

Board



Date: 24 September 2015

Item: Commissioner's Report

This paper will be considered in public

1 Summary

- 1.1 This report provides an overview of major issues and developments since the meeting of the Board held on 1 July 2015 and updates the Board on significant projects and initiatives.

2 Recommendation

- 2.1 **That the Board note the report.**

List of appendices to this report:

Commissioner's Report – September 2015

List of Background Papers:

None

**Mike Brown MVO
Commissioner
Transport for London
September 2015**

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Commissioner's Report

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I Introduction

This report provides a review of major issues and developments since the meeting of the Board held on 1 July 2015 and updates the Board on significant projects and initiatives.

Changes to TfL leadership team

Following the departure of Sir Peter Hendy CBE to Network Rail and Steve Allen to HS2 Limited, the following interim arrangements have been put in place: Mike Brown MVO as Commissioner of Transport for London (TfL), Ian Nunn as the new Chief Financial Officer and Managing Director for Finance, and Nick Brown as Managing Director for London Underground & London Rail.

Government grant funding

The Government Spending Review is now under way, and we have the following four requests:

1. Confirmed support for our Business Plan to 2020/21, to continue modernising the roads and public transport
2. To progress detailed development of Crossrail 2 so building can start by 2020
3. To progress rail reforms to improve south London services
4. Deliver greater powers and responsibilities to cities

Discussions are continuing with the Department for Transport (DfT) and HM Treasury officials; we expect to hear the outcome on 25 November 2015.

Cover image: Close-up of the new crossovers successfully installed at Watlington during the August closure that will enable 36 trains per hour end to end on the Victoria line by late 2016

2 Delivery

London Underground (LU)

LU performance

LU's Quarter 1 Customer Satisfaction Survey (CSS) score of 85 matched the all-time high set in the previous quarter and exceeded target by one point. Customers perceived excellent reliability. Satisfaction with the helpfulness of station staff increased by one point to 84. This is in the context of the successful closure of 193 out of 302 ticket offices across the LU network.

Underlying reliability, measured by Lost Customer Hours (LCH) and excluding the effects of industrial action, improved by nine per cent last year. We continue to work towards a 30 per cent reduction in LCH this calendar year, from the 2011 baseline. These reductions in delays are on top of the 40 per cent reliability improvement achieved between 2007/08 and 2011/12.

These improvements continued into Quarter 1. The entire network and seven individual lines recorded the best-ever excess journey time score. Period 2 was marked by record-breaking performance, with the quickest journeys and least delay time on record. Performance would have been even better except for two rare but significant delays caused by the derailment of an engineering train at Holland Park and an incorrectly installed track at Neasden on the Jubilee line. Since the end of Quarter 1, there was industrial action across LU on 8-9 July 2015 and 5-6 August 2015, resulting in an additional 6.75 million LCHs over the full year. This has not been reflected in our latest forecasts, which were completed before the strikes.

Industrial relations update

There were two 24 hour strikes that affected LU services on 8-9 July and 5-6 August. Staff across the rest of the transport network worked hard to keep London moving, helping customers get around by bus, DLR, London Overground, TfL Rail, Trams, river services and Emirates Air Line.

Surface Transport and Rail operations were increased to support customers complete their journeys. We provided an extra 250 buses, and enhanced rail and river services too. We supported mainline rail operators, keeping station facilities that are shared between LU, LR and Train Operating Companies open.

Across the network we redeployed staff and stewards to assist customers, and TfL Travel Ambassadors were out in force helping customers and road users complete their journeys.

Following several weeks of constructive talks with the trade unions, LU decided to defer the launch of Night Tube to allow for the successful conclusion of those talks and to reach an agreement that delivers Night Tube this autumn, and avoids any further strike action.

Performance during LU industrial action

Our Surface Transport operations were enhanced once again to keep London moving during this summer's LU industrial action. We provided an extra 250 buses on our network, as well as increased services on the river and Santander Cycles. A record 73,000 cycle hires were recorded on 9 July, the highest since the

scheme was launched. We also redeployed operational staff and stewards to assist customers, and released non-operational staff to undertake Travel Ambassador duties across the network. We removed all non-essential works from the road network in anticipation of higher traffic volumes, and utilised TfL-funded police resources to assist network management.

Night Tube

The Night Tube will transform night-time journeys across London for millions of people. Journey times will be cut by an average of 20 minutes, with some cut by more than an hour. London's night-time economy will be opened up to a host of new opportunities, with the Night Tube supporting around 2,000 permanent jobs and boosting the economy by £360m.

Practical arrangements for the introduction of the Night Tube are in place. However, the launch of Night Tube has been deferred by LU to allow a successful conclusion of talks with the Trades Unions. This includes reaching an agreement on rosters and working practices that is affordable, sustainable and fair.

LU Investment Programme

Baker Street to Bond Street tunnel relining

We have successfully completed the Baker Street to Bond Street tunnel relining, replacing 215 metres of lining with new rings in a project lasting several years. It began in 2009 when we found that precast concrete rings in the southbound Jubilee line tunnel were deteriorating and needed a long-term solution. Partial ring replacement using spheroidal graphite iron segments was successfully trialled

at Charing Cross in a disused section of the Jubilee line constructed in the same way as the tunnel between Baker Street and Bond Street.

In the past a project like this would have involved closing the line for an extended period, but this time trains started running again each morning on schedule. A total of 359 new rings were installed ahead of schedule over the course of two years. The project has been such a success it is now up for a number of industry awards.

Walthamstow Blockade

The northern section of the Victoria line was closed for three weeks in August while we carried out works to raise line capacity. Services were suspended between Seven Sisters and Walthamstow Central from 8-29 August while the crossover track outside Walthamstow Central station, which enables trains to move between tracks, was rebuilt.

The previous crossover limited the number of trains that could run north of Seven Sisters to 24 an hour. The rebuild now will allow us to run 36 trains an hour along the whole line (Brixton to Walthamstow Central). This equates to a train every 100 seconds in peak hours, making the Victoria line the highest frequency railway in the UK.

The blockade and consequent reduction in service on the rest of the Victoria line was the biggest weekday closure ever, displacing more than 100,000 journeys per day.

A large-scale coordinated communication and Travel Demand Management (TDM) campaign

was implemented to assist customers in continuing to travel and to minimise the impact of the closure on one of the busiest lines on the network.

TDM communications targeted directly affected (Victoria line) customers and indirectly affected London Overground, bus and Central line customers with tailored information about the impact on their journeys and travel advice for a better journey.

The behaviour change observed throughout the closure period suggests that customers had a high awareness of the closure and their alternative journey options.

Although the blockade was a large-scale disruption, customer feedback has been generally positive with customers welcoming the information and particularly appreciating the visible presence of staff and ambassadors at affected stations.

Four Lines Modernisation **Contract for the signalling and train control system**

Thales has been awarded the contract for the signalling and train control system on the Circle, District, Metropolitan and Hammersmith & City lines.

This marks the next major phase of the modernisation of LU, which will bring faster, more frequent and more reliable journeys to millions of passengers who use the four lines. It will increase the number of people we can carry by 33 per cent. The frequency of trains

running during peak periods will increase to 32 trains per hour in central London.

LU has successfully worked with Thales for a number of years, including on the recent Northern and Jubilee line upgrades. The overall budget for the modernisation of the four lines is £5.41bn, £131m less than our original estimate announced in March. The modernisation includes 191 new air-conditioned walk-through trains built in the UK, many of which have already been rolled out across the four lines.

The improvements will be completed by 2023 within the existing TfL Business Plan, and the programme is expected to have a benefit-cost ratio of around 4.7 to 1. This means for every £1 invested, London gets £4.70 back in economic benefits. The cost of installing Thales's system per kilometre of track for these next four lines is 18 per cent less than it was for the Northern line, which in turn was around 50 per cent less than the cost for the Jubilee and Victoria lines before.

Work to install the new equipment will begin later this year, and the benefits will be delivered in stages. Customers will receive better information and increased reliability from the outset as ageing and obsolete signalling and communication equipment is replaced with new modern technology.

S7 trains

We are ahead of schedule in introducing new S7 trains on the District line. The S Stock trains are more reliable than the retiring D Stock, and their increased capacity and air conditioning provide



Ballasted track renewal between Stepney Green and Mile End

real benefits to customers. The rollout of a further 49 S7 trains on to the District line will continue between now and the end of 2016.

Innovative track working

We have renewed track and drainage on the south side of the Circle line between Monument and Sloane Square, and installed a further 350 metres of new track between Sloane Square and South Kensington.

This involved a new approach to the installation of padded concrete sleepers, which reduce noise and vibration. By installing them closer together, the force on the ballast from train movements is spread over a wider area. This results in reduced wear and deterioration, and should mean there will be no need for a mid life re-ballast, saving money and preventing the need for closures in 20 to 30 years.

Mile End

A technically challenging ballasted track renewal project between Stepney Green and Mile End was completed on schedule in the spring following two years of planning.

The track partnership and drainage teams faced a number of challenges. Of the 84 metres of track replaced, more than half sat within the tunnel, with a restricted width of just 16ft. With the tunnel running beneath the Regent’s Canal, the work had to be carried out with extreme precision.

Cooling

Customers and staff are feeling cooler at St Paul’s, following the installation of a fan chiller system which pumps cool air on to the platform. The work was carried out by LU’s cooling team, which designed and built the system in record time to beat the summer heat. Typically, a project like this takes 18 to 24 months, but the LU team completed it in less than eight months.

The Central line is LU’s hottest and has been difficult to cool in the past, as traditional systems have proved expensive and hard to install. The team had to find an entirely new approach, using existing assets to reduce costs and delivery times. At the heart of the system is a fan that pulls 800 cubic metres of air – the

equivalent of 25 Central line carriages of air – every minute from the street and blows it on to the eastbound platform. A further innovation at St Paul’s is a water chiller, which pumps 16 litres of cold water every second through pipes in the ventilation shaft, cooling the street air by 8°C before it enters the platform.

Escalator work

Three escalator refurbishments on the Jubilee line have been finished early. The projects at Southwark, North Greenwich and Canning Town stations were finished respectively three days, 10 days and 13 days ahead of schedule.

As well as completing the projects early, the teams have all been recognised with LU Beacon Awards for maintaining exemplary health and safety standards.

Close working between LU project management, station staff and the suppliers KONE enabled us to achieve a number of efficiencies through more innovative approaches, such as the movement of materials through Canning Town station during traffic hours.

London Rail

London Overground performance

London Overground carried 39.9 million people in Quarter 1 – 29.7 per cent more than last year – largely the result of West Anglia services being included in the network from May 2015. Quarter 1 journeys were up 2.8 million against target. This increase is linked to fewer weekend closures compared with last year and the introduction of five-car trains.

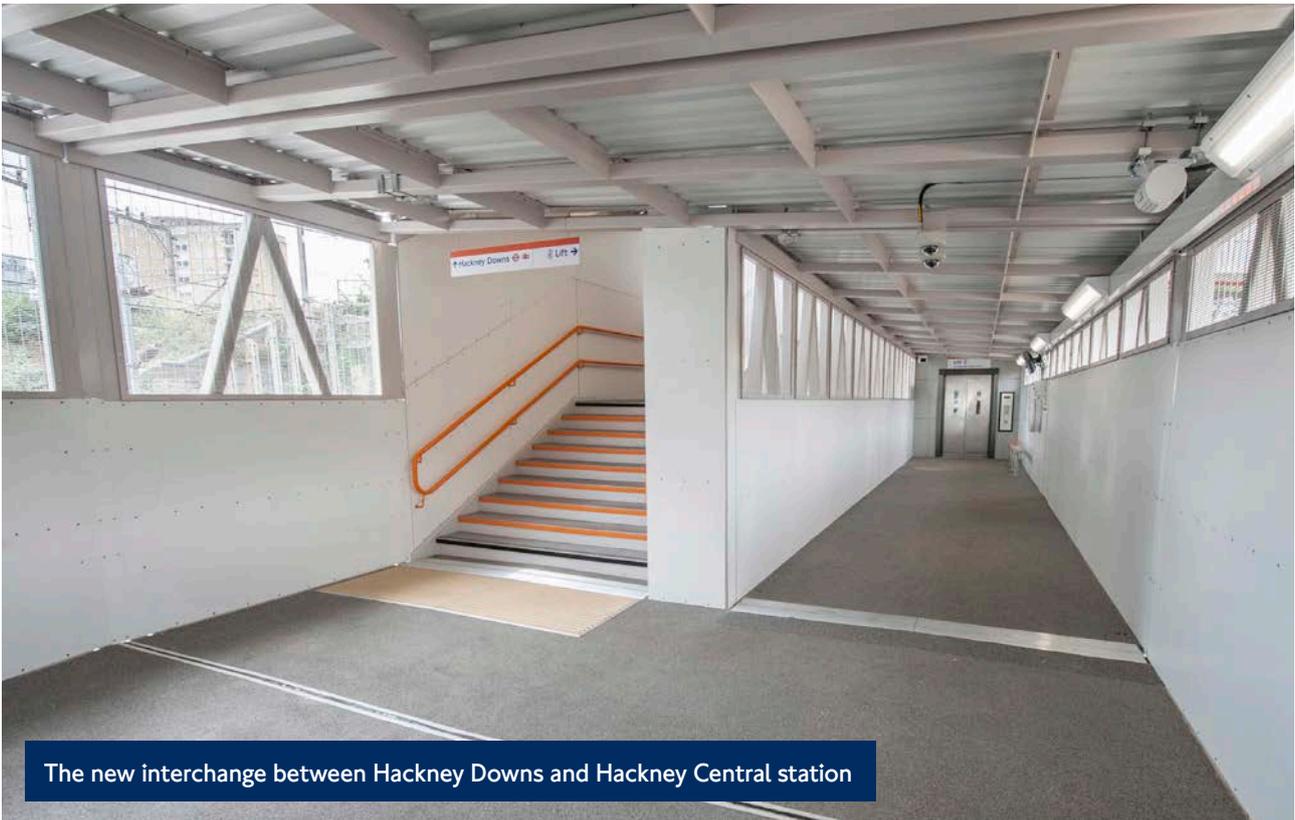
In Quarter 1, operational performance, as measured by the Public Performance Measure (PPM) Moving Annual Average (MAA), was 94.6 per cent. This exceeded the target of 94.5 per cent and the national average for train operators of 89.6 per cent.

At the end of Quarter 1 London Overground achieved fourth place in the national PPM league. The Quarter 1 result includes Abellio Greater Anglia/West Anglia services between Liverpool Street and Enfield Town, Cheshunt and Chingford, which TfL took over on 31 May 2015. The moving annual averaging of the PPM on our new services was broadly in line with existing services at 94.4 per cent.

Investment – Hackney Interchange

London Overground customers can now travel between Hackney Downs and Hackney Central stations using a new interchange. The 200 metre-long covered walkway, funded by TfL, the London Borough of Hackney and Network Rail, includes lifts, monitored CCTV and bright lighting, making journeys quicker, safer and more accessible. The new interchange also improves access for passengers with wheelchairs or buggies who now have step-free access to platform 1 at Hackney Downs.

Hackney Interchange will provide thousands of customers with a direct route between these two local stations, now both part of the London Overground network, saving them time and money. Passengers at Hackney Central can access trains to North London or to Liverpool Street via Hackney Downs, and those at Hackney Downs can access trains to



Stratford or Highbury & Islington via Hackney Central. Previously, passengers had to travel into Zone 1 or walk around 600 metres along Amhurst Road and Dalston Lane.

New Overground operators shortlisted

We have shortlisted four bidders to operate London Overground from November 2016 when the concession contract with the current operator LOROL expires. They are:

- Arriva Rail London
- LoKeGo (a joint venture between Keolis (UK) and Go-Ahead Holdings)
- Metrolinerail
- MTR Corporation

Under the new concession, customers are set to see a series of improvements, including more walk-through, air-conditioned trains, more frequent services and modernised stations. Frequency on the Overground Richmond/Clapham Junction to Stratford line

will also be boosted by 25 per cent, from eight to 10 trains an hour.

The concession will cover all routes, including those we recently took over from Liverpool Street station to Enfield Town, Cheshunt and Chingford, as well as services between Romford and Upminster. The contract will include options to introduce an all-night service at weekends from 2017 and will cover the operation of services on the proposed Overground extension to Barking Riverside. The new operator will also be expected to continue improving performance levels, building on what has been achieved since TfL took responsibility for London Overground routes in 2007.

A fleet of 45 new trains will be introduced from 2018 on the Liverpool Street to Enfield Town, Cheshunt and Chingford routes, as well as on the routes between Barking and Gospel Oak and between Romford and Upminster. The new trains, which will be built by Bombardier, will have air conditioning and charging points for mobile devices, and



New lengthwise seating is being installed on the DLR to reduce crowding

be Wi-Fi compatible. They will transform the service experienced by customers and support hundreds of UK jobs and more than 20 apprenticeships.

Docklands Light Railway (DLR) performance

In Quarter 1 there were 28.2 million passenger journeys on the DLR – 16.7 per cent more than last year but 0.4 per cent fewer than target. The number of journeys in Periods 2 and 3 of the quarter were affected by weekend track and Crossrail works.

DLR departures in Quarter 1 were 99.0 per cent, in line with target. Period 2 marked three full years since the DLR missed its target. In Period 3 DLR narrowly missed its target by 0.3 per cent.

The DLR Customer Satisfaction Survey score in Quarter 1 was, at 90, one point better than target and one point better than the previous quarter.

DLR seating

A project is now under way to install

lengthwise-running seats on the DLR. This will create a more open environment and encourage standing customers to move away from the crowded doorways, while keeping the same number of seats. As well as reducing crowding, it will have a positive impact on journeys by helping ensure dwell times are not adversely affected as demand on the DLR increases.

The first four of 55 B2007 vehicles have now been converted. The remainder will be completed in the next few months. Each vehicle conversion takes around two and a half days. In addition to lengthwise seating, we are removing some draught screens to open up more standing room.

With improved use of space and more capacity on each service during peak hours and for major events, we expect customer satisfaction to increase.

Beckton

The expanded DLR Beckton depot, which is now in service, is the latest facility to be

upgraded to support demand. While the DLR fleet has expanded significantly in the past few years, maintenance capacity has not increased at the same rate. Built in 1996, the depot was still largely in its original form and capacity for heavy maintenance tasks was significantly lower than at other depots.

With an extended shed added to the east end of the existing building, floor space has been increased by about 1,000 square metres, enabling engineering teams to work on three-car trains without having to uncouple the carriages. This will save time and reduce the risk of damage to vehicle couplers, avoiding trains being taken out of service and impacting customer service.

London Trams performance

Tram passenger journeys in Quarter 1 were 6.8 million, 1.7 per cent lower than target. This was owing to unplanned service disruptions and closures related to the London Borough of Croydon improvement works which affected passenger numbers in Period 3.

An estimated 8,000 to 10,000 journeys were lost in Period 3 as a result of road closures for a cycling race. And Period 4 saw the start of a planned three-month closure of the Wimbledon to Dundonald Road stop to construct an extra platform. This is estimated to have caused an average daily loss of around 4,000 journeys. Despite the negative short-term impact on journeys, the additional platform will improve tram service frequency from Wimbledon once completed.

The Quarter 1 Tramlink CSS score was 90, matching the highest score since the service opened in 2000.

Emirates Air Line performance

There were 0.77 million passenger journeys on Emirates Air Line (EAL) between Periods 1 and 5. This was 80,000 more than in the previous year and represents year-on-year growth of 11.6 per cent. In Quarter 1, the number of passenger journeys stood at 0.4 million, 11.3 per cent more than in the same quarter last year.

The second highest operational availability on the EAL was recorded in Period 1. Gusting winds affected performance in Periods 2 and 3, but performance over the full quarter was 1.6 index points better than target.

In addition, the EAL met its CSS target with a score of 93 in Quarter 1.

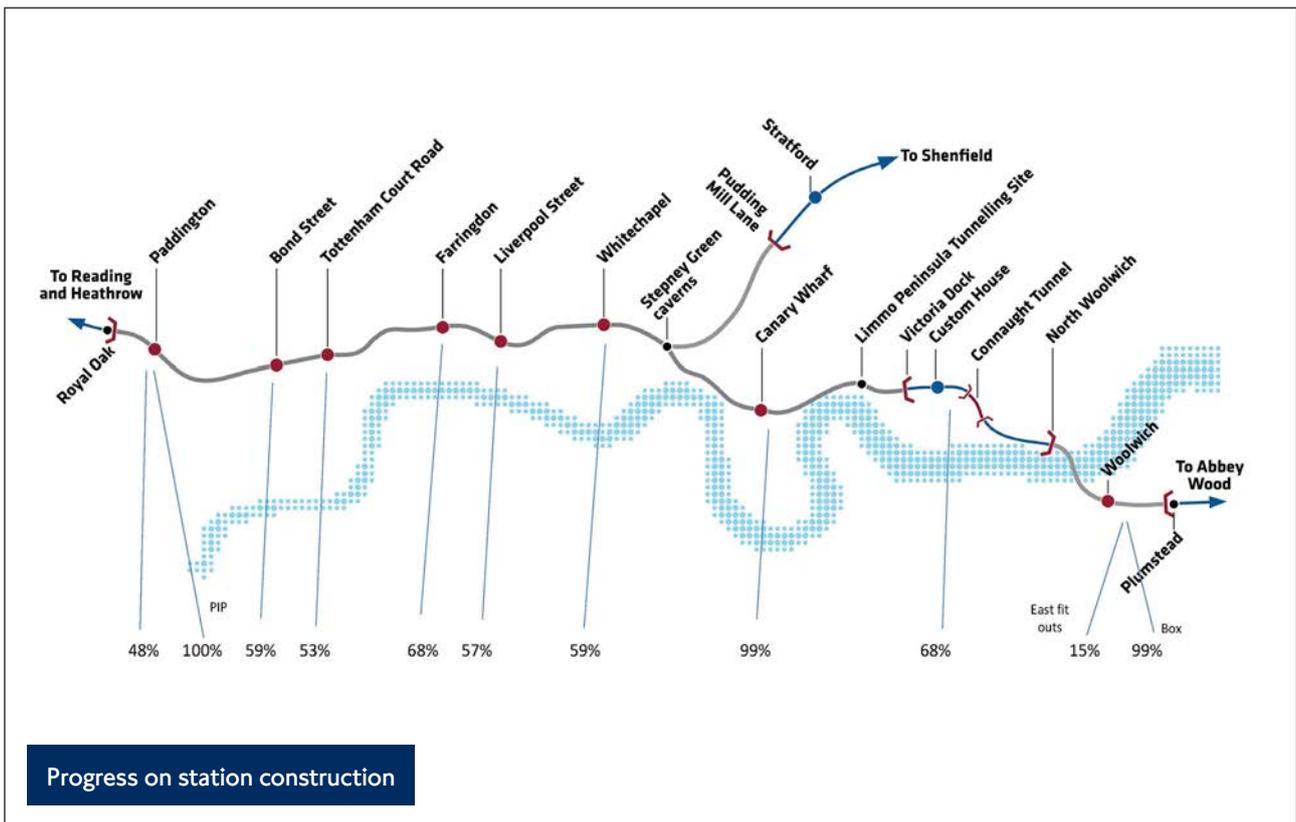
Crossrail

Construction progress

Crossrail remains on time and within the funding envelope of £14.8bn. The project is now more than 68 per cent complete. During the period, around £300m was spent on the project. While cost and schedule performance remained stable, cost pressures have emerged at a number of stations and are being addressed by Crossrail's senior management. There remains a greater than 20 per cent chance that some of the £600m TfL contingency funding may be needed.

Station construction progress

Following the completion of tunnelling



noted in July’s report, Crossrail’s final two tunnel boring machines are being dismantled 40 metres below Farringdon station. The 130 metre trailers are being removed at Crossrail’s Stepney Green shaft and returned to the manufacturer, with parts recycled for future tunnelling projects. The cutter head has been dismantled and removed from Farringdon.

Almost 10,000 people are currently working across Crossrail sites. The project has exceeded its target of 400 apprentices over the lifetime of the project, with the total now at 485, and more than 11,000 people have enrolled at the Tunnelling and Underground Construction Academy since it opened.

The DfT has announced that Crossrail’s Chairman, Terry Morgan, will lead a skills strategy review to ensure Government and industry build a strong future workforce for road and rail upgrades. Involving TfL, Network Rail, Highways England and the extended supply chain, the review will build

on many initiatives already in place, including Crossrail’s legacy for creating 30,000 apprenticeships in the road and rail sector over the next five years.

Railway fit-out

The focus of Crossrail’s construction programme has now shifted to the task of fitting out the tunnels, shafts and portals with the infrastructure, power and technology to become a fully operational railway. Infrastructure such as platform screen doors, ventilation fans, cables, walkways, power, signalling and communication systems are going through final design prior to installation. Platform construction at Crossrail’s central sections is progressing well and is almost 50 per cent complete.

The 465 metre-long concreting train to be used in the fit-out of standard track slab along the Crossrail route arrived at the Plumstead railhead in southeast London and entered service in September.



Crossrail's TBM Victoria's cutter head being dismantled

Surface works

Crossrail's surface works, carried out by Network Rail, remain on target and are now more than 48 per cent complete. Crossrail continues to work closely with Network Rail on the project-critical issue of signalling on Crossrail's western route.

Network Rail has started work on improvements to Gidea Park station to prepare it for the arrival of Crossrail. The station recently became part of the TfL network and upgrades will include new lifts, footbridge refurbishment, new platform lighting and CCTV, and platform extensions to accommodate the 200-metre long Crossrail trains. Work is expected to be complete by summer 2016.

Proposals for West Ealing station have been given the go-ahead by Ealing Council. The new glass and steel structure will be located on Manor Road and will include a range of major improvements to the station. Crossrail has also been working with Ealing Council and Network Rail to help develop plans for improvements to the area around the new

station, providing better connection to other forms of transport, cycle parking and improved pavements and roads. Work to overhaul Ealing Broadway station began in September. It will involve a new station façade, a ticket hall twice the size of the existing one and a long, curved canopy running the length of the forecourt. Additional improvements will include four new lifts to provide step-free access to every platform and platform extensions. The station will continue to act as an interchange with the District and Central lines. The main work to the station building is scheduled to begin in summer 2016.

Major achievements

Wallasea Island

The first phase of the wildlife charity RSPB's Wallasea Island Wild Coast project was completed on 11 July when the new sea walls of 'Cell 1', built from Crossrail's excavated material, were successfully breached to allow for tidal flow into the marshland. The RSPB's overall aim is to transform 670 hectares of farmland back into coastal marshland as it was some 400 years ago.



The first phase of the RSPB's Wallsea Island project was completed in July

Celebrating Crossrail's tunnelling and sustainability success

More than 250 guests attended the launch of Crossrail's new book, Breakthrough: Crossrail's tunnelling story, at London Transport Museum on 23 July. Sponsored by Crossrail's contractors and available to buy, the book is a tribute to this extraordinary engineering achievement and the people who made it happen.

In August, Crossrail published its 2015 sustainability report outlining the project's economic, environmental and social successes since construction began in 2009. The report (available at www.crossrail.co.uk) also looks at the strong sustainability credentials the new railway will have when fully operational in 2019.

Oversite development

Crossrail's Land and Property team has finalised a landmark agreement with partner Derwent London. This will see 1 Oxford Street, a 275,000 sq ft oversite development with retail and office space and a 350-seat



theatre at Tottenham Court Road, contribute significantly towards Crossrail's overall funding envelope.

The first homes to be constructed above a new Crossrail station have been completed in Woolwich at Royal Arsenal. Berkeley Homes' Cannon Square scheme, located over the

eastern end of the station, comprises 631 apartments over five buildings. Crossrail has also received planning permission for a major residential development, to be known as Armourers Court, on the eastern end of the station. Nearly 400 homes will be created in five buildings of varying heights set around a landscaped garden.

Archaeology

A mass burial site thought to contain 30 victims of the Great Plague of 1665 was unearthed at Crossrail's Liverpool Street site. A short film has been created, using an innovative 360 degree video capture, which lets viewers step into the shoes of the archaeologists excavating the burial. This film became the Crossrail YouTube channel's most popular ever, with more than 100,000 views in less than a week.

Surface Transport

Surface Transport's operational performance Passenger journeys and demand

Bus passenger journeys in Quarter 1 were 16.8 million, 2.8 per cent below target. The primary cause of this decline in demand is thought to be the slight deterioration in bus network reliability with London's population growth and work on major highway and urban improvement schemes. Fare-paying passenger journeys saw the largest reduction, with 16.2 million, 4.1 per cent, journeys fewer than target.

Cycling

More than 580,000 cycle journeys are made every day in the Capital, and cycling in London

has more than doubled in the past decade. We are aiming to increase the number of journeys within the central congestion zone by four per cent this year, in line with the long-term aim of increasing cycling journeys by 400 per cent by 2025. A daily average of 412,757km, or an estimated 135,000 journeys, were cycled during Quarter 1, 2.6 per cent more than in the same quarter last year.

The full-year index of cycle flows forecast on the Transport for London Road Network (TLRN) for 2015/16 is 348, an increase of five per cent (18 index points) from last year. At Quarter 1, the full-year cycle flow forecast is just 0.2 per cent (one index point) below the full-year target so can be considered on track for a six per cent increase in cycling between 2014/15 and 2015/16.

Reliability

Road and bus reliability continue to be affected by a combination of increased traffic flows, from economic and population growth, town centre improvements and the construction impact of our Road Modernisation Plan (RMP).

Traffic flows have continued to increase while Journey Time Reliability (JTR) has reduced. This in turn has some impact on levels of bus reliability, which impacts bus passenger numbers and fare income levels. Traffic flows increased slightly in Quarter 1 compared with the same quarter last year, with a 0.1 index point increase in the volume of traffic on London's major roads. We expect delays to traffic, including buses, to start improving

from early 2016 as individual schemes start to complete and the benefits of the Road Modernisation Plan are realised.

In Quarter 1, reliability on the TLRN in the morning peak in all directions was 87.7 per cent, 0.5 index points lower than the same quarter in 2014/15, but 0.8 index points better than target. JTR exceeded the target despite the slight increase in serious and severe disruption on the network. Disruption included an electrical fire on Kingsway, a taxi demonstration, and the State Opening of Parliament, as well as continued poor performance in the East area across all periods.

A total of 709 hours of serious and severe disruption in Quarter 1 resulted from unplanned and planned events spread across 323 separate incidents. This is an overall increase of 59 hours compared with the same quarter last year, and compares with 649 hours spread across 298 incidents in Quarter 1 of the previous year.

Planned disruption, at 199.75 hours, was up 69 hours compared with the same quarter last year. This was due to increases in Highway Authority works (planned), Planned and Special Events, and Utility works (planned). The large volume of works on the Hammersmith flyover had particular impact, causing a total of 50.15 hours of serious and severe disruption in Quarter 1. Currently, planned figures at 200 hours are in line with the estimated planned works target of 1,500 hours serious and severe hours.

Unplanned disruption, at 508.94 hours, was down 10 hours against the same quarter last year. The main areas of reduction were: Traffic Incident (Collisions, Hazards), Traffic Volume and Emergency Works (unplanned). The two largest increases were Traffic Incident – Breakdowns and Utility Works (unplanned). The largest event was Thames Water works on St Mildred's Road at the junction with Verdant Lane on 8-10 April, causing 11.80 hours of serious and severe disruption in Quarter 1.

The amount of disruption per event, a measure of our effectiveness in resolving unplanned incidents, was 1.8 hours, down from 1.9 hours per event in Quarter 1 last year. This figure is lower than the full year target of 2.0 hours per event.

Bus reliability, measured by Excess Wait Time (EWT), in Quarter 1 was affected by increased traffic flows, with performance (1.0 minutes) both worse than target (1.1 minutes) and last year (1.1 minutes). We are introducing a number of measures, including bus priority initiatives, to protect service reliability against disruption from major roadworks in central and inner London, and from the wider deterioration in traffic congestion. From Quarter 2 we will introduce a further incentive scheme for bus operators targeting improved performance at the routes most severely affected over the past year in outer London.

Surface Transport Investment Programme **Providing a quality bus network**

New Routemaster

The number of New Routemasters in

London has risen to 500 following the phased conversion of route 73, including the N73 night service from Victoria to Stoke Newington in early August. This is the fourteenth route to be selected in the roll-out of 800 vehicles by 2016. We have awarded further contracts for the conversion of routes 91, 149 and 159 with exact dates for conversion to be set later this year.

Night Bus consultation

In August we published the consultation report on proposed changes to the night bus network ahead of the introduction of Night Tube services in the autumn. The consultation, which closed in July, received more than 3,300 comments from members of the public and stakeholders. After considering all the responses we will not be reducing the frequencies of two night services (the 94 and N91) pending a further review after the introduction of the Night Tube. We continue to implement the other bus service changes to support the Night Tube.

Intelligent Speed Assistance (ISA) trial

The trial of ISA on London buses was launched in June and completed on 22 September. The technology, which limits vehicles to the speed limit of the road being driven on, was trialled on all buses on routes 19 and 486. The monitoring data collected during this trial is currently being analysed and, it is hoped, will enable us to better understand the benefits of using ISA in London and the potential for expansion.

Technology demonstration projects

From September, the Capital's first entirely electric route will be operating on the

312 when the two existing Optare Metro City vehicles will be joined by seven other battery-powered buses. In October we plan to launch the Capital's first all-electric double-decker vehicles.

The number of pure-electric buses in London will rise to 70 by autumn 2016, following the award of new operating contracts for routes 507 and 521 through central London. There are currently 10 battery-powered buses in the fleet on routes 507, 521, H98 and the 312.

Bus priority

London's population and economy continue to grow, with a consequent increase in traffic, new developments and utility work, all impacting on London's road network. This, along with TfL's £4bn Road Modernisation Plan, affects the reliability and speed of bus journeys. London's buses play an essential role in keeping the city moving and we are redoubling our efforts to actively manage the network throughout this period of modernisation. We are looking at specific challenges in local areas and continuing our work on the Bus Priority Delivery Portfolio, which targets key locations across London and aims to maintain reliability by reducing the impact of traffic and congestion and support growth in Opportunity Areas.

Initiatives vary in scale from modest interventions such as 'Keep Clear' markings through to larger schemes such as bus lanes, carriageway widening and major junction redesigns. Bus mitigation schemes help ease the RMP's predicted adverse impacts in inner and central London. Bus Reliability Schemes

reduce the impact from expected increased traffic levels and congestion on bus journey times by easing movement through key junctions along identified routes. Bus Growth Schemes aim to unlock Opportunity Areas identified in the London Plan, supporting growth and increasing the mode share of the bus at these locations. By the end of 2015/16 construction will start on the first two TLRN Bus Reliability schemes (A406 North Circular/ Brentfield Road, and A503 Camden Road, junction with St Pancras Way), and the first Bus Growth scheme (A20 Loampit Vale).

Additionally, a number of small to medium-scale Bus Mitigation schemes will be implemented on the TLRN by the end of 2015/16, which will, in conjunction with schemes being developed for future years, combine to provide significant route-based benefits. Recent progress includes the implementation of the first two schemes on Peckham High Street. A public consultation is under way on a facility to allow buses to turn right from Queenstown Road into Battersea Park Road, which is a complementary measure to the Queen's Circus Better Junctions scheme. Further consultations are due to take place in the autumn.

We are working closely with all 33 London boroughs to progress further schemes on borough roads. The first borough Bus Reliability scheme – Old Church Rise bus gate in Havering – will be completed by March 2016 and the second, in North End Road in Bexley, will be completed in July 2016.

Keeping London moving Road Modernisation Plan

We are now approaching the peak level of construction activity in the current phase of the RMP and, while there was some temporary respite in traffic levels because of the summer holidays, traffic and congestion levels are expected to increase from early September when schools resume. The peak of the disruption is expected between now and early 2016, after which delays to traffic will start improving as individual schemes begin to complete and the benefits of the RMP are realised. Further improvements in road network conditions should be seen as key schemes complete by early 2017.

We continue to use our sophisticated traffic signal systems to actively manage traffic flows on the road network and minimise disruption. There are 140 key sites where we can manage the biggest traffic movements towards central London, particularly in the morning peak, while minimising disruption to bus users. We have a library of traffic signal timing plans for these locations which are deployed to respond to different traffic situations. This helps us to manage the impact of works in response to ever-changing network conditions. Recently, it has helped us to manage the impact of the Cycle Superhighway works, the Better Junction scheme at Oval and the regeneration project at Elephant and Castle, where key junctions have been kept clear to maintain the flow of traffic.



Real Time Origin Destination Analysis Tool (RODAT)

RODAT, an operational tool to monitor dynamic changes in traffic flows entering central London in near-real time, went live on 31 August. The system uses existing sensors provided by Automatic Number Plate Recognition cameras, Automatic Traffic Counter sites and Split Cycle Offset Optimisation Technique loops. It allows our operational teams to identify routes experiencing the highest or lowest variances to flows and journey time profiles, and helps guide appropriate responses. The system is highly flexible so that new sensors can be added in future, enabling us to intervene more accurately to protect journey time reliability and reduce disruption.

Hammersmith flyover

Completed in 1961, the Hammersmith flyover carries the four-lane A4 arterial road over the Hammersmith gyratory, and links the west to central London. The flyover has now been strengthened to prolong its life and ensure that no major maintenance will be required for many years. This final phase of work, which completed on 4 September, followed on from earlier repairs in 2012.

New tensioning cables totalling 6.5km in length have been installed, restoring the strength within the structure. The entire flyover has been re-waterproofed and resurfaced, and all 34 bearings underneath the flyover have been replaced, allowing it to adapt to weather conditions by expanding in



the summer and shrinking in the winter by up to 180mm.

The refurbishment, which has seen engineers working day and night over the past two years, means that the flyover is now safe to use for decades to come and will require less regular maintenance work, resulting in less congestion and traffic delays in the future.

Chiswick Road Bridge refurbishment

As part of the RMP, work to strengthen and refurbish the 80-year-old Grade II listed Chiswick Bridge has been completed to improve safety for road users. Skilled stonemasons conserved as much of the original stonework as possible and, where it

had deteriorated beyond repair, replacements were sourced from the same quarry that supplied the original Portland stone back in the 1930s.

All works on the bridge have now finished. They include a segregated cycle way and pedestrian walkway, new lamp columns, refurbished and strengthened parapets, and waterproofed and resurfaced deck. The four staircases have also been fully refurbished and new lighting installed.



Fore Street Tunnel

Work to keep the Fore Street Tunnel in north London safe and fully functional for the 60,000 vehicles that use it every day was completed in August. New mechanical and electrical systems have been commissioned and resurfacing works are due to be completed in October.

Bow vision

Work to improve the Bow Interchange for pedestrians will begin later this year. It follows the release of the public consultation report in July, which showed 86 per cent of respondents supported the proposals. It will include new signalised pedestrian crossing facilities at the roundabout, making it easier to cross from all sides, a new public space area under the flyover, and new links to the pedestrian and cycle routes along the River Lea towpath. To limit the impact on the road network, the work will be coordinated with the upgrade of Cycle Superhighway 2, which is expected to finish in spring 2016.

Elephant and Castle northern roundabout

Good progress has been made on the transformation of the Elephant and Castle northern roundabout to make the area safer and more welcoming for local residents and vulnerable road users. Work to close the old subway network reached the halfway mark in July, and 0.5km of kerbs for new cycle tracks and improved public spaces are already in place. Work to create new direct street-level pedestrian crossings, making it easier for people to access the area, began in August.

In July we introduced a series of customer information and pedestrian wayfinding upgrades. These were timed to coincide with the planned permanent closure of the subways. The wayfinding included Legible London-style signage, PA announcements and other information in LU stations, as well as Travel Ambassadors to help people navigate the area.



The main highway works on the Elephant and Castle northern roundabout will complete in summer 2016

When complete, the £25m overhaul will significantly upgrade facilities for pedestrians, cyclists and drivers by converting the existing roundabout into a peninsula to create a new, more open and accessible public space, with the road around it converted to two-way traffic. New segregated cycle routes will be established through and around the junction to improve safety for cyclists. The project forms part of a wider £150m package of works, which will also see improvements made to Elephant & Castle Tube station. The main highway works remain on course to be fully completed by summer 2016, with the new peninsula public space created after the upgrade to the Northern line station is completed after 2020.

Silvertown Tunnel

The proposed Silvertown Tunnel project consists of a twin-bored road tunnel alongside the Blackwall Tunnel with connections to Silvertown in the north and the Greenwich Peninsula in the south. Construction is not

expected to start until 2018, with completion in 2022.

The statutory public consultation for the scheme is planned to begin in October. Once the results have been considered, a planning application is expected to be submitted in spring 2016.

We are proposing to procure the scheme through public/private partnership for the design, build, finance and maintenance of the tunnel. Early engagement with potential industry partners and financial institutions, to enable us to consider the market factors, has begun, before the procurement programme is formally launched next spring.

Borough roll-out of Surface Playbook

Surface Playbook is a geographical information system that provides access to all the projects and programmes planned for the London road network, including significant London borough projects and those led by utilities and third



Before and after shots of the improvements made by the Wood Green Major Scheme

parties. As part of our commitment to sharing information with key stakeholders, we invited all boroughs to participate in a six-month trial of a web-based version of the tool. A total of 23 boroughs took part.

The information will be used by the boroughs to help inform their decision-making when planning future schemes and programmes on their roads. Once the trial is complete in January 2016, the feedback we receive will be used to develop a solution for the external roll-out of Surface Playbook to all stakeholders, helping us to extend the benefits to as many people as possible.

New boats to support River Bus services

MBNA Thames Clippers is expanding its fleet to meet the rising demand from river passengers. Two new 150-capacity catamarans are in the process of being delivered and will enter service in the autumn. They will operate on the River Bus route RB6 Blackfriars to Putney commuting service, replacing some of the existing smaller boats and providing extra capacity and improved comfort. The new boats will help to meet the Mayor's River Action Plan goal of 12 million passengers using the river by 2020.

Wood Green Major Scheme

Completed in August, the transformational Wood Green Major Scheme received more than £4m from the Local Implementation

Plan (LIP) Major Schemes Programme and involved working closely with the London Borough of Haringey.

Improvements included junction upgrades, wider footways, new street trees, cycle parking and the removal of a signal junction at Wood Green High/Alexandra Road. The scheme will also benefit pedestrians, cyclists and bus users, and has significantly enhanced the public realm in this important metropolitan town centre.

Encouraging more cycling

Cycle Superhighways Programme

The construction of Cycle Superhighway 5 (Oval to Pimlico) is approximately 85 per cent complete and is on schedule to finish in October. A new southbound segregated track for cyclists across Vauxhall Bridge opened in June, and work to create a new bi-directional segregated cycle track through Vauxhall Cross gyratory is well under way.

Work on the Cycle Superhighway Route 2 Upgrade (Bow to Aldgate) is around 60 per cent complete and on schedule to be finished by April 2016. The first sections of new segregated cycle track, featuring bus stop bypasses for cyclists, have opened in Mile End and Whitechapel. An innovative junction at Cambridge Heath Road, including innovative solutions to separate cyclists from turning traffic, was completed on 18 August.



The construction of Cycle Superhighway 1 (Tottenham to the City), which began on 6 July, is approximately 15 per cent complete and is progressing well ahead of anticipated completion in April 2016. Work at the major Apex junction in Shoreditch has started. When this route is finished it is expected that cyclists' journeys will be 12 minutes faster than on the adjacent busy A10 route.

Work on the North South Cycle Superhighway (Elephant and Castle to Blackfriars) is approximately 50 per cent complete and remains on schedule. The new junction layout at St Georges Circus in Southwark, incorporating a new, separated bi-directional cycle track, is on schedule to be opened in October. There are construction challenges at Blackfriars junction where the route connects to the East West Cycle Superhighway, owing to the need to coordinate works with Thames Tideway Tunnel and Audit House. However, we remain confident of meeting the planned completion date in March 2016.

The East West Cycle Superhighway (Tower Hill to Lancaster Gate) construction is approximately 30 per cent complete and is on schedule to finish by May 2016. The first section of new segregated track between Horse Guards Avenue and Derby Gate opened on 26 August. A final design solution for Parliament Square has been agreed with the City of Westminster, with works in this area planned to start in autumn 2015.

We consulted on proposals for a new cycle route in St James's Park and Green Park, including Constitution Hill and Birdcage Walk, in February and March. Having considered the response, we have developed new proposals for a segregated cycle track along Spur Road, in collaboration with The Royal Parks. Two public exhibitions were held in September with the consultation to close on 4 October. The final report will be published later this year once responses have been analysed.

Oval innovative junction improvements

Initial cycle safety improvements on the CS7 route at the Oval have been welcomed by cyclists. One of 10 innovative junction safety schemes planned across the Capital, the Oval improvements will include an upgrade to four signalised junctions, cycle priority signals and hybrid cycle tracks. The first of these junctions has now been fully commissioned and opened to cyclists following a week of live testing in late July. It has been widely viewed as a success by the cycling community. The new cycle tracks and junctions will be commissioned over the next six months with a proposed media launch when it is fully completed in March 2016.

Quietways

The Quietway programme will provide a cross-London network of high-quality quiet routes which will be clearly signposted for easy use. Linking key destinations, they will include sections through parks, along waterways and tree-lined streets and provide an alternative to cycling on busy main roads. They are being designed to appeal to new or inexperienced cyclists, or those wishing to travel at a more leisurely pace. The Quietways are being created in partnership with the London boroughs, Royal Parks and the Canal & River Trust. Construction on Quietway 1 (Waterloo to Greenwich) and Quietway 2 (Bloomsbury to Walthamstow) continues. Both routes will complete in late 2015.

Construction on the next five Quietways will begin this month. They include:

- Quietway 3 – Regent’s Park to Gladstone Park
- Quietway 4 – Clapham Common to Wimbledon
- Quietway 5 – Waterloo to Croydon
- Quietway 6 – Aldgate to Hainault
- Quietway 7 – Elephant and Castle to Crystal Palace

Central London Cycling Grid

The Central London Cycling Grid provides a cohesive network of cycling routes to improve accessibility to central London by bike and is due for completion at the end of 2016. The Grid spans the 10 central London boroughs and involves the Royal Parks and Canal & River Trust as delivery partners. Construction is now complete at three locations – Stamford Street/Cornwall Street, Great Dover Street/Globe Street and City Road/Colebrook Road.

Mini-Hollands

The aim of the Mini-Holland programme is to transform the town centres in three outer London boroughs, Enfield, Kingston and Waltham Forest, into cycling-friendly places to live in and travel around, much like their Dutch counterparts.

Construction has begun in Enfield and Waltham Forest, and Walthamstow Village and Ruckholt Road have substantially completed



The 2015 Prudential RideLondon attracted 100,000 cyclists

two major schemes. The Royal Borough of Kingston is due to start construction by the end of 2015.

Cycle Hire fifth anniversary

The London Cycle Hire scheme celebrated its fifth anniversary on 30 July. More than 40 million journeys have been made on hire bikes since the scheme launched and in that time it has expanded to include 11,500 bikes and 748 docking stations, covering more than 100 sq km of the Capital. Next year the scheme will extend into Queen Elizabeth Olympic Park.

London Cycling Awards

The London Cycling Awards, dedicated to London's passionate cycling community, showcases the best of cycling in the Capital – brands, events, cycling cafés, champions and community projects and schemes.

At the 2015 awards ceremony hosted by the London Cycling Campaign on 29 June, Prudential RideLondon won the Cycling Event of the Year. It also won the BT Sports Industry Award for Participation Event of the Year, for

the second year running, and won the Event of the Year award at the European Sports Tourism Awards.

TfL's Behaviour Change Programme, Cycling Workplaces, also won an award for the Best Cycling Scheme. The Cycling Workplaces initiative offers employers with five or more staff access to free cycling information, lunchtime cycle safety seminars, cycle training and free cycle stands. This has resulted in an average 16 per cent increase in the number of people cycling to work at the businesses involved.

Prudential RideLondon

RideLondon 2015 on 1-2 August was the busiest yet. Around 100,000 cyclists took to two wheels over the weekend and the event attracted about 250,000 spectators. In addition to the established events (FreeCycle, London-Surrey 100, Women's Grand Prix, Men's Classic, Handcycle race and Junior Grand Prix), this year's festival included the 10th Brompton World Championship, which attracted huge crowds.

RideLondon was broadcast to 194 countries, including a six-hour programme on the BBC when it was the most watched TV programme in its time slot. #RideLondon trended globally and reached 193 million Twitter streams worldwide.

Our staff talked to 3,400 attendees over the course of the weekend to promote the Mayor's Vision for Cycling in London. Recognising the continuing success of the event, we have recently extended the contract with the event organiser to 2019. The ballot for RideLondon 2016 opened on 10 August.

Aviva Tour of Britain

A 6.2 km closed road circuit around central London hosted the final stage of the Aviva Tour of Britain on 13 September. Crowds came out in force to support the world-class competitors, and TfL staff were kept busy at the Mayor's Vision for Cycling stands.

Deliver and encourage behaviours that lead to safe and secure transport

Operation Neon

We continue our important work to combat touting, unlawful plying for hire and other illegal cab activity which poses serious risks to the travelling public and undermines the legitimate, law-abiding taxi and private hire trades.

In response to the issues raised through the London Assembly's Future Proof report, we have put additional measures in place and substantially increased the levels of visible enforcement to deter and disrupt illegal

minicab activity in hotspot locations in central London.

Launched in May, Operation Neon is a high visibility, multi-agency operation involving TfL enforcement and compliance officers, TfL-funded officers in the Metropolitan Police Roads and Transport Policing Command and local authority parking attendants. It is proving highly effective in dealing with many of the issues identified by the trade and keeping roads and ranks clear so that the legitimate, law-abiding trades can operate.

Over the 33 nights that the operation has been running:

- 2,864 Private Hire Vehicle (PHV) drivers have been advised and moved on to keep roads clear for taxis and booked PHVs
- 205 PHV drivers were reported for not having a badge and were stopped from working for the remainder of the evening
- 1,717 PHV drivers were reported for not wearing their badge
- 44 PHV drivers were reported for plying for hire offences
- 309 PHV drivers were reported for parking on taxi ranks
- 667 parking tickets were issued

Enhanced enforcement capability

We are enhancing our enforcement capability on the road network with 80 new Roads and Transport Enforcement Officers. The first 20 officers began their on-street training programme in August. They are currently being deployed to priority locations which have been identified through analysis of road reliability issues and planned works.

The locations include Marylebone Road, Baker Street, Euston Road, Kings Cross, Tottenham Court Road/Oxford Street, Hyde Park, Piccadilly Circus/ Haymarket, Aldgate, Millbank/Vauxhall, Elephant and Castle and London Bridge. The officers will significantly improve our ability to deal with issues affecting the road network as they will be able to respond to issues such as minor damage collisions, vehicles that have broken down and unsafe roadworks in real time.

Taxi and Private Hire engagement

Supporting our engagement with taxi and private hire licensees, as well as general public interest, the @TfLTPH Twitter feed was relaunched in July. It is now responding to questions from 09.00 to 17.00, Monday to Friday, and the hours of operation will be extended in the autumn. The number of followers has grown by approximately 20 per cent since re-launch and now has well over 6,000 followers.

The Twitter feed is in addition to a new dedicated weekly email sent to 41,000 taxi and private hire licensees whose email

is registered with TfL, providing essential information relating to traffic impacts, consultations and trade notices. Initial feedback on the email showed 81 per cent of recipients found the email to be useful or very useful.

Public consultation on proposals for paying by credit/debit card in taxis

Public consultation on the option to pay by credit/debit cards in taxis closed on 24 July. The consultation considered a number of related issues including contactless payments, other forms of electronic payment, surcharges and signage. We are now considering the response and will publish final plans by the end of 2015.

Pedestrian Town Centres Programme

Plans for the Pedestrian Town Centres Programme were announced in July. The programme aims to introduce innovative measures to make Peckham and Tooting town centres safer for pedestrians. These two locations were chosen because they are recognised as high-risk areas for pedestrians (risk being measured as the number of pedestrians killed or seriously injured (KSIs) per billion kilometres walked). We are working closely with Southwark and Wandsworth Councils to commission a pedestrian safety strategy for each town centre. These will be completed by the end of 2015. Over the next two to three years we will use this strategy to develop and implement a wide range of safety measures to make the areas more appealing and enjoyable for pedestrians using the town centre on foot.

Safer Lorry Scheme

Accompanied by the Mayor, we launched the Safer Lorry Scheme on 1 September. The scheme, designed to improve cyclist and pedestrian safety, requires every



Safer Lorry Scheme launch with Mayor

vehicle in London weighing more than 3.5 tonnes (with a number of exemptions) to be fitted with:

- Side guards to protect cyclists from being dragged under the wheels in the event of a collision
- Class V and VI mirrors to give the driver a better view of cyclists and pedestrians around their vehicle

These requirements are being enforced by the Metropolitan Police Service, City of London Police and the Driver and Vehicle Standards Agency through their role in the Industrial HGV Task Force. They can issue a £50 fixed penalty notice with the possibility of a maximum £1,000 fine in the Magistrates' Court if the fixed penalty notice is not accepted. The scheme is the result of collaboration between TfL, London councils and Heathrow Airport which has allowed coverage across all roads managed by these authorities. 'Safer HGV Zone' signs have been installed at the boundary.

The launch of the scheme follows a public consultation last year in which 90 per cent of respondents said they supported the plans. A statutory consultation was then held, followed by a period of extensive communication with the freight industry to ensure all HGV operators and drivers had adequate time to make any changes necessary to become compliant.

All Party Parliamentary Group on Freight

At their invitation, Ian Wainwright, Head of TfL's Freight and Fleet Team, gave a presentation to members of the All Party Parliamentary Group on Freight and other representatives from across the industry on the work we are doing to develop a new long-term strategic approach to freight. The group also heard details of our freight safety campaigns and safer, high-vision lorry cabs. Follow-up meetings will be held with vehicle recovery representatives about the role they can play in reducing congestion on London's roads.

Streetworks prosecution

We successfully prosecuted UK Power Networks (UKPN) for five streetworks offences committed at three separate locations on the TLRN – Cheam, Lower Clapton and Masons Hill – between December 2014 and February 2015. The works were improperly signed, with disorganised traffic management. At Masons Hill, schoolchildren were forced into the carriageway during heavy traffic because of the inadequate provision of an alternative pedestrian route. UKPN pleaded guilty and was fined £13,000 for all the offences and ordered to pay TfL's costs of £4,637. UKPN has been previously issued with a total of 1,366 fixed penalty notices since they were introduced in 2010. Of these, 396 were issued in the past year.

Birth at Victoria Coach Station

A baby girl was born at Victoria Coach Station (VCS), the first in the station's 83-year history,

on 3 August. The mother, a member of the public, went into labour in the East Terminal before being taken to the coach station's first aid room where staff made her comfortable.

Ambulance crews arrived and, with the help of a VCS team member, the baby girl was safely delivered.

Ultra Low Emission Vehicle (ULEV) Delivery Plan

On 22 July we launched the ULEV Delivery Plan at a high-level meeting attended by key stakeholders from across Government, industry and automotive manufacturers. The plan sets out how we and our partners will deliver the Mayor's ambition for London to become the 'ULEV Capital of Europe', with ultra low emission vehicles the preferred option not only across public transport, but also in other fleets and for private vehicle owners.

Increasing ULEV uptake will be an important component of tackling London's air quality and CO2 challenges, as well as providing the opportunity for London to be at the forefront of a technological revolution in the motor industry. It also supports the taxi and private hire vehicle proposals to introduce zero-emission vehicles as a licensing requirement as part of the Ultra Low Emission Zone (ULEZ) described below.

The plan sets out 15 key actions to address the specific challenges currently limiting

ULEV uptake in London. These include actions needed now, those required to prepare London for the predicted uptake in ULEVs in the next five to 10 years and longer term actions.

Low Emission Commercial Vehicle (LECV) Programme

The new LECV Programme, a five-year initiative leading up to the implementation of the Ultra Low Emission Zone in 2020, was launched in July. It aims to accelerate the development, supply and wider take-up of low emission commercial vehicles and supporting refuelling infrastructure.

The programme has been welcomed by industry and has attracted more than 40 working group members including fleet operators, vehicle manufacturers, academics, London boroughs, consultants and funding bodies. Specific outputs will include new voluntary environmental standards for commercial vehicles, and demonstration of public sector lead in support fleet operations. The programme launch is a key action in the Mayor's Ultra Low Emission Vehicle Delivery Plan.

Major events

We have been actively involved in numerous events over the summer, from Prudential RideLondon and Tour of Britain through to ceremonial events marking occasions such as the anniversary of VE Day and the Waterloo Dispatch.

We are currently working with England 2015, the organisers of the Rugby World Cup, on transport plans for the London venues of the tournament, which started on 18 September. Our facilities at Palestra are being used by the organisers to coordinate the transport activity, with colleagues from across the transport sector coming together to manage operations. Planning is also well advanced on this year's New Year celebrations, which will be affected by work on both road and rail networks.

3 Customer experience

Enable quick and easy payment of the right fares or charges

Contactless

As we approach the anniversary of the introduction of contactless payments on Tube and rail services, usage of this new way to pay continues to increase. As at 29 August 176 million journeys had been made, 105 million on Tube and rail and 71 million on bus and tram. Contactless payments now account for 18 per cent of bus pay as you go journeys, 20 per cent of Tube/DLR and 22 per cent of national rail pay as you go journeys. On average, more than 750,000 journeys are made each day using contactless. Since the launch of Apple Pay in July, the usage of mobile payments is also increasing.

Extension of Oyster acceptance

Oyster and contactless card acceptance has been extended to a number of services and routes, making many journeys quicker and more convenient for customers.

Oyster and contactless cards are now being accepted on domestic services on HSI between St. Pancras International and Stratford International (from 31 July) and on trains to and from Dartford (6 September). Further extensions are planned and committed as part of the GTR rail franchise to Gatwick, Hertford North and various other stations.

The Emirates Air Line started accepting contactless cards from 14 August, and from 22 September contactless will also be accepted for travel on River Bus services. New equipment on piers will provide an experience similar to rail stations for customers using

either Oyster or contactless cards with validation required before boarding.

Grow and improve transport services to meet population growth, and communicate the improvements

New timetable benefits for our customers

New train timetables have recently been introduced to support the introduction of S Stock trains on to the network.

As more of the new S7 trains enter service, train maintenance on the Hammersmith & City line is switching from its traditional home at Hammersmith to modernised depots at Ealing Common and Upminster. Three Hammersmith & City trains now start from Upminster depot each day and two from Ealing Common. This enables earlier first and later last trains to operate, benefitting customers between Liverpool Street and Barking as well as between Earl's Court and Edgware Road.

Some complex scheduling was needed to create the additional train paths between the District line depots and the Hammersmith & City railway. The timetable change also means that fewer trains need to be stabled at Hammersmith while the depot is converted into sidings in readiness for the new automatic train control signalling system.

A new timetable has also been introduced on the Bakerloo line which has increased the central area service to a three-minute frequency on Monday to Saturday evenings and Saturday mornings.



The new Visitor Information Centre at Euston offering the best possible customer service

Train and equip our staff to deliver what customers want

Fit for the Future –

Stations: progress continues

We continue to transform our front-line customer service on LU. By the end of August, staff from more than 150 LU ticket offices had moved to public parts of the station such as ticket halls and platforms. More than half of the network's ticket offices have now been closed, which has meant that staff are more visible and able to help customers.

More than 2,600 staff members have received the new customer service training. Early indications from the Customer Satisfaction Survey and the Staff and Information Survey are that customers find staff more available and helpful at transformed stations.

Provide clean and pleasant transport and help minimise transport impact on the environment

Visitor Centres open for business

Over spring and summer we have been converting Travel Information Centres into

Visitor Centres to ensure that first-time and infrequent visitors to London have the best possible customer experience. Modernised centres at Euston, King's Cross St Pancras, Piccadilly Circus, Liverpool Street and Victoria are now open for business. We have also introduced new centres at Gatwick and Paddington. An expanded and modernised centre at Heathrow's Terminal 1, 2 and 3 will open in late September.

Transparency

We will shortly be publishing our transparency strategy. Earlier in the year we consulted on our approach to transparency and the final strategy is informed by the responses we received. We are committed to operating in a transparent and open way and will continuously develop the range and quality of information we make available. Our consultation report makes clear the changes we are making in response to the feedback.

We will review the strategy annually and keep stakeholders informed and involved in its development. Twice a year we will publish an update summarising developments in this area.

4 Value – efficient and effective delivery

Euro Medium Term Note Programme

We completed the annual update of the Euro Medium Term Note Programme documentation, with the Base Prospectus being published on 23 July. This allows us to continue to borrow in capital markets.

Southfields Station Domination

To celebrate the two-week tennis tournament at Wimbledon, Southfields ‘Station Domination’ ran for the second year of a three-year deal with the All England Lawn Tennis Club. The domination turned Southfields station into a tennis court, with Astro Turf on the platforms, branded seats and umbrellas, stairwell vinyls, canopy fixings and banking hoardings.

MBNA launch of Apple Pay contactless payment

On 14 July, customers were able to pay for their journeys with Apple Pay. MBNA, a consumer credit company, chose to showcase TfL as a major part of its launch campaign, taking advertising slots on the our website homepage and journey planner page to publicise the launch.

LED advertising

Following two years of development, an LED advertising product has passed critical fire safety tests and been certified as safe to install in LU station ticket halls, opening up the possibility for significant revenue streams in future.

Tax rebate

We received a £2.2m cash rebate from HMRC in respect of the year ended 31 March 2013. The rebate comprises a claim for Land Remediation Relief, a tax relating to the costs of cleaning up land containing contaminants and hazardous materials. TfL successfully claimed that the costs incurred when treating asbestos were eligible for this relief. Part of the rebate also relates to Enhanced Capital Allowances, a tax rebate for investment in specific energy- and water-efficient plant and machinery.

Oyster Photocard InNovator system

The Oyster Photocard InNovator system was launched on 13 July. This provides a self-service portal for customers to purchase and manage concessionary photocard, including those for the police, armed forces, Freedom pass holders and students. It means they can apply for a personalised Oyster card containing a photograph for security purposes.

Corporate loan facility

We entered into a new £1bn corporate loan facility with the European Investment Bank (EIB) to support investment in a number of projects including station upgrades, track renewals and cycle superhighways. This is a landmark transaction for ourselves and the EIB, as it is the first time the EIB has provided us with a framework facility aimed at supporting different projects within our Business Plan rather than for a single project.



VSU Tunnel Breakthrough event hosted by Nick Brown and Steve Allen

To celebrate the continued successful cooperation between TfL and the EIB and the signing of the loan agreement, Jonathan Taylor, Vice President of the EIB, and David Gauke, Financial Secretary to HM Treasury, joined Nick Brown, Steve Allen and Ian Nunn from TfL on a visit to the Victoria Station Upgrade project, one of the schemes to be supported by the EIB loan, on 14 September. The loan facility will allow us to forward fix interest rates and draw down the proceeds over a five-year period. The interest rates for a number of drawdowns have already been fixed at highly competitive levels.

Pop-up lettings

Pop-up lettings have been used to bring more than 150 interesting and innovative retailers to Old Street and other stations over the past 18 months. These have included high-profile brands such as Moleskine, Disney Pixar and French Connection, and start-ups such as Mallow & Marsh, Spoon, and Press. Several have successfully featured on BBC's Dragon's Den after trading with us, and Press has gained a concession within Selfridges. The income

generated since trading began in April 2014 has exceeded £650,000.

Repurposing space

Surplus operational space at Embankment and Canary Wharf stations has been reconfigured to create new retail areas over the past year. At Embankment we have introduced Paperchase and Oliver Bonas and are close to agreeing terms with a global beauty retailer. At Canary Wharf we have introduced Neal's Yard Remedies, Paperchase and two quality independent food offers; Notes and Supernatural. Supernatural originally started as a pop-up retailer at Old Street station. Although only operational since March 2015, trading is currently beyond expectations with full year income forecast to exceed £850,000.

Showcase cabinets

At Piccadilly Circus station we have brought back into use a number of art deco showcase cabinets and agreed an innovative one-year residency with Estee Lauder, which is 'popping-up' a selection of its brands for two

or three months at a time, starting with Aveda and Clinique. This has triggered significant media and market interest and we are now in early discussions with other perfume houses about other locations. The income from this 12-month deal is £100,000.

Working with independent retailers

Independent newsagents make up more than 10 per cent of our estate with around 120 units currently operating. Trading in this sector is tough as newspapers and magazines switch from print to digital and drinks and confectionery face competition from the value sector. We have developed a working relationship with the National Federation for Retail Newsagents, the newsagent trade body, to help our tenants access financial and practical support to improve the viability of their businesses. Similar initiatives are also being planned for shoe repairs, dry cleaners and minicab offices. This will help to protect £1.9m of income a year.

5 People

Public Relations Consultants Association first annual Internship awards

The Press Office black, Asian and minority ethnic (BAME) Internship scheme has won the Best Internship Scheme in the Public Relations Consultants Association's first annual internship awards.

The scheme was set up in 2006 for students and recent graduates from BAME origin to help address the under-representation of people from these communities in the PR industry.

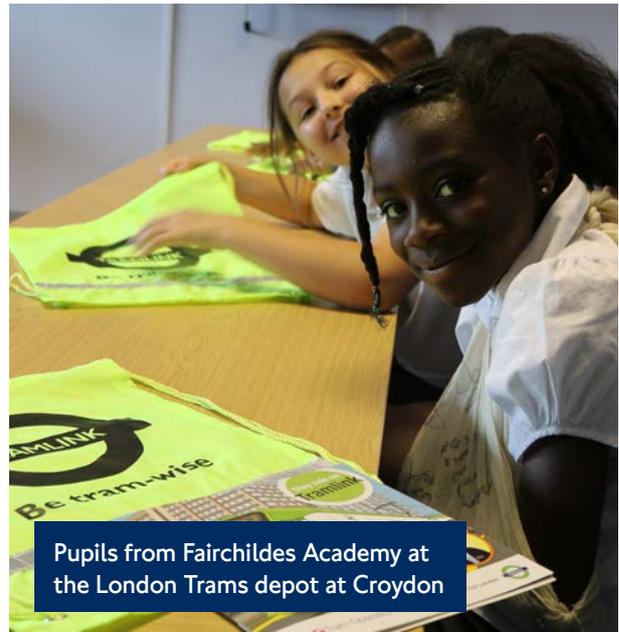
Since the scheme was established the number of people employed from BAME communities has increased from eight to 25 per cent. Twenty interns have been through the programme and five are now currently employed in the TfL Press Office. Others have gone on to have successful careers in the Met Police, NHS and Arts Council.

User of the year award for Going Mobile Programme

LU's Going Mobile Programme has received the Mobile Information Corporation (Mi-Corporation) User of the Year Award for the Mi-Forms mobile app for iPad and iPhone. Cutting through the expensive inefficiencies of paper forms, the app is enabling asset maintenance staff to collaborate on the go, gathering and sharing critical information across teams and locations.

Paddington wins 2015 RIBA London Award

The Paddington Integrated Project has been awarded a 2015 RIBA London Award for architecture excellence. The project



Pupils from Fairchildes Academy at the London Trams depot at Croydon

represents a close collaboration between Crossrail, LU and Network Rail to create an integrated station that offers a superior passenger experience with easy interchanges.

LU wins prestigious human factors award

The Chartered Institute of Ergonomics and Human Factors of Great Britain has given its President's Award for 2015/16 to the human factors team in LU Capital Programmes directorate. The award is the highest the institute can bestow and recognises significant contributions to research, development and application of knowledge in the field of human factors (the practice of designing user-friendly products, processes and systems).

Since producing the world's first human factors standard for rail more than 10 years ago, LU has been at the forefront in this field.

The kids are alright

Pupils from the Fairchildes Academy in Croydon got their own private tour of the London Trams depot after winning an art competition illustrating their vision of what Croydon could look like in the future.

The primary school pupils from Croydon Heritage Festival Future competition, organised by the Whitgift Foundation,

not only got to go behind the scenes at the depot, but will also have their work displayed inside the trams across the network, bringing their work to a wider audience.

LU awarded ISO 55001 certification

LU has become the first metro in Europe, and only the second in the world behind Hong Kong's Mass Transit Railway, to achieve ISO 55001 certification, the international standard for asset management. This follows LU's previous success in gaining certification against the British specification for asset management, PAS 55.

It means that LU is seen to invest funds to achieve best value, focused on improving customer service and reliability, and maintaining strong connection between its overall vision and strategy and what happens on the ground.

Morris man

Artist Giles Round has been invited by Art on the Underground to develop a project in partnership with the William Morris Gallery. Design Work Leisure is a design studio inspired by the vision and values of William Morris, the artist and designer whose legacy influenced the creation of the LU roundel, Harry Beck Tube map and Johnston typeface under Managing Director Frank Pick, and later the original Victoria line designs by Sir Misha Black's Design Research Unit. Over the coming year, Giles will create a number of prototype objects, including tiles and decorative patterns for Victoria line stations.

Sandford Award for London Transport Museum (LTM)

LTM's schools programme has been awarded the 2015 Sandford Award in recognition of the excellent experience it provides for visiting schoolchildren and teachers. The award is seen as a 'kite mark' for education programmes at heritage sites, museums, archives and collections and is recognised by schools and other education institutions across the UK.

After spending a day observing the schools programme, the judge observed: 'The London Transport Museum offers excellent interactive learning experiences for all visitors, fuelling the imagination and stimulating creativity. Whether coming as a school group or with families or carers, children of all ages can explore, investigate and learn from this superb range of vehicles just waiting to be discovered and boarded. School sessions add a good bit extra with high-quality problem-solving activities and exciting role plays to enhance understanding and skills, and foster learning. Add to that the friendliness of the staff and their attention to detail and you have a great museum visit.'

6 Planning

Strategy and policy development

Crossrail 2

Following the submission of the Crossrail 2 Business Case to Government at the end of June, we have been working to ensure that the full benefits of the scheme are properly communicated to stakeholders and decision-makers ahead of the Spending Review. We have briefed key individuals in the DfT, Department for Communities and Local Government, other Government officials and MPs to emphasise the importance of the scheme for national economic growth and to highlight the regional benefits of Crossrail 2.

Alongside this we have maintained a programme of local engagement with the boroughs, councillors, residents and others ahead of the public consultation in the autumn to ensure stakeholders are familiar with the specific proposals for their area. At the same time, our engineers and scheme design team have continued their discussions with borough colleagues to understand how our proposals fit with wider plans for the local areas which are being developed by the boroughs themselves.

Over the summer we have held a number of successful events to ensure the benefits of Crossrail 2 are communicated to the broadest range of stakeholders to develop our advocacy base further. We held a business breakfast in July which was hosted by the Mayor and attended by several hundred senior leaders from the business community. This gave the Mayor the opportunity to set out the transformational potential of the scheme and explain its contribution to economic growth.

The event coincided with an open letter to The Times newspaper from a group of high-profile business leaders highlighting the importance of the new railway to the UK economy and calling on the Government to use the current Spending Review to provide the development funding needed to start the construction of Crossrail 2 early in the next decade.

We are planning a half-day stakeholder seminar to take place on 25 September where we will set out the regional case for Crossrail 2. The event will include presentations from a number of local authority, business and industry leaders. Sir Peter Hendy CBE will speak about the importance of the scheme to Network Rail and Sir Merrick Cockell will discuss the work of the newly-formed Growth Commission.

The Crossrail 2 Growth Commission, whose formation and membership were recently announced by the Mayor, will be tasked with ensuring the growth opportunities afforded by Crossrail 2 can be realised. The Commission, chaired by Sir Merrick, met for the first time at the end of September to agree a programme of future work. It intends to report its findings in spring 2016.

Air quality

Ultra Low Emission Zone

In March, following a statutory public consultation between October 2014 and January 2015, the Mayor confirmed that the Ultra Low Emission Zone (ULEZ) will be launched in central London on 7 September 2020, with the aim of significantly improving air quality and helping to protect the health

of Londoners. It will require all vehicles (except taxis) travelling in the central London Congestion Charge Zone to meet new vehicle exhaust emission standards (based on Euro standards) 24 hours a day, seven days a week, or pay a daily charge on top of any other applicable charges.

Additionally, we will reduce emissions from our buses by ensuring that by 2020 all 300 single-decker buses operating in the ULEZ are zero emission (eg electric), and all 3,000 double-decker buses will be hybrid by 2020 benefiting not only that area but also those areas along their routes.

Changes are proposed to our licensing requirements for taxis and private hire vehicles to reduce emissions from these fleets (it is estimated that taxis will contribute 18 per cent and PHVs four per cent to nitrogen dioxide (NO₂) emissions from road transport in central London by 2020) to increase the number of vehicles that are Zero Emission Capable (ZEC). In light of concerns raised by the taxi and PHV trade organisations during the initial consultation, the Mayor asked us to undertake additional engagement and to bring forward revised licensing proposals.

A second consultation on revised proposals ran between 1 July and 25 August and approximately 500 responses were received. We are now considering the consultation response and will announce further details later in the autumn.

The revised proposals consulted on included:

- The introduction of a voluntary decommissioning scheme for taxis older than 10 years (instead of the reduction in the age limit to 10 years as originally proposed)
- A requirement that all taxis and new PHVs new to licensing from January 2018 will be ZEC (this is as per the original consultation but with some modifications now proposed)

The consultation also presented more information in the following areas:

- A voluntary decommissioning payment scheme for taxis
- Other age limit options considered for taxis
- An update on the production of ZEC taxis and ZEC PHVs
- Financial assistance to purchase ZEC taxis
- Our approach to charging infrastructure for ZEC taxis, ZEC PHVs and other electric commercial vehicles

Aviation

On 1 July the Airports Commission published its final report recommending a third runway be built at Heathrow. Given the hugely significant impact Heathrow expansion would have on London, TfL on behalf of

the Mayor has produced a comprehensive response to the issues raised in the report, including the surface access requirements affecting London and the environmental impacts – specifically air quality and noise. This is available at tfl.gov.uk. We have also made a written submission to the Parliamentary Environmental Audit Committee on the environmental impacts of expanding Heathrow.

Health impacts of air pollution – King’s College study

In a world first, King’s College London, commissioned by the Greater London Authority (GLA) and TfL, has calculated the health impacts associated with the air pollutant NO₂ in London.

A new study, published on 15 July, shows that in 2010 there were the equivalent of up to 5,900 deaths across London associated with NO₂ long-term exposure. This is the first time a figure has been estimated. At the same time the deaths associated with long-term exposure to PM_{2.5} were recalculated. The equivalent number of PM_{2.5} deaths has decreased from 4,300 in 2008, based on 2006 concentrations, to 3,500 in 2010.

The PM_{2.5} and NO₂ figures can be combined to create a total figure of up to 9,400 equivalent deaths in 2010.

Reductions in pollutant levels between 2010 and 2020 will result in nearly four million life

years being saved. This excludes the expected impact of the Ultra Low Emission Zone, which will lead to significant reduction in the number of people living in areas of poor air quality (where levels of NO₂ exceed legal limits) – by 72 per cent in central London and 54 per cent London-wide.

The report has been published on the GLA website – www.london.gov.uk. Search under the Mayor’s Priorities, then Environment and go to the Air quality and pollution pages.

Design

Station Public Realm Guidance

On 4 August we published our Station Public Realm Design Guidance online at tfl.gov.uk in the Urban planning & construction pages.

This considers the space outside every type of TfL station, promoting a common approach to how it can be improved regardless of ownership. It demonstrates how objectives such as place-making and commercial opportunities can be considered together with transport requirements to create better public spaces outside stations.

Projects

High Speed 2 – Euston

On 17 September HS2 published Additional Provisions to the Hybrid Bill, which includes revised plans for Euston station. We are considering these plans alongside the GLA and will respond in due course.

Bakerloo line Extension

On 7 September we published the formal response to the issues raised during the consultation in late 2014 on the principle of extending the Bakerloo line. There was an overwhelmingly supportive response to the consultation with 96 per cent of respondents supporting the extension and the majority acknowledging it would improve connectivity and relieve congestion on the transport network. Further consultation on more detailed route options is planned by the end of the year.

7 Other

2015 fares changes

The January 2015 fares changes included a radical restructuring of one day fares to produce a fairer playing field for part-time commuters who would previously pay far more per day than Travelcard season ticket holders.

Daily caps were lowered to become one fifth of weekly Travelcard prices while the price of paper One Day Travelcards was increased to compensate for the cost of this step. Off-peak one day caps were removed.

It was estimated that 200,000 customers would benefit every day from the lower daily caps while 25,000 customers would pay more following the removal of the off-peak caps. In February, the Mayor committed to compensating customers who were paying more than a certain amount as a result. The Mayor also committed to publish a review of this fares restructuring after six months.

The results of the first six months shows that more than 200,000 customers are benefiting from the lower daily caps every day, with more than 700,000 customers benefiting every week. Approximately 30,000 customers per day paid a higher fare than the previous off-peak caps, of which approximately 9,000 qualify for a refund having incurred the higher fare more than once. The vast majority of these customers were affected only occasionally with around 1,000 people affected on a more regular basis.

The six monthly review demonstrates that the fares revision has achieved its aims and is producing the substantial benefits for part-time workers it was intended to produce. Details of the review can be found in Appendix I.

River Bus services

On 10 September, the Mayor issued a Direction to TfL in respect of the fares to be charged for River Bus services between Putney and Blackfriars with effect from 14 September 2015 until 31 March 2018. This would be extendable by up to two years if necessary to coincide with the duration of the operating contract.

MBNA Thames Clippers, the operator of the Putney to Blackfriars service, is restructuring the fares for all its services including moving from flat fares to a zonal system. This includes making the pay as you go fare broadly equivalent to the current cash fare and raising the cash fare to a premium fare. This coincides with the introduction of Oyster pay as you go validators on river services. The Putney to Blackfriars fares are now included in the zonal ticketing system to ensure a consistent customer experience.

The revised fares will contribute to increasing patronage on the Putney to Blackfriars route. This would enable the annual TfL subsidy of £400,000, payable to MBNA Thames Clippers to operate this service, to cease in March 2018 in line with budget.

List of appendices to this report:
2015 fares changes – Appendix I

List of background papers:
None

Mike Brown
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Transport for London

September 2015

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TFL'S JANUARY 2015 FARES PACKAGE A REVIEW FOR THE SIX MONTHS TO JULY 2015

1 PURPOSE

- 1.1 As part of the implementation of the 2015 January fares package, the Mayor committed to publish a review of the changes after six months. This paper provides the outcome of that review.

2 INTRODUCTION / BACKGROUND

- 2.1 TfL's January 2015 fares package aimed to increase fares by 2.5 per cent overall in line with the July 2014 year on year increase in the retail prices index.
- 2.2 The fare package included a radical restructuring of one day fares to produce a fairer playing field for part-time commuters who would previously pay far more per day than Travelcard season holders.
- 2.3 Key elements of the restructuring of one day fares were as follows:
- New all day caps were introduced priced at 20 per cent of a weekly Travelcard season ticket to Zone 1. For example, the Zones 1-6 all day cap fell from £15.80 to £11.70 or 20 per cent of the 7 day 1-6 Travelcard price of £58.60.
 - One day Travelcard prices were increased. The off-peak ticket price rose from £8.90 to £12.00. The increases were expected to fund around three quarters of the cost of the new all day caps. The increases mean one day Travelcards are now targeted firmly at visitors and occasional users. Londoners buying one day Travelcards more frequently were encouraged to transfer to pay as you go (PAYG). Travelcards sold outside London were not affected.
 - Travelcard season ticket holders' fares were held down to just under the 2.5% inflation benchmark.
 - The off-peak caps were withdrawn. This meant some off-peak travellers in Zones 4 to 6 were affected because the new all day caps were higher than the old off-peak caps. This was expected to fund around a quarter of the cost of the new all day caps.



Tables 1-4 set out the specific changes made in January 2015 to each of the principal fare types. TfL estimated that some 200 000 passengers would benefit from the lower all day caps each weekday with up to around 600 000 customers benefiting per week.

- 2.4 The intended effect of the package of changes was for the cost of the new all day caps to be met by those paying least over the course of a year - in the case of visitors, possibly for only a few days travel. More consistent users of one day Travelcards were able to mitigate or avoid the increases by opting for 'pay as you go'.

3 AUTO REFUND SCHEMES

- 3.1 The London Assembly welcomed the package of changes overall. However, there were concerns that the withdrawal of the off-peak PAYG caps could mean substantial cost increases for some customers commuting regularly from Zones 4 to 6 after 09 30.
- 3.2 Following these representations, the Mayor put in place automated refunds from January 2015 for those most affected – all PAYG users paying more than the 2014 off-peak caps either twice or more in a single week; or four times or more in a fortnight; or eight times or more in a four week period.

4 REVIEW OF OUTCOMES FOR THE SIX MONTHS TO JULY 2015

- 4.1 The results of TfL's review of the January 2015 fare changes and the auto-refunds scheme are as follows:
- 4.2 The lower all day PAYG caps are now benefitting over 200 000 part-time commuters a day. The number of PAYG users benefitting per week has now reached more than 700 000, exceeding the initial estimates. These figures should increase further by the end of 2015. See Diagram 1 and Table 5.
- 4.3 The withdrawal of the off-peak caps in January 2015 has not led to PAYG users becoming more likely to travel before 09 30. Diagram 2 compares the timings of PAYG trips on weekdays in 2014 and 2015. The Diagram shows that the time when PAYG users travel has been stable. There have been no significant changes since January 2015.
- 4.4 The withdrawal of the off-peak caps does not appear to have increased annual travel costs substantially for large numbers of regular part-time commuters. Approximately 30 000 PAYG users a day are paying a higher fare than the previous off-peak caps but most of these customers reach the off-peak caps only occasionally.



- 4.5 This is confirmed by the fact that automated refunds are being sent to only around 9 000 customers per day. Even these customers typically do not hit the old off-peak caps every week or every month. The average amount refunded per user over the six months to July was under £5.50 – around £1.30 a day in respect of 4 or 5 days travel. See Table 6. The automated refunds are costing around £4m per year.
- 4.6 Only around 1000 customers travelled consistently for as often as 3 days a week in most weeks over the six months to July. The amount refunded to these 1000 frequent users over the six months was £90,000 or £90 per customer. This represents 4.5 per cent of the total refund value in the first six months.
- 4.7 Some 20,000 users a day who would have benefitted from the off-peak caps do not qualify for a refund because they do not travel often enough. However, around three quarters of these users hit an off-peak cap only on a single day in the six month review period. See Table 7.
- 4.8 When off-peak users do exceed the off-peak cap, the additional fare they pay is typically around £1.00. This compares with a maximum possible increase of £3.20 that can be calculated by comparing the 2014 off-peak cap of £8.50 for Zones 1-6 with the 2015 all day cap of £11.70. The much lower increase incurred in practice reflects the fact that most off-peak users benefited from the 2014 off-peak caps by quite small amounts – often less than £1.00.
- 4.9 As expected, the one day Travelcard price increases have resulted in a substantial switch to ‘pay as you go’ in 2015. There are now fewer than 50,000 sales a day in London, approximately half the level of sales last year. Sales of Travelcards outside London have continued to grow. These tickets are packaged with a return ticket to London and were not affected by the price increases. See Table 8.
- 4.10 PAYG growth has more than offset the fall in one day Travelcard sales in London - with the number of rail PAYG journeys up this year by some 430 000 journeys a day – an increase of over 20 per cent - to some 2.3m journeys a day. In part, this reflects the huge success of contactless payment which now accounts for nearly 20 per cent of all pay as you go rail journeys. Contactless provides a convenient substitute not just for those using Oyster pay as you go but also those buying single tickets and one day Travelcards.
- 4.11 The growth in PAYG travel has affected children as well as adults. Child rate rail PAYG trips by Zip card holders are up around 10 per cent year on year, around 40 000 trips a week, while take-up of the Young Visitor discount scheme had reached around 4,000 cards at the end of the six month review period. Visitor demand is highly seasonal and take-up of the Young Visitor discount reached around 7,000 in August.



- 4.12 Fare revenue and passenger journeys on LU and LOROL have grown in line with or above expectation. As predicted, the restructuring of one day fares appears to be breaking even.

5 CONCLUSION

- 5.1 Overall, TfL believes the restructuring of one day fares has been a resounding success with the number of those benefiting now exceeding target levels. The changes have not increased peak congestion or disbenefited substantial numbers of regular users. Those in scope for the refund scheme typically qualified for only a few days over the six months to July.

**TfL Customer Experience, Marketing and Communications,
September 2015**

Tables and Diagrams

Table 1: One Day caps in 2014 and 2015

	All day caps			Off-peak caps(1)
	2014	2015	Change	2014
1-2	£8.40	£6.40	-23.8%	£7.00
1-3	£10.60	£7.50	-29.2%	-
1-4	£10.60	£9.20	-13.2%	£7.70
1-5	£15.80	£10.90	-31.0%	-
1-6	£15.80	£11.70	-25.9%	£8.50

(1) Withdrawn in 2015

Table 2: One Day Travelcard prices in 2014 and 2015

	One Day Travelcards		
	2014	2015	Change
All day 1-2	£9.00	withdrawn	-
All day 1-4	£11.40	£12.00	5.3%
All day 1-6	£17.00	£17.00	nil
Off-peak 1-6	£8.90	£12.00	34.8%

Notes:

All Day Travelcard: child fare half the adult in 2014 and 2015

Off -peak Travelcard: child £3.60 in 2014; half adult in 2015 (£6.00)

Table 3: Travelcard seasons – 7 Day ticket prices

	2014	2015	Change
Zones inc Zone 1			
2	£31.40	£32.10	2.2%
3	£36.80	£37.70	2.4%
4	£45.00	£46.10	2.4%
5	£53.40	£54.70	2.4%
6	£57.20	£58.60	2.4%
Zones exc Zone 1			
2	£23.60	£24.10	2.1%
3	£26.00	£26.60	2.3%
4	£31.20	£31.90	2.2%
5	£39.20	£40.10	2.3%



Table 4: PAYG fares on LU, DLR, LOROL etc

	2014		2015		Increase	
	Peak	Off-peak	Peak	Off-peak	Peak	Off-peak
Zones inc Zone 1						
1	£2.20	£2.20	£2.30	£2.30	4.5%	4.5%
2	£2.80	£2.20	£2.90	£2.30	3.6%	4.5%
3	£3.20	£2.70	£3.30	£2.80	3.1%	3.7%
4	£3.80	£2.70	£3.90	£2.80	2.6%	3.7%
5	£4.60	£3.00	£4.70	£3.10	2.2%	3.3%
6	£5.00	£3.00	£5.10	£3.10	2.0%	3.3%
Zones exc Zone 1						
1	£1.60	£1.50	£1.70	£1.50	6.3%	0.0%
2	£1.60	£1.50	£1.70	£1.50	6.3%	0.0%
3	£2.30	£1.50	£2.40	£1.50	4.3%	0.0%
4	£2.70	£1.50	£2.80	£1.50	3.7%	0.0%
5	£2.70	£1.50	£2.80	£1.50	3.7%	0.0%

**Table 5:
Passengers benefiting from the new caps over a week**

Days in a week when users benefit	Number of passengers	Average saving per user per week	Percent
1	610,714	£0.75	71
2	136,917	£1.80	18
3	50,242	£3.20	7
4	19,935	£5.11	3
5	9,008	£7.30	1
6	1,045	£7.40	-
7	65	£7.76	-
Total	722,977	£1.33	100

Note: Implies benefits of approximately £50m per annum (720 000 x £1.33 x 50)



Table 6:
Users qualifying for refunds: 6 months from start 2015.

No of cards refunded 000's	Users qualifying for refunds	Refund per user	Total refund amount
255	1 week only	£3	£680 000
71	2 or 3 weeks	£6	£420 000
36	4 or 5 weeks	£14	£500 000
8	6 to 9 weeks	£42	£340 000
1	10 weeks or more	£90	£90 000
371	all	£5	£2 030 000

Table 7:
Users not qualifying for refunds: 6 months from start 2015

Number of users	Cap exceeded in
1 516 000	1 week only
470 000	2 or 3 weeks
88 000	4 or 5 weeks
35 000	6 to 9 weeks
4 000	10 weeks or more
2 109 000	Total over six months

These users hit an off-peak cap only once in a given week

Table 8:
One Day Travelcards sold daily January to end June 2015

	TfL sales		NR sales in London		NR sales outside London	
	000s	%	000s	%	000s	%
Off Peak	20.2	-57	16.8	-46	42.6	+7
Anytime	3.6	-39	6.8	-21	16.7	+11
Total	23.8	-55	23.6	-40	59.3	+8

Percents show the year on year changes

**Diagram 1:
PAYG users on a weekday who benefit (or lose) from the new all day caps**

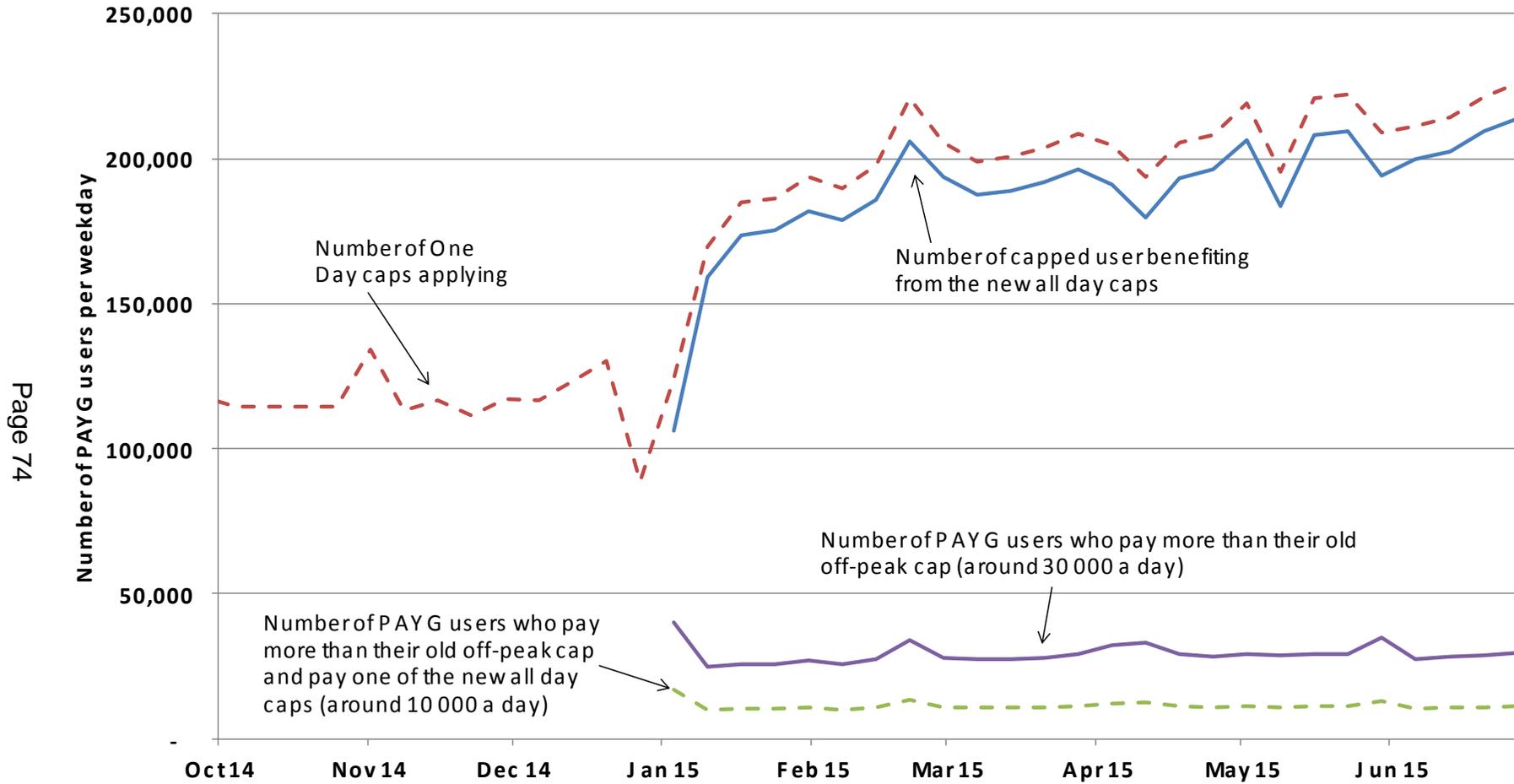
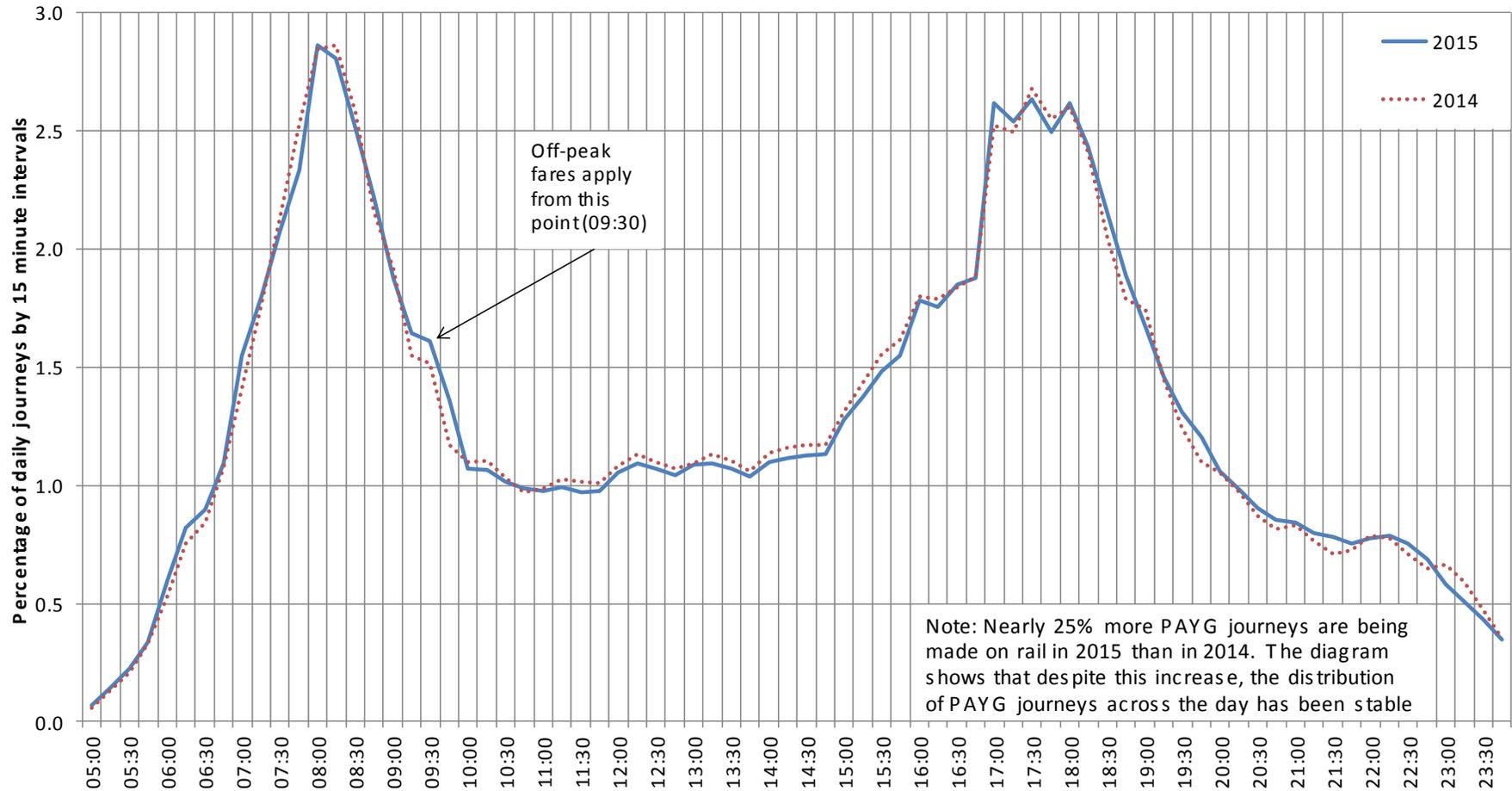




Diagram 2:
When do PAYG users travel on London's Railways?
A comparison of the timing of rail trips on weekdays in 2014 and 2015



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