p>	<ul style="list-style-type: none"> • Free travel for London war veterans was introduced from November 2008 • Extension of Freedom Pass to cover travel 24 hours a day from January 2009 • Half price travel on buses and trams for Income Support claimants introduced from January 2009 • Introduction of half price bus and tram travel for Londoners in receipt of Jobseeker's Allowance or Employment and Support Allowance from April 2009 	<ul style="list-style-type: none"> • The Mayor has protected all free travel, despite the implications of the Comprehensive Spending Review announcements

Mayoral Commitment	Recent activity	Future milestones
<p>Other key Mayoral Priorities that have been substantively delivered include action on safety</p> <p>Action on safety and security, including 440 extra Police and Community Support Officers and 50 extra British Transport Police Officers</p>	<ul style="list-style-type: none"> • 10 more officers added on 29 September to the MPS Cycle Task Force, which is part of the Safer Transport Command, and funded by TfL to improve cycle safety and crack down those who disobey the rules of the road • The Fusion Centre, which brings together representatives from TfL, the MPS and the British Transport Police, to enable joint working, effective sharing of information, and the analysis of data from the three groups went operational in September 2010 • 440 extra PCSOs for Safer Transport Teams – rollout was completed on 15 June 2009 and all 32 teams are now operational • 50 additional BTP officers – rollout was completed in May 2009 on the suburban rail network – this provides coverage at over 100 of the worst stations and routes in terms of crime in outer London • Crackdown on illegal touting, including introduction of 34 extra enforcement officers • Ban on alcohol on public transport was introduced in June 2008 • 'One strike and you're out' policy launched on 1 August 2008 for taxi touts, a total of 577 licences have been revoked or licence applications refused • On 31 January 2011, the new average speed camera system along the A13 went live. The scheme has been designed to reduce the high incidence of speed related collisions 	

