

Date: 25 February 2016

Item: Managing Director's Report

This paper will be considered in public

1 Summary

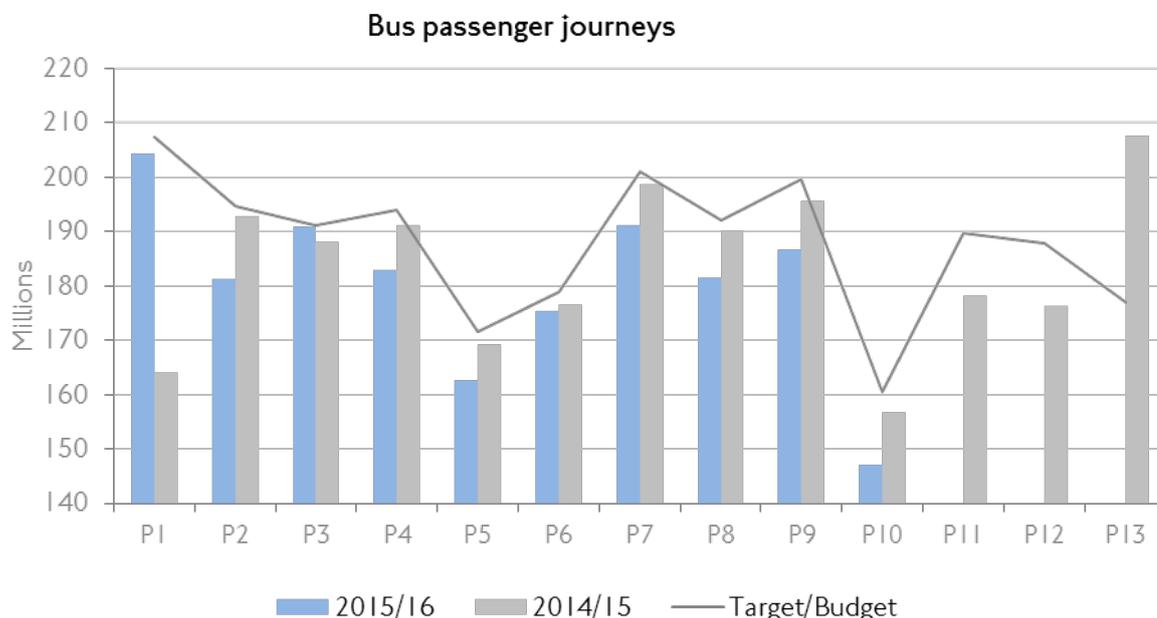
1.1 The purpose of this report is to update the Panel on Surface Transport's performance for Periods 6, 7, 8, 9 and 10 2015/16 (23 August 2015 – 9 January 2016) and to provide an overview of recent major issues and developments within Surface Transport.

2 Recommendation

2.1 The Panel is asked to note the report.

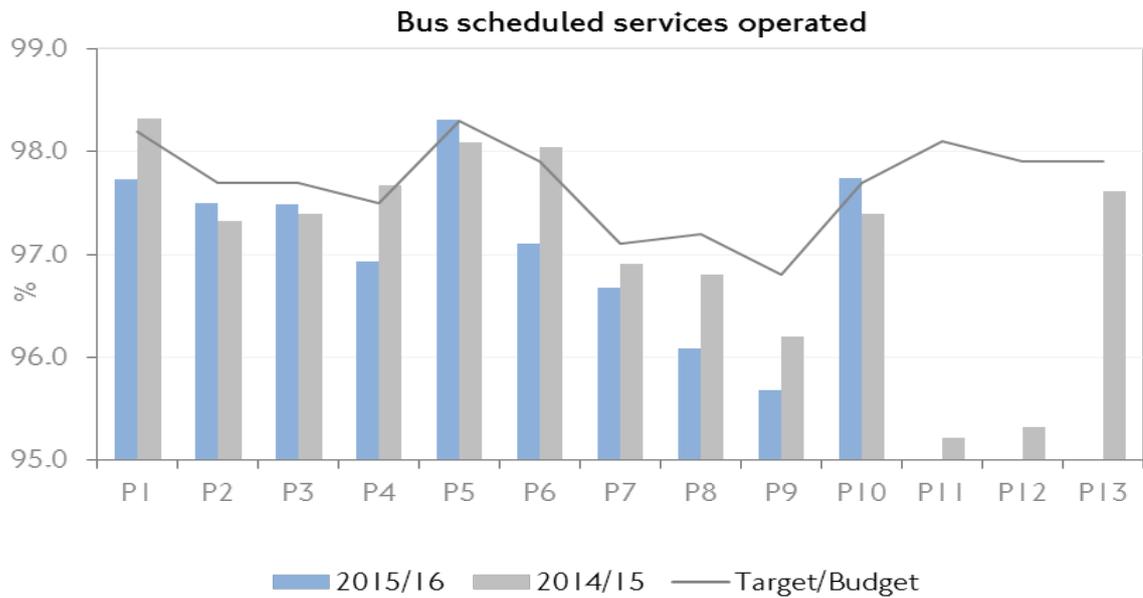
3 Delivery

Buses performance



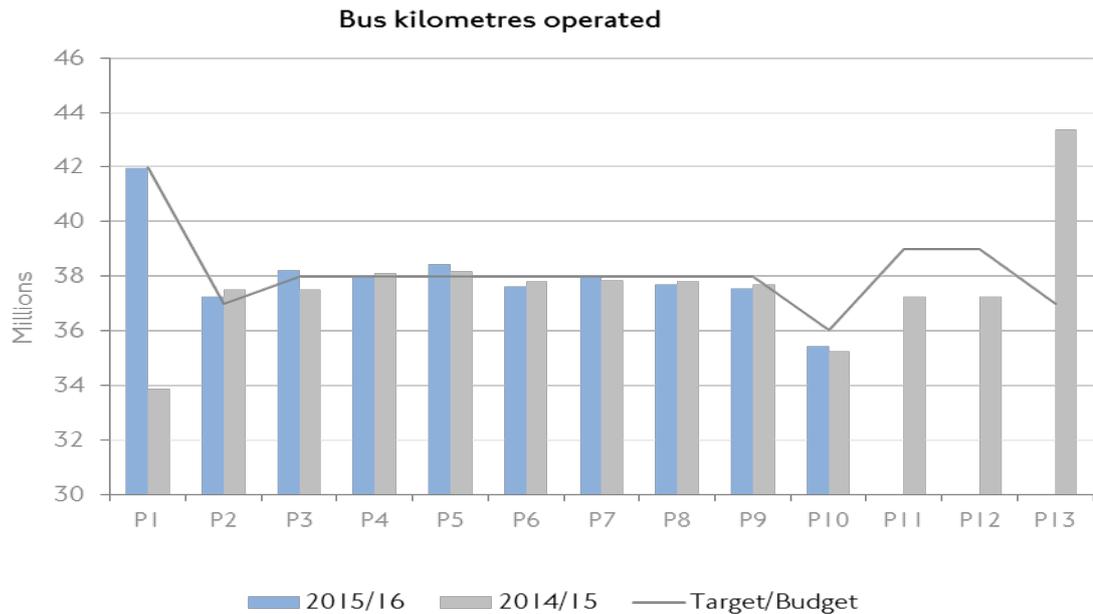
3.1 Bus performance has continued to be detrimentally affected due to the deterioration in reliability of the bus network, which can be largely attributed to a combination of increased traffic levels caused by London's growing population, lower fuel prices and a significant number of major developments and road improvement works taking place across London, particularly in central areas. These works are being undertaken by private developers, London Boroughs and as part of TfL's extensive Road Modernisation Plan (RMP). As a result the trend in the decline in bus passenger numbers has continued in Periods 6, 7, 8, 9 and 10.

3.2 Fare-paying journeys are 10.5 million or 9.7 per cent below budget, while non-fare paying journeys are 2.9 million or 5.5 per cent below budget.

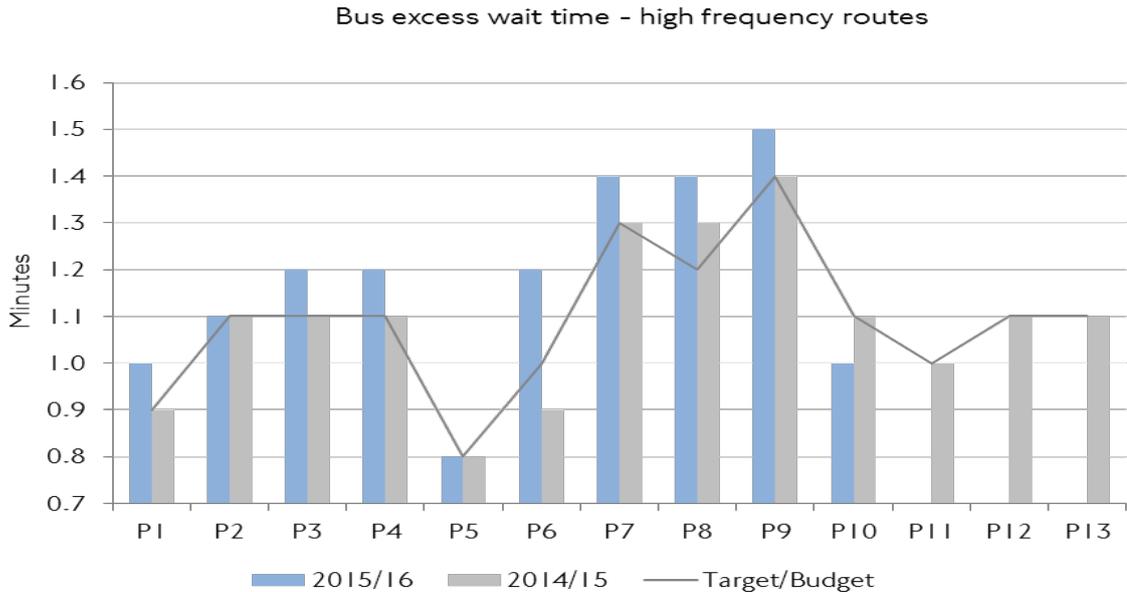


3.3 In Periods 6, 7, 8 and 9 bus scheduled services operated were lower than target and lower than the same periods in 2014/15. This was due to the kilometres lost due to traffic delay and seasonal deterioration in operating conditions in autumn and winter.

3.4 Traffic levels in January and February 2016 are generally three to five per cent lower than in the immediate pre-Christmas period. The overall proportion of scheduled kilometres operated in Period 10 was better than forecast at 97.7 per cent.



3.5 Bus kilometres operated have been consistent with the same periods in 2014/15.



3.6 Excess Wait Time (EWT) for high frequency routes in Periods 6, 7, 8 and 9 were higher than forecast and higher than the same periods in 2014/15. Period 6 EWT was 1.2 minutes; in Period 7 and 8 EWT was 1.4 minutes. In Period 9 EWT was 1.5 minutes which was higher than forecast reflecting increased traffic congestion arising from major road schemes and economic growth. We have introduced measures to protect service reliability against disruption; this includes a new incentive scheme which started in Quarter 2, targeted mainly at outer London routes. We are also rolling out a programme of bus priority measures designed to mitigate the impacts of the highway schemes currently in construction (see Paragraph 3.17).

3.7 An improvement in EWT in Period 10 compared with the previous period is to be expected due to the seasonal reduction in traffic delays. Performance was also better than Period 10 2014/15. The forecast for EWT in 2015/16 is 1.2 minutes compared to the target of 1.1 minutes; this reflects the increased traffic congestion on the network.

Bus Safety Programme Launched

3.8 On 1 February 2016, we launched a world-leading programme that will drive major improvements in safety across London’s bus network. London’s bus fleet is already one of the safest in the world and this is down to the wide range of safety processes currently in place. Injuries occurring on the bus network equate to 2.5 instances for every million passenger journeys. However, we are committed to making the bus network even safer.

3.9 A programme of work is now underway designed to improve and promote safety and to increase transparency. The work will contribute to the Mayor’s target of reducing people who are killed or seriously injured on the Capital’s roads by 50 per cent by 2020.

3.10 A range of innovative new bus safety technologies are currently being considered, as part of a new Bus Safety Standard, including:

- (a) collision avoidance systems, which utilise sensors on the bus to warn drivers of potential dangers nearby and could trigger Automatic Emergency Braking

systems, which would come into effect if a bus was in danger of colliding with another vehicle or road user; and

(b) intelligent Speed Adaption, which automatically limits the speed of buses depending on the speed limit of the road they are using.

3.11 This technology, alongside other innovations like safer wing mirrors (that reduce the impact of any accidental strike), pedal confusion avoidance systems and making the front of buses safer in event of a collision with a vulnerable road user, will all be considered as we work on a new Bus Safety Standard for London. The new set of standards will be announced later this year and will require new buses being introduced to the fleet from September 2017 to be fitted with a range of new life-saving features.

New Routemaster

3.12 The New Routemaster fleet has passed the 650 mark following the conversion of route 168 between Hampstead Heath and Old Kent Road on 12 December 2015. This was the nineteenth route to be converted to the iconic vehicle. From 6 February 2016 we started a phased conversion of Route 68. Route 68 runs to West Norwood via Euston, Russell Square, Holborn, Aldwych, Waterloo, Elephant and Castle, Camberwell, Herne Hill and Tulse Hill. The service will be running entirely with New Routemaster buses by the end of April 2016.

Technology Demonstration Projects

3.13 The world's first pure-electric double-deck bus – which is to operate on route 98 between Willesden Green and Holborn – was unveiled at the Bus and Coach Expo 2015 in Belgium on 16 October. It is one of five vehicles produced by BYD (Build Your Dreams), of China, that will join conventional diesel vehicles later this year. It can accommodate more than 80 passengers and has a range of up to 300km under stand-on-the-road test conditions. There are currently 22 battery-powered buses in London's fleet. This will rise to more than 70 by autumn next year following the award of new operating contracts for central London routes 507 and 521.



Leon Daniels, Managing Director Surface Transport with Isbrand Ho, Managing Director BYD and the world's first pure-electric double deck bus.

Bus Shelter Advertising

- 3.14 We have appointed JCDecaux UK Limited to sell advertising space across our bus advertising shelters, in a deal which will generate at least £300m over the next eight years for reinvestment in transport.
- 3.15 JCDecaux UK Limited commenced advertising services, on what is considered to be the world's largest bus shelter advertising concession, on 1 January 2016.
- 3.16 The introduction of digital advertising panel technology, from 22 February 2016, will see 650 new panels installed by the end of August 2016. This will provide an interactive way for advertisers to showcase their products and will be a means to provide local information to customers and ultimately improve the travelling experience.

Bus Priority Delivery Portfolio

- 3.17 The Capital's roads are seeing an increase in congestion due to a construction boom and a significant growth in population, so we are investing heavily in helping keep the roads moving through a range of means. As part of the £200m Bus Priority Delivery Portfolio, we have identified over 800 possible interventions on the road network that could deliver improvements for bus passenger journeys. Over the next financial year we expect to deliver 137 schemes on the Transport for London Road Network (TLRN) and via the boroughs on borough roads, and we will continue to develop further schemes for delivery in future years. Schemes will vary in size from smaller interventions such as moving parking and loading bays, through to larger schemes such as new bus lanes, carriageway widening and major junction redesigns.
- 3.18 Construction of the bus priority measures were completed in early January 2016 on Queenstown Road in Wandsworth, which re-routes buses before Queenstown Circus, giving a potential saving in bus journey times of over 1.5 minutes in the morning peak.
- 3.19 Construction of the A406 Brentfield Road scheme began in early January 2016 and this will allow direct southbound bus-only movements across the A406 and improve southbound journey times.
- 3.20 A number of small-to-medium scale schemes will be implemented on the TLRN and borough roads by the end of 2015/16 which will, in conjunction with schemes being developed for future years, combine to provide significant whole-route benefits to bus passengers.

Biodiesel Used to Run London's buses

- 3.21 Almost a third of London's bus fleet will soon be running on a greener blend of diesel, resulting in a huge reduction in CO2 emissions of 21,000 tonnes each year. This comes on top of the 48,000 tonne CO2 reduction from 2013 levels as a result of the introduction of lower emitting buses such as hybrids.
- 3.22 Currently, the London bus fleet uses around 240 million litres of fuel a year. Under the new deals, about 80 million litres of diesel with the greener B20 blend will be consumed each year.
- 3.23 Two bus operators, Stagecoach and Metroline, have signed deals with Argent Energy to supply them with B20 green diesel. The cleaner burning fuel is made

from blending diesel with renewable biodiesel from waste products, including cooking oil and tallow from the meat processing trade.

- 3.24 By March 2016, almost 3,000 of the Capital's 9,000 buses will be powered by the B20 fuel blend. 642 buses operating out of four Stagecoach depots have already been using B20 for two months on a trial basis.

ZeEUS London Trial Launch

- 3.25 On 2 December 2015, we welcomed around 50 stakeholders to the launch of the London trial of the Zero Emission Urban Bus System (ZeEUS) project. The trial is partly funded by the European Commission and is part of a wider programme of low-emission public transport trials across seven European cities. Guests from organisations including the European Commission and UITP visited The Orbit in the Queen Elizabeth Olympic Park to find out how we are, for the first time, trialling wireless charging on range-extended hybrid double-deck buses on route 69.
- 3.26 Three range extended buses are now operating up to 80 per cent of the time in all-electric mode on route 69 between Canning Town and Walthamstow Bus Stations. All vehicles have been delivered and a second charging point at Canning Town Bus Station has become operational so vehicles can get a battery boost at opposite ends of the route.

Nitrogen Oxides (NOx) Abatement Programme

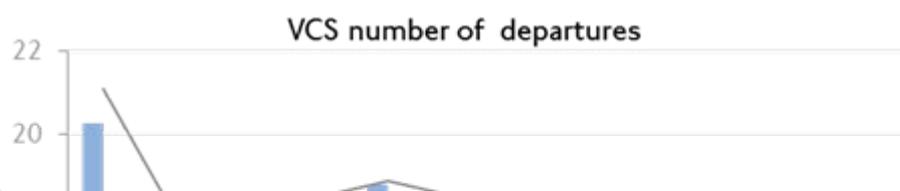
- 3.27 We are on course to fit the revised total of 2,100 Euro III generation vehicles with selective catalytic reduction (SCR) equipment in 2016. By the start of 2016, 1,860 were upgraded out of the original target of 1,800 to date. The SCR kit developed for London cuts individual vehicle exhaust NOx by up to 88 per cent.

Hybrid Buses Programme

- 3.28 The proportion of the bus fleet served by low-carbon emission and quieter diesel-electric buses has risen to 17.5 per cent. There are currently around 1,600 hybrids in the fleet and this total will grow to 1,700 hybrids by the middle of 2016 when they will represent around 20 per cent of the fleet. In addition, the bus fleet now has around 900 of the latest ultra-low emission Euro VI engine vehicles, many of which are hybrids.

Victoria Coach Station Departures

- 3.29 During Period 6, Victoria Coach Station handled 18,223 departures. In Period 7 there were 17,570 departures, with Tour and European departures continuing to perform above previous years. In Periods 8 and 9 there were 17,600 and 17,424 departures. During Period 10, Victoria Coach Station handled 17,992 departures, 369 ahead of target. Domestic services have continued to grow, with airport services seeing the highest increase.



3.30 Christmas Day 2015 saw the busiest on record at the Victoria Coach Station, which remained fully open throughout the Christmas period, with 121 departures. This compares with 81 in 2014, a 51 per cent increase.

WiFi at Victoria Coach Station

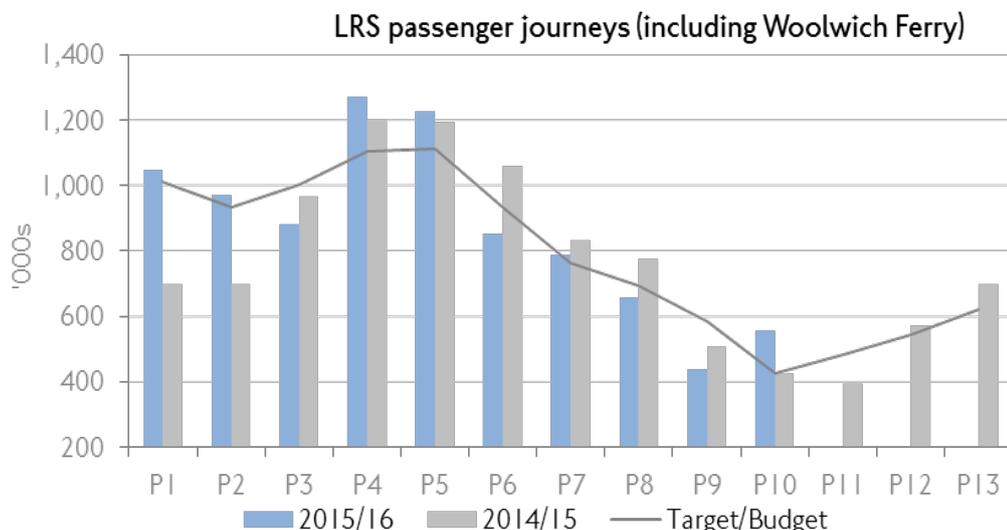
3.31 Following our partnership with Virgin Media, WiFi is now available at Victoria Coach Station. This provides our customers with an enhanced experience while waiting in the station.

First Female Bus Conductor Centenary

3.32 The advent of the first female conductor on the London bus network, a century ago, was marked with a series of events on 2 November 2015. This included the appearance of a classic Routemaster on route 37 – the first service to have a female second crew member. The vehicle operated from 0900 to 1600 with a retired female conductor filling the historic role. The event was also marked with centenary messages displayed on Countdown signs at bus shelters, hand outs of an A5 flier, an editorial feature in the Metro newspaper, badges for bus operator staff and the posting of staff photos from the day on social media sites. The event was held as part of the 100 Years of Women in Transport campaign.

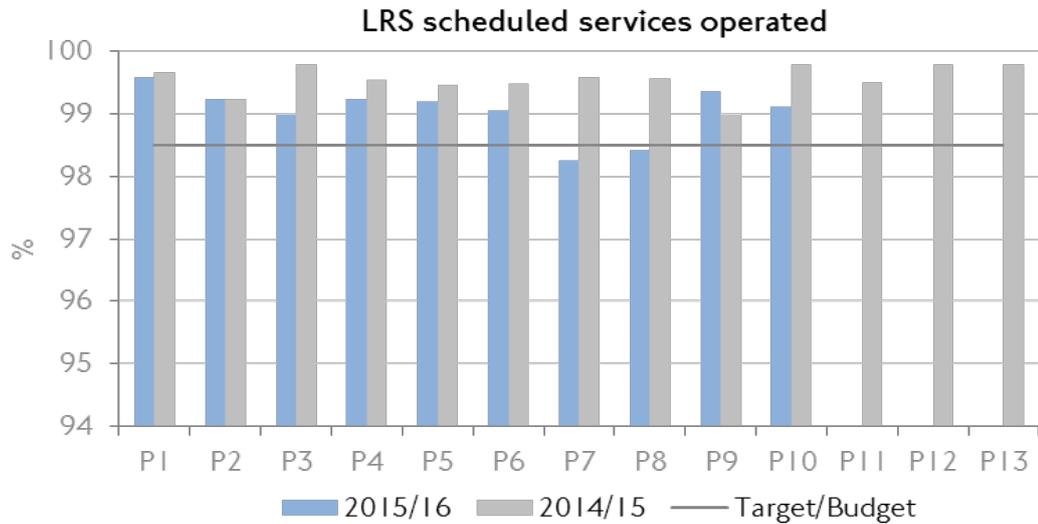
4 River

London River Services Performance

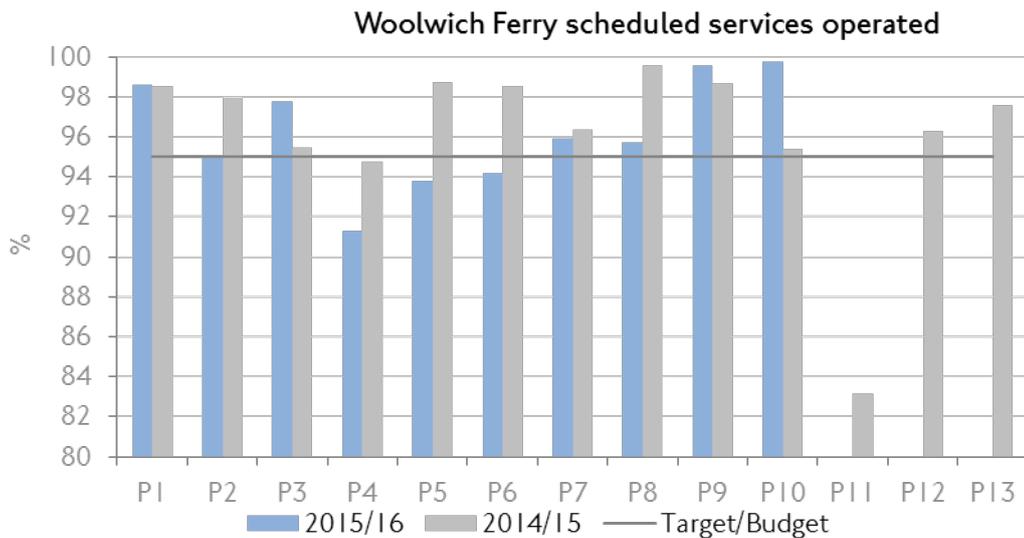


4.1 In Periods 6, 7, 8 and 9 overall passenger numbers were lower than target and lower than the same periods last year. The lower passenger journeys can be partly attributed to poor weather (particularly during school holidays) and the

exceptional patronage in the equivalent periods in 2014/15 generated by the poppy installation at the Tower of London. In Period 10 river tour ridership was 15.4 per cent up on the same period in 2014/15 and Woolwich Ferry passenger numbers increased by 60 per cent.



4.2 London River Services (LRS) scheduled services operated have remained above target for Periods 6, 9 and 10. In Periods 7 and 8 LRS scheduled services were lower than target due to services being affected by poor weather e.g. fog affecting services and high tides.



4.3 Performance on the Woolwich Ferry was lower than target in Period 6 due to faults with the new linkspan control system, mechanical issues on the John Burns and stoppages due to high tides. In Periods 7 and 8 performance was marginally above target as reliability had improved on previous periods. Woolwich Ferry performance in Periods 9 and 10 were comfortably above target. In Period 9 scheduled services operated at 99.56 per cent with just 1.5 hours lost due to a linkspan technical issue and a works overrun; 1.33 hours were also lost due to a police incident. Period 10 scheduled services operated was 99.73 per cent with just 1.5 hours lost due to an electrical failure in the wheelhouse of one vessel caused by heavy rain ingress.

New Boats and Pier to Support River Bus Services

- 4.4 MBNA Thames Clippers has expanded its fleet with two new 150 capacity catamarans being put into service on 11 November on River Bus route RB6 Blackfriars to Putney. The new boats provide additional capacity compared to the previous smaller boats used and mean more passengers will be able to travel while enjoying enhanced comfort and space.
- 4.5 Also on 11 November 2015, a new pier at Plantation Wharf in Battersea was brought into operation. The pier will be served by River Bus route RB6 Blackfriars to Putney, using the new catamarans.
- 4.6 The delivery of the new vessels and pier, alongside the roll-out of Oyster validators in September will help to deliver the Mayor's River Action Plan goal of 12 million passengers using the river by 2020.

Bankside Pier Extension

- 4.7 In early February 2016 the extension of Bankside Pier was completed. The extension will provide extra capacity for more services to call at the pier later in 2016.

Oyster on River Sightseeing Services

- 4.8 Customers can now pay for a ticket to travel on Thames River Services and Circular Cruise Westminster, using credit on their Oyster pay as you go card. Following the successful installation of Oyster card readers on piers for the benefit of regular River Bus users, the implementation of Oyster equipment on sight seeing services benefits tourists and provides greater flexibility.

5 Taxi and Private Hire

Taxi and Private Hire Operational Update

- 5.1 The total number of licences at the end of Period 10 (2015/16) compared with Period 5 (2015/16) are shown below. The trend of increased Private Hire drivers has continued into Period 10.

Licence Type	Taxi P10 (2015/16)	Taxi P5 (2015/16)	Private Hire P10 (2015/16)	Private Hire P5 (2015/16)
Drivers	25,091	25,067	95,504	85,742
Vehicles	22,179	22,359	74,802	68,995
Operators			2,858	2,934

Private Hire Regulations Review

- 5.2 Following a review of private hire regulations in London including a public consultation, which closed on 23 December 2015 and received more than 16,000 responses, we have set out proposals to modernise and enhance London's private hire industry. The measures, which will be put to the Board for approval at its meeting on 17 March 2016, will enhance standards of safety and customer service in light of the impact of new technology and rising numbers of private hire

vehicles in London. Key proposals include a formal English language requirement for drivers, guaranteed fare estimates for customers in advance of their journey, provision of driver and vehicle details to customers, including a photo of the driver, before the start of each journey and even more robust 'hire and reward' insurance requirements. We are now undertaking a regulatory impact assessment consultation on proposed changes to private hire regulations.

- 5.3 The Mayor has secured a commitment to progress separate legislation to enable us to regulate pedicabs, helping to tackle fare abusers prevalent among some pedicab drivers, while also helping to tackle the congestion they cause.
- 5.4 The Mayor has also asked us to investigate the impact and feasibility of removing the Congestion Charge exemption for private hire vehicles in central London to tackle pollution and reduce congestion.

Black Cab Tops the List of London's Transport 'Design Icons'

- 5.5 The world famous black cab and the ground breaking work of Frank Pick and Harry Beck's iconic Tube map have been named as London's favourite transport 'Design Icons'. The three topped the vote after more than 10,000 Londoners took part on the TfL and London Transport Museum search. Sponsored by Exterior Media, the 'Design Icons' search is part of 'Transported by Design', an 18-month programme of events, exhibitions and competitions that celebrate the role of good design on the Capital's transport network.

Temporary Improvements for Taxi and Private Hire Drivers

- 5.6 In November 2015 we introduced temporary measures for existing taxi and private hire drivers if their Disclosure and Barring Service (DBS) results had still not been returned. The measures are a response to the impact that current delays at the DBS can have on drivers waiting for their licence to be renewed. DBS checks are the responsibility of the Home Office and individual police services. To be eligible for the temporary measures, drivers will have had to apply for their DBS at least three months prior to the expiry of their previous licence, and will initially be limited to two weeks in length. Drivers from both trades who are applying for a licence for the first time will not be eligible, however TfL will continue to escalate these cases on their behalf.

Enforcement Activity Against Splyt Technologies

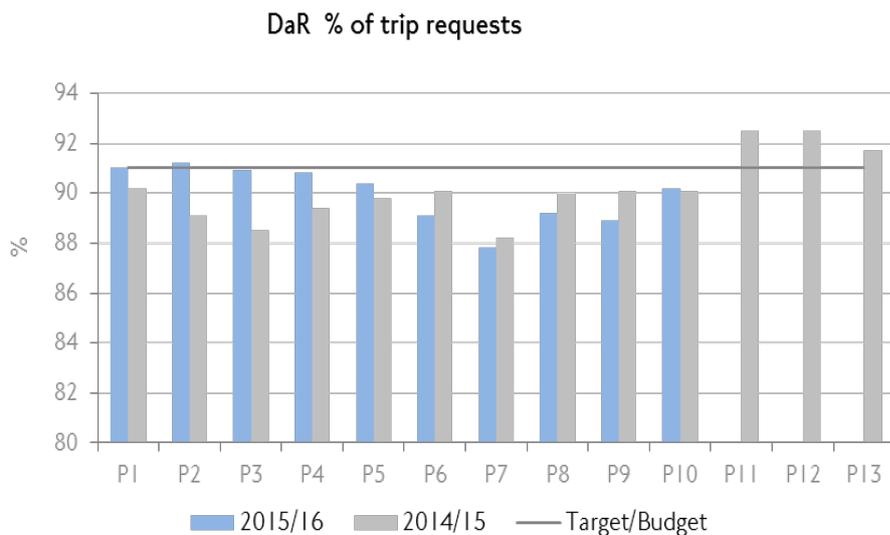
- 5.7 In late November 2015, we successfully prosecuted Splyt Technologies Limited for breaching the requirement for a London private hire operator's licence.
- 5.8 Splyt, which offered private hire journeys through an app, launched its service in April 2015 without an operator's licence. We believed this to be in breach of legislation and Splyt ceased its operation following correspondence.
- 5.9 After pleading guilty, Splyt was fined £1,750 at Westminster Magistrates' Court, as well as being ordered to pay TfL's claimed costs in full, a further £5,217.50. The case shows our commitment to tackling illegality in the private hire trade in order to protect the rights of the legitimate private hire and taxi trades in London.

ULEZ Requirements for Taxi and Private Hire Trades

- 5.10 On 26 October 2015, we confirmed to the taxi and private hire trades how they will play their part in improving London's air quality when the world's first Ultra Low Emission Zone (ULEZ) is introduced in the Capital in 2020.
- 5.11 From 1 January 2018, all taxis licensed for the first time must be zero emission capable, while new diesel taxis will not be allowed in London.
- 5.12 For private hire vehicles, there are several milestones which will ensure that all vehicles granted a private hire licence for the first time after 1 January 2023 will be zero emission capable, regardless of age:
- (a) in advance of the ULEZ requirements, and to clean up the private hire fleet, all private hire vehicles licensed for the first time between 1 January 2018 and 31 December 2019 must feature a Euro 6 petrol or diesel engine, or a Euro 4 petrol-hybrid engine;
 - (b) from 1 January 2020 all new private hire vehicles – defined as those under 18 months old – licensed for the first time will have to be zero emission capable; and
 - (c) older private hire vehicles – those over 18 months old – will need to feature a Euro 6 engine when licensed for the first time between 1 January 2020 and 31 December 2022. They will also need to be zero emission capable from 2023.
- 5.13 The Mayor and TfL have secured £65m of funding to help taxi drivers achieve a target of 9,000 zero emission capable taxis by 2020. Up to £5,000 will be available to taxi drivers who want to decommission their vehicle once it reaches 10 years of age, with the exact amount depending on the age of the vehicle. As well as this, a £5,000 plug-in car grant is available through the Office for Low Emission Vehicles (OLEV), to which a £3,000 'top-up' grant can be added. The same OLEV plug-in grant is also available for private hire drivers.
- 5.14 The 15-year age limit for taxis will remain in place, but the decommissioning scheme will encourage cabbies to remove the oldest, most polluting vehicles from the fleet and upgrade to new zero emission capable taxis.
- 5.15 The scheme is intended to tackle the problem of air quality in London in an effective and sustainable way, while also taking into account the challenges currently facing the trade.

6 Dial-a-Ride

Dial-a-Ride performance



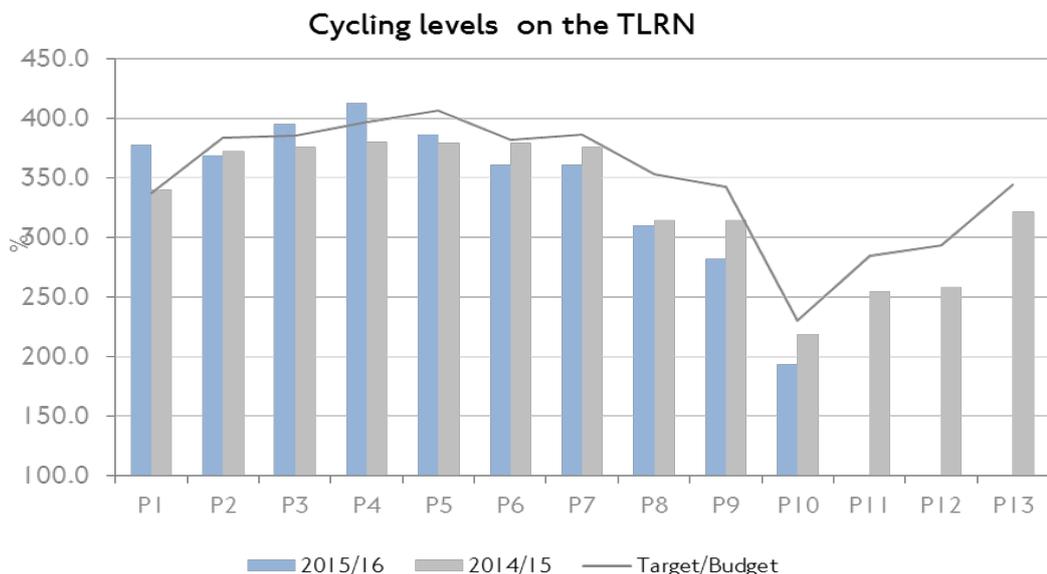
- 6.1 Dial-a-Ride scheduled trips have remained below target in Periods 6, 7, 8, 9 and 10, as there continues to be significant difficulties in covering service due to lack of resources at community transport groups. During Period 10 Dial-a-Ride scheduled 80,326 of the 89,087 trip requests.
- 6.2 Overall satisfaction with Dial-a-Ride for Quarter 3 increased by one point to 92 compared to the same quarter last year. Satisfaction with the booking process has increased from a score of 77 to 78. Dial-a-Ride continues to have one of the highest customer satisfaction scores for our services.

Christmas Day Services on Dial-a-Ride

- 6.2 Dial-a-Ride provides one of TfL's only public transport services on Christmas Day. In 2015 there were 82 Dial-a-Ride drivers on duty between 0700 – 0100 hours, with almost 1,000 trips scheduled. The service focuses on wheelchair users for whom there is generally no alternative provision on Christmas Day.

7 Cycling

Cycle flows



- 7.1 Levels of cycling on the TLRN are presented as an index of flow relative to a baseline of March 2000, which represents 100 on the index. This shows that levels of cycling on London's main roads, in Quarter 3 of 2015/16, were five per cent (17 index points) lower than the same quarter last year and 12 per cent below the quarter target.
- 7.2 The full year index of cycle flows forecast on the TLRN for 2015/16 is 339, which still represents an increase in three per cent (nine index points) from last year.

All Santander Cycles to be fitted with Blaze Laserlights to Improve Cyclist Safety

- 7.3 On 21 December 2015 we announced that all 11,500 Santander Cycles will be fitted with Blaze Laserlights from early 2016. This follows a successful trial with overwhelmingly positive feedback and strong independent test results. The lights will provide a bigger, brighter presence on the road and early warning of a cyclist's proximity. The project is 90 per cent funded by Santander UK as part of the partnership with TfL.
- 7.4 The Blaze Laserlight projects the symbol of a bicycle shape six metres in front of the cycle, onto the ground, giving the cyclist a larger footprint on the road. This makes their presence known, alerts drivers to their approach and helps ensure they are seen when otherwise they might be invisible, for example when they are on the near side of a vehicle turning left. It also gives a pedestrian about to step off the pavement a 'heads up' warning of an approaching cycle.
- 7.5 In a world first, the Laserlights will be installed directly into the bike frame to ensure the image is projected at the ideal position for cyclists, drivers and pedestrians. The Laserlights will only come on when it is dark to save energy.



Blaze Laserlights on Santander Cycles

Cycle Hire extends to Queen Elizabeth Olympic Park

- 7.6 On 21 January 2016, London's flagship cycle hire scheme, Santander Cycles, was extended to include the Queen Elizabeth Olympic Park.
- 7.7 Eight new docking stations and 310 docking points have been installed at the Park, furthering the reach of the popular scheme and contributing to the Mayor's vision of making cycling more accessible for everyone.

- 7.8 London's Cycling Commissioner, Andrew Gilligan, and Jessica Ennis-Hill, Santander Ambassador, launched the scheme. This included some special edition gold Santander Cycles to reflect the link to the London 2012 cycling legacy.
- 7.9 The newest docking stations are located at iconic venues at Queen Elizabeth Olympic Park, including at the London Aquatics Centre, Lee Valley VeloPark, the ArcelorMittal Orbit and East Village, the former 2012 Athlete's Village. Locals and visitors are now able to hire a bike and cycle around the Park, docking and re-hiring at various points, allowing them to enjoy all that the area has to offer, and cycle on into the city using Cycle Superhighway 2.
- 7.10 The latest expansion of Santander Cycles brings the total number of docking stations within the scheme up to 761. Plans are also in place to introduce two docking stations at Here East, the new digital quarter at Queen Elizabeth Olympic Park, in the spring, as well as in King's Cross, Stockwell and Vauxhall.

Cycle Superhighways

Cycle Superhighway 1 (Tottenham to the City)

- 7.11 Work remains on schedule to finish by spring 2016 and as of 8 February 2016 construction was approximately 80 per cent complete overall – with sections of cycle track substantially completed on Tottenham High Road in Haringey.

Cycle Superhighway 2 Upgrade (Bow to Aldgate)

- 7.12 Work remains on schedule to finish by spring 2016 and as of 8 February 2016 construction was approximately 85 per cent complete overall. Works in the sections nearest to Aldgate are being carefully coordinated with the City of London scheme at Aldgate gyratory to manage the movement of traffic.
- 7.13 A number of sections of route between Bow and Aldgate are already open to cyclists eastbound and westbound, providing new segregated and semi-segregated facilities separated from other traffic. Further sections will continue to open each month through to spring 2016.

Cycle Superhighway 5 (Oval to Pimlico)

- 7.14 Work is now complete on Cycle Superhighway 5 and it was officially opened by the Mayor on 19 November 2015. This is the first in a series of new fully-segregated Cycle Superhighways that are being delivered in London. The works included a new bi-directional segregated cycle track through Vauxhall Cross gyratory.
- 7.15 Work remains on schedule to finish by summer 2016. As of 8 February 2016, construction was approximately 80 per cent complete overall. Work on the City of London sections to the north of Blackfriars Bridge are continuing at Blackfriars Station junction, New Bridge Street and Farringdon Street from Ludgate Circus to Stonecutter Street.



Vauxhall Gyratory Cycle Superhighway 5 Improvements

North-South Cycle Superhighway (Elephant & Castle to Stone Cutter Street) – Cycle Superhighway 6

- 7.16 Resurfacing on St George's Road, Waterloo Road, Blackfriars Road, Westminster Bridge Road and St George's Circus was completed by 19 December 2015. A significant stretch of new bi-directional segregated cycle track opened along Blackfriars Road in early January, providing cyclists with a high quality facility linking to the previously opened route at St George's Circus and St George's Road towards Elephant & Castle.



CSH6 Blackfriars Road

East-West Cycle Superhighway (Tower Hill to Lancaster Gate)

- 7.17 As of 8 February 2016, construction was approximately 50 per cent complete and remains on schedule for substantial completion by summer 2016, including Hyde Park Corner and from Parliament Square to Tower Hill.
- 7.18 Works are ongoing in Parliament Square at St Margaret's Street and Broad Sanctuary. Works in Parliament Square are targeted for overall completion prior to the London Marathon on 24 April 2016. The flagship new bidirectional cycle track along Victoria Embankment between Horse Guards Avenue and Temple

Place opened to cyclists on 24 December 2015. Further sections of route will continue to open each month through to summer 2016.

Cycle Superhighways Public Consultations

- 7.19 In early February 2016, we started public consultations for East-West Cycle Superhighway (Phase 2), North-South Phase 2 (Farringdon to King's Cross) and CS11 (Swiss Cottage to Westminster).

East-West Cycle Superhighway (Phase 2)

- 7.20 We are seeking views on proposals for a new section of the East-West Cycle Superhighway between Paddington to Acton, connecting to the section already under construction from Tower Hill through central London to Paddington. This would provide a clearer and safer route for cyclists through west London, separated from other vehicles. It has the potential to encourage large numbers of people who would like to cycle, but currently feel unable to do so. The scheme is comprised of two parts:
- (a) a continuous, segregated route from Paddington to Wood Lane, connecting to the route from Tower Hill to Lancaster Gate already consulted on; and
 - (b) improvements to existing cycling facilities from Wood Lane to North Acton, connecting to the first scheme to form a continuous route.
- 7.21 Consultation runs between 8 February and 20 March 2016.



Artist's impression of the Westway

North-South Cycle Superhighway (Phase 2)

- 7.22 With the London Boroughs of Camden and Islington, we are seeking views on proposals for the North-South Cycle Superhighway (CS6) between Stonecutter Street (near Holborn Viaduct) and King's Cross. We previously consulted on the North-South Cycle Superhighway in autumn 2014 and are currently constructing the first phase between Elephant & Castle and Stonecutter Street. The proposals in this consultation would continue the segregated cycle route along main roads to Farringdon Road, then provide cycle improvements along quieter backstreets towards King's Cross.
- 7.23 Consultation runs between 8 February and 20 March 2016.

Cycle Superhighway 11 (Phase 1)

- 7.24 We are proposing a major new cycle route from Swiss Cottage to the West End. Cycle Superhighway 11 (CS11) which would improve conditions for existing cyclists and aim to make cycling attractive to more people. We are proposing significant changes to existing road layouts and junctions to make them safer and more convenient for cyclists and pedestrians, taking account of local conditions and other demands.
- 7.25 This consultation sets out our proposals for the route from Swiss Cottage southwards, along Avenue Road, the Outer Circle of The Regent's Park, Park Crescent and Portland Place, ending at the junction with New Cavendish Street where it would link in with the planned Central London Grid.
- 7.26 Consultation runs from 8 February to 20 March 2016.

Cycle Wayfinding

- 7.27 Work is continuing on the delivery of our 'Cycle Wayfinding Programme'. The programme includes a range of innovative navigational and promotional tools, to increase customer's awareness, understanding and usage of cycling routes in London. These include:
- (a) new and improved cycle signage has been developed for the Quietways. The signs have been completely redesigned to a new vertically stacked panel layout, which will be more visible, clear and intuitive. They also include a new 'advertorial' panel at the top, to raise awareness of the Quietway network and the less commonly used streets that they follow;
 - (b) a comprehensive 'Cycle Infrastructure Database' (CID) is in development, to provide a detailed and maintainable record of all cycling infrastructure across London. Once complete, the CID will inform and enhance the content of all: future Cycle Guides, online route mapping, the TfL Journey Planner and third party cycle wayfinding apps/maps;
 - (c) a new batch of 250,000 Cycle Guides have been designed and printed. A comprehensive distribution strategy is being undertaken to provide these guides to members of the public, via online orders, cycle shops, schools, workplaces, universities and libraries;
 - (d) the TfL Journey Planner is being upgraded to include a series of improvements and new functionalities for cyclists. Significant new features 'go live' in January and February 2016, with further phases of development throughout 2016 and beyond; and
 - (e) Cycle Hire docking station mapping will be updated to include the alignments of all surrounding Cycle Superhighways and Quietways, with the first stations being updated in summer 2016.



Quietway Signage

- 7.28 In 2015 we audited all Underground, DLR, Tramlink and National Rail Stations in London to identify the number, location and usage of existing cycle parking spaces at each interchange. We have now completed a study to assess the future demand for cycle parking at these stations. The study will be used to highlight where demand for cycle parking is strongest, and to prioritise funding for further cycle parking at stations and cycle parking hubs.
- 7.29 TfL's current Cycle Superhubs programme consists of six outer London hubs and one central London hub at Waterloo station. A demand analysis study for Waterloo station has been completed which shows demand for up to 8,000 spaces by 2026. TfL is working closely with the DfT and Network Rail to secure the space for the Superhub.
- 7.30 Hubs at Hounslow West and North Greenwich are on track to be delivered by March 2016. Further hubs are planned for Tottenham Hale, Abbey Wood, Barking and Romford.

Cycle Training (Bikeability) Forum

- 7.31 We work with our borough partners to offer cycle training to people of all ages and abilities in all London boroughs. Our latest figures show that we have trained 7,038 adults and 23,619 children in 2015/16 which indicates we will exceed our targets for the year. All cycle trainers are accredited through Bikeability, the 'cycling proficiency for the 21st century'. On 30 November 2015, we hosted the first ever London Bikeability Forum. The event was jointly facilitated by TABS (The Association for Bikeability Schemes), a trade association working to ensure the highest quality delivery of cycle training across the country.
- 7.32 With representatives from every cycle training provider in London, and over 20 of the London boroughs, the purpose of the forum was to examine how to improve current working practices across all cycle training products/services on offer in London. The forum discussed how to increase professionalism, quality and customer service in the delivery of cycle training. More regular forums are planned to build on the success of this event and increase our efficiency and effectiveness in the delivery of cycle training.

- 7.33 The Youth Travel Ambassador programme in secondary schools promotes active, safe and responsible travel through peer to peer campaigns. One campaign which achieved a 158 per cent increase in cycling to school was awarded a National Cycling Excellence Award in November 2015.

Quietways

- 7.34 Quietways is a £123m programme which will create a network of radial and orbital cycle routes across London. They will be well-signed, linking key destinations that follow direct back-street routes, and may include parks or waterways. Quietways are designed to appeal to non-cyclists as well as existing cyclists; providing quieter routes away from main roads for cyclists who wish to travel at a more leisurely pace.
- 7.35 The first pilot Quietways route, Q1 (Waterloo to Greenwich), will be launched in spring 2016. Construction is well underway on Q2 (Bloomsbury to Walthamstow) and construction has commenced on Q3 (Regent's Park to Gladstone Park) and Q6 (Aldgate to Hainault).

Central London Grid

- 7.36 The Central London Grid is a network of routes for cyclists across central London, 126 borough schemes contribute to the c85km of the Grid, with a further 15km being composed of Cycle Superhighways. Thirty nine of these borough schemes (15.5km) are now under construction or complete. Designs for 104 of the 126 schemes have been received from boroughs, of which 94 have been approved by TfL. The programme is now entering its peak of construction, and is on target to deliver at least 60km by December 2016.

Mini-Hollands

- 7.37 The Mini-Holland programme will give three outer London boroughs – Enfield, Kingston and Waltham Forest – the funding to transform local cycling facilities and encourage people to take to two wheels. Delivery of supporting measures has started in all three boroughs and all infrastructure projects will be completed by August 2018.
- 7.38 The programme consists of 101 projects across the three boroughs. Of the 101 projects, designs for 31 have been submitted to TfL for review, consultation has started on 20 schemes and nine schemes are currently on site.
- 7.39 To date, Waltham Forest has four complete schemes; a corridor scheme at Ruckholt Road, a 'village' scheme at Pembroke Road and two cycle hubs. Construction has now also commenced on the 4km of segregated cycle route on Lea Bridge Road. Construction is also in progress on the Meridian Water to Enfield Town Quietway in Enfield, and Portsmouth Road segregated cycle track in Kingston.

Grants to Encourage Cycling

- 7.40 We have awarded 31 community groups and not-for-profit organisations with grants of up to £10,000 to help encourage more people to cycle, as part of Cycling Grants London (CGL). CGL is a new programme funded by TfL and managed by the environmental regeneration charity, Groundwork, to offer funding to community groups for cycling projects. Community Groups from across London will use the funding to promote pedal power through initiatives such as cycle

training, bike maintenance and guided rides. More than 5,000 new recruits to cycling from across the Capital will benefit from the grants in the first year.

London Assembly Transport Committee – Update on Cycling Vision

- 7.41 On 13 January 2016, the Director of Surface Strategy and Planning appeared before the London Assembly Transport Committee, updating on delivery of the main Cycling Vision Programmes. He provided an update on our progress and delivery of the Cycle Superhighways; Better Junctions; Quietways; Central London Grid, Mini Hollands and Supporting Measures. A full update on the Cycling Vision Programme will be presented to the Board on 17 March 2016.

8 Walking

Walking trips

- 8.1 Recent analysis, published in Travel in London 8, has highlighted high levels of walking in London. On an average day in London 6.4 million walk-all-the-way trips are made and walking accounts for 30 per cent of all trips made by Londoners. Two thirds of journeys of one mile or under are made on foot and walking is the most common mode for shopping trips and trips to and from school.
- 8.2 People need to walk to access public transport and it is estimated that around 20 million walk stages are made every day in London by London residents alone. Including the additional trips made by non residents, it is estimated that around 29 million walk stages were made every day in London in 2015.
- 8.3 The number of walking journeys (trips and stages) is expected to grow in line with population growth and increased public transport use, resulting in 47 million walking journeys a day by 2041 (an increase of 30 per cent from 2011).

Walking Projects

- 8.4 A large number of schemes being delivered as part of the RMP will improve conditions for walking and the wider public realm. These include Elephant & Castle Northern Roundabout, Stockwell and Aldgate Gyratory. In early January 2016, we began work to install new signalised pedestrian crossings at Bow Interchange. The works will remove a major barrier to walking in the area, allowing pedestrians to cross safely from Bow Road and Stratford High Street via the roundabout's traffic island. The works are scheduled to be completed by the summer 2016.
- 8.5 We have confirmed funding for a wide range of public realm and pedestrian improvements to be delivered by boroughs as part of their Local Implementation Plans (LIPs). This latest round of funding is specifically targeted to help make London's roads, town centres and open spaces more attractive places with better facilities for walking and safer cycling. Projects which will benefit pedestrians include:
- (a) proposals to transform Bank Junction with widened footways, cycle routes and improved public space;
 - (b) pedestrian improvements at the junction of Old Brompton Road/ Pelham Street in Kensington and Chelsea;
 - (c) West End Project, which will transform the area around Tottenham Court Road and Gower Street and will deliver high quality public spaces and streets;

- (d) road safety improvements across Islington, such as junction improvements, traffic calming measures and pedestrian crossings; and
- (e) safety improvements at Camberwell.

Walk London Maps

- 8.6 We have produced a walking Tube map, showing walk times between Underground, Overground and DLR stations in Zones 1 and 2. The map, which is available online, was produced as part of the Recurring Congestion Programme and for use during planned and unplanned disruption. Its publication contributes to our response to the London Health Commission, which called on TfL to encourage Londoners to walk between stations. There has been widespread positive media coverage.

Guided Walk Weekend

- 8.7 The latest TfL sponsored walking weekend took place on Saturday 23 and Sunday 24 January 2016, with 43 guided walks across London. The walks are led by experienced Walk London guides. Six new walks were developed for 2016 including a special design led walk to celebrate TfL's Transported by Design programme, which followed the Piccadilly line above ground from Green Park Tube station to Covent Garden Tube station.
- 8.8 Over 35,000 people have attended the TfL funded Walk London's walking weekend since 2007.

9 Freight

Freight Forum

- 9.1 TfL's Freight Forum took place on 6 November 2015. This bi-annual meeting brings together the servicing and delivery industry, with London's businesses, boroughs and TfL colleagues so we can work together more effectively. The focus of this forum, which was chaired by David Leam of London First, was to introduce our new strategic approach to freight and the potential impact of the forthcoming election. The feedback from the lively but useful debate will be used to inform TfL's future work on freight.

Safer Trucks Programme Industry Engagement

- 9.2 Members of Surface Transport's Freight and Fleet Team have visited Mercedes-Benz Special Trucks factory in Germany. The visit was in response to a direct invitation from Mercedes to discuss the future development and wider supply of safer heavy goods vehicles in London. Meetings were held with the team responsible for production and development of the high vision lorry cab (Mercedes Econic), to discuss TfL's future plans and ambitions. The Special Trucks factory and the main production line were visited to fully understand the challenges and opportunities of bringing new truck designs into production. TfL's visit was extremely positive and demonstrated how serious London is in influencing safer truck design at a European level.

Freight Enforcement Partnership

- 9.3 The London Freight Enforcement Partnership, which brings together resources and expertise from TfL, MPS, City of London Police (CoLP) and the Driver and Vehicle Standards Agency (DVSA) continues its activity to deal with the most dangerous and non-compliant commercial vehicles on London's roads.
- 9.4 Between April and December 2015, the Commercial Vehicle Units in the RTPC and CoLP stopped and checked 8,113 vehicles, and issued around 2,785 Fixed Penalty Notices (FPN) or Traffic Offence Reports and 1,762 prohibitions issued to the most dangerous drivers and vehicles. One hundred and forty nine of the most dangerous and unsafe vehicles were seized.
- 9.5 The multi-organisational teams are also responsible for enforcing the Safer Lorry Scheme introduced in September 2015. In the first four months of the scheme (September – December 2015), 5,612 vehicles were stopped and checked, with 269 offences detected. The number of vehicles stopped and found to be in breach of the scheme has fallen from 10.1 per cent in September 2015 to 3.1 per cent in December 2015 (4.8 per cent over the four month period). Vehicles found to be non-compliant are issued with a roadside FPN or reported for process and possible summons if the FPN is refused or appealed against by the driver, or if the officer deems an FPN inappropriate.

POLIS Annual Conference

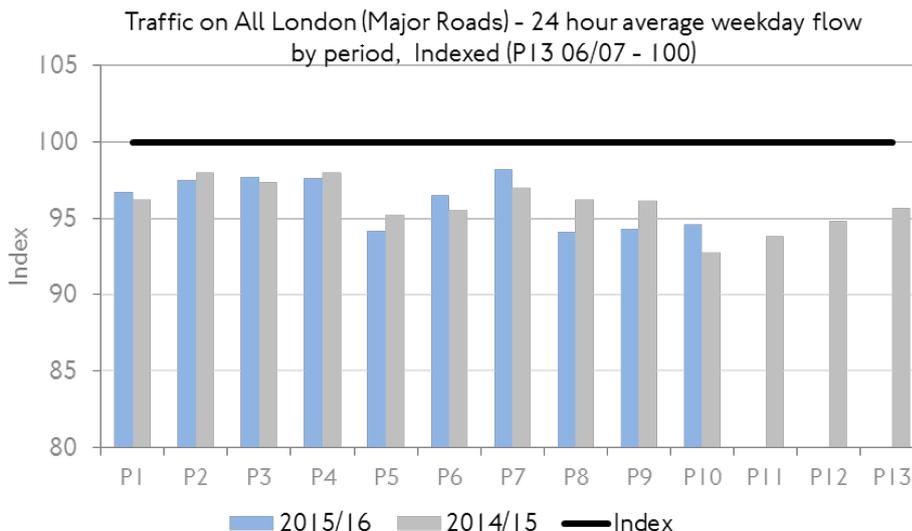
- 9.6 Working with POLIS officers, our Freight and Fleet team ran a half-day session on delivery and servicing at the POLIS Annual Conference on 18 November 2015. POLIS is a network of European cities and regions working together to develop innovative technologies and policies for local transport. We agreed to work with a number of other cities on ways we can share issues, solutions, strategy development and best practice, including Amsterdam, Barcelona and Rome. Using this combined evidence base and lobbying power, we can provide greater influence to relevant European Union and national bodies, demonstrating the best way to achieve the locally desired outcomes, such as improve road safety, reduce congestion and better air quality.

Future Truck Design Awards (FTDA)

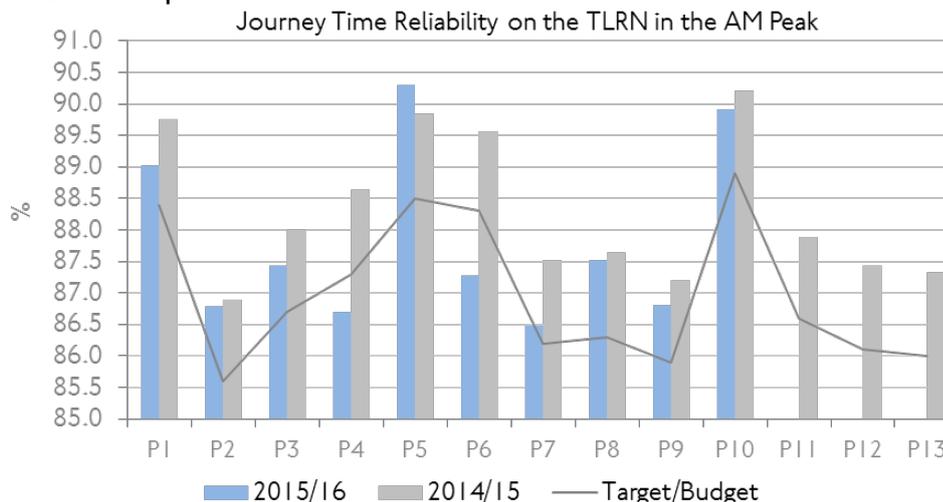
- 9.7 TfL's FTDA's were launched at the *Freight in the City* event in October and are intended to stimulate innovative and creative designs to improve the safety and operation of trucks in towns and cities. The competition aims to inspire the next generation of designers and engineers and is open to secondary school students, undergraduates and postgraduates. A campaign to raise awareness of the competition has already begun in schools and colleges in London and at universities across the country. Two major truck manufacturers, Volvo and Mercedes, are supporting the FTDA and will provide study trips or work experience placements as prizes. The competition will encourage debate within the industry about how truck design can contribute to safer roads and raise the profile of TfL's Safer Trucks Programme.

10 Keeping London Moving

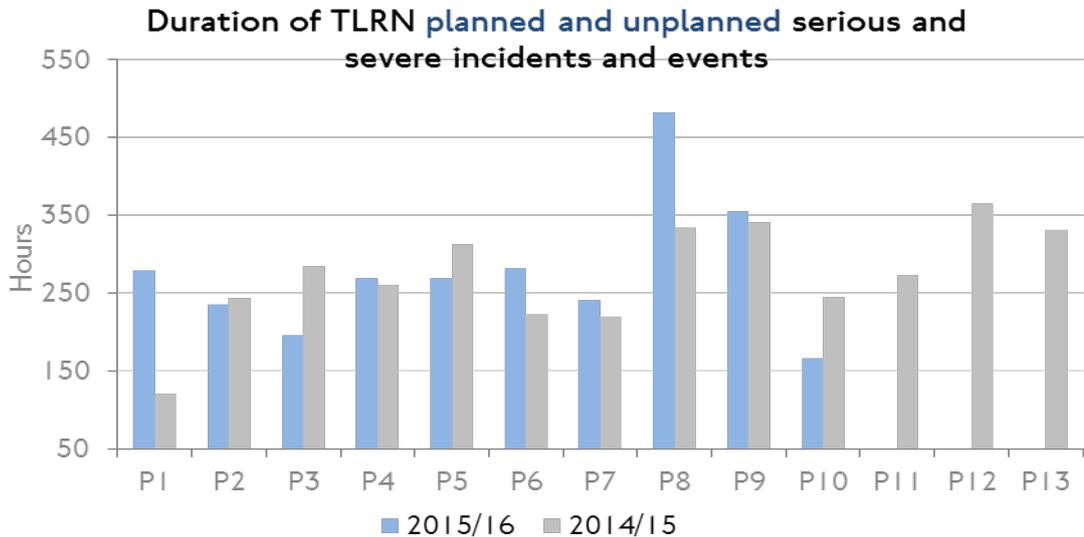
Road network performance



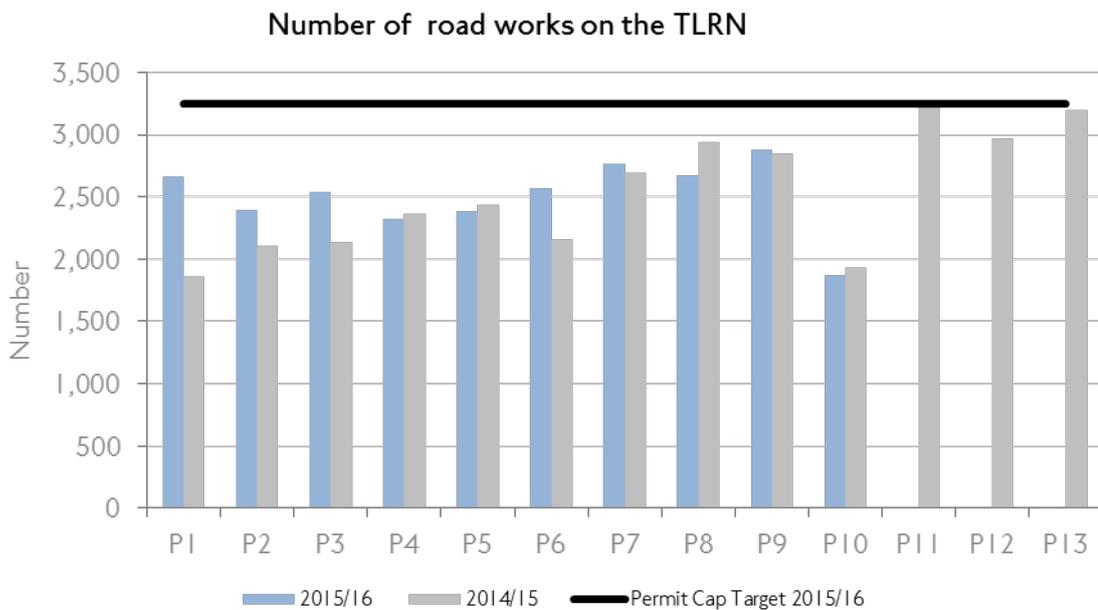
10.1 The pan London traffic index in Period 6 (96.5) and Period 7 (98.2) were higher than the same periods in 2014/15, whilst Periods 8, 9 and 10 have seen lower flows levels in comparison.



10.2 The TLRN Journey Time Reliability (JTR) target for this year was 87.0 per cent which is set at 1.3 percentage points below the figures for the same period last year, In Period 6, TLRN (all directions) JTR was 87.3 per cent, 1.0 percentage points below the period target of 88.3 per cent and 3.1 points below the previous period. In Periods 7, 8 and 9 performance was above target. Generally Period 10 sees improved performance as demand drops approaching the Christmas period and this year was no exception.



10.3 The number of roadworks permitted on the TLRN has remained broadly consistent with the same periods last year, despite the unprecedented scale of investment associated works on the network. Overall in Period 10 there were 166 serious and severe disruption hours from planned and unplanned events.



Road Modernisation Plan (RMP)

Road Network Operations

10.4 Construction activity to deliver the £4bn RMP continues apace, with substantial progress being made on all major schemes across the network. As expected with this level of activity – combined with the extensive highway works being undertaken by the boroughs, utilities and major developers as part of London’s wider growth, some sections of the road network have been experiencing increased amounts of congestion.

10.5 We continue to use our sophisticated road space management strategy to coax more capacity from the road network. We achieve this by using 140 key junctions to manage the biggest traffic movements towards central London, particularly in the AM peak, to minimise disruption to road users and bus passengers. This strategy continues to enable us to keep traffic moving around the Inner Ring Road, other key junctions, and major construction work sites such as the Cycle

Superhighways, Elephant & Castle Northern Roundabout, and other major works ongoing by the London Boroughs, developers and utility companies.

- 10.6 Over the festive period the amount of traffic in central London is typically 20 per cent lower than usual. We used the opportunity to work intensively to deliver vital road improvements at a number of locations and therefore reduced the impact of those works on motorists, bus passengers, pedestrians, cyclists and those making deliveries. Works carried out included:
- (a) Cycle Superhighway 1: Old Street/Great Eastern Street junction in Shoreditch;
 - (b) Cycle Superhighway 2: A11 between Mansell Street and Osborn Street and at the Fairfield Road/Bow Road junction;
 - (c) East-West Cycle Superhighway: Victoria Embankment, Upper Thames Street and Tower Hill;
 - (d) North-South Cycle Superhighway: Blackfriars Road between Southwark Street and Stamford Street;
 - (e) Elephant & Castle: Newington Causeway;
 - (f) Stockwell: Clapham Road/Stockwell Road junction; and
 - (g) A406 Neasden bridge refurbishments.

Operation Zetol

- 10.7 Operation Zetol (Zero Tolerance) began on 23 November 2015 to help improve road reliability in a number of priority locations across London. The operation, part of a package of interventions to tackle congestion and reduce delays on the roads, sees small multifunctional teams consisting of our Road and Transport Enforcement Officers, Revenue Protection Inspectors and Traffic Police Community Support Officers from the Metropolitan Police Roads and Transport Policing Command deployed to ten priority locations that are experiencing severe bus delays and traffic congestion issues.
- 10.8 The officers are providing a high visibility presence in these locations, responding to issues as necessary and working with stakeholders to find sustainable solutions to any problems they identify. In addition, they are working with businesses along the routes to help improve the way they receive and manage deliveries, giving advice on re-timing or consolidation to reduce the impact of deliveries during peak times.
- 10.9 The ten key locations, where the teams are deployed, are on roads that between them carry 110 different bus routes and are used by half a million bus passengers, in addition to 300,000 car and taxi passenger journeys every day. The locations include:
- (a) Grace Church Street, Bank;
 - (b) Eastcheap to Leadenhall, Bank;
 - (c) Gosport Street to Hoe Street, Walthamstow;
 - (d) Hackney Road to Ball Pond Road, Dalston;
 - (e) Ladywell to Loampit Vale, Lewisham;
 - (f) Highshore Road to Heaton Road, Peckham;

- (g) Manor Park Road/Craven Park to Manor Park Road/High Street, Harlesden;
- (h) Kensington High Street to Notting Hill Gate, Kensington;
- (i) Columbia Avenue to Balmoral Road, Worcester Park; and
- (j) Gatton Road to Trevelyn Road, Tooting.

10.10 To date, there have been over 8,000 hours of on-street activity.

TfL and National Grid begin Joint Two Year Mission to Reduce Impact of Utility Roadworks

10.11 We are working together with National Grid on a two year trial involving trailblazing technology which is revolutionising the way roadworks are done in the Capital. The two year trial will seek to gather evidence to support formal recognition for the use of Keyhole technology which National Grid is currently using to dramatically reduce congestion on London's busy roads as well as other parts of the country. If the trial is a success it will pave the way for wider use of the technique as a regular practice on appropriate jobs across the UK.

10.12 The technique involves using a 'keyhole for roads' repair method where engineers cut a 600mm diameter core out of the surface of the road, then vacuum out the material underneath to access the gas pipe needing repair. The repair is then done using specifically designed long handled tools which removes the need for any engineers to enter the excavation, improving the safety aspect. Once the work is complete engineers replace the material extracted back into the road before the core is put back and sealed into the surface before finally reopening the road. The entire process can now take as little as a few hours.

10.13 In comparison to the more traditional style of utility works where wider areas of the road surface are dug up, this new method means the impact to the road network drivers, pedestrians and cyclists, is significantly reduced. The efficiency of the work is also increased as five keyhole excavations can be carried out within the same time it would take to complete one using the traditional method. This can save days, weeks and even months of congestion.

Taxi Trial Displaying Road Traffic Information

10.14 In December 2015, we started a six month trial with BrightMove Media which placed advertising boards on the top of London's iconic Taxis – the boards display road traffic information to help drivers avoid congestion. The targeted messages will inform road users of traffic levels and where there are known traffic delays. In the future, the technology could be used to provide real-time updates on incidents across London's road network. Messages will be displayed on around 200 taxis fitted with the electronic boards using GPS technology to ensure that the information is accurate and up-to-date.



Taxi top advertising boards

Streets Ahead Exhibition

- 10.15 From 28 January to 25 February 2016 we are holding an exhibition on the future of London's roads, streets and its users. Streets Ahead: The Future of London's Roads will be led by New London Architecture (NLA). The purpose of the exhibition is to promote debate on the future of the road network, and measures, that are necessary to address the challenges of a growing and changing London.

Elephant & Castle

- 10.16 On 5 December 2015 Elephant & Castle's northern roundabout returned to two-way traffic to the junction for the first time in over 50 years. The new design provides a largely segregated cycle route and surface level pedestrian crossings, improving safety for all road users and pedestrians. Collision statistics show that Elephant & Castle northern roundabout was consistently the worst performing junction of its kind in London. The roundabout is dominated by motor vehicles, yet is also popular with cyclists with more than 1,300 using the roundabout in the peak.
- 10.17 Phase 1 of the project to upgrade the Elephant & Castle northern roundabout is progressing well, with completion planned by May 2016. Prior to the switch we held briefings with local interest groups and key stakeholders and sent letters to local residents and businesses and advertised on the radio, press and social media.
- 10.18 Upon completion the Elephant & Castle project will bring benefits to pedestrians, cyclists, road safety, buses and general traffic. We will remove the subways and replace them with surface level pedestrian crossings. We will also introduce fully segregated or off-carriageway cycle lanes and remove the need for many of the vehicle manoeuvres historically linked to collisions. Bus shelters will be upgraded and some bus stops will be re-located. We will also alter traffic signal operations to provide a smoother, more continuous journey.

Better Junctions

- 10.19 A major milestone was achieved on 17 December 2015, when the Mayoral commitment to complete reviews of all the original 100 Better Junction locations was completed on schedule. Construction continues on a number of schemes including:

- 10.20 **Oval Triangle:** All new kerb lines have been installed and the last of the four junctions to be completed was successfully commissioned on 11 December. The majority of road resurfacing has also been completed, with blue surfacing for the segregated cycle lanes to be laid in March 2016. Overall the works, including the urban realm element, remain on target to be completed by the end of March 2016.
- 10.21 **Stockwell Cross:** Works are on schedule, with around 15 per cent of works completed as at January 2015. Reconstruction of the eastern footway of Clapham Road is underway, with utility diversions in progress. Highway works will be substantially complete by summer 2016 with the overall scheme including urban realm remains on target to complete by late 2016.
- 10.22 **Archway Gyratory:** Initial works to transform the gyratory started in early February. We remain on schedule to start the main construction work by March 2016.
- 10.23 **Westminster Bridge South:** Public consultation closed on 22 December 2015. Over 600 responses were received with around 76 per cent of respondents supporting or partially supporting proposals. We expect to publish the consultation report in March 2016.
- 10.24 **Hammersmith Gyratory:** On 4 February 2016, we commenced a public consultation on plans to boost the safety of Hammersmith gyratory. The proposals will significantly improve cyclist safety, and the work would also include a new bus lane that would improve the reliability of service for customers. Work on the improvements at Hammersmith, subject to consultation, could begin in 2017. The consultation will run until 15 March 2016.

Highbury Corner Public Consultation

- 10.25 On 8 February 2016, in partnership with Islington Council, we published plans to improve safety and transform Highbury Corner, one of the busiest parts of the Capital. The consultation will run until 20 March 2016 and includes proposals which would see the western side of the roundabout completely removed and replaced by a major new public space. Removing the western side of the roundabout would allow a two-way traffic system to be introduced with improved pedestrian crossings, it would also allow new segregated lanes for cyclists to be created.



Artist's impression of Highbury Corner

Asset Capital Programme

10.26 Our delivery in Quarter 3 included more than 155,844 square metres of carriageway resurfacing. Locations treated included the A12 Blackwall Tunnel northern approach, A3 Kennington Park Road, St John's Wood Road and A4 Great West Road. In addition, we re-laid more than 22,000 square metres of footway at various locations including at A107 Upper Clapton Road, A3212 Millbank and A214 Trinity Road. We completed tunnel renewal works on Hanger Lane and structural repairs on Normansmead footbridge, Dog Lane Arches, Great West Road footbridge and A3 Hook Underpass footbridge. Other improvements included the replacement of more than 1,600 conventional luminaires with energy efficient LEDs and the replacement of 5.6km of vehicle restraint barriers.

Structures and Tunnels Investment Programme

Ardleigh Green Bridge Replacement

10.27 We are replacing the Ardleigh Green Bridge with a new bridge with wider carriageways, footways and verges, and taller parapets to protect cyclists and pedestrians. Advance works, to divert water services to the new bridge, continued to progress to programme, with the installation of the service bridge completed on 12 December 2015 during a night-time closure of the A127 and associated rail lines, which were both handed back on time. The whole project will be completed in 2017.

Highbury Corner Bridge

10.28 We are replacing Highbury Corner Bridge which is a road over rail bridge, constructed in c1930; the bridge crosses the London Overground railway, and supports the A1. The Network Rail-owned beams spanning the East London Line, adjacent to the TfL-owned structure, developed cracks leading to suspension of TfL works on Network Rail's instruction. As a result, the demolition of the abutment vaults, originally planned for September 2015, was deferred until January 2016.

Power Road Bridge

- 10.29 We are replacing the Power Road Bridge which carries the A406 (Gunnersbury Avenue) over two Network Rail lines. The service bridge has now been fabricated off site which will allow utilities to be fitted to the bridge prior to delivery to site for erection in summer 2016.

Upper Holloway Railway Bridge

- 10.30 We will be fully replacing the existing Upper Holloway Railway Bridge. The bridge was built around 1868 and carries the A1 Holloway Road, with two traffic lanes and two bus lanes, over the railway. This is progressing to plan and forecast to be completed by end summer 2017.

11 Safety

Operation Neon

- 11.1 Operation Neon, a high visibility multi-agency enforcement operation to deter and disrupt illegal minicab activity in a number of Central London hotspots continues. The operation involves police officers and Traffic Police Community Support Officers from the MPS Roads and Transport Policing Command (RTPC) and TfL's Taxi and Private Hire Compliance Officers, Revenue Protection Inspectors and Road Network Compliance officers as well as Local Authority parking attendants. The operation is ongoing and runs every Friday and Saturday. It continues to have a high level of support from the Taxi and Private Hire trades.
- 11.2 The results for 74 days of operation activity include:
- (a) 6,122 PHV drivers advised and moved on to keep roads clear for taxis and booked PHVs;
 - (b) 359 PHV drivers were reported for not having a badge and were stopped from working for the remainder of the evening;
 - (c) 3,757 PHV drivers were reported for not wearing their badge;
 - (d) 60 PHV drivers reported for plying for hire offences;
 - (e) 770 PHV drivers reported for parking on Taxi ranks; and
 - (f) 1,644 parking tickets issued.

Operation Safer Travel at Night

- 11.3 Operation Safer Travel at Night (STaN) also ran over the festive period. Coordinated by EOS and the RTPC, the operation aims to detect, deter and disrupt illegal cab activity and get people home safely. It involved the MPS Cab Enforcement Unit, Safer Transport Teams and TfL's Taxi and Private Hire compliance officers. As a result of the operation there were approximately 140 arrests for a variety of offences, and over 1,000 vehicles were stopped and inspected. In addition 40,000 information cards were provided, giving advice on how to travel home safely, particularly around the dangers of unbooked minicabs.
- 11.4 Recruitment of additional TPHC Compliance officers – which will see the number of officers doubled to 82 – is progressing well. Offers have been made and the relevant checks (medicals, reference and security clearances) undertaken, with the aim of having all officers in place by the end of March 2016.

Operation Safeway

- 11.5 In late October 2015, the Mayor announced a package of measures to further improve road safety in London by more effectively targeting of the key sources of road danger. This package of measures, which includes a significant surge in road safety policing and enforcement activity, will help to ensure we remain on track to meet the Mayor's stretch target of a 50 per cent reduction in the number of people killed or seriously injured (KSIs) on London's roads by 2020. This equates to a reduction of 14,000 casualties over the period of the current Road Safety Action Plan.
- 11.6 Operation Safeway is a key element of the RTPC's road safety activity and the enhanced police activity we have committed to deliver. Safeway deployments will now cover more than 300 priority locations across the capital (three times as many as previous operations) and will see officers targeting road users committing a range of traffic offences, as well as engaging with them on road safety advice. It ran for four weeks during October and early November. During the operation:
- (a) a total of 7,202 officers and staff were deployed;
 - (b) over 3,700 traffic offence reports were issued to road users;
 - (c) officers engaged with almost 25,000 road users; and
 - (d) 81 arrests.

Next steps for London's Safer Lorry Scheme

- 11.7 Following the launch of the Safer Lorry Scheme in September 2015, we launched a public consultation on 25 January 2016, to gauge support for fitting an additional window in the lower part of lorries' passenger-side doors to improve driver vision of vulnerable road users, and whether people would support restricting or charging lorries without this window. This is part of the Mayor's ambition to hasten the deployment of the safest possible lorries operating on London's streets.
- 11.8 The existing Safer Lorry Scheme mandates a minimum indirect vision standard, to reduce HGV blind spots through the mandatory fitment of basic 'blindspot' mirrors and sideguards. Development of the Safer Lorry Scheme presents the opportunity to push for lorries with improved direct vision, where the basic design of the cab allows for higher levels of direct vision from the driver's seat. This is an initial consultation on outline proposals – the response will inform a later consultation on finalised statutory proposals.

London Assembly Police and Crime Committee

- 11.9 The London Assembly's Police and Crime Committee has undertaken an investigation of crime on public transport. We and our police partners – MPS, British Transport Police (BTP) and City of London Police (CoLP) were asked to submit evidence and to attend a Committee meeting hearing on 12 November to answer the Committee's questions. The investigation considered how to reduce crime and improve safety on public transport and how the Mayor is working with key partners to achieve these goals. In particular, the investigation looked at the rise in reporting of sexual offences and the risks associated with the introduction of the night tube relating to crime and safety on London's public transport network.
- 11.10 The investigation included a site visit to the London Underground and BTP control centre as well as a hub policing team operation to showcase the activity of our officers and the work of the BTP and MPS Roads and Transport Policing Command (RTPC) to improve transport safety and security.

Hate Crime on Public Transport

- 11.11 Following two high profile hate crimes on the bus network and reports of a general increase in Islamophobic, Anti-Semitic and other racist hate crime in London, a number of community organisations and Members of Parliament and Government departments have contacted TfL about the measures we have in place across the TfL network for dealing with this.
- 11.12 While levels of Islamophobic, Anti-Semitic and other racist hate crime remain low, currently around five per cent of crime on the network, we are working closely with our police partners to address concerns and to reassure the travelling public and local communities that we take this issue extremely seriously, and that we are working to tackle these offences on our network.
- 11.13 The London Transport Community Safety Partnership's (LTCSP), which brings together TfL, London's policing agencies and other key stakeholders which have a responsibility for and influence over the safety, security and reliability of the transport system, is looking at this important issue at a strategic level to ensure a coordinated response across London's public transport network. Both the BTP and the MPS have stepped up operational activity to provide a visible, engaging, reassuring presence across the TfL network. Safer Transport Teams in the RTPC are linked in with local policing team colleagues across the MPS to ensure that any transport related issues are identified and dealt with as a matter of priority. The BTP also continues to make use of Independent Advisory Groups, made up of local volunteers, to help engage with communities and ensure that the policing approach reflects the needs of the whole community.

20mph Limits in the City of London

- 11.14 In March 2015, we outlined plans for eight new pilots of 20mph speed limits on the following TLRN routes:
- (a) Upper Street and Holloway Rd (between Pentonville Rd and Seven Sisters Rd);
 - (b) Westminster Bridge, Stamford Street and Southwark St;
 - (c) Brixton Town Centre (between St Matthews Rd and Stockwell Park Walk);
 - (d) Clapham High Street (between Clapham Park Rd and Bedford Rd);

- (e) Earls Court Rd (between A4 Cromwell Rd and Brompton Rd);
- (f) Kings Cross Rd and Farringdon Rd (between Pentonville Rd and Charterhouse Rd, linking up with the previous 20mph trial along Farringdon St and Blackfriars Bridge);
- (g) Camden Street (between Camden Rd and Crowndale Rd); and
- (h) A10 and Shoreditch Triangle.

11.15 This followed the first pilots that were introduced on routes through the City of London in July 2014 (Bishopsgate and Farringdon corridors), under an 18-month experimental traffic order. Following the introduction of the trial speed limit, average speeds fell by almost 1mph across the two routes. The trial period for the City of London routes came to an end in January 2016 and the 20mph limits have now been made permanent.

London Automotive Forum

11.16 On 1 December 2015, we held the inaugural meeting of the London Automotive Forum. Leon Daniels spoke about the changing trends in mobility and how TfL currently engages with the motoring sector. In addition, BMW shared their vision for Mobility as a Service and Connected and Autonomous Vehicles.

11.17 A number of major automotive manufacturers were present, as well as representation from DfT and trade body organisations. The attendees actively engaged in open discussions on widespread topics from automotive technology, parking and the roles of the public and private sectors in progressing mobility in London. The attendees were enthusiastic about collaborating with TfL on projects of mutual interest.

11.18 Moving forward, the quarterly forum will provide the automotive sector with a channel into TfL. Topics will include promotion of Ultra Low Emission Vehicles and how London can lead the way in piloting alternative modes of travel to the private vehicle.

Sustainable Travel – Active, Responsible, Safe (STARS) school accreditation programme

11.19 STARS is TfL's signature school travel programme and the leading programme globally to encourage safe and active travel to school. In June 2015, TfL awarded 1,475 schools STARS accreditation, representing 46 per cent of London schools, the highest proportion of schools taking part since the programme began in 2007. In October 2015, 330 schools attended one of seven interactive training seminars, when the STARS accreditation awards were announced and the schools participated in activities to highlight and share best practice. Our Top Schools event was held at City Hall on 3 November 2015 to celebrate the most innovative and actively engaged top STARS schools. The best schools from across London went on to showcase their achievements in encouraging safe and active travel to school and were presented with awards. The Glebe School in Bromley won the top secondary school in South London award. Glebe, a foundation secondary special school, has seen a 35 per cent increase in students travelling independently to school in the past two years. Car use has fallen in the past three years from 35 per cent to eight per cent.

12 Customer

New Year's Eve and Major Events

- 12.1 We once again successfully enabled the New Year's Eve – Marking of Midnight event with significant road closures, additional services and traffic mitigation measures to support the celebrations – all managed from our Palestra Event Liaison Facility. For the second year access to the event was controlled by ticketing, and while security concerns led to an increase in searches, the access arrangement worked well.
- 12.2 There were minor changes to the footprint of this year's event including the inclusion of Waterloo Bridge as a ticketed viewing area. This had the potential to have a significant impact on the bus network and the ability of non-ticket holders to cross the river, but we worked closely with the event organisers to ensure these potential issues were addressed.
- 12.3 For the second year running, the number of people in central London was reduced, with significant reductions in the numbers of non-ticket holders attempting to view the event. While the reasons behind this reduction are not fully understood, a combination of issues including public information and the weather are likely to have had an impact.
- 12.4 Once again we provided free travel on the TfL Network, this year sponsored by KAYAK. All transport operators coped well with demand, with London Underground able to reopen stations within the event footprint earlier than previous years. A full debrief process from the event is currently being undertaken.
- 12.5 Through extensive, lengthy and detailed planning, we successfully managed the Lumiere London 14-17 January 2016 event – which displayed illuminated artwork throughout central London. This was the first time London has experienced the concurrent closure of a number of key roads in the West End over four consecutive nights. Full mitigation plans were in place to keep impacts to a minimum and feedback suggests the event was well received by Londoners and people who attended the event.

Twitter – now over 500k followers

- 12.6 We have gained an additional 196,000 followers on our @TfLTrafficNews Twitter feed, since April 2015 and as a result now have a total of 546,000 followers, continuing to be one of the most followed real-time transport feeds in the world. Each tweet we send is read by about 12,500 Londoners. We receive and respond to around 1,000 direct questions and comments every week from followers. Our feed is one of the fastest ways for customers to get information about traffic disruptions in London.
- 12.7 Based on a Social Media Satisfaction Survey, more followers are using the Roads Twitter feed to find out about disruptions compared to last year (84 per cent now, up from 40 per cent). In the majority of cases information provided by the Roads Twitter feed has led to users making a change to their journey (79 per cent). Around a quarter of followers use the feed to ask us questions, up significantly from 1 per cent in 2014.

13 Environment

Regent Street Motor Show

- 13.1 One of the key actions in the Ultra Low Emission Vehicle (ULEV) Delivery Plan is to create public acceptance of ULEVs. On 31 October, the Behaviour Change team represented TfL at the UK's largest free-to-view motor show on Regent Street where more than 200 cars from past, present and future generations were on display to crowds in excess of 400,000 people.
- 13.2 TfL's Behaviour Change team partnered with Go Ultra Low (government campaign) to create the 2015 Low Emission Motoring Zone. Our joint purpose was simple: raise awareness of Ultra Low Emission Vehicles and showcase the commitments TfL have made to improving London's air quality. The Regent Street Motor Show was TfL's first mass public event on this subject.
- 13.3 On display were TfL's newest fully electric buses and a line up of seven of the latest plug-in and fuel cell vehicles. Visitors were given an opportunity to test-drive some of these increasingly popular cars on a near-by street.
- 13.4 The event was hugely successful and TfL staff were overwhelmed at the volume of positive reactions from the public on the commitments TfL have already made and for our plans ahead. The public were genuinely interested in the display of low emission cars and the TfL electric bus, across all age groups and backgrounds.



Low Emission Motoring Zone at the Regent Street Motor Show 2015.

Grey Fleet – Reducing Private Car Use on the Network

- 13.5 Over 55 per cent of public sector business travel is undertaken by drivers using their own cars. Croydon Council recently undertook a grey fleet (personal cars used for work purposes) reduction programme and succeeded in reducing staff travel costs, saving the council over £500,000 per annum. The Croydon programme resulted in a 42 per cent reduction in employee business miles travelled and cut carbon emissions by 36 per cent. To help reduce congestion on London roads, we are investigating how to help facilitate recreating Croydon Council's success in public sector organisations across London. Therefore we are

undertaking a project to research the scale of grey fleet use and the most effective initiatives to influence organisations and their staff to change their travel behaviour i.e. to provide a compelling alternative to the private car for business trips. This research aims to quantify:

- (a) the vehicle KMs removed from the road network as a result of reducing grey fleet use across London's public sector;
- (b) the CO2 reduction/improved air quality; and
- (c) cost savings to the public sector.

13.6 Based on the findings of the research, the next step (in spring 2016) will be to promote a grey fleet reduction initiative to all public sector organisations in London.

Launch of LoCITY

13.7 In January 2016 we launched LoCITY – TfL's new low emission commercial vehicle programme. LoCITY is a five year initiative which leads up to the implementation of the Ultra Low Emission Zone (ULEZ) in 2020, and will help the freight industry prepare for its introduction. The programme aims to accelerate the development, supply and wider uptake of low emission commercial vehicles and refuelling infrastructure. LoCITY has been welcomed by the industry and has already attracted over 50 working group members including: fleet operators, vehicle manufacturers, academics, London Boroughs, consultants and funding bodies. LoCITY will inform and support the industry to increase the availability and uptake of low emission commercial vehicles and their fuel needs. Specific outputs of the programme will set voluntary environmental standards for commercial fleets that exceed ULEZ. TfL will lead by example, by using these standards in our own procurement contracts. LoCITY is a key action in the Mayor's Ultra Low Emission Vehicle Delivery Plan published last year.

ULEZ Next steps

13.8 Following the approval of the ULEZ portfolio at the meeting of the Board on 17 December 2015, we have been progressing the development of the Rapid Charging proposal and are working with private and public landowners to identify suitable locations for rapid charging stations.

13.9 We will begin publicising the vehicle charging and taxi/ PHV licensing aspects of the ULEZ scheme on 22 February 2016.

OLEV City Scheme Bid

13.10 On 25 January 2016, Transport Secretary Patrick McLoughlin announced that London had been awarded £13m as part of the Government's 'Go Ultra Low Cities' scheme, to promote and support the growth of green vehicle technology. TfL developed the bid jointly with the Greater London Authority (GLA) and London Councils (representing the 32 London boroughs, and the City of London Corporation). The bid was also supported by over 35 businesses, organisations and research institutions across London. The national scheme also saw Office of Low Emission Vehicles (OLEV) funding provided to Milton Keynes, Nottingham and Bristol, with four other cities receiving development funding.

13.11 Increasing the use of ultra-low emission vehicles (ULEVs) plays a key role in our plans to improve the Capital's air quality and reduce its impacts on people's

health. The funding will be used to introduce a range of measures to help London's residents and businesses make the switch to electric vehicles, confirming London's place as the electric vehicle capital of Europe.

14 People and Awards

Director of Asset Management for Surface Transport to receive OBE

- 14.1 Dana Skelley, Director of Asset Management for Surface Transport, has been recognised with an OBE in the Queen's New Year's Honours list for services to transport in London. The first woman ever to be named Surveyor/ICE Municipals 'Engineer of the Year', Dana leads a team of around 500 engineers and asset managers, who are responsible for the management and maintenance of more than £15bn of infrastructure including London's arterial roads, all 6,200 traffic lights, around 1,800 bridges, 12 tunnels and more than 1,000 miles of footway.
- 14.2 In recent years, Dana has overseen a range of major engineering schemes as part of TfL's continuing £4bn RMP. These include strengthening the Hammersmith flyover and the successful implementation of the Olympic Route Network for the London 2012 Games. She has been a driving force behind the 100 Years of Women in Transport campaign, which celebrates the role of women in the industry.

Prince Michael International Road Safety Award

- 14.3 TfL's Construction Logistics and Cyclist Safety (CLOCS) programme has received a Prince Michael International Road Safety Award, recognising TfL's lead in improving Heavy Goods Vehicle (HGV) safety within the construction industry. Judges agreed that the CLOCS Programme is innovative, well-researched and well managed. CLOCS was also praised as an example of how public sector leadership can catalyse the private sector. CLOCS has established a common Work Related Road Risk Standard for the construction industry which can be applied throughout supply chains, with over 200 construction companies now signed up to implementing the Standard, including 30 major construction clients with a combined annual turnover of £23bn. CLOCS has also demonstrated market demand for safer trucks, stimulating vehicle manufacturers to design 16 new 'high vision' trucks, with low-entry cabs and larger windows to greatly reduce HGV blind spots.

Sport Relief/TfL partnership 2016

- 14.4 On 19 January 2016 we announced that we have entered into a partnership with Sport Relief for 2016. TfL staff and customers are being called upon to raise money for Sport Relief 2016 by walking, running and cycling to work and school. Partnering with Sport Relief provides a trigger for behaviour change, and the media opportunities will help widen the reach of active travel messaging. We will promote Sport Relief via press, online and social media plus activity in schools, businesses and with partners.
- 14.5 Internal communications started in January and activity for customers will commence on 1 March, culminating with the Sport Relief Games at Queen Elizabeth Olympic Park on Sunday 20 March 2016.

Santander Cycle Hire support for 'Movember'

- 14.6 The Movember Foundation is a global charity committed to men living happier, healthier, longer lives. Since 2003, millions have joined the men's health movement, raising £402m and funding over 1,000 programmes focusing on prostate cancer, testicular cancer, poor mental health and physical inactivity.
- 14.7 This year the Movember Foundation is tackling physical inactivity by encouraging people to raise money by signing up for their MOVE campaign and get moving each day in 'Movember'.
- 14.8 The Santander Cycle Hire scheme is supporting the campaign by attaching 'moustaches' to a number of cycles and encouraging riders to share a photo of it on Twitter or Instagram, using the hashtag #MoCycle. For every photo shared Santander will make a £1 donation to the Movember Foundation (up to a maximum of £10,000). 200 limited edition gold moustaches will generate a £2 donation each.

TfL's Graduates Recognised

- 14.9 Helen Moretti – a Project Management Graduate- has been recognised by the Chartered Institute of Logistics and Transport McKibbin Research Competition. The research project focused on the experience of LoHAC and collaborative working to understand the benefits and pitfalls of collaboration relating to LoHAC.

List of appendices to this report:

None

List of Background Papers:

None

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