

TRANSPORT FOR LONDON

BOARD

SUBJECT: COMMISSIONER'S REPORT

DATE: 29 JULY 2009

1 INTRODUCTION

This report provides an overview of major issues and developments since the last meeting on 24 June and updates the Members on significant projects and initiatives. An overview of progress towards the delivery of key Mayoral transport priorities is provided as an appendix.

2 IMPROVING THE UNDERGROUND

The Mayor has outlined the following as priorities in improving the Underground:

- Largest investment plan for 70 years;
- 30 per cent increase in capacity of the Tube, including new trains and signalling systems; and
- 191 air-conditioned trains on Metropolitan, Hammersmith & City, District and Circle lines.

2.1 London Underground

Jubilee Line Upgrade

Following the Closures Agreement between LU and Tube Lines Ltd (TLL) described in my report to the last meeting (where 12 additional closures were granted on the Jubilee line this year), TLL is working to the revised programme to complete the section from Stratford to Westminster by early September and the rest of the line by 31 December.

Revised Circle Line Service

In my report to the 31 March meeting, I described the revised Circle line service that is planned to be introduced in December 2009. The principal change is a revision to the service pattern whereby the Circle line trains will start at Hammersmith (Hammersmith & City Line) station, join the current Circle at Edgware Road station, make a single loop, terminating at Edgware Road station, and then return in the opposite direction.

Over the weekends of 27 and 28 June and 4 and 5 July, pilot operations of the new timetable took place in order to identify any issues that need to be resolved

prior to implementation. The trials proved successful with a good service being maintained. At the same time a number of learning points were highlighted, all of which are being addressed in advance of a final pilot planned for late October and subsequent implementation of the full timetable from 13 December.

Victoria Line Upgrade

A successful 6-train test took place over the weekend of 13 and 14 June and has provided a high degree of confidence in the new signalling system. Final preparations to facilitate operation in traffic hours are in hand, with the first new train in traffic with passengers being scheduled for Tuesday 21 July. The use of this first train will increase gradually and additional trains will be added over time; delivery of the first “production train” to London is now expected in early October.

Tube Lines Periodic Review

Restated Terms were issued to Tube Lines Limited (TLL) in December 2008 and TLL provided its Response, including its pricing of Restated Terms for the second review period (RP2) on 30 June, the contractual deadline. The prices proposed by TLL for RP2 are much higher than TfL’s estimate based on the Arbitrator’s guidance from last September, adjusted for changes in Restated Terms.

Separately on 22 June, TLL provided alternative proposals, which it is claimed could save up to £2bn. These proposals will be considered seriously, but many of the proposals involve reduced scope, a transfer of risk to TfL or more closures. TfL considers that the Restated Terms already reflect the balance between performance/ output and affordability, and included reductions in scope that ought to have been (but are not) evident in TLL’s prices. TfL has started a dialogue with TLL on scope, access and performance issues and is reviewing TLL’s Response and its alternative proposals.

New Sub-Surface Trains

Testing of the first new Sub-Surface train at the Old Dalby test facility continues. In late June, the Mayor visited the facility to experience the new train, with its air conditioning, improved information, security and accessibility features. The first new train will be delivered to London in November 2009 and is due to enter service on the Metropolitan line in summer 2010. A visit by members to see the new trains is scheduled for September 2009.

Other Works

- Stations Programme: As at Period 3, a total of 56 BCV (Bakerloo, Central & Victoria lines) and SSL (Sub-Surface Lines) stations had been delivered into service, with three more awaiting sign-off and eight on-site currently. A further eight stations are in the construction phase, of which six will be completed during 2009/10.
- Lifts and Escalators: Nine escalators are expected to return to service this year, following refurbishment works. These are located at Pimlico, Piccadilly Circus and Bank stations.
- Civil works: Earthworks are progressing to schedule, and the Northolt to South Ruislip embankment stabilisation project has been completed.

- Track: 4,127 metres of Ballasted Track Replacement have been delivered since 1 April 2009 on the SSL and 2,072 metres on the BCV lines, representing a significant increase in vital track work compared with previous years.

3 EXPANDING THE OVERGROUND

The Mayor has outlined the following as priorities in expanding the Overground:

- Major investment on national rail in London and the South East on more and longer trains, longer platforms, better signalling and major projects like Thameslink;
- Working towards Tube-level frequencies, staffing and policing for every suburban London station;
- Ensuring that Oyster is accepted everywhere in Greater London;
- Building Crossrail to link east and west; and
- Funding and building East London Line Phase 2b to Clapham Junction.

3.1 London Overground

New trains

The first new train on the London Overground network was unveiled by the Mayor at Willesden Junction on 13 July. The new walk-through trains have tube style seating, improved CCTV and air conditioning, and will relieve overcrowding and provide new standards of service. The entire fleet of 54 new trains will be in passenger service by winter 2009/10.

Stations

Ten stations¹ are due to transfer from the DfT to TfL's responsibility and London Overground Rail Operations Limited's management on 20 September. The stations, on the route between Dalston and West Croydon / Crystal Palace, will undergo a programme of improvements, raising their quality to meet London Overground standards. The East London Line extension services will operate from these stations in 2010.

TfL has started its programme to refurbish and renew 44 London Overground stations (including the 10 Southern Stations mentioned above) in the next eighteen months. This £40 million project will see all stations undergo an upgrade programme which includes: new floors and platform surfaces; the installation of entrance canopies and new signage; new PA systems; improved information systems; the installation of Passenger Help Points; and improved lighting. New CCTV equipment covering at least 90 per cent of all publicly accessible space in the stations will also be introduced. On the Gospel Oak-Barking line there will be permanent staff accommodation at all stations.

¹ The ten stations are: New Cross Gate, Brockley, Honor Oak Park, Forest Hill, Sydenham, Crystal Palace, Penge West, Anerley, Norwood Junction and West Croydon

A new station is due to open earlier than planned on the West London Line at Imperial Wharf by the end of 2009.

Infrastructure improvements and planned line closures

Work to upgrade the London Overground North and West London Line networks is underway. This will result in various London Overground services being suspended over the next 18 months. TfL will provide alternative travel arrangements together with a comprehensive campaign to keep passengers informed and connected to the public transport network.

The new peak timetable between Stratford and Richmond and Stratford and Clapham Junction, introduced on 20 April, has been successful. Train performance has improved and the crowding related calls to the London Overground Customer Services Team have drastically dropped since these changes have been implemented.

Works to upgrade the Gospel Oak to Stratford line will take place from December 2009 to April 2010. TfL is currently planning the alternative travel arrangements for the closure period, and will roll out a passenger and stakeholder communication campaign once the plans are finalised after the summer.

East London Line Extension Phase One

Track work between Holywell Lane and Vallance Road in the northern section of the project has now been completed. As a result of the completion of this key milestone, continuous track is now in place from south of Dalston Junction station to Surrey Quays station.

Another key milestone has been reached at Hoxton with the successful commissioning of the bulk supply point. The bulk supply point takes 132kV power from the national power network and then transforms it to provide power to operate the railway.

The second key partner, Bombardier Transportation, has taken occupancy of the new Rolling Stock Maintenance Facility Building at the New Cross Gate Depot, joining Network Rail Operations.

The on-network works on the existing Network Rail Infrastructure are progressing following further possessions at New Cross Gate, West Croydon and Crystal Palace.

East London Line Extension Phase Two

Some stakeholders are unhappy about the reduction in services to Victoria and London Bridge that will occur when the South London Line is withdrawn by the DfT to make way for the Thameslink project. One of the conditions imposed by the DfT is that TfL must not run its services into Victoria as this would reduce the revenue received by other operators, for which they would have to be compensated. Working with London TravelWatch, TfL is undertaking a study to assess the gaps in service provision. Options to address these gaps will be

identified and their operational feasibility, costs and revenue will then be assessed. This will be used to demonstrate to stakeholders what could be done to mitigate the loss of the South London Line, though TfL itself does not have any funding to take these options forward.

TfL is working with the London Boroughs of Lewisham and Southwark to evaluate the business case for a new station, associated with new development at Surrey Canal Road. The projected cost of £12m is currently unfunded.

3.2 Docklands Light Railway (DLR)

Three-Car capacity enhancement project

DLR is currently upgrading its existing infrastructure and lengthening most station platforms to accommodate longer three-carriage trains. DLR's contractor, Taylor Woodrow has been delivering these works during engineering hours, weekend works or blockades of the railway since May 2007.

Revised and extended platforms at a number of stations are nearing completion and will be opened, together with a new station at South Quay, over the next few months. The recently-completed West India Quay flyunder will come into use on 24 August, when a new timetable is introduced.

Final completion of the project is anticipated in January next year when three-car trains will begin running on the Bank-Lewisham route and the fully revised junction at Canning Town is commissioned, which will enable a connection directly from Woolwich Arsenal to Stratford.

3.3 Tramlink

Planned infrastructure works in July/August

Planning for major works to replace points, track and drainage during July and August is underway. The construction contract has been awarded to Colas and overall progress is good, with the work on schedule to start on 23 July. Tramlink has been keeping local people informed regarding the planned works. Following a letter drop to all residents and businesses within 100 metres of the works, two drop-ins for residents and businesses that are directly affected by the work were held in the Croydon Visitor Centre on 3 and 4 July. The information sessions have been very well received. Posters advising people of the dates of the disruption and to check before they travel have also been distributed to 1,500 businesses in Croydon. On 16 July, a letter was sent to all residential properties facing the site of the first phase of the work.

Tramlink "Next Steps"

TfL has completed a study into the priorities for future investment in the Tramlink system which considers opportunities for increasing capacity such as twin tracking and additional cars.

3.4 Working with the Train Operating Companies

Oyster Pay As You Go (PAYG) can currently be used at around a third of all National Rail stations in London. Discussions between TfL and the Train Operating Companies aimed at finalising the PAYG agreement to allow Londoners to use Oyster on all National Rail services in London are currently stalled, awaiting the DfT issuing 'Letters of Direction' to each Train Operator. The Direction is required before the Train Operators can contractually commit themselves to the PAYG Agreement with TfL. The DfT is also in discussions with Stagecoach South West Trains Limited in order to resolve an interface problem at Waterloo ticket gate line which would prevent PAYG acceptance. The Secretary of State, in a meeting with the Mayor on 14 July, accepted that these were DfT issues to resolve and was keen to have Oyster PAYG acceptance at all National Rail Stations in London by the end of the year.

3.5 Crossrail

Sponsors

The Sponsor Board (comprising of representatives from DfT and TfL) met on 17 June and 8 July. Discussions and decisions have included the following:

- The first Semi-annual Crossrail Report, the Procurement Strategy, the Draft Delivery Strategy and the Scope paper were submitted to the Joint Sponsor Team, and discussed at the Sponsor Board on 17 June.
- An Office of Government Commerce (OGC) review team prepared a report on Crossrail's (CRL) progress following in depth interviews with Sponsors, senior management and other stakeholders. OGC were pleased with the progress CRL had made since their last visit in 2008.
- CRL and Sponsors met the Major Projects Review Group (MPRG) on 7 July. The MPRG recognised that much progress had been made since Review Point 2 in 2008, which included an assessment of CRL's organisational capability including the recruitment of the management team, getting delivery partners on board and demonstrating effective working with project partners. MPRG also confirmed the objectives for Review Point 3 and CRL are working with the Sponsor team to develop the precise scope.

Partner Agreements

Following receipt of the Office of Rail Regulation's (ORR) initial comments, negotiation of the draft Network Rail Regulatory Protocol and supporting documents has continued and is now approaching a conclusion for submission to the ORR for its formal review over August.

CRL has also concluded negotiations with Network Rail regarding an Asset Protection Agreement and an Implementation Agreement. These agreements are based on the forms of framework agreement which have previously been approved by the ORR with amendments to reflect the circumstances of the Crossrail project.

Property

While there are some delays obtaining approvals from the Secretary of State, CRL is acquiring the sites based on the current construction programme. Some acquisitions have been brought forward, resulting in early budget approvals being sought.

CRL has entered into an agreement with TfL to lease two floors in its new North Greenwich offices to accommodate additional members of the Programme Partner and Programme Delivery teams.

Programme

Twelve contracts under the Framework Agreements (design and enabling works) have recently been awarded.

A number of Memoranda of Understanding have been signed. All parties have agreed the wording of the Utilities Memorandum of Understanding, and the remaining two members signed the Memorandum at the Steering Group meeting on 16 July. The Utilities Memorandum of Understanding covers an agreement by all parties to work jointly in a number of areas, including health and safety practice, minimising and managing disruption to all parties, including customers, efficient joint working and use of resources and compliance with all Crossrail Parliamentary Undertakings and Assurances.

The Port of London Memorandum of Understanding has also been agreed, subject to final legal checks. The purpose of this is to jointly promote, and seek to maximise the transportation of river freight on the Thames for the construction of Crossrail. The intention is to sign before the end of July. The ODA/LOCOG 2009 Memorandum of Understanding has been signed by all parties.

Update on Senior Appointments

Martin Buck has been appointed as the new Commercial Director, with effect from 6 July. Dave Bennett has been appointed as the new Implementation Director, with effect from 20 July. Andy Mitchell, the new Programme Director, will join CRL from Network Rail on 31 August.

4 GETTING LONDON MOVING

The Mayor has outlined the following as priorities to get London moving:

- Launching a war on road works, complete with a new permit scheme;
- Seeking fitting financial penalties for needlessly unattended holes;
- A new Routemaster bus to replace the log-jamming bendy bus;
- Reviewing traffic lights, without compromising the rights of pedestrians;
- Moving on from the road hump;
- Exploring new ways of preventing deliveries from choking traffic; and
- Giving motorbikes a trial period in bus lanes.

4.1 A fair deal for motorists

Roadworks Reporting

Since the launch of the Streetworks Code of Conduct on 16 April 2009, when the roadworks reporting system went live, and 27 June, a total of 99 reports have been received by TfL. 51 related to utilities works, one related to developer works, and 23 to those carried out on behalf of local authorities (including TfL/London Overground).

To enable members of the public to identify the owners of streetworks, TfL has now made the LondonWorks Central Register available through the TfL website. This will help members of the public obtain information on the nature, planned duration and contact details of the promoter for all recorded works. Where works information is not recorded, members of the public are directed to the Roadworks and Street Faults form to report this.

London Permit Scheme (LoPS)

Responses to the consultation on the London Permit Scheme (LoPS) have been considered and incorporated as appropriate. The application will be submitted to the Department for Transport by end-July 2009. The LoPS/ National Joint Utilities Group (NJUG) Working Group is continuing to test software and consideration is now being given to the testing of business processes, particularly invoicing procedures.

Focus continues on measures to minimise disruption from road and street works, including the coordination of works and the provision of accurate and timely works notices by works undertakers. Since May 2008, a total of 333 Fixed Penalty Notices have been given to works undertakers for noticing offences under the New Roads and Street Works Act 1991. This included 187 to Thames Water, 61 to BT, 30 to EDF and 25 to Virgin Media.

Utilities Plating

Following the launch by the Mayor of his Utility Concordat Agreement, road plating is now being used regularly by Thames Water and is in use at 35 of Thames Water's work sites across London. Virgin Media is also using plating on one of its work sites on the Transport for London Road Network.

Pinch Points Study

Pinch points (junctions where capacity does not meet demand), valves (junctions that serve to regulate traffic flow) and hot spots (junctions offering little resilience to temporary disruptions on the network) have previously been identified within the North and South Circular Roads. Work is now progressing to update the data and expand the area covered. The information will then be analysed and next steps determined in order to smooth traffic flow.

Richmond Circus

On 6 July, work began on a scheme to enhance the A316 Richmond Circus roundabout. The scheme will incorporate improved cycle and pedestrian facilities, a new traffic lane on the A307 exit road to Kew Road towards Richmond town centre, footway and carriageway improvements, and new trees in the central island. The works are due to complete by the end of November

and essential National Grid gas main replacement works have been coordinated to coincide with the road improvement scheme to reduce future disruption in the area.

A406 Bounds Green Road to Green Lanes Safety and Environmental Improvement Scheme

The closing date for the return of Pre-qualification Questionnaires was 26 June and six responses were received. An Invitation to Tender for the main works will be issued in August, with contract award expected in January 2010.

Olympic Route Network (ORN)

The Statutory Instrument for ORN designation was laid before Parliament on 30 June and became law on 22 July. The Olympic Delivery Authority (ODA) is now leading on the Designation and all associated communications, including any changes to designated roads.

Gallows Corner flyover

Gallows Corner flyover reopened to two-way traffic on 22 July, five weeks ahead of the original completion date of the end of August. The final phase of the year long maintenance project was the installation of safety railings - which required the total closure of the flyover – and has taken two months (or 1,512 man hours) instead of the three months which had been expected.

TfL and Havering Council worked hard to minimise disruption and work was carried out seven days a week in order to restore the flyover as quickly as possible.

4.2 London Buses

New Bus for London

A conference was held for the six bidding bus manufacturers on 12 June to clarify specification and contract requirements. The project remains on schedule for contract award by the end of 2009.

Market Testing of East Thames Buses

The evaluation of bids is now complete following receipt of final responses on 10 June and clarification of details. The recommended solution is a separate agenda item at this meeting.

East London Transit 1b

The East London Transit (ELT) scheme currently comprises two approved projects, ELT1a which will open in 2010 and will operate between Ilford Town Centre and Dagenham Dock via Barking Town Centre and ELT1b, which will run from Barking Town Centre through the significant Barking Riverside housing development which has received outline planning permission for 10,800 new homes and will create 2,000 new jobs by 2026. ELT1b is due to open in 2013.

The East London Transit (ELT) 1b programme has been delayed following a slip in the anticipated date for the public inquiry into the Compulsory Purchase Order (CPO) from September 2009 to early 2010.

On 30 July 2008, the Members agreed to the making of a CPO for ELT1b. On 24 February 2009 the CPO was made. The total land take comprises 10,208 square metres. There will be 4,483 square metres of permanent land take for the scheme (including land required for the implementation of the Side Road Orders) plus 141 square metres of permanent rights, with 5,584 square metres of land required temporarily for working space. This total area of land exceeds the original indicative figure of 3,300 square metres that was reported to the meeting in July 2008. The additional land within the final CPO has arisen through a need to provide temporary working space (land cannot be compulsorily purchased temporarily) and to allow businesses affected by the scheme to continue trading with the minimum of disruption during scheme construction.

No residential buildings, residential land, or public open space is required to implement the scheme. It is hoped that for most areas of land required on a temporary basis, an agreement will be reached with the interested parties to lease this land to TfL during the construction phase (i.e. TfL will not need to acquire the land by compulsory purchase). TfL officers are negotiating with the land owners affected by the CPO with a view to reaching negotiated deals for the use and, where necessary, the purchase of their land. It is hoped that following these negotiations some of the objections will be withdrawn. The costs arising from the slip in the programme and the inclusion of this additional land in the CPO can be met within the existing project budget.

The Objection Period for the CPO ran from 5 March to 24 April 2009. To date there have been eight statutory objections and one non-statutory objection to the CPO. The Secretary of State has therefore given notice that a public inquiry will be held into the CPO. The public inquiry is unlikely to be before early 2010, though TfL are pushing for the earliest date possible.

5 IMPROVING THE URBAN ENVIRONMENT

The Mayor has outlined the following as priorities to improve the urban environment:

- Championing electric vehicles and car clubs;
- Moving to hybrid buses;
- Encouraging imaginative urban realm projects and the use of 'shared space';
- Planting trees where possible;
- Removing railings and other street clutter; and
- Encouraging walking.

5.1 Championing electric vehicles and car clubs and moving to hybrid buses

On 11 June, following discussion between the GLA and London Council's Transport and Environment Committee on London's Electric Vehicle Delivery Plan, TfL has started to speak to boroughs and regional partnerships about local implementation issues and opportunities for cooperation. TfL has also held initial discussions with European cities to investigate opportunities to secure European funding to support investment in an electric vehicle charging network and the rollout of electric vehicles in city fleets.

5.2 Improving the urban realm

A12 Gants Hill Town Centre Enhancement

TfL has awarded FM Conway the principal contract for the A12 Gants Hill Town Centre Enhancement scheme. TfL received almost 400 responses to a consultation it carried out in 2007, with 89 per cent of respondents saying that the Gants Hill roundabout should be improved. Consultation documents were delivered to residents and businesses in and around the town centre, and also distributed at the underground station. TfL also ran a public exhibition in November 2008.

Feedback from the consultation was incorporated in the final plans for the scheme, which will see the environment around Gants Hill roundabout rejuvenated, with new signalised pedestrian crossings, a new pedestrian walkway/cycleway, new wide footway areas outside local businesses, new seating and cycle parking, and new trees and grassed areas. Works commenced on 20 July and are due to complete in October 2010. Local buses will be on diversion for the first nine weeks of the works. Any disruption or diversions will be communicated through roadside message signs, local radio broadcasts and on the TfL website.

Pedestrian Guardrail Removal

The 2009/2010 programme for the removal of pedestrian guardrail from the network has commenced. During June, 1,141 metres of pedestrian guardrail was removed from the network, slightly ahead of target. The inclusive length of pedestrian guardrail assessed at the end of June was 56,521 metres. 10,085 metres is currently approved for removal and is ready for consultation with the relevant boroughs. TfL remains on track to remove 60 kilometres of pedestrian guardrail by July subject to agreement with the relevant boroughs.

Tottenham High Road (before and after guardrail removal)



5.3 Encouraging walking and smarter travel

Smarter Travel Sutton

On 25 June, the Smarter Travel Sutton programme was awarded the Sustainable Transport Strategy Achievement Award at this year's Municipal Journal Awards for excellence in local government.

6 ENCOURAGING MORE CYCLING

The Mayor has outlined the following as priorities to encourage more cycling:

- Launching a full-scale cycle hire scheme by 2010 in nine London boroughs;
- Creating dedicated routes that give nervous cyclists the confidence they need;
- A big increase in cycle stands and secure parking for cyclists;
- Helping to create cycle hubs and hire schemes in the outer boroughs; and
- Considering the possibility of allowing cyclists to turn left on red.

Cycle and HGV Safety

On 16 July, TfL launched a new cycle safety training film for cyclists and lorry drivers with the aim of reducing the number of cyclists killed and seriously injured in the capital. A link to the film, on the TfL website, has been sent to 140,000 cyclists, with a longer version of the film being sent out to haulage companies and road safety officers. In addition to this media activity, Londoners are being encouraged to sign up for cycle training through their local boroughs. The training sessions, which are free in many boroughs, are individually tailored to each person's needs and teach them how to deal with a wide range of traffic conditions – including how to behave around goods vehicles.

London Workplace Cycle Challenge

During June, TfL encouraged London workplaces to compete against each other to see who could cycle the most miles. Around 5,300 employees from over 280 organisations participated and cumulatively cycled over 800,000 miles. This represents a doubling of last year's participation levels with over three times the number of miles cycled.

Cycle Parking at Rail Stations

At the Transport Times Conference on 24 June, Lord Adonis pledged £5 million over two years for transformation projects to improve cycling storage facilities at up to ten major railway stations nationwide, including some in London. This is in addition to the 1,500 extra cycle parking spaces announced on 9 June as part of the award of the South Central rail franchise to Southern Railways Limited.

Cycle Parking at LU Stations

Works are due to start later this year to provide cycle parking at London Underground stations in outer London. It is planned that at all 60 Tube stations with London Underground-managed car parks, between one and three vehicle parking spaces will be converted to secure cycle parking by 2012. This would deliver between eight and 24 cycle parking spaces at each station.

London Bridge Cycle Park

The London Bridge Cycle Park opened on 9 June. The facility offers secure parking for over 400 cycles and is based at the 'On Your Bike' premises in Tooley Street. The facility is run by 'On Your Bike' with support from TfL.

Cycle Hire

It is planned that the contract for the implementation and operation of the cycle hire scheme will be awarded in August. TfL has made good progress with the planning applications for the scheme. Approximately three-quarters of the required planning applications for the Cycle Hire Scheme have been submitted.

Cycle Highways

TfL is continuing to engage with the boroughs affected by the first two routes. Route Assessment Reports for these pilot routes are due to complete in mid-August. These reports, completed in consultation with the boroughs and the London Cycling Campaign, incorporate detailed analysis of existing issues and proposed solutions, and will form the basis for the programme of physical interventions on the routes. The preliminary and detailed design stages for the pilot routes are due to complete in October.

The marketing and branding work is progressing, with market research due to be completed by the end of July. This programme of work will be synchronised with the infrastructure delivery schedule.

7 BY THE RIVER

The Mayor has outlined the following as priorities for river services:

- Setting up a river concordat between the operators of all the boat services;
- Integrating river services with Oyster Pay As You Go;
- Creating a complete vision for the increased use of the Thames, including tow-paths; and
- Preparing to use the river to help transport spectators to the Olympic site.

Oyster Pay As You Go

Commercial terms have now been agreed with AEG, the owners of Thames Clippers, to support implementation of Pay As You Go on Thames Clipper services from November 2009. The operator will use hand-held devices to read the Oyster cards.

8 IMPROVING THE JOURNEY EXPERIENCE

The Mayor has outlined his commitment to improving the journey experience of those travelling in London, with a particular focus on safety, security and tackling anti-social behaviour. This Mayor is also committed to alleviating the cost burden on the travelling public.

8.1 Safety and security

Private hire vehicle touting

During June, 13 private hire drivers have had their licences revoked for touting. Since 1 August 2008, a total of 112 private hire drivers have had their licences revoked and of those 51 have appealed against the decision. As at end of June, 32 appeal hearings have taken place and have resulted in 28 decisions upholding the decision to revoke the licence, 3 decisions to allow the appeal which will result in the licence being re-instated and 1 withdrawn appeal.

Earn your travel back

The Greater London Authority, with the support of TfL and the MPS, has developed a scheme to allow under-18s who have had their free bus travel withdrawn for breaches of the behaviour code to earn it back through voluntary community service. The scheme, called 'Earn your travel back' was launched last week and will begin in September. It supports TfL's existing efforts to tackle the poor behaviour of a minority of young people on buses and trams.

Young people who have had their concession withdrawn for poor behaviour can earn it back through volunteering with London Wildlife Trust, V (the National Young Volunteers Service) or BTCV (formerly the British Trust for Conservation Volunteers). Young people who have been convicted of a transport related crime will not be eligible to participate in the scheme.

8.2 Alleviating the Cost Burden

Visitor Oyster commercial partnerships

On 1 July, the Mayor was joined at City Hall by EasyJet's Chief Executive, Andy Harrison to announce a commercial tie-in with EasyJet to sell Visitor Oyster Cards (VOCs). VOCs will be sold on all flights into London Luton, Gatwick and Stansted as part of a 3-month trial. EasyJet carries over 44 million passengers a year and joins other VOC retailers including Visit Britain, Visit London, Eurostar, Superbreak, National Express coaches, Stansted Express and Gatwick Express. EasyJet has initially purchased 5,000 cards with projected revenue of £87,000 for the trial period and, if successful, will bring in annual revenue of around £340,000. As an added incentive, passengers who purchase their cards via EasyJet will also receive a 20 per cent discount on purchases at Westfield, Europe's largest retail centre.

In a separate deal, TfL has teamed up with train operator Wrexham and Shropshire to sell VOCs on their services into London Marylebone, making

them the first train operating company outside London to sell VOCs. Expected revenues are around £3,500 per year.

VOCs contribute £2 million per annum in revenue to TfL with around 120,000 being sold per year. TfL is continuing to seek more partners for future growth.

8.3 Improving customer information

Underground service updates light up iconic ‘Coca-Cola’ Sign at Piccadilly Circus

From 20 July, Londoners and visitors walking through Piccadilly Circus will be able to get the latest information on their Tube journeys by glancing at the world-famous ‘Coca-Cola’ Piccadilly Sign.

The billboard screen which is run on 100% certified green electricity will display Tube travel updates by running a live ticker alongside a ‘Bus’ and ‘Tube’ sequence, at the bottom of the ‘Coca-Cola’ Piccadilly Sign. The information will run every 5 minutes from Monday to Friday from 8am to 6pm and is targeted at the 1.1 million people who pass through Piccadilly Circus during the course of the week.

The partnership between TfL and Coca-Cola Great Britain is initially for 12 months and if successful will be extended.

Road User Information

As part of the ‘Smoothing Traffic Flow’ strategy to improve journey information for road users, a number of ‘quick win’ improvements have been made to the TfL live travel news website. Those events that are currently causing the most disruption (defined as “serious” and “severe” by the London Traffic Control Centre) are now highlighted, the map has been de-cluttered and enlarged and an improved search facility has been introduced. In addition, there is a feature that shows the events in text and enables users to click on the list to locate a specific event of interest.

9 EFFICIENT AND EFFECTIVE DELIVERY

In this section, I report the ways in which TfL is working to deliver services to London efficiently and effectively in order to provide value for money.

9.1 Planning and Strategy

Mayor’s Transport Strategy

Responses to the Assembly and Functional Body consultation on the Mayor’s Transport Strategy Statement of Intent (MTS SOI) have been received with TfL’s response being tabled at this meeting for approval. The responses, along with the initial findings of the Outer London Commission, will inform the first draft of the MTS which will be sent to TfL Members in early August for

comment, along with a meeting on 3 September to discuss. Public consultation is planned to take place alongside that of the London Plan and the Economic Development Strategy from mid October to January. The programme has gone back slightly to accommodate findings from a housing capacity study to align with the London Plan's requirements. The removal of the Congestion Charging Western Extension Zone is dependent on the outcome of a variation order consultation following the MTS, therefore TfL wishes to avoid any further slippage to the timetable.

London Regional Work

The London Regional work is being developed alongside the MTS. This work has involved developing closer relationships with the cross borough and business partnerships that cover the London Regions and has sought to confirm the challenges each region faces, the key issues to be addressed and the range of schemes the partnerships consider are needed for their regions. This work is informing the MTS and, in turn, the MTS will set the framework for more detailed plans for each region. Much of the analysis to date has been based on a London-wide model. However, to inform better the detailed requirements of each London region, TfL is developing five London Regional models which will be kept up to date for ongoing development and assessment of key schemes across London. Detailed plans for each region highlighting key schemes and proposals will be developed in conjunction with London regional policies post the publication of the final MTS.

Mayoral Strategy Consultations

TfL has responded to the Assembly and Functional Body consultation on "A New Plan for London – Proposals to the Mayor's London Plan" and "Rising to the Challenge – Proposals for the Mayor's Economic Development Strategy for Greater London." Following discussions regarding TfL's response to both documents at the last meeting, the agreed response was sent to the Mayor on 30 June. Along with the MTS, these two documents make up the "trilogy" of Mayoral Strategies.

Review of potential East London river crossings

A review by TfL of the potential for future river crossings in the east of the capital has concluded that a package of measures are required to improve access at various locations along the river. It specifically recommends further work to look at improvements to passenger ferry services, a pedestrian and cycle bridge between North Greenwich and Canary Wharf, and a tunnel or bridge crossing at Silvertown. It also recommends consideration of a new vehicle ferry crossing at Gallions Reach with the potential to upgrade to a fixed link and options to upgrade the Woolwich Ferry.

The next stage of feasibility studies will be carried out in time to inform the new Mayoral Transport Strategy which will be published for public consultation later this year.

9.2 Working with the Boroughs

Local Implementation Plan (LIP) Workshops

Further to the Guidance issued to boroughs on 18 May for their 2010/11 LIP submissions, a series of workshops has been held. This has provided boroughs with the opportunity to get a better understanding of the principles of LIPs as outlined in the Guidance, including how the London regional plans and Local Area Agreements should feed into their LIP development. The workshops also provided opportunity for boroughs to feed back to TfL their comments on the LIP Guidance.

9.3 Working more efficiently

Operating Cost Review Programme

Operating Cost Review (OCR) projects continue to progress and the savings achieved during the first quarter of 2009/10 will be reported in August. It is currently anticipated that savings achieved will be in line with the overall target.

Key recent achievements include commencement of organisational changes in Group Business Planning & Performance, Equality & Inclusion and Group Public Affairs. In Surface Transport, the Integrated Programme Delivery Directorate has been created, bringing together walking and cycling, road safety, bus priority, public realm improvements, smarter travel and freight. Strengthened controls and guidance to managers has been put in place on the use of temporary workers and recruitment of permanent staff.

A progress update of the OCR Programme was presented to the TfL Company Council meeting on 8 July and has been followed by a meeting of TfL Directors on 13 July to discuss the leadership required across the organisation to deliver the savings.

Oyster Deposit

The £3 deposit for all Oyster cards went live on 17 May. There has been a reduction in card demand of over 30 per cent, which is over 5,900 per day. At London Underground stations, there has been a fall of over 24 per cent of new cards issued per week.

Customers at London Underground stations are increasingly making Pay As You Go (PAYG) top-ups at self service ticket machines instead of at ticket offices. Compared with the equivalent period last year, from 17 May to 1 July there were two per cent fewer top-ups at LU ticket offices and 18 per cent more at passenger operated ticket machines. Of PAYG top-ups at LU stations, 76 per cent are made at (passenger operated) ticket machines, compared with 73 per cent for the equivalent period last year.

Integrated Transport Smartcard Organisation (ITSO)

The DfT formally agreed on 28 May to fund the £56 million capital cost of the implementation of ITSO acceptance on the TfL ticketing system. A contract variation, for the long lead time items required, has been issued to Transys. TfL

will accept tickets issued under the ITSO specification on the ticketing system from mid 2011. These are mainly tickets issued under the English National Concessionary Travel Scheme outside London (currently accepted as flash passes) or tickets issued by some National Rail operators.

9.4 Managing the workforce

Chief Information Officer, Phil Pavitt, will be leaving TfL in September to take up the role of Group CIO, HM Revenue & Customs. Recruitment is underway for a new or interim CIO.

John Mason has been appointed as Director of Taxi and Private Hire; he will join TfL on 28 September.

10 OPERATIONAL EVENTS

In this section, I have reported on any out-of-the-ordinary events and outlined TfL activity in response.

10.1 Industrial Relations Update in London Underground

Industrial action by National Union of Rail, Maritime and Transport Workers (RMT) on 9-11 June (48 hours strike) led to disruptions to our services over these days. However, as a result of the staff communication programme, a significant proportion of staff continued to report for work and some form of service was offered on most lines. The position on all the matters in dispute is as follows:

- Pay: All the Unions have now received a Final Pay Offer of a two year deal, with 1.5 per cent in this year. They have been asked to respond in writing and Unite have indicated that they intend to ballot.
- Compulsory Redundancies: TfL has advised the RMT that only operational staff are covered by agreements that require displaced staff to be offered a suitable alternative role, and not management staff.
- Breaches of Agreements: At several ACAS (Advisory, Conciliation & Arbitration Service) meetings, TfL has made it very clear to RMT that strike action will not help in reversing decisions regarding individual disciplinary cases that have been taken after a full and fair process has been followed.

10.2 Swine flu outbreak

Immediately following the outbreak of swine flu, and in line with TfL's plans which were tested earlier in the year, a TfL Flu Gold group was set up and the three operational modes and the Corporate Directorates each established 'business level' flu teams, meeting on an as needed basis. HR also established a pan TfL team to ensure necessary alignment on flu related HR matters.

The Flu Gold group continues to meet as needed and monitor developments inside and outside TfL and to liaise with the GLA Functional Bodies, London Resilience and its partner organisations and to seek information and advice from Government departments, including the NHS and the Health Protection Agency when necessary.

In support of the Department of Health advice on the importance of personal hygiene and particularly hand hygiene, stocks of sterilising hand gel were procured for issue to staff. There have also been communications to staff as the situation has developed.

On the basis of the plans in place and the Government's planning assumptions with regard to the level and severity of infections, the expectation is that services will continue normally. If however, TfL staff absence becomes so great the services have to be thinned out, the incidence of sickness in the population as a whole will have become so large that there will be a reduced demand for services.

10.3 National Transport Awards

On 22 July the good work of TfL and its partners was recognised at the National Transport Awards. Tim O'Toole was given the award for outstanding contribution to national transport. The Transport Team / Partnership of the Year award was given to London Underground, Tube Lines and Alstom. London Underground was also commended for its work on Travel Information & Marketing and Peter Hall and Andy Butler, Underground Station Supervisors at Euston, were also commended in the category of Frontline Employee of the Year.

Peter Hendy
Commissioner
Transport for London
July 2009

Appendix One – TfL Progress on Mayoral Priorities

Mayoral Commitment	Recent activity	Future milestones
<p>Introduce a Cycle Hire scheme</p> <ul style="list-style-type: none"> A cycle-hire scheme covering Zone One with ~6,000 bikes and 10,200 docking points to be launched in May 2010 	<ul style="list-style-type: none"> The search for the official sponsor of the scheme was launched on 29 April 2009 Sites for the cycle docking stations have been identified and the planning application process was started on 27 May 2009 As at 10 July, TfL had submitted 293 out of the ~400 planning applications 	<ul style="list-style-type: none"> Contract to be awarded in late summer 2009 Scheme to be launched in summer 2010
<p>Introduce Cycle Highways</p> <ul style="list-style-type: none"> 12 easily accessible, direct routes feeding into central London complemented by cycle training, maintenance and parking 	<ul style="list-style-type: none"> Proposed routes for the two pilot Cycle Superhighways announced on 5 June Pilot routes will run from South Wimbledon to Bank via the A24 and A3, and Barking to Tower Hill via the A13 and Cable Street Consultation is ongoing with the eight boroughs through which the routes will run 	<ul style="list-style-type: none"> First two Cycle Superhighways to be delivered in summer 2010 All Cycle Superhighways to be delivered by 2012
<p>Removing pedestrian guardrail</p> <ul style="list-style-type: none"> The safe reduction of pedestrian guardrail on Red Routes to remove unnecessary clutter, improve the urban realm and encourage better interaction between road users 	<ul style="list-style-type: none"> Targets for guardrail removal revised in March 2009 to almost double the previous target 8.71 km removed by end 2008/09 	<ul style="list-style-type: none"> Removal of 60km of guardrail from Transport for London Road Network
<p>Support and implement innovative urban realm projects</p> <ul style="list-style-type: none"> Major urban realm projects that 	<ul style="list-style-type: none"> Changes to Local Implementation Plan process from 2009/2010 should make large-scale schemes more likely to be 	<ul style="list-style-type: none"> Oxford Circus makeover to be delivered by November 2009 A12 Gants Hill Town Centre to be

Mayoral Commitment	Recent activity	Future milestones
<p>make London's streets as attractive and enjoyable as possible, for example the plans for Exhibition Road and Oxford Circus</p>	<p>developed</p> <ul style="list-style-type: none"> • £13.3m contributed to Exhibition Road project • £2.5m contributed to Oxford Circus 	<p>delivered by 2010</p> <ul style="list-style-type: none"> • Exhibition Road scheme to be delivered by 2012 • Other major schemes to be delivered across London through 2009-2012
<p>Introduce a new Bus for London</p> <ul style="list-style-type: none"> • A new iconic Bus for London on the streets by 2012 	<ul style="list-style-type: none"> • Six bus manufacturers qualified to bid for the contract to design and build the new bus for London • ITT issued 22 May 2009 and Bidders conference held on 12 June • Contract to be awarded by end 2009, following which the successful manufacturer will finalise their design and begin work on building the new buses 	<ul style="list-style-type: none"> • Bidders to submit their proposals by August 2009 • Contract to be awarded by end 2009 • New bus expected on the streets in 2012
<p>Encourage the uptake of electric vehicles in London</p> <ul style="list-style-type: none"> • Encourage uptake, with the aim of making London the electric vehicle capital of Europe 	<ul style="list-style-type: none"> • London EV Plan launched • Attractive EV boroughs identified • Borough engagement commenced on local implementation issues and opportunities for cooperation • TfL has also held discussions with European cities to investigate opportunities to secure European funding 	<ul style="list-style-type: none"> • 25,000 charging points to be installed across London and 1,000 GLA fleet vehicles to be electric • 100,000 vehicles (5% of London fleet) to be electric "as soon as possible" • Amendment of London Plan to require charging points in all major new developments
<p>Provide leadership on London's airport problems</p> <ul style="list-style-type: none"> • Help the Mayor look at innovative solutions for London's airport 	<ul style="list-style-type: none"> • Models produced of surface transport implications of proposed airport developments 	<ul style="list-style-type: none"> • TfL is working with GLA on an ongoing basis, providing support where necessary

Mayoral Commitment	Recent activity	Future milestones
problems		
Deliver Crossrail <ul style="list-style-type: none"> Ensure that Crossrail is delivered on time and to budget, looking at value engineering options to minimise costs 	<ul style="list-style-type: none"> Canary Wharf Group committed to building the Isle of Dogs station Programme and Delivery Partner contract awarded March 2009 Crossrail construction commenced at North Quay Dock in May 2009 	<ul style="list-style-type: none"> Construction due to start at Royal Oak tunnel portal in Jan 2010 Tunnelling Academy to be opened in spring 2010 Tunnel boring due to start in Oct 2011 Services to be launched in 2017
Deliver tube upgrades <ul style="list-style-type: none"> Ensuring tube upgrades remain funded and continue to be delivered on time and on budget 	Victoria Line: <ul style="list-style-type: none"> Testing in engineering hours commenced October 2008 	<ul style="list-style-type: none"> Delivery of first trains expected in Oct 2009 Delivery of new trains to be completed by Aug 2012
	Jubilee Line: <ul style="list-style-type: none"> Conversion of train fleet for new signaling system completed Signaling installation also completed between Stratford and Westminster, and final system testing is currently being done 	<ul style="list-style-type: none"> Upgrade to be completed for Stratford to Westminster section by Sep 2009 Upgrade to be completed for entire line by Dec 2009
	Northern Line: <ul style="list-style-type: none"> Train conversion programme commenced in February 2009 Enabling works and closure planning are currently being progressed 	<ul style="list-style-type: none"> Conversion of train fleet to be completed by July 2010 Full line upgrade completed by Dec 2011
	Piccadilly Line: <ul style="list-style-type: none"> Rolling stock procurement underway 	<ul style="list-style-type: none"> Selection of supplier late 2009, completion October 2014
	Sub-surface lines:	<ul style="list-style-type: none"> New trains enter service on

Mayoral Commitment	Recent activity	Future milestones
	<ul style="list-style-type: none"> • Train production and testing of first train underway • Scoping of the signaling system is also continuing 	<p>Metropolitan line in 2010, the Circle and Hammersmith & City Lines in 2012 and the District Line in 2013</p> <ul style="list-style-type: none"> • Final completion of Stage 1 is expected by 2015 and Stage 2 by 2018
<p>Remove bendy buses Removing bendy buses cost-effectively from London streets</p>	<ul style="list-style-type: none"> • Evaluation of tenders for routes 38, 507 and 521 completed • Route 507 changed to single deck operation on 25 July 2009 • Stakeholder consultation completed 	<ul style="list-style-type: none"> • Route 521 will begin single deck operation from August 2009 • Route 38 will begin operation with double deck buses from Nov 2009
<p>Launch integration between Overground and Underground Extend Oyster PAYG to national rail stations within Greater London so lowest fares always available, Oyster fitted on all London-based rail services and ongoing updates to maps to reflect the network</p>	<ul style="list-style-type: none"> • Oyster PAYG launched on London Overground in November 2007, on Chiltern c2c and Hackney area services on NXEA in January 2008 and on First Great Western in September 2008 • Installation of PAYG acceptance equipment is continuing and has been completed at 165 stations with 59 stations now commissioned (as at end June 2009) • Improvements to South Central franchise secured to bring standards closer to London Overground 	<ul style="list-style-type: none"> • Signing of commercial agreement between Mayor and Train Operators is pending the fares directive from the Secretary of State • Introduction of Oyster on NR services in London is expected by end-2009 (subject to signature of the PAYG commercial agreement) • Launch of map showing where Oyster is accepted across all rail modes
<p>Publish a vision for London's transport ambitions A comprehensive vision for London's</p>	<ul style="list-style-type: none"> • The Mayor's Transport Strategy (MTS) Statement of Intent was published for Functional Body and Assembly 	<ul style="list-style-type: none"> • Public consultation of first draft of MTS2 is likely to be Oct 2009 • Publication of MTS2 expected spring

Mayoral Commitment	Recent activity	Future milestones
transport network, including major projects and better use of existing assets, integrated with the workings of the GLA and consistent with the London Plan	<p>Consultation on 18 May</p> <ul style="list-style-type: none"> • Responses to the consultation were due by 13 July, but the Assembly and London Councils have now been given an extension to 20 July • These responses will inform the draft of MTS2, which will be subject to public consultation alongside the London Plan • The publication of MTS has been moved back to align with the publication of the London Plan (which has been moved from Sep to Oct 2009), to ensure consistency and joint consultation 	2010
<p>Explore a new crossing in the Thames Gateway</p> <p>Investigate the feasibility of a new crossing in the Thames Gateway</p>	<ul style="list-style-type: none"> • East London River crossings Review early results published on 10 July 2009 	<ul style="list-style-type: none"> • Feasibility studies to be carried out with the aim of feeding into public consultation of MTS
<p>Deliver affordable fares for Londoners</p> <p>Affordable fares for Londoners who are most likely to find the cost of public transport too expensive</p>	<ul style="list-style-type: none"> • Free travel for London war veterans introduced from November 2008 • Extension of Freedom Pass to cover travel 24 hours a day from January 2009 • New weekday daytime off-peak (9.30 – 16.00) reduced fare on the Tube from January 2009 • Half price travel on buses and trams for Income Support claimants from 	<ul style="list-style-type: none"> • Continue to provide affordable fares to Londoners on an ongoing basis

Mayoral Commitment	Recent activity	Future milestones
	January 2009 <ul style="list-style-type: none"> Introduction of half price bus and tram travel for Londoners in receipt of Job Seeker's Allowance or Employment and Support Allowance from April 2009 	
Introduce a new permitting system A common permit scheme for London, enabling TfL and the Boroughs to better coordinate and plan works. Authorities will also be able to impose proper controls on the execution of works to reduce their impact on the travelling public	<ul style="list-style-type: none"> Application for the permit scheme submitted to DfT in July 2008, following which clarifications were sought by DfT Consultation on revised application was launched in March 2009 and closed on 5 June 2009 	<ul style="list-style-type: none"> Application to be re-submitted to the DfT by end-July 2009 London permit scheme to be operational in early 2010 (subject to SoS approval)
Earn your Travel back Taking away the right to travel from young people who abuse it and allowing them to earn it back through community service	<ul style="list-style-type: none"> TfL is providing ongoing support to the GLA, who are delivering this programme A grantee for the scheme was appointed in June 2009 – the scheme will be organised by v (the National Young Volunteers Service) and young people will take part in a days work for either BTCV or the London Wildlife Trust 	<ul style="list-style-type: none"> Project due to go live in Sep 2009
Deliver enhanced river services Setting up a River Concordat group to consider how to make better use of the river including an enhanced service on the river that can transport people to Olympic sites and provide a unique	<ul style="list-style-type: none"> The River Concordat Group has been working to provide improvements to river services on a number of areas including improved infrastructure and timetables, introduction of Oyster PAYG, better pier provision etc. 	<ul style="list-style-type: none"> PAYG to be available on Thames Clipper services by Nov 2009 Enhanced services to be delivered for the 2012 Games

Mayoral Commitment	Recent activity	Future milestones
London experience	<ul style="list-style-type: none"> A dedicated Olympic river services group is also working on detailed planning of river services for the 2012 Games 	
<p>Smoothing traffic flow Smoothing traffic flow through the review of traffic signals; permitting of roadworks; trial (and possible implementation) of pedestrian countdown at traffic signals; and encouraging shift to more sustainable modes</p>	<ul style="list-style-type: none"> Review underway of signal timings, planned schemes, incident management and enforcement Feasibility project to develop and trial use of pedestrian countdown technology underway, aim to deliver trials in 2010, subject to DfT approval Review of signal timings is being undertaken (1000 traffic lights per year, over 6 years), to re-programme timings and review coordination at adjacent junctions Smoothing Traffic Flow website launched May 2009 	<ul style="list-style-type: none"> Roll-out of SCOOT (responsive traffic lights) to 200 sites on the Olympic Route Network All traffic lights to be reviewed
<p>Other key Mayoral Priorities that have been substantively delivered include action on safety</p> <ul style="list-style-type: none"> Action on safety and security, including 440 extra Police and Community Support Officers and 50 extra British Transport Police Officers 	<ul style="list-style-type: none"> 440 extra PCSOs for Safer Transport Teams – rollout was completed on 15 June 2009 and all 32 teams are now operational 50 additional BTP officers – rollout was completed in May 2009 on the suburban rail network – this provides coverage at over 100 of the worst stations and routes in terms of crime in outer London boroughs Crackdown on illegal touting including 	<ul style="list-style-type: none"> Ongoing action on safety and security will continue and be under constant review to ensure we deliver a safe and secure environment for our passengers

Mayoral Commitment	Recent activity	Future milestones
	introduction of 34 extra enforcement officers <ul style="list-style-type: none"> • Ban on alcohol on public transport was introduced in June 2008 	