

TRANSPORT FOR LONDON

BOARD

SUBJECT: COMMISSIONER'S REPORT

DATE: 30 JULY 2008

1 PURPOSE

This report provides an overview of major issues and developments since the Board meeting on 25 June and updates the Board on significant projects and initiatives.

2 MAYORAL POLICY INITIATIVES

Good progress has been made on analysing, developing and implementing the Mayor's policies and priorities over the last month. A number of new policies have been announced and implemented as highlighted below.

2.1 Mayoral Policy Initiatives: Crime and Anti-Social Behaviour

Cab Enforcement

The Mayor recently announced a package of measures to tackle illegal touting in London. Community Safety, Enforcement and Policing is working with the Metropolitan Police and the City of London Police on plans to double the number of dedicated Cab Enforcement Officers in London providing an additional 34 police officers (27 in the Transport Operational Command Unit (TOCU) Cab Unit and 7 in the City of London Police). The additional officers will be used to maximise the number of resources deployed in the late evenings and to provide greater coverage across London. In addition, tougher penalties are being put in place for licensed drivers caught touting. From 1 August licensed drivers (taxi or Private Hire Vehicle drivers) convicted of taxi touting will lose their taxi/PHV licence for a minimum of one year.

2.2 Other Mayoral Policy Initiatives

New London Bus Competition

A design competition for a new bus for London, inspired by the capital's iconic Routemaster, was launched by the Mayor at the London Transport Museum on 4 July.

The new bus should have a stylish, imaginative design which will have a big impact on the streets of London. Key features designers must consider include an open platform to allow passengers to board and alight quickly and easily;

good use of interior space; accessibility; and green technology. Budding designers are encouraged to submit their designs in one of two categories:

- 'design a bus for London'. Entrants will have the option of submitting a design for a specific part of the bus or a 'whole bus' design. In this category, designs will have to be quite detailed and must comply with guideline specifications as provided by TfL.
- 'imagine a bus for London'. In this category, entrants can submit single design concepts for particular features of the bus, or a sketch of the overall look. The judges will be looking for the best ideas rather than detailed technical designs. Entries will be judged in four age categories: under 11, 11-15, 16-18, and over 18.

In the two weeks since the launch, the competition website had received over 28,000 visits with a fairly even split between 'design' and 'imagine', and 1,100 entry forms had been downloaded.

Taxis/Private Hire Vehicles stopping at ATMs

London Taxi and Private Hire Vehicles can now stop on red routes between 10pm and 6am to allow passengers to use ATMs as part of a six month trial.

Congestion Charging Western Extension Zone

On 1 July, the Mayor announced the consultation on the future of the Western Extension Zone. The five-week consultation will commence in early September and will consider options for changing the scheme, keeping it as is, or removing the western extension. People will be able to request a copy of an information leaflet and questionnaire from a call centre or access the information on the web. Alongside this, there will be a representative survey of Londoners. This initial non-statutory consultation will help inform any subsequent statutory process which would be necessary if the Western Extension was to be removed or significantly altered. The earliest any changes could effectively be introduced would be following the change of the Congestion Charge service provider to IBM in November 2009.

Emissions Related Congestion Charging

On 8 July 2008 the Mayor announced that he would not proceed with CO₂ Charging. The Mayor's announcement followed the Court's approval of a Consent Order agreed by the parties to the Judicial Review, including the Mayor and TfL, that the decision to introduce the CO₂ Charge should be quashed. The decision by the Mayor means the Congestion Charge scheme will continue in its current form, including the discount for alternative fuel vehicles. Following the announcement, relevant stakeholders and members of the public have been notified.

Cooling the Underground

LU is introducing a number of new and improved measures to help cool the network this summer, including some 40 portable industrial fans at key stations to improve air flow, installation of a mechanical chiller at Euston and continuation of the award-winning ground water cooling scheme at Victoria station. In addition, a large number of station ventilation shafts and fans which had previously been allowed to fall into disrepair are being brought back into service. So far 50 such fans have been renewed, doubling the capacity of the fan network. The new trains for the four sub-surface lines (Metropolitan, District, Circle, Hammersmith and City) will be air-conditioned when they enter service in 2010; however, cooling the deep Tubes is different, and a more massive engineering challenge on which LU is working hard.

Veterans Concessionary Travel Scheme

On 23 June 2008 the Mayor signed a direction under section 155(1)(c) of the Greater London Authority Act 1999 directing TfL to introduce the Veterans Concessionary Travel Scheme. Under this scheme, free travel will be provided on bus, Tube, DLR, London Overground, tram and National Rail services within Greater London from 2 November 2008 to recipients of a pension under the War Pensions Scheme or the Armed Forces Compensation Scheme, including war widow(er)s and eligible dependants. The scheme is intended to extend the benefit of free travel to recipients of war pensions who do not already have an elderly or disabled person Freedom Pass. TfL is liaising with the Ministry of Defence, which administers the war pension schemes, to finalise plans for implementation of the travel scheme. Subsequently, on 17 July 2008, Transport Minister Rosie Winterton announced that seriously injured service personnel and injured veterans will receive a free England-wide bus pass. The new bus pass extension will come into force in 2011.

3 MODAL OPERATIONS

3.1 Surface Transport

Management of Fuel Protests

A third fuel protest took place in London on 2 July. Lorries and other vehicles were stopped before entering Central London during the previous protest on 27 May, parking on the closed A40. However, during the 2 July demonstration, vehicles were marshalled onto the A40 and entered central London under police escort, travelling along a predefined route. This created a more complex traffic situation for the London Traffic Control Centre (LTCC) to manage and led to wider media coverage. The LTCC's traffic management specialists successfully kept traffic impacts to a minimum in central London.

Low Emission Zone

Phase 2 of the Low Emission Zone was successfully launched on 7 July 2008, extending the scheme to lighter HGVs, buses and coaches. Compliance amongst vehicles subject to Phase 2 restrictions and seen in the Zone stood at 83 per cent in the week prior to go-live and compliance has risen to 92 per cent with continued publicity and the issuing of warning letters.

Woolwich Ferry Agency Agreement

The London Borough of Greenwich will cease to operate the ferry service from 30 September 2008. An OJEU notice for expressions of interest to operate the ferry service closed on 3 July. The limited time available to secure an alternative operator presents a significant challenge.

Petts Hill Bridge, LB Harrow/Ealing

Network Rail has withdrawn one of the planned August weekend Rail possessions to enable preliminary work to be undertaken for the replacement rail bridge at Petts Hill. This could have resulted in additional costs and serious delays to the project. However, following negotiations between Network Rail, their contractor Birse Rail, LB Harrow, LB Ealing and TfL, a solution has been found. Night working and limited track closure on Sundays will now be used. The outturn cost remains at £9.2m, with Network Rail funding the additional costs, as these were purely a result of changes to rail operations.

New Taxi Type

The Mercedes-Benz Vito has been approved as a new of type of London taxi, compliant with the recently-reviewed Conditions of Fitness regulations, and a number have already been licensed for use in London.

Cycling

On 21 July the Mayor launched London's 'Summer of Cycling' to encourage a million Londoners "to dust off their 'dormant bikes'". The Mayor and TfL will be promoting cycling throughout the coming months, through innovative events and the ongoing 'You're better off by bike' campaign. The aims of this campaign are to encourage existing cyclists to use their bikes more regularly, and promote cycling to the estimated 1.1 million Londoners who have access to bikes but don't use them.

The Cycling Community Fund for London has now completed the 08/09 round of allocations: £200,000 being provided to 58 separate initiatives, with representation in nearly all of London's boroughs. The budget has been oversubscribed by approximately 50 per cent which reflects the growing effectiveness of and support for this initiative.

TfL will shortly launch a new cycling web page. The new site will better focus on users' needs, with links to related internal and external sites and will fill the gap in information availability and act as a 'virtual bike club'. This web page is part of TfL's initiatives aimed at educating and assisting Londoners to make more journeys by bicycle.

3.2 London Underground

Customer service and performance

In the first quarter of the new financial year excess journey time has averaged 6.46 minutes, which is 1 minute inside the target and represents the best start to a year on record. A continuation of the above budget performance seen at the end of 2007/08 has also meant that the percentage of schedule operated averaged 96.5 per cent over the first quarter of the year, giving rise to an increase of some 230,000 kilometres in service volume compared with the budget. This good performance has been recognised by customers in the first quarter's Customer Satisfaction Survey with LU achieving an overall score of 79, up by 3 points from Quarter 4 of last year. This is only the second time that this score has been achieved, the previous occasion being in Quarter 2 of 2005/06 in the immediate aftermath of the 7/7 bombings.

Cross-track projection

Underground users can now watch moving advertising images on the biggest screens in Europe and view trailers for the latest films while waiting for their train. A new cross-track projection (XTP) system, which allows high-quality digital images the size of a 14 foot TV screen to be projected on to the walls at 23 sites opposite platforms, has been installed by advertising company CBS Outdoor. The screens are capable of showing different advertisements at different times of the day, enabling advertisers to target the audience they want to reach. Following a successful trial at Euston station, Piccadilly Circus, Bank, Liverpool Street and Bond Street have also been equipped with High Definition projectors and giant soundless screens. Further stations are scheduled to host the XTP technology, taking the number of screens to 150 and making it the biggest and most sophisticated system of its kind in Europe. XTP is a critical addition to the rollout of TfL's new advertising contract, which generates substantial revenues for investment. This programme has been coordinated with the removal of heat generating fixtures, such as vending machines, to produce a net reduction in energy consumption across London Underground.

Connect Airwave project

Connect Airwave is one of LU's strategically significant projects in terms of Transforming the Tube. Through this project, LU is working with the National Police Improvement Agency (NPIA) to improve the quality and coverage of emergency services radio on the Underground. On 30 June Airwave achieved its target of 114 stations being ready for service. This accelerated rollout is three months ahead of schedule and enhances the safety of London Underground's passengers. London Underground received a letter of thanks from the NPIA for its contribution.

3.3 London Rail

Performance

Train service performance has continued to improve since the takeover from Silverlink in November last year. In period three the overall Public Performance Measure (PPM) Moving Annual Average rose to a new all time high of 91.59 per cent.

London Rail is currently looking at ways to address the current over-crowding on the Gospel Oak to Barking line in the morning peak, and is in discussions with Network Rail to find an additional train path. It is hoped that a solution can be found before the end of the year.

Station Enhancement Programme

Ten London Overground stations have been awarded Secure Stations status by the Department for Transport in recognition of TfL efforts to reduce crime and make stations safer.

The British Transport Police recently conducted a survey which found that 82 per cent of passengers now feel that they are safer on Overground stations. This is in stark contrast to a passenger survey conducted just after TfL took over the network in November 2007, which revealed that almost a quarter of passengers believed the service was too dangerous to use. This considerable improvement is evidence that careful design and effective management can make a real difference to levels of safety for commuters. This good work will continue, with the hope of more stations being submitted for Secure Station status this year.

Deep cleaning works have now been completed at all 35 stations that TfL manage on the network. The next phase of 'refurbishment' works will ensure that all stations are equipped with enhanced waiting facilities, improved lighting, CCTV, Help Points and improved customer information. This work will also improve the overall ambience of the stations and introduce a common look and feel across the network. London Rail has approved the first eight station designs for this phase of the programme and a series of workshops is planned to review the initial designs and progress to date so that future station proposals can be refined. Work on site is expected to begin at the first stations by the end of 2008.

Progress is also being made on the two new stations that will join the London Overground network. Shepherd's Bush station is expected to open on 1 October 2008 and construction works are due to begin shortly on the new Imperial Wharf station in Hammersmith and Fulham.

Trains

Recent fleet performance has considerably improved with both the electric and diesel fleet suffering fewer failures than in previous periods. The latest

manufacturing programme for the new high capacity electric fleet indicates that the first train will be tested at Derby in August 2008 and on Network Rail's infrastructure in September 2008. The first trains should be delivered in December 2008 with phased delivery into service from January 2009.

South Central Franchise

DfT is currently consulting on the new South Central franchise, which commences operation in September 2009. The outline specification in the consultation document incorporates many enhancements that will help TfL meet its objectives for transport in London. TfL is continuing to discuss with DfT and other stakeholders the additional improvements for passengers that would bring the London services up to the same level of quality as will be provided by London Overground in the future.

Docklands Light Railway

Although there is a large amount of project engineering work taking place on and around the DLR network, performance has been largely maintained with punctuality at 97 per cent. The DLR team is working closely with the franchisee to ensure good performance while the network is affected by the 3-car capacity enhancement project.

Several major projects are underway to expand the DLR network and upgrade the railway ahead of the 2012 Olympic and Paralympic Games. These include Woolwich Arsenal extension, Stratford International extension, and 3-car capacity enhancement between Bank and Lewisham, Poplar, Stratford and Woolwich Arsenal. Additionally, DLR has submitted an application for a Transport Works Act Order to gain powers to extend to Dagenham Dock.

Woolwich Arsenal extension

Following the completion of tunnelling, excellent progress continues to be made and the extension is programmed to open on time in February 2009. Testing is due to commence in late August.

Stratford International extension

A significant amount of construction activity is taking place at Stratford on the DLR extension and replacement Overground platforms. These are all broadly progressing to programme and the new Overground platforms are scheduled to open in January 2009. The project is scheduled for completion in July 2010 as a key element of the Olympic Transport Plan.

3-Car Capacity Enhancement Project

This project involves a series of works to upgrade DLR to allow 3-car trains to operate (currently trains are 2-car). It also includes major junction works at Poplar/West India Quay/Westferry (known as the 'Delta Junction') and at Canning Town. These works will allow an increased number of trains through the junction and give greater timetabling flexibility across the network, providing passengers with more trains and more capacity.

DLR's contractor, Taylor Woodrow, is initially upgrading DLR's busiest line, Bank-Lewisham. Construction began in May 2007 and the project is progressing on schedule for completion in April 2010.

Extensive works are now taking place that unavoidably create disruptions for passengers. Tower Gateway station is closed until spring 2009 for complete rebuilding with all DLR services to the city operating to and from Bank. A reduced service is operating between Crossharbour and Lewisham until 25 August 2008 to allow work on station platforms. A comprehensive marketing campaign to alert passengers both to the works and other travel options, including supplementary bus services, has resulted in a low level of adverse feedback.

Dagenham Dock extension

Following agreement in relation to the preferred route, an application was made on 30 April 2008 for a Transport and Works Act Order to enable the building of the extension. The preferred route leaves the existing railway at Gallions Reach and terminates at Dagenham Dock, to the north of the existing rail corridor. Five new stations would be provided along the route including three to serve the Barking Riverside development.

Tramlink

Following the acquisition of Tramlink on 27 June 2008, TfL's expectation that sections of the track need to be replaced, particularly points and curves 'on street', has been confirmed. The three areas where track replacement works will be carried out are Reeves Corner, West Croydon and Sandilands. This work will take place throughout August and will result in some service disruption and inconvenience for surrounding residents and businesses. Further work will be required over the next 24 months at East Croydon, George Street and other areas in central Croydon.

From 20 July 2008 the frequency of trams during the evenings between Monday and Saturday, and all day on Sunday on the Elmers End and Beckenham Junction lines, has been increased from two trams per hour to four (ie every 15 minutes instead of the current 30).

A deep clean of the tram vehicles and improvements at the depot will also be undertaken which will result in better external cleaning. This will be complemented by an enhanced cleaning regime on both trams and stops that will help to maintain the improved condition of the network. Tram stops will see better maintenance of access routes, walkways and fencing, graffiti removal and vegetation clearance. A programme of work to refresh existing stops and vehicles has been developed and an implementation plan is currently being produced. This includes improved vehicles and stops and better passenger information integrated with other TfL information.

4 MAJOR PROJECTS AND INITIATIVES

4.1 Crossrail

Crossrail Act

Following the conclusion of the Parliamentary process, the Crossrail Bill received Royal Assent on 23 July 2008. This represents a milestone in the process of building the new railway, and is an achievement particularly for Doug Oakervee, Keith Barryman, David Anderson, Tony Walters, and Simon Knight from Crossrail and Anthony Ferguson, from the DfT Bill team. The Bill has the record for the longest Parliamentary passage ever.

A Written Ministerial Statement was released on 14 July which gives assurances that information will be available from the Department for Transport on the project's funding and finances on an annual basis.

Governance

In accordance with the delegated authority from the Board on 25 June 2008 and following the agreement of the Mayor, TfL has confirmed its consent to the appointment of the following people as non-executive directors of the Cross London Rail Links Limited (CLRL) Board: Michael Cassidy, Patrick Crawford, Sir Joe Dwyer and Heather Rabbatts. A comprehensive induction programme is planned. The role of Executive Chair of CLRL will be divided into two separate roles, that of Chief Executive Officer and the CLRL Chair. It is expected that Doug Oakervee will have a continuing close involvement with the project.

Delivery Strategy

Progress continues on the preparation of the Crossrail Delivery Strategy. It is intended that CLRL appoints the Delivery Partner and for the Delivery Partner to be involved in the finalisation of the Delivery Strategy. The latest draft Delivery Strategy will have been presented for review by Sponsors, HM Treasury and the Major Projects Review Group last week with a view to obtaining endorsement to issue an Invitation to Tender for a Delivery Partner. Appropriate approvals for the award of the Delivery Partner contract will be sought in due course.

Core Agreements

Work continues on the Core Agreements for the Crossrail Project in accordance with the anticipated completion date in October. Once the Agreements are signed CLRL will transfer to TfL ownership.

Stakeholder Management and Community Relations

Agreement has now been reached, through the High Level Forum, from all Local Authorities along the route to the CLRL Community Relations Framework. The framework, which will be embodied in construction contracts, establishes the obligations of the Nominated Undertaker and contractors in respect of

community relations procedures. The framework includes details of the claims and complaints procedure and the role of the Independent Complaints Commissioner (ICC). The ICC will be appointed by the Secretary of State, and provides the forum for any member of the public, who believes that they have not received the information they require from the nominated undertaker, or a contractor, and has been unable to resolve the issue with them, to ask for adjudication.

Crossrail within TfL

From the autumn, TfL Sponsorship of Crossrail will be led by London Rail. A small team will work closely with DfT counterparts to ensure that the project delivers the requirements of the Sponsors in terms of cost, programme and operational specification. DfT has agreed that the teams will be headed by a TfL representative and it is hoped that these arrangements will shortly be agreed with the Treasury.

4.2 East London Line Extension

Another key milestone was reached on the East London Line Project when the first sections of new track were laid in the northern extension on 14 July 2008. Work started at Haggerston Station and will move southwards.

The East London Line Project team has made significant improvements to the plans for Dalston Lane Bridge by devising a solution to reduce the impact of works on residents and other local stakeholders. As a result of extensive stakeholder consultation and collaborative working between TfL, the contractor and other key parties, a solution has been devised which reduces the overall duration of a traffic diversion at Dalston Lane from 11 months to only two months.

As notified in the June report, an incident occurred on 28 May when the GE19 bridge, which had been successfully launched earlier in the month, dropped from its temporary position onto its final bearing, causing material to be displaced onto the track below. A number of investigations remain ongoing. The immediate cause of the incident has been established and London Rail and the Rail Accident Investigation Branch have published interim reports. London Rail's final report is expected within the next few weeks.

4.3 East London Line Extension Phase Two

TfL continues to develop the proposal for Phase Two of the East London Line extension to ensure that it offers best possible value for money. The scheme has significant social benefits, increasing service frequencies and reducing journey times in a relatively deprived area of south London.

The timescale for delivery of the extension is critical as the service will replace the London Bridge/Victoria service that is expected to be withdrawn by Network Rail in December 2011 as a result of the Thameslink construction works at London Bridge. Delivery to this timescale also means there is synergy with the Phase One infrastructure works.

Discussions are ongoing between TfL and DfT as to how the scheme could potentially be funded. A funding commitment is required soon in order to ensure delivery by December 2011.

4.4 North London Railway Infrastructure Project

Network Rail is upgrading key freight routes as part of a programme to improve the efficiency of freight transport on the national rail network. This involves infrastructure works on parts of the London Overground network between September and November 2008, which will require the temporary closure of some sections of TfL's lines.

TfL will be running an alternative train service between Watford and Stratford and operating bus replacement services to keep users connected to the TfL network. Some stations will be closed but staff will be available to provide assistance to passengers. Stakeholder consultation is well underway and communication with passengers and the media started on 30 May. Leaflets are now available across the network, a series of customer information sessions has been scheduled and further information will be provided at stations.

4.5 Thames Gateway Bridge

The Mayor has confirmed his support in principle to the need for an extra river crossing downstream from Tower Bridge to ease congestion and aid economic growth and has highlighted that any scheme will have to deal with the issues on both sides of the river in terms of traffic management, safeguarding the environment and public transport usage. TfL Planning is therefore reviewing the scheme that went to Inquiry to address these issues and those raised by the Inspector and Secretary of State. TfL is also discussing the scheme with the affected boroughs and will report back to the Mayor in the autumn.

5 CORPORATE ACTIVITIES

5.1 Planning

Mayor's Transport Strategy

The existing Mayor's Transport Strategy (MTS) was published in 2001 and is now widely considered to be in need of revision. There have been considerable achievements since its publication, however, the context has changed; in particular, the update to the London Plan published in 2008, the Climate Change Action Plan in 2007 and significant funding decisions relating to Crossrail and DfT's High Level Output Strategy (HLOS) setting out its rail priorities for the period 2009-2014. The Transport Strategy is essential to ensuring that the right transport policies are in place for supporting London's growth and tackling climate change, taking into account the needs of all Londoners to access jobs, facilities and services over the next 15-20 years.

The Mayor intends to publish a 'Direction of Travel' for the MTS in early September, setting out the principles and direction for the MTS. It is intended that this will act as a catalyst for engagement with key stakeholders in developing the draft MTS. While detailed timescales are not yet finalised, TfL is working towards having a draft MTS available for consultation with the London Assembly and GLA Functional Bodies by the end of 2008. This would be followed by wider public consultation to get Londoners' views next year. Considerable work has already been undertaken looking at the challenges for London and possible policy options, such as those published in the transport 2025 documents two years ago. The Board will be kept informed of the development of the strategy and provided with further detail at forthcoming meetings.

Working with the Boroughs

In keeping with the Mayor's desire to improve the level of collaborative working with the London Boroughs, I wrote to Councillor Merrick Cockell, the Chairman of London Councils, and subsequently met with him on 23 June to discuss how best to establish a more positive and productive relationship between TfL and the boroughs. The following matters were discussed where the aspirations of the new City Charter could be put into practice in the next 12 to 18 months, with discernable improvements in the way TfL works with boroughs:

- Increased senior level TfL engagement with the boroughs
- Reforming the current LIP system
- Joint training schemes with TfL and the boroughs
- Effective engagement with the boroughs on the Mayor's Transport Strategy (MTS) at a formative stage
- Further dialogue with the boroughs on bus network planning, the Traffic Signal Programme and assessing proposals for door-to-door services.

Local Implementation Plans (LIPs)

In the context of my discussions with Councillor Cockell, a series of regular meetings with London Councils and a sub-group of the London Technical Advisors Group has been organised. Two meetings have taken place to date. The aim of this group is to identify and implement a series of changes to the current LIPs funding system in advance of the development of the new MTS/LIPs. The areas identified for potential reform are:

- Reducing the requirements in the Annual Progress reports
- Shifting to more multi year funding
- Piloting a risk management approach with the boroughs, giving more flexibility to high performing authorities
- Allocating more funding towards programmes rather than individual schemes, giving more discretion to the boroughs
- Rationalising the number of programmes
- Assessing whether a sum could be allocated to all boroughs as part of the annual settlement to spend on their chosen transport priorities.

London Regional Studies and Model Development

As part of a programme to develop more detailed strategies reflecting the MTS aspirations at a London regional level (broadly north, east, south, west and central), TfL Planning is establishing a series of regional studies and working groups. It has also nominated directors to lead these groups and provide a focus for improved communication and collaboration on strategic issues with boroughs in different London regions. It is intended that initial engagement on this with existing sub-regional transport groups would commence in September in parallel with the MTS discussions, with a focus on the specific transport challenges within each region. This work will also need to link with the revision of the London Plan.

As part of this programme, TfL is also seeking to develop a new set of London-regional transport models to inform scheme and strategic development at the London-regional level. TfL has prioritised and started work on central and north London models, though some development work has been done in relation to the east (as part of the Thames Gateway work) and west (as part of the West London Tram studies). To provide improved updated models, an extensive roadside interview programme has started which will give up-to-date demand data for input to various transport model development activities.

Health

TfL Planning drafted guidance for decision-makers in Primary Care Trusts on the use and interpretation of the Health Service's travel model jointly developed by TfL and NHS London - now called 'Health Service Travel Analysis Tool' (HSTAT). The draft guidance highlights the importance of considering accessibility when reconfiguring health services, as well as summarising what information can be obtained from HSTAT. It was presented to NHS London at

the TfL/NHS London Steering Group meeting on 23 July and is now going through approval processes within TfL and NHS London.

5.2 Smarter Travel Unit

School Travel Planning

All boroughs' school travel plans have now been assessed against TfL's Quality Assurance process and at the end of 2007/08, 71 per cent had approved travel plans. This is slightly in excess of the 2007/08 target of 70 per cent. In addition, four boroughs achieved 100 per cent coverage of schools with approved travel plans, with a further three reaching in excess of 90 per cent coverage.

Workplace Travel Planning

Workplaces with a total of 50,000 employees signed up to the TfL Corporate Workplace Travel Planning Package during the first quarter of 2008/09. This is designed for companies with in excess of 250 employees. This brings the total number of employees engaged in various stages of the workplace travel planning process to over 470,000.

Workplace Cycle Challenge

The TfL Workplace Cycle Challenge aimed at encouraging London's commuters to take to two wheels opened for registration on 19 May. Participants were asked to log the cycle trips that they made throughout June. By the end of June, 400 businesses registered (of which 288 participated), 2,600 individuals participated and 254,478 miles were logged. To build on the benefits of this challenge, the participating businesses will be targeted for the Corporate and Enterprise workplace travel planning packages.

Integrated Area Programmes

Following the selection of the London Borough of Richmond as the second Integrated Area Programme, work has commenced on the development of the programme's benefits profile, a monitoring framework and a memorandum of understanding between the partners.

The first draft of the Richmond market research has been completed, resulting in a unique market and customer segmentation for the Richmond programme. The work will be followed by more detailed qualitative analysis to understand the segments in more detail and test the appeal of potential interventions. Consultation and stakeholder engagement has also commenced with a series of presentations and workshops scheduled for the next three months.

Car Clubs

At the end of May 2008 there were 1,117 car club vehicles in London with over 38,000 members (representing 86 per cent of all car club members nationally). TfL is supporting the roll-out of a further 500 vehicles across the London

boroughs in 2008/09. TfL is also providing training seminars and practical case studies for borough officers and members to highlight the benefits of car clubs in reducing car kilometres travelled and numbers of privately owned cars parked on-street, together with guidance on the practicalities of introducing new car club vehicles.

Smarter Travel Awards

The fifth annual Smarter Travel Awards took place on 10 July 2008. 280 people attended the event, which celebrated some outstanding smarter travel work undertaken by London's Boroughs during 2007/08. 16 awards were handed out on the night, and two further projects were 'highly commended' by the judges, reflecting the high standard of entries this year.

Smarter Travel Sutton

Together with the MD Planning, I visited Sutton on 26 June to see the work being undertaken on the Smarter Travel Sutton Programme. The visit included:

- A demonstration of new on-street public transport information points.
- A visit to Reed Business Information which is a keen supporter of workplace travel planning and has recently launched its own travel plan.
- A visit to Wandle Valley School – A school for students with learning or behavioural challenges which has fully embraced school travel planning. This has resulted in a 50 per cent reduction in taxi usage by students.
- A presentation from the Sutton Primary Care Trust (PCT) on the TfL-funded 'Active Travel Referral Programme'. This will refer NHS patients to a structured programme of activities supporting regular walking and cycling alongside conventional medical treatments.

As a result of the Smarter Travel Sutton programme, Sutton Council is adopting a new approach to the planning and delivery of transport. This will use an integrated area-based approach, incorporating local consultation, design and construction.

5.3 Group Services

Breakthrough

Group Services is leading Breakthrough, an initiative designed to increase the number of BAME employees and other minority groups within TfL and, in particular, increase their representation at senior levels.

Accommodation Update

Phased occupation of the Palestra building, by 2,400 Surface Transport staff, has commenced. While the office floors are being occupied, works to the comprehensive sustainability initiatives, including the installation of tri-

generation, fuel cell technology and rain water harvesting will continue through into early 2009.

5.4 Finance

Tramlink Croydon

On 27 June 2008, TfL, through TTL, acquired Tramlink Croydon Ltd ('TCL') for net consideration of £97.5million. A financial due diligence process for the acquisition of Tramlink Croydon Limited was completed and tax clearance was obtained. The responsibility for the management of the Croydon Tramlink system now rests with London Rail. Acquisition will result in savings to TfL over time as fares compensation will no longer be payable to TCL.

Oyster failure

On the morning of 12 July, the Oyster system suffered major disruption with gates and validators on the Underground, DLR, Overground and joint national rail services and new generation ticket sales machines on the Oyster retail network hotlisting and disabling cards unnecessarily.

Over 72,000 cards, just over one per cent of the active Oyster card population, were disabled and over 45,000 customers overcharged as a result. The majority of retail Oyster cards were replaced in the three days following the incident and all customers overcharged were given automatic refunds.

A detailed investigation into the cause of the disruption continues. Initial indications are that the failure resulted from the distribution of an incorrect hotlist file. This is a process managed by TranSys, the Private Finance Initiative contractor responsible for providing ticketing services to TfL. Transys has discontinued the specific process that led to this failure. TfL is also reviewing its rights under the contract in relation to this incident.

Within hours of the incident, a full recovery plan was put in place by TfL to minimise the inconvenience caused to our passengers.

Oyster 11-15 Photocards

Since 1 June, Oyster 11-15 photocards have been required for bus/tram travel. A total of 430,000 cards have been issued, and in June 17,000 replacements for lost, stolen or damaged cards were provided. The take-up to-date is broadly as expected at 61 per cent of 11-13 year olds and 81 per cent of 14-15 year olds in London.

Oyster retail network expansion

All 1,350 new Oyster ticket stops have been equipped with the Pearl device. Existing agents are being converted, 550 out of 2,200 so far. This is progressing more slowly than initially planned and is currently scheduled to be completed by the end of August. Efforts are being made to accelerate this completion date.

Information Management in TfL

As of 26 June 2008 Group IM, Surface IM, Rail IM and Congestion Charging IT have come together to form Your IM. This provides the opportunity for greater levels of collaboration and consistency and provides the basis for substantial efficiency savings.

Development of TfL Corporate Gateway Approval Process (Project Radar)

The implementation and rollout of the gateway review process for TfL, covering revenue and capital projects and capital programmes has been completed.

5.5 General Counsel

The London Local Authorities and Transport for London Act 2008

The London Local Authorities and Transport for London Act 2008 includes new powers for TfL in particular in relation to the immobilisation and removal of persistent evader vehicles. The Bill received Royal Assent on 21 July 2008.

London Borough of Kensington and Chelsea planning enforcement notices

The London Borough of Kensington and Chelsea (RBKC) issued planning enforcement notices against TfL in respect of two sets of congestion charging cameras and other congestion charging equipment in the Western Extension Zone in January 2007. TfL appealed against the notices to the Secretary of State for Communities and Local Government who appointed a Planning Inspector who determined that planning permission was not required for the erection of the congestion charging equipment and cameras. RBKC issued legal proceedings to challenge the Secretary of State's decision. However, following discussions TfL and RBKC have agreed to carry out a review of equipment and changes may be made to the location and design if financially and operationally viable and RBKC have withdrawn the legal proceedings.

Streetworks Prosecution

EDF Energy Networks Ltd (EDF) was convicted by the City of Westminster Magistrates' Court on 22 July 2008 of five streetworks offences in breach of section 65 of the New Road and Streetworks Act 1991 in a prosecution brought by TfL. The offences related to the poor safety standards of streetworks at 25-55 Tooting High Street, London (a TfL road) between 22 November and 4 December 2007. EDF pleaded guilty and was ordered to pay fines of £500 per charge totalling £2,500 and TfL's costs of £2,700. The Court acknowledged the seriousness of the offences particularly the safety risk the works presented to members of the public but also took into account that EDF had pleaded guilty before the hearing and apologised for its conduct. This follows the successful prosecution of Thames Water for similar offences.

5.6 Marketing and Communications

Campaign for Crossrail

On 3 July the Campaign for Crossrail won the 'Best Public Affairs Campaign of the Year' in the Public Affairs News industry awards. The campaign was recognised for galvanising a wide collation of support for Crossrail, particularly among business leaders, creating the momentum that resulted in the Government confirming funding for this vital project.

Oyster – promoting the benefits to customers

A new TfL branded sales and distribution channel for Visitor Oyster cards for the overseas market is being developed by Visit Britain, and is expected to be launched this summer. The volume of sales is expected to reach 10,000 this year, generating £140k of income. Future full-year sales are estimated to be around £300k on a volume of 20,000. Saving around £250k in capital expenditure, this approach delivers a timelier and more cost effective solution to building this capability ourselves, and highlights the value of the broader distribution and sales partnerships that are being built to support visitor ticketing.

Syndication of travel information

The syndication of travel information – allowing third parties to display electronic content on our website – is a controlled and cost effective channel to bring our travel information to a wider audience. Work continues on a syndication strategy following the success of recent work with Google. A series of syndication services will be rolled out to a variety of content owners including Yahoo!, Netvibes and Yell.com.

In June a new service was deployed on the TfL website which allows third party websites to embed a branded Tube Service Update Board within their site. Equivalent functionality will be released to allow third parties to add the Tube map or a Journey Planner search box to their websites. TfL continues to examine ways in which to make greater commercial use of its travel information.

Peter Hendy
Commissioner of Transport
Transport for London
July 2008