

Environment Report 2010

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CO₂ emission by mode

Mode	Total energy consumption (Tonnes CO ₂)					Notes
	2005/06	2006/07	2007/08	2008/09	2009/10	
Head office buildings	22,900	21,600	23,700	24,800	27,000	Includes emissions associated with buildings and support vehicles.
LU	633,000	628,000	637,000	642,000	645,000	Includes emissions associated with traction, stations, depots, support fleet, contractor vehicles and Greenwich Power Station.
London Overground			8,200	22,600	23,100	Includes emissions associated with traction, stations and depots.
DLR	25,400	23,400	24,700	25,000	25,800	Includes emissions associated with traction, stations and depots.
London Tramlink	5,700	5,570	5,570	6,570	6,330	Includes emissions associated with traction, stops and depot.
London Streets	39,300	48,600	50,300	53,600	54,900	Includes street lighting, traffic signals and vehicles run by London Streets employees and some contractors.
Taxis	238,000	243,000	250,000	248,000	221,000	
Private hire vehicles	255,000	268,000	275,000	268,000	383,000	
Dial-a-Ride	2,880	3,130	3,330	3,320	4,030	Includes emissions from vehicles and depots.
Victoria Coach Station	779	681	674	1,080	1,110	Only includes emissions from operating the building, does not include coaches travelling to or from it.
London River Services	13,500	12,600	13,700	15,700	16,800	Includes emissions from London River Services piers and boats that use them.
Community Safety, Enforcement & Policing		97	65	74	17	Emissions from vehicles. 2005/06 data included in Streets figures.

Mode	Total energy consumption (Tonnes CO ₂)					Notes
	2005/06	2006/07	2007/08	2008/09	2009/10	
Bus permits and agreements	20,400	22,400	25,100	22,300	22,300	Includes emissions from coaches with London Service Permits, for the portion of their journeys that take place in London. Also includes emissions from buses operating under London Local Service Agreements.
London Bus Network	623,000	634,000	656,000	656,000	652,000	Includes emissions from buses, stations, bus stops, ticketing machines and shelters.
New capital works – East London line			2,920	5,640	5,100	Includes construction works
Crossrail					2,330	Includes construction works
Grey fleet			80	45	100	Grey fleet refers to business miles travelled by employees in their own cars

NO_x and PM₁₀ emissions by mode

Mode or business unit	NO _x (tonnes)					PM ₁₀ (tonnes)					Notes
	2005/06	2006/07	2007/08	2008/09	2009/10	2005/06	2006/07	2007/08	2008/09	2009/10	
Head office buildings											Negligible
LU	13	7	8	7	6	1		0.5			Includes back-up power station only. Emissions for support fleet and contractors included for 2005/06 only
London Overground			17	39	39			1	1	1	Emissions from electric traction, diesel traction and non-traction uses
DLR											Negligible
London Tramlink	0.1	0.1	0.1	11	10	0	0	0	0.2	0.2	Emissions from electric traction and non-traction uses
London Streets	4					0.3					Includes emissions from support fleet. Emissions not reported since 2006/07
Taxis	1,320	911	866	703	753	97	78	74	63	70	
Private hire vehicles	645	618	563	470	628	35	32	32	31	38	
Dial-a-Ride	42	43	44	37	31	0.6	0.6	0.7	0.5	0.5	Emissions from vehicles and boilers in depots
Victoria Coach Station	0.1	0.1	0.1	0.1		0	0	0	0		Includes emissions from boilers in the building, not coaches travelling to or from it

Mode or business unit	NOx (tonnes)					PM ₁₀ (tonnes)					Notes
	2005/06	2006/07	2007/08	2008/09	2009/10	2005/06	2006/07	2007/08	2008/09	2009/10	
London River Services	298	202	226	259	279	32	7	8	9	10	Emissions from boats using LRS piers
Community Safety, Enforcement & Policing											Negligible
Bus permits and agreements	123	137	146	191	191	3	2	2	3	3	Includes emissions from coaches with London Service Permits, for the portion of their journeys that take place in London. Also includes emissions from buses operating under London Local Service Agreements
London Bus Network	6,230	6,290	6,290	6,330	6,210	11	11	12	13	14	
New capital works - East London line											Negligible
Crossrail											Negligible

Quality of the built environment indicators

Mode or business unit		Score					Notes
		2005/06	2006/07	2007/08	2008/09	2009/10	
Head office buildings		Not Applicable					
LU	Station graffiti	78%	81%	81%	82%	78%	Mystery Shopper Survey (MSS) score.
	Train graffiti	72%	74%	74%	76%	80%	
	Station cleanliness	67%	70%	67%	67%	66%	
	Train cleanliness	66%	67%	64%	66%	66%	
London Overground	Station cleanliness and condition			71%	78%	77%	Customer Satisfaction Survey (CSS) score.
	Train cleanliness and condition			60%	67%	73%	
DLR	Station cleanliness and condition		95%	96%	93%	91%	CSS score.
	Train cleanliness and condition		95%	96%	93%	91%	
London Tramlink	Tram cleanliness and condition	85%					CSS score. No figure reported since 2006/07.
London Streets	Quality of the street environment	3.8	3.4	3.2	3.2		Local Environmental Quality Survey (LEQS) score for TLRN. No figure reported in 2009/10.
Taxis	Vehicle cleanliness	88%	88%	87%	89%	89%	CSS score.
Private hire vehicles	Vehicle cleanliness	83%	83%	84%	83%	87%	CSS score.
Dial-a-Ride	Vehicle cleanliness	93%	92%	93%	92%	93%	CSS score.

Mode or business unit		Score					Notes
		2005/06	2006/07	2007/08	2008/09	2009/10	
Victoria Coach Station	Station cleanliness and condition	76%	73%	74%	74%	76%	CSS score.
London River Services	Vehicle cleanliness	87%	88%	88%	89%	87%	CSS scores cover all river boats covered by LRS. Figures do not include Woolwich Ferry.
	Pier cleanliness and condition	87%	88%	88%	90%	89%	
Community Safety, Enforcement & Policing		Not Applicable					
Bus permits and agreements		Not Applicable					
London Bus Network	Bus cleanliness and condition	80%	79%	80%	81%	81%	CSS score.
	Bus stop and shelter cleanliness and condition	75%	75%	76%	78%	77%	

The MSS and CSS award scores of up to 100, based on perception of cleanliness and condition. The higher the MSS and CSS score, the better the performance

The LEQS is conducted by the environmental charity Capital Standards at many sites across London. Scores range from minus eight to plus eight, with a score between zero and four classed as satisfactory, and from four to eight as good

Waste and recycling by mode

Mode or business unit	Total C&I waste (tonnes)					Total C&I waste recycled (tonnes)					Total C&D waste (tonnes)					Total C&D waste recycled (tonnes)					Proportion hazardous waste (%)					Notes	
	2005/06	2006/07	2007/08	2008/09	2009/10	2005/06	2006/07	2007/08	2008/09	2009/10	2005/06	2006/07	2007/08	2008/09	2009/10	2005/06	2006/07	2007/08	2008/09	2009/10	2005/06	2006/07	2007/08	2008/09	2009/10		
Head office buildings	852	1,090	1,760	1,990	1,990	290	421	737	1,040	1,230			90	380	11			83	336	8							
LU	9,050	11,700	14,200	14,200	13,500	2,420	3,680	5,740	5,650	6,190	134,000	131,000	71,700	118,000	146,000	115,000	108,000	51,100	84,800	115,000	2	9	8	5	6	Includes waste from stations, depots, trains and Investment Programme works	
London Overground			58	486	1,490			14	31	734												13	7	1		Waste from stations and depots	
DLR		294	300	310	596					193																	Waste from stations and depots. No recycling data collected
London Tramlink				528	517				206	202																	Waste from stations and depots
London Streets												65,400	134,000	63,300				59,400	132,000	61,400				1			
Taxis																											Not applicable
Private hire vehicles																											Not applicable
Dial-a-Ride	153	104	89	109	190	98	6	6	25	63															11	Includes waste from depots	

Mode or business unit	Total C&I waste (tonnes)					Total C&I waste recycled (tonnes)					Total C&D waste (tonnes)					Total C&D waste recycled (tonnes)					Proportion hazardous waste (%)					Notes	
	2005/06	2006/07	2007/08	2008/09	2009/10	2005/06	2006/07	2007/08	2008/09	2009/10	2005/06	2006/07	2007/08	2008/09	2009/10	2005/06	2006/07	2007/08	2008/09	2009/10	2005/06	2006/07	2007/08	2008/09	2009/10		
Victoria Coach Station	350	360	349	338	303	0		0	0	1						10	14	7	5	11						Includes waste from the station	
London River Services	215	260	366	376	161	53	120	56	56	21				1		25	38	17	17	28						Includes waste from London River Services' piers, Woolwich Ferry and grid boat waste	
Community Safety, Enforcement & Policing																											Not applicable
Bus permits and agreements																											Not applicable
London Bus Network	229	1,050	707	645	874	57	254	199	123	134	-	670	669	658	826		659	669	640	811	33	6	11	17	9	Waste from bus stops, shelters, stations and East Thames Buses	
New Capital Works – East London Line			3	112	539			2	97	511			319,000	376,000	334,000			317,000	328,000	264,000					8		
Crossrail					19					4					25,400					23,500							

Water consumption by mode

Mode or business unit	Total water consumed (m ³)					Notes
	2005/06	2006/07	2007/08	2008/09	2009/10	
Head office buildings	91,200	89,900	84,700	79,600	96,000	
LU	604,000	570,000	586,000	606,000	621,000	Water used in train washes, stations and depots
London Overground			10,400	15,900	12,800	Water used in train washes, stations and depots
DLR		27,200	28,000	28,500	28,500	Water used in train washes, stations and depots
London Tramlink				9,960	9,960	Water used in train washes, stations and depots
London Streets						No figures reported
Taxis						Not applicable
Private hire vehicles						Not applicable
Dial-a-Ride	5,090	5,100	4,340	4,770		Includes water used in depots. No figure reported in 2009/10
Victoria Coach Station	24,600	26,400	19,700	18,300	29,400	
London River Services	15,700	19,300	19,700	19,600	17,300	Includes water used on London River Services' piers and Woolwich Ferry
Community Safety, Enforcement & Policing			–	–		Not applicable
Bus permits and agreements			–	–		Not applicable
London Bus Network	8,060	55,500	51,900	56,000	45,300	Includes water used in stations and depots
New capital works - East London line				278	519	Data for Phase 1b only
Crossrail					4,210	

TfL welcomes your views to help improve its environmental performance, including feedback on this report.

Please send your comments to:

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Produced by Group Publishing
November 2010