

Commissioner's report

June 2023

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Introduction

This has been another momentous time for the United Kingdom, London and its transport network

The trial of the Sandilands tram driver has started. It is important that this tragedy is never forgotten, and our thoughts remain with everyone affected. Following the tragedy we have made the network safer for everyone, and we continue to work tirelessly to ensure this could never occur again. TfL is being prosecuted for health and safety breaches, to which we indicated a guilty plea at the first opportunity and we await the sentencing hearing.

As we moved towards the summer, we saw the return of the TCS London Marathon to the spring, launched the final stage of the Elizabeth line and welcomed the world to the Coronation of Their Majesties King Charles III and Queen Camilla.

We were once again at the heart of history in the making, and I was honoured to represent Transport for London (TfL) and all our colleagues at the Coronation. I'd also like to thank all those colleagues who once more pulled together to show London and its transport system in the best-possible light. It is in these moments that we see the best of London and Londoners and I am immensely proud of the role that we played in delivering an excellent and welcoming transport experience.

In advance of the Coronation, it was a privilege to welcome the Prince and Princess of Wales for their first journey on the Elizabeth line.

It was also my pleasure to welcome Richard Holden MP, Parliamentary Under Secretary of State for Transport, and Paul Scully MP, Minister for London, on visits

to the Palestra Event Liaison facility and the site of the potential DLR extension to Thamesmead, respectively. Both visits allowed us to highlight the vital role that we play in supporting and connecting London's communities. To this end, I was delighted to meet with the Leaders of Richmond and Barking & Dagenham councils recently, to discuss how we can continue to work together.

On the transport network, we have continued to improve our offer to Londoners and set out a strong direction for the future of transport services in outer London.

Work on the new Superloop has begun at pace and we have launched the first consultation on the route between Harrow and North Finchley. Offering an enhanced public transport service is vital if we are to encourage mode shift, improve our air quality and tackle the climate emergency across the capital – the Superloop is a key element of this.

Last month, we celebrated the first anniversary of the Elizabeth line and the introduction of the final operating timetable. Customers now benefit from a train approximately every two and a half minutes between Paddington and Abbey Wood, and those travelling to Heathrow benefit from six trains per hour all day, along with an increased peak period and reduced journey times.

This marks the culmination of the Crossrail project, and the closeout of the organisation is now complete, with all



remaining works and activities transferring to TfL. This is a huge moment for London and TfL: the Elizabeth line has been successfully delivered within the funding envelope forecast. This is no mean feat, and I would like to commend all the colleagues, both past and present, who have played a role in delivering the line.

The Elizabeth line is continuing to prove popular, with more than 150 million journeys made along the route and daily records continuing to be broken. This is reflected across the network, where we continue to see ridership growth.

Celebrations for the 160th anniversary of the Underground have continued, and I was delighted to join colleagues from some of London's cultural institutions to launch the

re-release of a range of heritage posters at the London Transport Museum.

We continue to work closely with the Government to ensure we meet all the conditions of our funding agreement, in a timely fashion, with discussions on future capital funding continuing.

A handwritten signature in black ink, appearing to read 'Andy Lord', with a stylized flourish at the end.

Andy Lord
Interim Commissioner

Safety and environment

We are taking action to improve both safety and air quality on our road network



The police took increased action on traffic offences in 2022/23

The safety of people using London's transport services and street network is absolutely core to our work at TfL. Our wide-ranging strategic and local improvement plans aim to continuously improve our approach to safety.

Vision Zero

Police activity to support Vision Zero

Police activity and enforcement is an essential part of our approach to achieving our Vision Zero goal. Between 30 March and 30 May, our policing partners dealt with a total of 3,339 traffic offences for risky, dangerous and anti-social driving, such as excessive speed, distraction, alcohol and drugs, no insurance and non-compliance with road rules.

During the months of April and May, the Metropolitan Police Roads and Transport Policing Command (RTPC) enforced a total of 1,182 speeding offences. This included 3,696 offences through fixed safety cameras and 2,253 offences through mobile safety cameras. The RTPC enforced 622,369 speeding offences in 2022/23, up from 460,580 in 2021/22. In work to improve safety on our roads, we are making good progress on our commitment to increase the levels of speed enforcement by the police, building the capacity to enforce up to one million offences per year from 2024/25.

As part of its efforts to tackle road danger, the RTPC participates in monthly national campaigns coordinated by the National Police Chiefs' Council. These operations are themed around national road danger enforcement priorities and are an important element of the RTPC's operational activity. The focus for April was Operation Two Wheels, which focuses on offences with powered two-wheelers such as e-scooters, electric bikes, motorbikes and peds. A total of 379 traffic offence reports were issued, including 88 vehicle seizures – 57 for no insurance, 36 for speeding and four for drink and/or drug driving offences.

Operation Cubo is a high-visibility policing operation that targets illegal driving to reduce risk and harm on London's roads. It focuses on removing dangerous drivers and vehicles from the road, including unlicensed drivers and uninsured vehicles. Police estimate that uninsured drivers are five times more likely to be involved in a road-traffic collision, with many linked to other criminal activity.

The operation runs regularly in different hotspot locations across London. It is often run in partnership with us so that our enforcement officers can check licences and safety standards for taxis and private hire driver and vehicles. On 19 April, we and our enforcement agents joined the operation to target persistent evaders of TfL penalty charge notices. The operation resulted in 38 traffic offence reports being issued and 11 vehicles being seized for no insurance. We recovered £5,349 in outstanding fines.

Direct Vision Standard Phase 2

The consultation seeking views on the Progressive Safe System (PSS) design closed on 3 April 2023, having run for seven weeks. The consultation included a number of elements to improve vehicle safety, such as sensors and cameras. The PSS would need to be fitted on non-compliant heavy goods vehicles (HGVs) over 12 tonnes rated as zero, one and two star from October 2024 to secure a safety permit and operate in London.

The Direct Vision Standard (DVS) is safety-focused and contributes to the Mayor's Vision Zero strategy by improving HGV drivers' visibility, thereby reducing the risks that HGVs present to vulnerable road users. As part of the original introduction of the DVS, a public commitment was made to raise the minimum star rating to 3* from October 2024, with all 0*-2* vehicles required to fit the PSS to obtain a safety permit.

These proposed changes will build on the safety improvements from the current DVS scheme, including the following outcomes and benefits published in the One Year On report (June 2022):

- The number of fatal collisions involving an HGV where vision was cited as a contributory factor halved, from 12 in 2018 (the year before the scheme was introduced) to six in 2021. The number of serious injuries fell from 48 in 2017 to 17 in 2021

- Average daily compliance rates are very high, with more than 94 per cent of HGVs in London now operating with a safety permit and hauliers reporting that they are building DVS requirements into future purchasing decisions

Analysis of consultation responses is underway, with the consultation report due to be published in early June.

Operation Clearway

We take the risk to public safety of footway obstruction through freestanding advertising boards, tables, chairs and pillars extremely seriously, as they could cause injury and hinder the free flow of pedestrians, particularly for older people and those with a visual or mobility impairment.

During 2022/23, we visited 323 premises in priority locations, where enforcement officers reported 548 reports of non-compliance, including 392 cases of unauthorised advertising boards. In response, we issued 480 warnings to businesses, took five cases straight to court due to re-offending after previous court action, issued 63 Fixed Penalty Notices totalling £2,450, and prosecuted a further 21 cases at court resulting in costs awarded to TfL of £13,400, fines of £4,608 and surcharges of £943.

Inequalities in road danger research

On 18 April we published a report on inequalities on the road network showing that deprivation, gender, age and mode of transport all have a significant impact on the risk of being killed or seriously injured in a collision.

The research was completed as part of our Vision Zero commitment. The report finds that for the baseline average 2017-2019:

- Deprivation: Twice as many people were killed or seriously injured per kilometre of road network in the most deprived 30 per cent of London compared to the 30 per cent least deprived areas
- Gender: Per thousand people, more men are injured than women. This difference between the sexes increases with deprivation and injury severity. Men have more than double the rate of fatal or serious injuries per thousand residents than women living in the most deprived 30 per cent of London
- Age: The 16-30 age group has the highest casualty rate, followed by the 31-59 age group

- Higher risk communities: Young men (aged 16-30) living in the 30 per cent most deprived areas of London, riding motorcycles, have the highest rate of being killed or seriously injured (0.54 killed or seriously injured per 1,000 people), followed by young men (aged 16-30) living in the middle deprivation (IMD 4,5,6,7) 40 per cent of London, riding motorcycles (0.39 killed or seriously injured per 1,000 people).

We are working in partnership with the boroughs, police and other stakeholders to directly tackle road danger and continue to work on a number of major programmes to make London's roads and the vehicles using them safer. However, this research shows that continued action is needed to achieve the Mayor's Vision Zero goal of eliminating death and serious injury from the transport network, and to protect communities shown to be at higher risk of collisions.

We will continue to analyse the cause of inequalities in road safety, to help target future road safety programme planning and investment for infrastructure schemes, and drive further action to make London's roads safer.

Vision Zero Enforcement dashboard

With the successful launch of the Vision Zero enforcement dashboard earlier in March, work is continuing to enable borough-level extraction of on-street Traffic Offence Reports and Safety Camera Notice of Intended Prosecutions issued. We anticipate refreshing the dashboard to enable this functionality during summer 2023.

Annual casualty statistics

While progress continues to be made, the capital has now seen a return to near pre-pandemic levels in the number of people killed and seriously injured on London's roads. The devastating consequences for the families, friends and communities

affected by these deaths and life-changing injuries is immense, and collective action is needed to achieve the Mayor's Vision Zero goal of eliminating death and serious injury from London's streets by 2041.

Last year was the lowest year on record for fatalities, excluding 2020 and 2021, which were heavily affected by pandemic-related lockdowns. The number of people killed and seriously injured on London's roads has reduced overall by 38 per cent against our baseline, with the number of children killed or seriously injured 63 per cent lower than the baseline. This is very positive and welcome progress, with London consistently outperforming the national average in this area.

Vision Zero projects

Safer Junctions

Construction at the York Road roundabout in Wandsworth is underway and due for completion in April. It will deliver safety improvements for motorcycle users and pedestrians by introducing new spiral markings to guide drivers to the correct lane and implementing pedestrian countdown at existing crossings.

Construction on the Holloway Road / Drayton Park junction started in late April, delivering safety improvements for pedestrians with new and improved crossings, and is due for completion in spring 2024.

Consultation on the second phase of improvements at the junction of Battersea Bridge with Cheyne Walk closed in late January. This scheme proposes new crossings on the remaining arms of the junction, as well as safety improvements for cyclists. We intend to publish the consultation report in late May.

Following a review of collision data up to December 2021, the Safer Junctions projects delivered to this point saw a 42 per cent reduction in cycling collisions and 19 per cent reduction in pedestrian collisions. We are continuing with design and outcome planning work on the remaining junctions.

Lowering speed limits

The second phase of the lowering speed limits programme is in progress and seeks to reduce speeds by 10mph on a further 140km of our roads. Currently 109km of our roads have a 20mph speed limit, against a target of 220km by May 2024.

On 31 March, new 20mph speed limits came into force on more than 28km of our roads in Camden, Islington, Hackney, Tower Hamlets and Haringey.

Residents and businesses are now being asked for their views on proposals to introduce a new 20mph speed limit on a further 65km of our roads in Greenwich, Lewisham, Southwark, Lambeth, Wandsworth, Merton, and Kensington and Chelsea. We aim to deliver these projects by the end of October.

Detailed design work is also in progress for:

- Introduction of a 40mph speed limit on the A4 Bath Road
- A 30mph speed limit on A4180 Ruislip Road in Ealing
- A 20mph speed limit in West Wickham town centre

In spring 2023, raised pedestrian crossings will be introduced at eight locations in Westminster and Enfield to further reduce danger to people walking and increase compliance with the new speed limit, as well as introducing accessibility benefits for mobility-impaired customers.



Speed limits of 20mph help to improve safety for all

Bus network

Bus Action Plan

The Bus Action Plan was published in March 2022 and we held our Bus Action Plan: One Year On event at the Science Gallery in London Bridge on Tuesday 23 May. This event celebrated a year since the launch of the Bus Action Plan and involved a series of presentations to councillors, borough transport officers and transport groups, as well as a workshop in the afternoon on how we will all work together to implement aspects of the plan.

We have refurbished 308 New Routemaster buses, as part of our plan to refurbish our fleet of 1,000 buses by 2025. We also gave customers information on how to report a crime on all buses. We have rolled out a further 321 new countdown signs, which all boroughs will benefit from.

Our Director of Bus and Head of Bus Business Development continue their Bus Action Plan roadshow to London boroughs, with 13 boroughs seen since meetings began in early October 2022. This included a joint session with London Councils on 23 May, which provided an excellent forum for discussion.

Bus Safety Standard

We are close to achieving a significant milestone of 1,000 new buses in the London fleet that meet either the 2019 or 2021 Bus Safety Standard, having achieved 987 buses meeting the Standard. One-third of the bus fleet now has intelligent speed assistance technology, which limits bus speed to the posted speed limit.

Around 845 of our buses are now fitted with our acoustic vehicle alerting system, and this continues to grow as we add more quiet-running buses to our fleet. We now have camera monitoring systems on 891 buses, which reduce blind spots and provide enhanced visibility for our bus drivers – particularly important in poorer weather and lighting conditions.

We have continued to work with manufacturers and suppliers to ensure that the 2024 Bus Safety Standard requirements are finalised and integrated into the bus manufacturing process. We are now considering the extension of the Bus Safety Standard Roadmap beyond 2024 through aligning the roadmap with the forthcoming international General Safety Regulations, and we are looking at specific issues relevant to the London fleet.



We now have more than 950 zero-emission buses

Greener buses campaign continues

We continue to add zero-emission buses to the London fleet as quickly and affordably as possible and are steadily approaching 1,000 zero-emission buses in the fleet, with new buses recently being introduced in Sutton.

Currently, 10 per cent of the fleet (more than 950 buses) operates with zero-emission technology across multiple routes all over the capital, helping Londoners to breathe cleaner air and tackle the climate-change emergency.

We are continuing to work on the Route 358 opportunity-charging trial in Bromley (one of the longest routes in the bus network) which, once completed this year, will see a pantograph built at each end of the route (Orpington to Crystal Palace).

This will be an exciting trial, combining innovative zero-emission technology and enhanced customer and safety features on the bus.

We continue to work with multiple bus manufacturers to develop a vibrant and competitive zero-emission market. These new technologies are supporting the wider objective of converting the entire fleet of around 9,000 buses to zero emission no later than 2034.

To this end, the team and I visited Ballymena and Falkirk in the past month to discuss accelerating our rollout with manufacturers Wrightbus and Alexander Dennis, respectively.

Learning from safety incidents

Safety, health & environment culture

We have developed a SHE Culture Assessment, which measures how colleagues think, feel and act with regard to safety, health and wellbeing, and the environment.

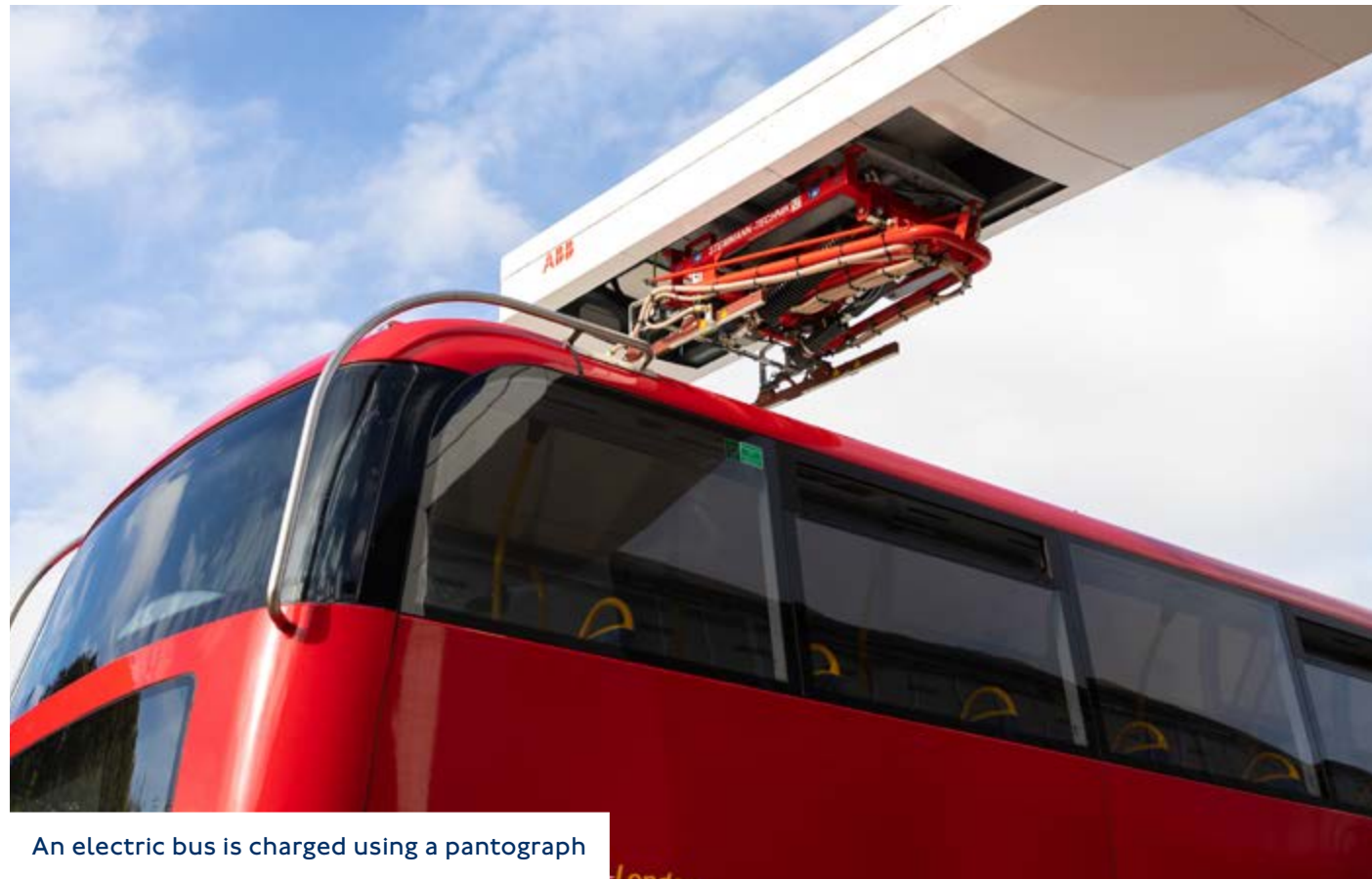
We have now completed a range of pilots to test the assessment and improvement planning process, with supporting guidance on the SHE management system (SHEMS).

The next phase of work will now get underway, which will involve engagement with teams to better understand our SHE cultural strengths and weaknesses and allow areas for improvement to be identified.

This will help local teams and the wider organisation understand SHE cultural strengths and weaknesses and identify additional focus areas for SHE improvement planning, in line with the new SHE Improvement Planning SHEMS pages.

To support our ambition of building a positive and proactive SHE culture, we have also launched guidance on building a just and fair working environment.

This includes supporting tools on developing a team culture centred on psychological safety, including building trust, promoting transparency and continuously sharing and acting on lessons.



An electric bus is charged using a pantograph

Safety incidents on the network

In the early hours of Sunday 2 April a collision occurred between a route N3 bus and a 28-year-old male pedestrian on Brixton Hill. The man suffered significant head injuries that tragically resulted in his death four days later. The incident and the circumstances leading up to it are currently under investigation. Our thoughts are with the man's friends and family.

On Friday 5 May, an incident occurred at Clapham Common station. Customers were concerned by an apparent burning smell, and activated a number of passenger emergency alarms on board a northbound Northern line train that was just in the process of leaving the station.

The train stopped immediately, with most of its carriages still adjacent to the platform but two cars inside the tunnel. Station staff attended within 90 seconds and began taking customers off from the rear of the train. While this was being done a number of customers subsequently became distressed and activated station help points

and fire control points, which meant the station went into evacuation mode. They then attempted to force carriage doors open and smash carriage windows, in order to leave the carriage quickly. No-one was hurt, but the incident understandably attracted attention in the media and on social media.

An initial fact-find has been completed and a full investigation is now underway. However, it has been confirmed that there was no fire.

I want to reassure customers that our number-one priority will always be their safety, and that we pay the highest possible regard to fire safety standards on our network. We are confident that all London Underground procedures were followed and that at no time was the safety of our customers or staff compromised. Both the Office of Rail and Road and the Rail Accident Investigation Branch (RAIB) were fully informed, and it is undertaking an investigation.

Sandilands train overturning

We will never forget the day of the Sandilands tragedy. Our thoughts will always remain with those that died, the 62 people injured and the families and friends of everyone involved.

The Office of Rail and Road (ORR) is prosecuting TfL and Tram Operations Limited (TOL) for breaching section 3 of the Health and Safety at Work Act 1974. Section 3 places a duty on employers to conduct their undertakings in such a way as to ensure, as far as is reasonably practicable, that people affected by it are not exposed to risks to their health and safety. At the first hearing at Croydon Magistrates Court on 10 June 2022, TfL and TOL indicated a guilty plea.

The ORR is also prosecuting the tram driver for breaching section 7 of the 1974 Act. Section 7 requires reasonable care to be taken by employees to protect the health and safety of those affected by their actions or omissions at work. The tram driver pleaded not guilty. The trial began on Tuesday 16 May before a jury at the Old Bailey and is expected to conclude in late June.

Following the conclusion of the trial, TfL and TOL will be sentenced at a subsequent sentencing hearing.

Upcoming inquests

On 18 September 2019, Christian Tuvi, a self-employed contractor working for Cleshar Contract Services, was fatally injured while cleaning a moving walkway at Waterloo Underground station. London Underground is an Interested Person in the inquest. Two pre-inquest review hearings took place on 2 December 2022 and on 4 April at Southwark Coroner's Court. The inquest will take place before a jury between 5 and 16 June.

On 25 August 2022, the driver of a lorry died after it overturned on the A13 Thames Gateway near Rainham. TfL is the highway authority for the road, which is maintained by RMS. An inquest is listed for 7 June at Walthamstow Coroner's Court. TfL is not an Interested Person in the inquest, but provided a statement regarding ownership, maintenance and drainage issues at the request of the Coroner.

Taxis and private hire vehicles

New licensing requirement for private hire drivers

From 1 April any new applicant for a private hire driver's licence is required to take and pass both the English language speaking and listening test and the safety, equality and regulatory understanding (SERU) assessment, in addition to a topographical assessment, before they will be considered for licensing.

Existing licensees, and applicants before 1 April, are also required to satisfy the English language and SERU requirements and the transitional requirements for doing so are set out in TPH Notice 01/23

The new driver assessment centre opened in February at our Pier Walk office and is providing additional capacity to deliver these assessments.

Taxi fares and tariffs

From 29 April, taxi fares and tariffs have been amended as follows:

- A 7.61 per cent increase to tariffs 1, 2 and 3
- The removal of the requirement for the extra charge (up to £2) to be added to the taximeter for hires arranged by telephone, mobile phone, smartphone, mobile application, any other application software and through the internet
- An increase to some of the fixed fares for shared taxis that operate during the Wimbledon Tennis Championships
- An amendment to one of the authorised places from which the fixed-fare, shared-taxi scheme operates during the Wimbledon Tennis Championships

Improving safety for taxi and PHV passengers' consultation

In July 2020, the DfT set out new statutory standards to raise taxi and PHV standards. While the focus of these standards is on protecting children and vulnerable adults, all passengers will benefit. We are already compliant with most of these standards and in February we launched a consultation seeking views on how to implement the remaining standards.

The consultation, which included some additional proposals that we believe may further enhance passenger safety in taxi and PHVs, closed on 12 May and we are now analysing the responses to the consultation to determine next steps.

Taxi marshal service contract

On 20 March we signed a framework contract with Taxi Marshalls Limited. This contract will enable us to provide a marshal service at taxi ranks to support both unforeseen and pre-planned events such as industrial action and the Coronation.

The marshals are deployed at taxi ranks in key locations such as mainline rail stations, to manage the queue and ensure vulnerable passengers, or those with mobility issues, are helped as a priority. They also arrange ride-sharing services for those customers who are happy to share.

The contract is for three years, with the option to extend for an additional year. As a call-off contract, it will only be used in exceptional circumstances.

Taxis and PHV licensing action database

The Taxis and Private Hire Vehicles (Safeguarding and Road Safety) Act 2022 requires licensing authorities to provide details of licence revocations, refusals and suspensions to a searchable database that allows other authorities to check whether their own applicants have been subject to licensing action. Since 27 April, we have provided details of all licensing suspensions, as well as revocation and refusal data.



New safety standards are being considered

Tackling violence against women and girls Canning Town bus station trial

As part of our Ending Violence Against Women and Girls programme, our aim is for the TfL roundel to become a 'symbol of safety' across the capital, helping to increase and improve women's confidence to travel on the network, especially at night. We have undertaken a feasibility study at Canning Town bus station to explore creative, innovative and community-led approaches to making the network feel safer.

To ensure the voices of our customers are heard and inform our work, we embarked on a process of reaching out to the community, to understand opportunities for us to work in partnership with others. Ending violence against women and girls is a high priority for many potential stakeholders, including businesses whose employees' and customers' safety and wellbeing is affected by their experiences while travelling.

The project has given a greater understanding of safety and feelings of safety in and around Canning Town bus station from the perspective of women and girls. The project has initiated relationships with local businesses, community groups and residents through engagement, to begin fostering a sense of community ownership of the space.

Some agreed 'quick fixes' to Canning Town bus station have been identified, to ensure the foundations of a safe space for passengers, and a plan of action for them to be completed.

A set of experimental initiatives has been developed through community engagement> Funding and partnership opportunities and a high-level plan for each of these initiatives have also been identified and include:

- Using local volunteers to become Canning Town Guardians, creating a walking group/marshalling service to support journeys of vulnerable people
- Adapting Canning Town Co-Op's safe space process (assisting women who walk into their store and feel vulnerable/ in danger) and rolling it out to local businesses in the vicinity of the station
- Creating a local business forum to discuss and agree good practice on women's safety, expanding the use of an existing WhatsApp group
- Conceive and deliver a series of events designed and facilitated by the local community to promote themes around safety and belonging (such as active bystander training)
- Collaborate with uniformed services to increase their presence at Canning Town. Feedback has indicated that greater visibility of authority figures will increase perceptions of safety

We will now use our learning from the project to create an approach that can be replicated across other parts of our network.

Air quality and the environment **Power Purchase Agreement**

In February 2023, we relaunched our first Power Purchase Agreement tender. This is a vital step towards ensuring all our operations can be net zero by 2030. The tender encourages the market to invest in additionality - an increase in new renewable energy in the national grid - that customers, like TfL, can purchase. In the first stage of the tender, Standard Selection Questionnaire submissions were received and evaluated by us. Successful suppliers have progressed to the Invitation to Tender stage of the procurement process, which will continue throughout 2023 with a view to sign a contract in early 2024.

London-wide Ultra Low Emission Zone (ULEZ)

To help clear London's polluted air and improve the health of people across the capital, the ULEZ is expanding across all London boroughs from 29 August. Modelling suggests this expansion will reduce the number of non-compliant cars each day from 160,000 to 46,000 and the number of non-compliant vans from 42,000 to 26,000. Overall, the scheme is forecast to lead to at least 100,000 fewer car trips (nearly a two per cent reduction) and reduce London-wide road transport nitrous oxide emissions.

The new £110m scrappage scheme launched on 30 January and is the largest of its kind. The scheme provides support for Londoners on lower incomes, disabled Londoners, charities, sole traders and businesses with 10 or fewer employees to replace or retrofit their old, polluting vehicles.

The money is already helping those who need it most to move to cleaner vehicles or more sustainable travel choices.

Successful scrappage applicants receive a grant to scrap or retrofit their vans and minibuses. Successful car and motorcycle scrappage applicants can opt to receive a smaller grant accompanied by up to two free annual bus and tram passes, which would give them a higher-value package. In addition, to further help disabled Londoners, there will also be two new exemption periods that will apply until October 2027. One is for recipients of certain disability benefits (or their nominated driver) and the other is for all wheelchair-accessible vehicles and some vehicles with other adaptations.

The London-wide marketing campaign, launched in January, is continuing to raise awareness of the ULEZ expansion in August, encouraging Londoners to check their vehicles and emphasising the health benefits of the scheme.

We are working with stakeholders including London and Home Counties boroughs, MPs and London Assembly members, businesses, community groups and organisations representing disabled people, as well as a wide range of other Londoners, to raise awareness of ULEZ expansion and the scrappage scheme.

Installation of infrastructure to support the London-wide ULEZ launch on 29 August is continuing. Initial work has focused on signs and cameras on TfL assets or where TfL is the highway authority, such as traffic signals and on the TfL Road Network. Unfortunately, there have been reports of vandalism to a number of ULEZ cameras.

All incidents are reported to the police and some arrests have been made. We are working closely with suppliers and the police to reduce the risk of further incidents.

There are 24 London boroughs where we are seeking Section 8 consent agreements to allow the installation of new signs and cameras. Seventeen boroughs have now signed consent agreements allowing signs and cameras to be installed on their roads.

The other seven boroughs have not yet signed the consent agreement, however constructive engagement is ongoing and we have made progress on the installation of signs and cameras in each of these boroughs.

Technical engagement is also continuing with officers from county councils directly outside London, to reaffirm advanced sign proposals and make the case for why these signs are important, both for scheme integrity and to avoid driver confusion on the approaches to the zone.

Judicial review by Hillingdon Council and others of the Mayor's decision to expand ULEZ London-wide and grant scrappage scheme funds

The London Boroughs of Bexley, Bromley, Hillingdon and Harrow, and Surrey County Council are challenging by way of judicial review the Mayor's decision to confirm the expansion of the ULEZ London-wide and to approve £110m in funding for the associated scrappage scheme. TfL is named as an interested party.

Following an initial decision on the papers and an oral renewal hearing on 25 May, the claimants have been permitted to proceed with the following grounds of challenge:

1. Failure to comply with the correct statutory requirements which apply to the establishment of a road-user charging scheme and frustration of the statutory purpose of these requirements. The claimants argue that expansion of ULEZ London-wide should have been established by way of a new scheme rather than a variation of the existing Low Emission Zone/ULEZ scheme.
2. The consultation was unlawful and unfair because the consultation materials were not sufficiently clear as to how the reference case for expected vehicle compliance rates had been calculated and it was necessary to publish the Automatic Number Plate Recognition (ANPR)

data on which this forecast had been based. Lack of a coherent explanation of the compliance rates and failure to disclose the ANPR data was confusing to consultees and did not permit them to make an intelligent response to the consultation. The Mayor also failed to take into account this information as a relevant consideration when making his decision.

3. Unlawful failure to consider the potential for inclusion of non-Londoners in the new scrappage scheme. The Mayor is said to have acted irrationally in relying on the scheme when its details were uncertain and in failing to give adequate reasons for doing so. The lack of details about the scrappage scheme also made the consultation unlawful

The claimants were refused permission to challenge the decision on two further grounds relating to the cost-benefit analysis that was undertaken and pre-determination of the outcome of the consultation based on the alleged exclusion of certain organised responses from consultation results.

The hearing has been expedited and will take place on 4 and 5 July. TfL Legal is defending the claim on behalf of TfL and the Mayor.

Tube dust

The quality of air on the London Underground is a key area of focus for us. We have been working for many years to reduce Tube dust, and will continue to do so. Our monitoring has shown that dust levels remain well below limits set by the Health and Safety Executive and on most of the network are below the recommendations from the Institute of Occupational Medicine, which are set significantly lower.

We have a robust three-pillar programme of work in place to tackle Tube dust: funding of world-leading research, cleaning and monitoring, and using the latest advances in innovation. We have increased the cleaning budget from £1.5m to £2m per year and have targeted cleaning at priority locations. Since the start of spring, track-cleaning supervisors have been monitoring air quality from within the train operator's cab, and in future this additional procedure will be undertaken every three months. This will offer additional reassurance for those colleagues whose work requires them to be within the tunnels for extended periods.

We deep-clean at least 130km of tunnels each year (40 per cent of the total network of 330km). Further work is being done on innovation and how we can improve dust management, with an open innovation tender underway to seek new solutions. This, we hope, will identify methods of actively and passively reducing dust levels. We expect to select the partner later this year, with co-commercialised funding supported by our air-quality innovation and research budget.

In April, we invited BBC London and the Evening Standard to witness first-hand the work that our cleaning crews undertake. Our Chief Safety, Health & Environment Officer, Lilli Matson, was interviewed by both news outlets. With increasing focus on issues like particulate matter, it's important that we keep our customers fully informed of this important work so that they can have full confidence using our network.



Electric charging points are increasing to meet net zero targets

Electric Vehicle Infrastructure strategy and delivery

It is expected that London will need between 40,000 and 60,000 electric vehicle charging points by 2030, including up to 4,000 rapid chargers. This infrastructure could help support a reduction of carbon dioxide emissions of between 1.5 and 2.6 million tonnes per year. The Mayor has committed to supporting the continued rollout of charging points alongside the private sector, to help meet exponential growth in demand and contribute towards achieving a net zero carbon London by 2030.

The first tranche of TfL's Electric Vehicle Infrastructure Delivery (EVID) programme will deliver rapid and ultra-rapid charge points across 100 parking bays on our roads. Following the release of the first sites to the market in November 2022, we have now completed the evaluation of bids from prospective suppliers. We entered a contract with a charge-point operator in May to deliver a full 'turnkey' solution for these initial sites.

We have now completed a preliminary assessment of 2,000 sites across the GLA estate and are planning to accelerate the release of more to the market, to tender all remaining tranche I sites this spring.

In addition, we have reviewed current assessment criteria, to bring forth new sites across TfL and wider GLA land, with active engagement with London Fire Brigade, London Ambulance Service and the

boroughs to identify opportunities. This wider pool of sites could help deliver the volume of charging infrastructure London requires, as set out in the electric vehicle infrastructure strategy by 2030.

In addition to the rollout of rapid EV charging points through EVID, the Office of Zero Emission Vehicles has recently announced that London will receive £35.7m through the Department for Transport's Local Electric Vehicle Infrastructure fund. This will primarily be used to accelerate the delivery of charging infrastructure on borough highways, including for residents without access to off-street parking.

Surface Intelligent Transport Systems (SITS) programme

Two elements of the SITS programme were paused last year and were reinitiated in April. The Predictive project aims to forecast the impact of an incident to improve response times and reduce delays, while the Video Analytics project will provide improved real-time modal data on road usage across London.

There has been positive progress on the Common Operating View Incident Management System project, which enables more effective management of incidents. It helps to monitor and deliver strategic control of the road network, increasing the focus on sustainable modes of travel in line with the Mayor's Transport Strategy, for example bus services. The decommissioning of the legacy system TIMS is complete.

The London e-scooter trial

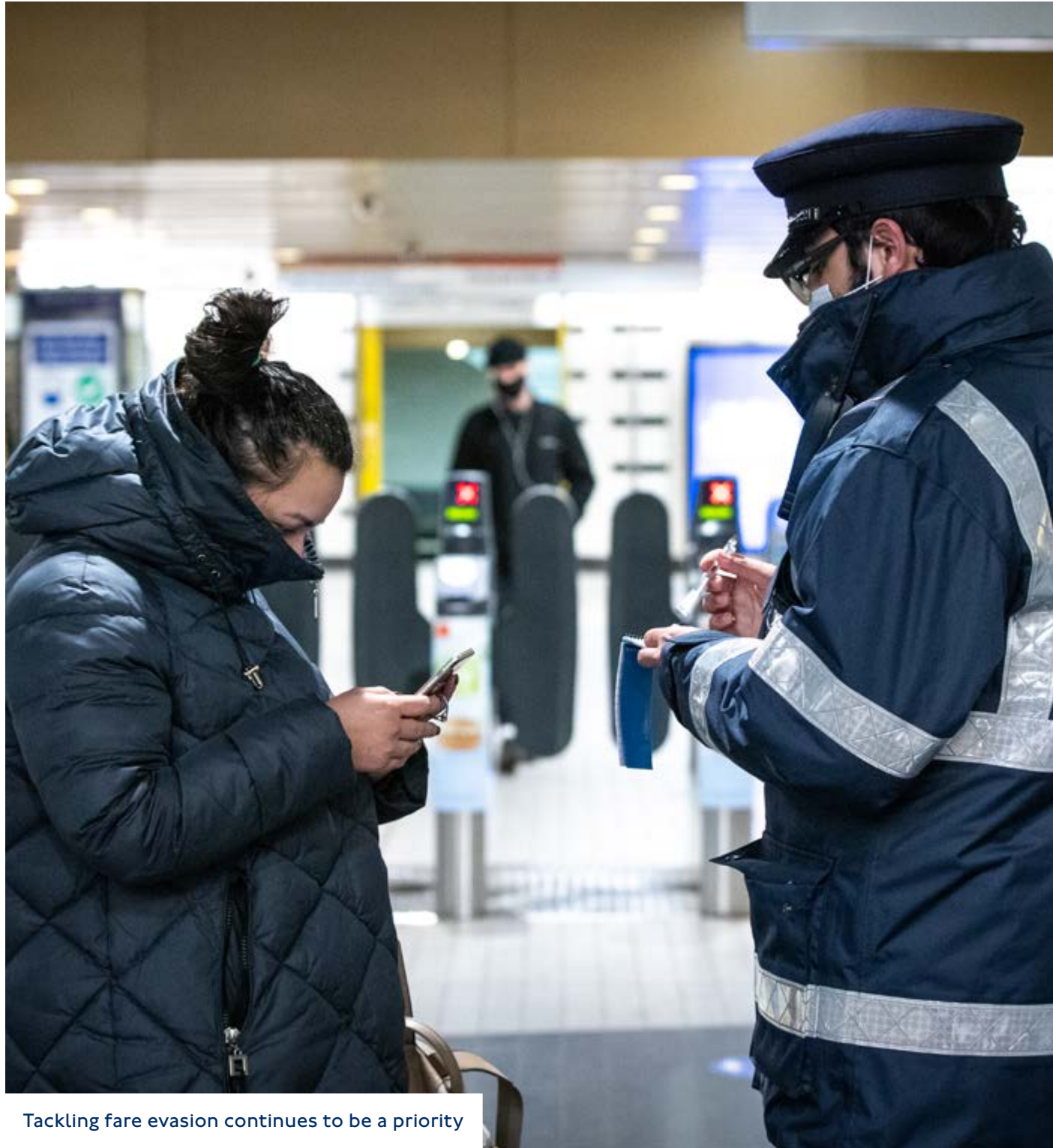
The London e-scooter rental trial has been operating for more than 19 months, with 10 participating boroughs making up a continuous trial area. In trial period 24 (13 March to 9 April), 80,000 trips were made with a total fleet size of 4,490 vehicles. This brings the total to 2.4 million trips for the trial to since launch.

In response to updated DfT guidance that allows e-scooter trials across the UK to run until 31 May 2024, we launched a competitive procurement to select operators for the next phase of the London trial. The current contracts with operators Dott, Lime and TIER were extended, to continue services until this procurement is complete.

In the 2022 Queen's Speech, the Government proposed legislation to legalise e-scooters and grant powers to strategic authorities to manage rental operations for micromobility. Although the timing of this legislation is uncertain, we continue to advocate for this change in the law to enable us, working closely with London Councils and the boroughs, to apply the same approach we have taken with e-scooter rental to all micromobility rental services in London, specifying standards and how operations should work in London, including parking.



E-scooter rental trials are continuing into 2024



Tackling fare evasion continues to be a priority

Revenue protection

Throughout the last financial year, our teams have been deployed across the network carrying out revenue protection activities on a daily basis. Between 1 April 2022 and 1 April 2023, our Operational teams across the network issued over 44,000 penalty fares and submitted over 16,000 reports to our Investigation, Appeals and Prosecutions team to be reviewed.

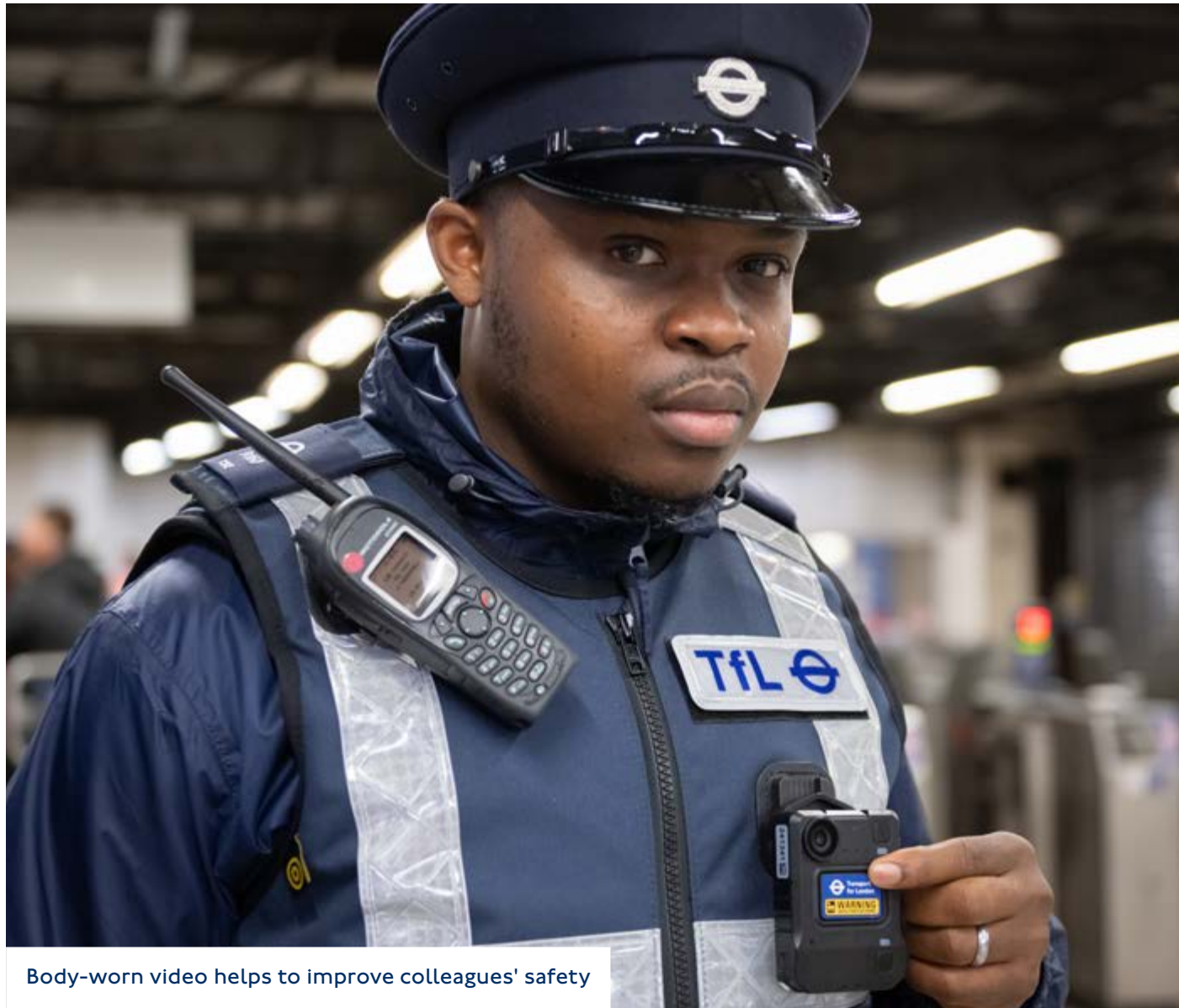
Our Irregular Travel Analysis Platform Investigation team has continued to investigate those passengers who avoid paying for all or part of their journey. In the last financial year, they have investigated 374 passengers and identified more than £311,000 of avoided fares.

Fare evasion and ticket disputes continue to be one of the main contributing factors to workplace violence and aggression across our network. To respond to this we are increasing our joint exercises involving the police, our Transport Support and Enforcement (TSE) officers and revenue teams. TSE-accredited officers are being deployed on the bus network, to increase support for frontline colleagues. They aim to detect and prevent fare evasion and other unwanted behaviours across our bus network, helping to improve customer and colleague confidence. Our TSEs are also now going across the gateline in the London Underground.

Stephen Lawrence Day

Stephen Lawrence Day was first celebrated in 2019 and takes place annually on 22 April, the date of Stephen's death. The Day is marked officially in the British calendar as a celebration of Stephen's life and legacy. The Stephen Lawrence Foundation exists to inspire a more equal, inclusive society and to foster opportunities for marginalised young people in the UK.

As an organisation, we wanted to show our support for the Foundation as they marked 30 years since Stephen's death. Led by our RACE Colleague Network Group, we worked with the Foundation to display a poster they designed as part of their campaign. The poster appeared across the Underground network from 21 April. We also supported this important event through employee communications and held a number of events for colleagues to celebrate Stephen's life and legacy.



Body-worn video helps to improve colleagues' safety

Work-related violence and aggression (WVA)

In the first four weeks of 2023/24 there were 744 reported incidents of work-related violence and aggression across TfL. This is almost identical to the number of incidents reported in the same period in 2022/23.

Forty-three per cent (320) of the reported incidents were either a physical assault or a threat and therefore may have reached the threshold of a criminal offence. Forty-four per cent of all incidents were triggered by something relating to revenue, which continues to be the key trigger of WVA incidents.

I was particularly shocked and saddened to hear of the attack on a colleague at Harrow on the Hill station, who is now stable and recovering. I have been personally updating the Mayor on this situation. I am glad that an individual has been identified and arrested, and that justice will be served. All our colleagues should be able to go to work without fear of violence and we will do all we can to support colleagues.

The phase one rollout of emergency communication devices (ECDs) will be completed in Quarter 1 of 2023/24. Over the coming months, we will continue to work with teams that have been identified as at risk of WVA and those who are allocated to receive ECDs, to conduct requirements-gathering workshops, including Police Liaison and Operational Security and Crime Reduction within our Compliance, Policing and Operational Security directorate.

Since the completion of the phase 2 rollout of body-worn video (BWV) in February, which saw a further 300 devices supplied to colleagues at risk of WVA, we have been carrying out engagement sessions with frontline teams in Dial-a-Ride. The WVA team visited the Croydon, Wimbledon, Woodford, Mandela Way, North Wembley and Palmers Green depots, where they spoke to drivers about the user and technical benefits of BWV.

A big part of our WVA prevention work is engaging with frontline colleagues – both TfL and those of our operators – at operational locations, including bus garages and bus and Underground stations. These visits are to discuss WVA, conflict de-escalation techniques, the importance of reporting and the support we can provide to colleagues if they experience incidents. Visits continue across the network at our bus garages, stations and depots.

Operations

A full service is now running on the Elizabeth line and we are introducing a new Superloop to connect bus services in outer London

Elizabeth line

The full peak Elizabeth line timetable was introduced on 21 May. The introduction of this timetable marks the final milestone of the Crossrail project, providing more frequent services, greater connectivity and faster journey times for customers.

The new timetable means peak-time frequencies have increased. The peak will also now last longer, to further increase capacity.

Services have increased from 22 to 24 trains per hour, in the peak, between Paddington and Whitechapel, with 16 trains per hour off-peak. Services linking Shenfield and Heathrow Airport are also running for the first time.

On the east of the line, more services at peak time now run between Liverpool Street National Rail station and Gidea Park, providing a faster route for those using the Bishopsgate entrance.

To the west of the line, there is an increase in peak services from Reading, with some services that were previously operated by Great Western Railway transferred to Elizabeth line services with reduced stops.

The removal of any significant pauses for trains outside Paddington will also bring reduced journey times for customers travelling from the west into central London.

With this final stage complete, the Crossrail programme closed on 26 May and all remaining activities transitioned to TfL, ahead of the timeline established by the outgoing Crossrail board in 2020.

Since my last update, we have experienced some challenges that have affected our reliability, which is disappointing. However overall reliability remains very good, and I am confident our teams and those of our partners are working as hard as possible to resolve these issues and avoid them happening in future.



The Elizabeth line is now running a full timetable

DLR

Rolling stock replacement programme

Our rolling stock programme will deliver 54 new walk-through trains to replace the oldest trains on the DLR. The new trains are air-conditioned and able to provide real-time customer information. This will improve the customer experience and expand capacity across the network to support housing and employment growth in east London.

The programme includes an expanded depot at Beckton to stable and service the new fleet, traction power capacity upgrades, signalling changes to the automatic train-operation system and enhanced customer-information systems.

The manufacture of new rolling stock in Spain is continuing, with 12 trains now completed.

The second new train was delivered to Beckton depot in early March, while the first train is now undergoing testing on the DLR network in engineering hours. It has now successfully completed the first two stages of signalling integration testing with the new train, running under automatic signalling control.

Beckton depot and network infrastructure

At Beckton, critical works to complete the northern sidings works are under way, with possessions to bring the sidings into use planned for mid-2023.

Following award of the contract for the maintenance facility building and southern sidings, our contractor is now on site.

We have also awarded the contract for design and build of a second entrance at Blackwall station, which is essential for unlocking the full fleet rollout.

Housing infrastructure funding

We have received confirmation from the Government for the purchase of 11 additional trains through the Housing Infrastructure Fund. This will provide additional capacity and unlock further housing benefits in the Royal Docks and Isle of Dogs. We are currently finalising negotiations with the supplier for the delivery of these trains.

Elephant & Castle station capacity upgrade

A new station entrance and Northern line ticket hall will support the creation of 7,500 new homes and 10,000 new jobs in the area. This new entrance will significantly increase the station's capacity to meet both existing and new demand for Tube services.

We are pushing ahead with procurement arrangements for the new tunnels, with an invitation to tender scheduled for June. A contract for essential pre-tunnelling ancillary works has been tendered and responses analysed, with the contract awarded in April.

All these works, plus the station box, are known as Stage 1 works and are fully third-party funded. Construction of the station box by the developer continues apace, with station box piling completed. Relations with the developer remain positive. Station box handover by the developer remains as planned for early 2025.

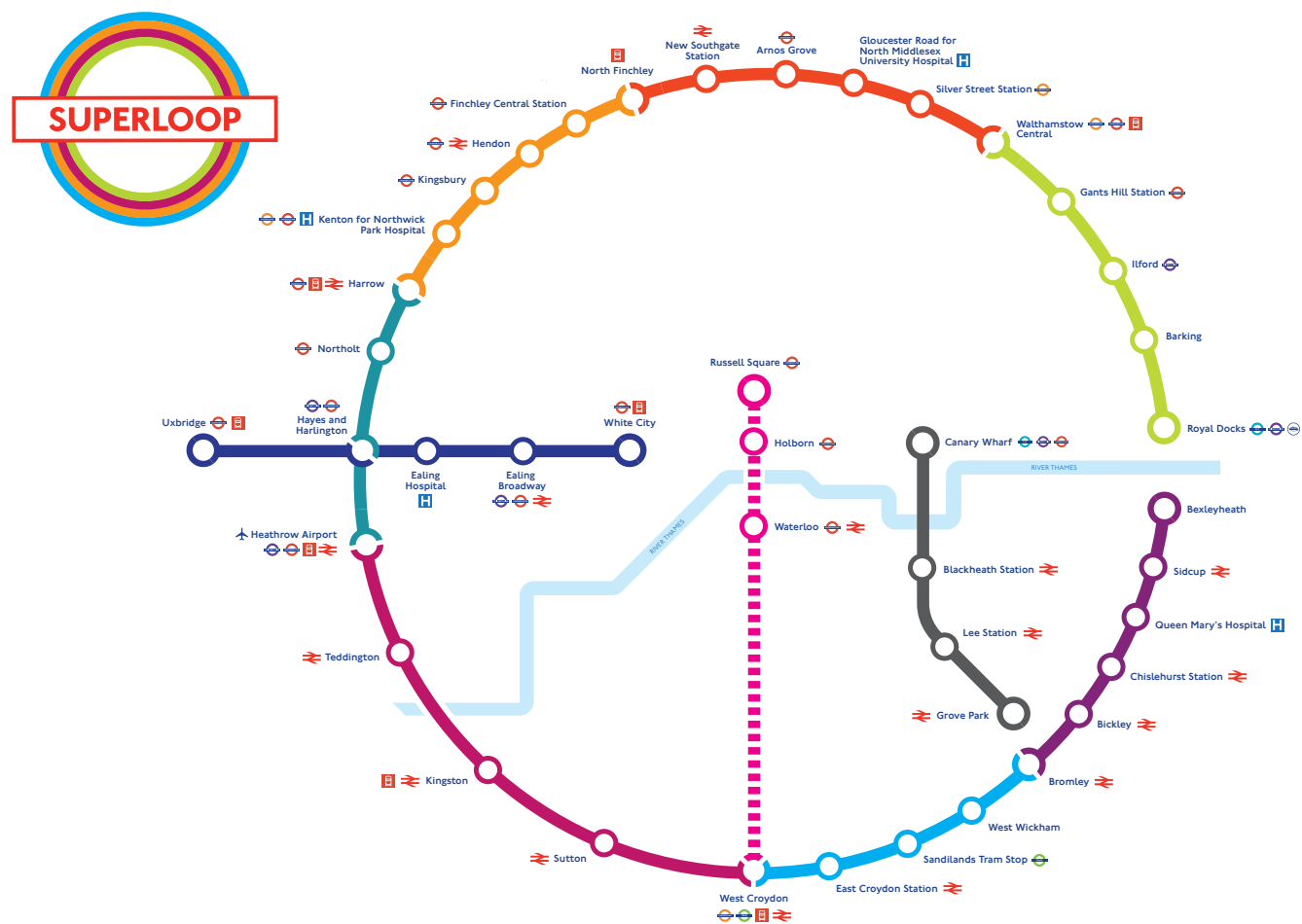


New walk-through DLR trains are on test

To further support the procurement of the tunnelling works contract, a package of works has recently started to undertake additional ground investigation in the area around Newington Butts. The developer has shared their ground investigation results and this work will add to that.

Additionally, we are progressing with a package of work to determine optimal options for the eventual fit-out of the station box and tunnels and bringing the

new station entrance into use (these works are known as Stage 2 but are currently unfunded). Invitations to tender were issued in October 2022 and the contract was awarded to Arcadis in January. Arcadis have produced the first draft report for consideration before pricing by Currie & Brown, who are acting as an independent cost estimator.



The new Superloop will offer faster bus connections in outer London

Bus service changes Superloop

Following consultations on the restructuring of the central London bus network, additional funding from the Mayor enabled us to reassess proposals for the bus network and we are going ahead with 22 per cent of the services changes originally consulted on.

These changes are all in areas with numerous alternative public transport options and in areas where, following the changes, there will be enough capacity on buses to meet demand.

On 28 March, the Mayor announced plans for a network of limited-stop express bus routes that circle the entire capital, connecting outer London town centres,

railway stations, hospitals and transport hubs. The Superloop will provide quicker journey times, with the Mayor of London providing £6m funding as an initial catalyst.

It is proposed to be introduced in stages, with some routes that are already in operation becoming part of the Superloop to offer faster links across outer London. This includes the XI40 connecting Heathrow and Harrow, and a more frequent route X26 connecting Heathrow and West Croydon.

The Superloop brand is designed to work with the iconic London Buses brand by using a new roundel and bus livery to ensure the new service is clearly identified, but still recognisable as part of the London Buses network. The new branding will feature on maps, timetables and other pieces of customer information.

The next new part of the Superloop is proposed to be the XI83 route linking Harrow with North Finchley and we launched the consultation on this route on 28 April

The new XI83 would run alongside the existing I83 bus route between Harrow and Hendon, the busiest part of the route, and the I25 bus route between Hendon and North Finchley, which is expected to see busier transport services in the future due to developments at Brent Cross and Colindale. The XI83 would run with buses every 12 minutes, Monday to Saturday, and every 15 minutes on evenings and Sundays.

Views are being sought on future sections of the orbital network. These proposed future sections include a limited-stop express link between North Finchley and Walthamstow and between Walthamstow and the Royal Docks via Ilford. Links are also proposed between Bexleyheath, Bromley and Croydon.

Some of the benefits of the proposed Superloop will be realised later this year, with the X26 doubling in frequency so that buses run every 15 minutes instead of every 30 minutes.

Our data shows that the most recently introduced limited-stop express route, the XI40, delivered a 10-15 per cent increase in weekday demand and that frequencies at the busiest stops served by the I40 were increased. Surveys found that customers had increased satisfaction with their journey times and almost four out of five said they would use the XI40 more often.

Outer London

In addition, as part of our work to enhance services in outer London and deliver one million extra bus kilometres, we have started consulting on the extension of route 223 (Wembley Central to Harrow Bus Station) to the major housing development at Eastman Village in Wealdstone.

We've also reported on the Silvertown Tunnel bus network, including confirming our plans to introduce a new limited-stop route X239 between Grove Park and Canary Wharf (which would be part of the Superloop network) and extending route 129 – currently running between Lewisham and North Greenwich – to the Royal Docks in Newham.

Central London

Following consultations on the restructuring of the central London bus network, additional funding from the Mayor enabled us to reassess proposals for the bus network and we are going ahead with 22 per cent of the services changes originally consulted on. These changes are all in areas with numerous alternative public transport options and in areas where, following the changes, there will be enough capacity on buses to meet demand.

On April 29 we implemented the main changes to our central London bus services. Route 11 from Fulham, instead of running to Liverpool Street, was re-routed to Waterloo station. Route 26 was revised to replace it between Victoria and Liverpool Street, instead of terminating at Waterloo, and continuing to run on to Hackney Wick.

Night Bus route N11 now runs between Trafalgar Square and Ealing Broadway and Night Bus route N26 from Chingford was extended from Trafalgar Square to Victoria station. Night Bus route N16 was renumbered as Night Bus route N32.

Route 211 from Hammersmith to Waterloo will remain unchanged, with the planned rerouting to Battersea Power Station taking place at a later date as infrastructure works are required at the new terminus.

Route 507 was withdrawn and so route 3 from Crystal Palace was re-routed at Lambeth Bridge to Victoria, following the 507's old route via Horseferry Road.

In the Waterloo area the C10 (Canada Water – Victoria) was re-routed between County Hall and St George's Circus to run via York Road, Waterloo station and Waterloo Road.

The 24-hour route 6 from Willesden was re-routed from Marble Arch to Victoria station via the current route 16, instead of running to Aldwych. Route 16 was extended from Cricklewood bus garage to Brent Park, Tesco and re-routed at Edgware Road station to Paddington station following the withdrawn route 332.



Service changes in central London are being implemented

Route 23 from Westbourne Park was re-routed from Hyde Park Corner to Aldwych, replacing route 6.

Route 521 was withdrawn and consequently, to give links from Waterloo into the City, route 59 from Streatham Hill was re-routed at Holborn station to St Bartholomew's Hospital, and no longer running to Euston station.

To give links from London Bridge, route 133 from Streatham was re-routed at Monument station via Bank and St Paul's station to terminate at Holborn (Red Lion Square), no longer running to Liverpool Street.



IFS Cloud Cable Car has held a range of fun events

Bus priority programme

Design work and consultation preparation is ongoing for multiple new bus lane schemes as part of the programme to introduce 25km of new bus lane by 2025, known as the 25x25 bus lane programme. We are on track to deliver 10km of new bus lane by March 2024, with our current total delivered at 3.97km.

London boroughs are progressing the design and delivery of their 2023/24 bus priority schemes. This includes a scheme in LB Newham, currently in construction at the junction of Prince Regent Lane with Tollgate Road, which will include approximately 600m of new bus lane.

The final infrastructure changes for the 24/7 bus lane scheme have now been implemented, which included the permanent removal of over 150 parking bays from our bus lanes. These bays were suspended as part of the 2020 24/7 bus lane experimental order and have now been removed permanently from the network, helping to improve bus progression and reliability.

Modernising the Circle, District, Hammersmith & City and Metropolitan lines

We continue to make progress on the programme, which is delivered by progressively installing new signalling on sections of the railway known as signal migration areas (SMAs).

Following our successful commissioning of the signalling section from Stepney Green to Becontree, SMA6, on 15 January, and the signalling section between Dagenham East and Upminster, SMA7, on 19 March, the area now operating under the new signalling contains 62 stations and four complex junctions, including the full Circle and Hammersmith & City lines. For comparison purposes, the Jubilee line has 27 stations. This means that two of the four sub-surfaces lines (and around 57 per cent of the Tube network in total) is now operated by an automatic signalling system.

Since SMA7 commissioning, the underlying system performance has been good. However, unrelated to the commissioning, two significant software issues have been identified which are being mitigated through additional operational restrictions. We are working to resolve these issues as quickly and safely as possible.

Our focus is now moving to software development for future SMAs covering the Metropolitan line north of Finchley Road. Over the Easter weekend we undertook successful testing of the new signalling between Finchley Road and Preston Road (SMA8).

IFS Cloud Cable Car

We held a number of events during April, starting with the Family Easter experience from 1 to 16 April, which involved an egg hunt and a round-trip on the Cable Car. We also celebrated Vaisakhi between 13 and 14 April with traditional Sikh music and held a Family Eid Experience from 17 to 28 April.

On 3 May we opened our pop-up street-food restaurant on the Cable Car. This will run three days a week in May, June and July, allowing customers to enjoy a meal on the Cable Car, as well as amazing views across London.

To celebrate the King's Coronation, the Cable Car held an Afternoon Tea Experience from 6 to 8 May, which included a full afternoon tea while travelling on the Car.

London River Services: Tower Pier

On 27 March London River Services completed a project to improve safety and operational efficiency by switching around the berths at Tower Pier to reduce navigational congestion on the Thames.

This changeover allowed Uber Boat by Thames Clippers to use a second berth during agreed times. Tower Pier is one of the busiest on the Thames and comprises four berths, two of which are used by City Cruises, one by Thames Clippers and one for charter bookings.

London Trams

Croydon closure

We took advantage of the Easter school holidays (6-16 April) to carry out essential maintenance work around Church Street. This meant that there was no Tram service between Reeves Corner and East Croydon while we successfully renewed 118 metres of track along with highway, drainage renewal and cable chamber surveys to improve asset data. We also took the opportunity to resurface roads in the area, with London Borough of Croydon, to maximise use of the closure period and minimise customer disruption and inconvenience.

Decarbonisation investment

The London Trams depot at Therapia Lane in Croydon is set to become cleaner, greener, and cheaper to run after it secured Government funding to help decarbonise this part of the operational tramway. The grant of £592,000 will be delivered by Salix Finance and will help to part-fund several improvements at the depot which, when complete, will be the first of a number of low-carbon depots on our network. The remaining funding is being covered by our own decarbonisation investment.

The project will see heating systems upgraded with a mixture of efficient heat pumps and infrared panel heaters, which will replace ageing and inefficient gas boilers. The additional electricity consumption from the new heating system is planned to be offset by using 1,800 square metres of south-facing roof space for solar panels, as well as other energy efficiency measures such as improved insulation and LED lighting.

Woolwich Ferry: weekend operation

To support the Blackwall Tunnel southbound closure on the weekend of 31 March to 3 April, we put on an additional Woolwich Ferry service. We also operated a two-vessel service on both 1 and 2 April from 07:00 to 18:00 to support the project.

Active travel: borough cycle training

We have allocated £4.5 million to boroughs for cycle training in 2023/24. This represents an increase of £1.8m or 66 per cent on the 2022/23 budget and will enable us to train 40,000 children and 20,000 adults to Bikeability level 2. This investment will make a real difference to communities across the capital and will contribute to the important role training plays in helping to grow cycling as a sustainable form of transport in London.



Tram tracks in Croydon have been renewed

Cycleways

We have delivered 13.8km of new or upgraded cycle infrastructure since April 2022 and a further 13.2km is currently under construction.

In addition, we continue to make progress with our programme of reviewing and amending temporary and trial schemes delivered during the pandemic. Having reviewed monitoring data and stakeholder feedback, we have recently decided to retain schemes permanently at A23 Oval to Streatham, Cycleway 8 Lambeth Bridge to Chelsea Bridge, and Park Lane.

Cycleway 4 – London Bridge to Greenwich

The Cycleway on Evelyn Street between Bestwood Street and Deptford Church Street has been in use since September 2022 and has now been handed over to the respective boroughs. Resurfacing of Creek Road bridge, which is the final package of work on this section, of the route commenced on 6 April.

The London Borough of Southwark is continuing to construct the temporary scheme for Lower Road between Rotherhithe Roundabout and Surrey Quays Road. This will complete the final section of a protected cycling route between London Bridge and New Charlton.

Cycleway 9 – Kensington Olympia to Brentford

Works to deliver a new segregated Cycleway on the next section between Kew Bridge and Waterman's Park started on 27 March. .

Cycleway 23 – Lea Bridge to Dalston

Construction of the Lea Bridge Roundabout section started on 13 March and is progressing well, with a key package of work on the roundabout being completed as planned during the quieter Easter school holidays. The design for Lea Bridge Road is underway and is being undertaken by the London Borough of Hackney..

Cycleway 37: Mile End to Westferry Lane

Work to deliver the permanent scheme at Mile End Road junction was due to begin in February but the London Borough of Tower Hamlets has raised concerns about elements of the proposals and consequently has yet to sign a section 8 agreement permitting the works. We are continuing to try and resolve the issue, but this has delayed construction of this section. The deliverability of the remaining sections, including the temporary-to-permanent scheme on Burdett Road, is being reviewed.

Cycleway 50: Finsbury Park to Tottenham Hale

Construction of the section on Seven Sisters Road and Tollington Road between Finsbury Park and Wartlers Road began on 20 February. The first section to be completed was Parkhurst Road on 5 April, allowing works to commence on Seven Sisters Road.

Santander Cycles

Over the past 12 months, the Cycle Hire scheme has seen 10.8m hires take place. This was the third-busiest financial year for hires. It was supported by the delivery of the Modernise, Electrify, Expand programme, which saw the launch of a new back-office system, 500 e-bikes and seven new docking stations in the London Borough of Southwark. E-bikes have surpassed 250,000 hires and are being used twice as regularly as classic Santander bikes.

Preparation to procure a new operating contract for the Santander Cycles scheme is underway, as the existing contracts expire from 2025. A Prior Information Notice was issued in April.

Silvertown Tunnel

Jill, the Tunnel Boring Machine (TBM) reached the rotation chamber at the Greenwich site on 15 February, completing the tunnelling of the first bore, which was a significant milestone for the project. Work is continuing to rotate the TBM within the rotation chamber, which is an innovative and complex process, so that tunnelling the second bore can begin in June.

Construction has begun on the new walking and cycling bridge across the A102, which will replace the existing 1960s footbridge with a new, fully accessible bridge built to modern design standards and improved lighting. The new bridge will provide a safe and easily accessible crossing for people walking and cycling, including those using cargo bikes, on the Greenwich Peninsula. The main span of the bridge was installed in March. The existing bridge will remain in use until the new one is fully opened in the summer.



Customers enjoy improved connectivity on the Tube

Customer experience

4G on the Underground

New 4G and 5G connectivity on the London Underground is being delivered in phases, with some significant additions to coverage coming over the summer. The next extension to coverage will include Euston, Oxford Circus, Tottenham Court Road, Mornington Crescent and Camden Town. Later in the summer these sections will be connected, joining the Northern line section to the Central line section.

Coverage is being delivered in ticket halls and on platforms, as well as in tunnels between stations, enabling customers to get the latest travel information, access social media, check emails, make calls and stream videos while on the move underground.

Testing is also starting on the Bakerloo, Piccadilly and Victoria lines, ahead of bringing mobile coverage to these lines in the future. With the success of the 5G coverage, future rollouts will provide both 4G and 5G coverage where possible, providing the best customer experience available. Posters have been used to inform customers of the service that is available in stations and further media campaigns are planned to coincide with the rollout.

In more good news for customers, we have moved the station public Wi-Fi service from Virgin Media to BAI Communications. This was a seamless transition for existing customers, and it was particularly pleasing to see Vodafone customers re-joining the service. This means that all UK mobile customers can access the service once more. Vodafone customers are already consuming 25 per cent of the data traffic on the Wi-Fi network, highlighting the importance of this service to Vodafone customers.

Countdown signs

Funded by the Bus (Customer) Action Plan programme, 211 new Countdown (live bus arrival) signs were installed across London in the two months ending 31 March. These provide live information at bus stops, further encouraging customers to our network and enhancing the bus-stop environment.

iBus2

The iBus system, originally contracted in 2005, is being re-tendered. The system monitors and controls our bus network, provides audio/visual announcements on every London bus and delivers live bus-arrival predictions to smartphone apps, TfL Go, our website, SMS service and nearly 400 bus stop signs. April saw a major milestone, with the remaining bidders making their final tender submissions prior to evaluation. The new contract is likely to be awarded in Q3.

Countdown re-tender

The tender process for a new Countdown service provider started in April with the release of tender documentation for a new contract to maintain the existing near-4,000 signs and the provision of further signs, subject to funding through our Bus Action Plan. The contract will see the existing asset base upgraded and maintained and provide a channel for bringing in new sign-types, as and when their maturity and quality is suitable for London demands.

Contact Centre operations

The Contact Centre has enjoyed a period of stable demand, allowing for a positive service to customers across our telephony and correspondence channels. The continued recovery of tourism and visitors to London has led to an increase in calls about travel information, as customers aim to get around the network in the most cost-effective and efficient way possible. The increase in visitors has also had a positive impact on our Visitor Centres where we have seen a marked increase in footfall. Improved weather and school holidays have enabled the centres to reach record numbers of customers since the start of the pandemic.

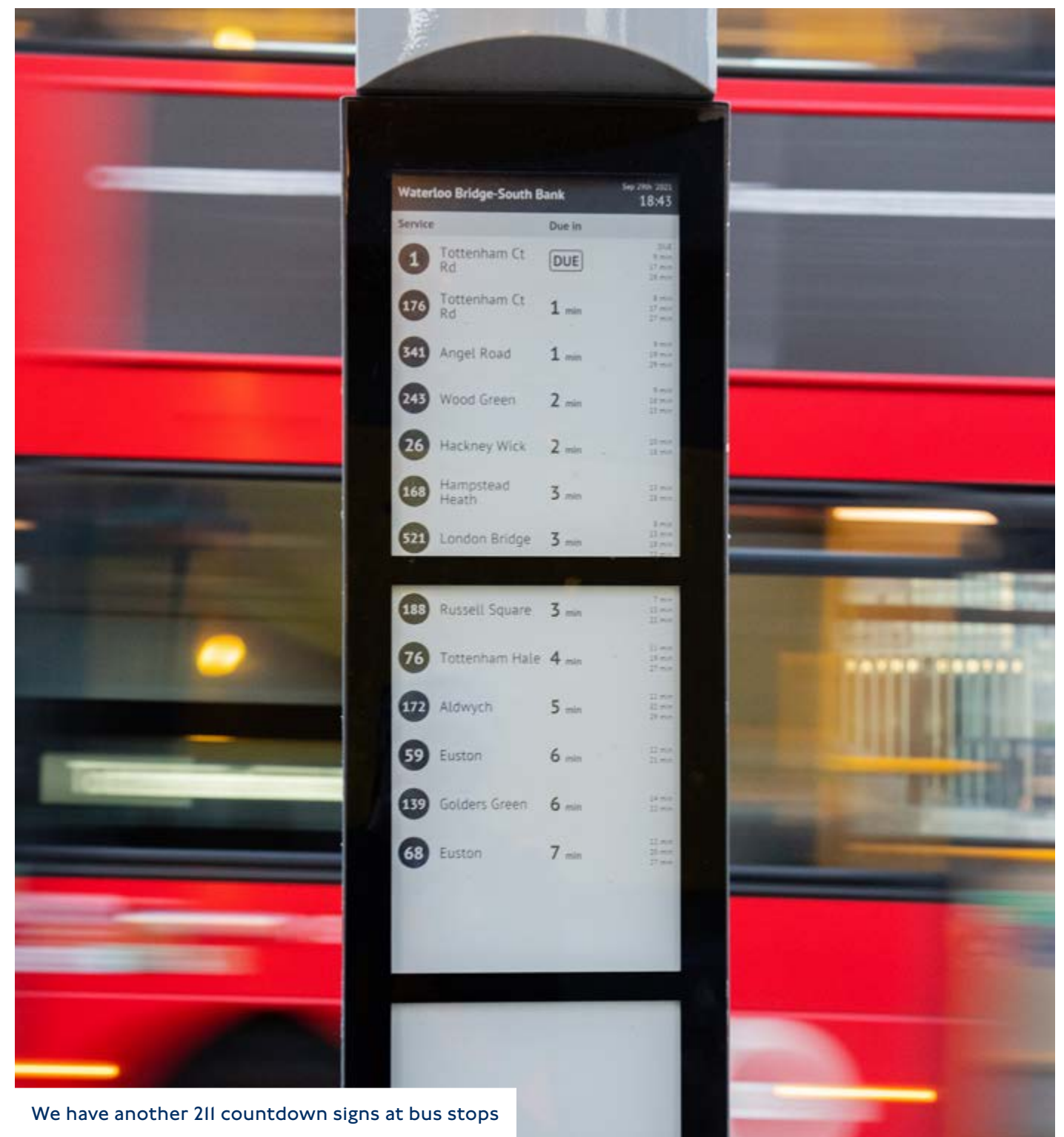
The increase in visitor demand across our services has also helped preparations for the Coronation of Their Majesties King Charles III and Queen Camilla. All services were designed and organised to help keep visitors moving around our network in a safe, accessible and enjoyable manner.

With customers pre-planning journeys and/or requiring guidance on the day of travel, we increased staffing in areas to provide travel advice to support the information already across all TfL platforms and, with additional ticketing, help to make the visitor experience as seamless as possible.

Old Street station

The first stage of glazing works for the new main entrance at Old Street station has been completed, with the second stage scheduled for June. The green roof over the new station entrance has been completed. A new high-voltage power supply was also completed, as planned, over the first weekend in April. Final paving works are ongoing in the area of the White Collar building and the station entrance is partially closed to increase productivity of fit-out works.

The project is working with London Underground to finalise proposals for a full closure to further increase productivity. Over the Easter weekend (7-10 April), the first stage of resurfacing of the Old Street junction began. The final highway stages are due to be completed in summer 2023.



We have another 211 countdown signs at bus stops

Customer campaigns

Public Transport Safety campaign

Safety always has and always will be our highest priority. On 22 May, we launched our new Public Transport Safety campaign, designed to support wider TfL safety measures in reducing customer incidents and preventing delays on the network.

The previous campaign, created in 2017, has been updated to optimise messaging and placement of messages and to align with our marketing brand guidelines. Integrated communications via marketing, social media and internal communications, plus modal support throughout the year, will promote the new campaign and continue to encourage safer travel on the network.

Public Transport Recovery campaign

Our Public Transport Recovery campaign continued throughout April, May and June, promoting our value fares and concessions such as Children travel free, Hopper fare and daily cap. The campaign ran on TV, in cinema, on pan-London radio, digital display and on our system. We also continue our media partnerships with Time Out and Metro, publishing engaging content featuring great things to do in London, and how to get there on public transport.

Priority Seating Week 24-30 April

Each year, Priority Seating Week (PSW) encourages positive priority seating behaviour, as well as raising awareness of the many reasons why people need a priority seat, including non-visible disabilities and short-term needs. This is our dedicated moment in the year where

we use our communications channels to raise awareness of priority seats and improve customer behaviour.

To celebrate PSW this year our integrated communications (via social media, press and internal comms) highlighted the work the Buses team is doing to introduce a new Priority Seat moquette on all New Routemaster buses owned by TfL. To date, 278 buses have been upgraded to include Priority Seat moquettes and the intention is to fit all 998 New Routemaster buses (depending upon funding).

Our year-round Travel Kind campaign also promoted PSW this year. Our 'Offer your seat' message was positioned on platforms and in carriages to reinforce the need for customers to look up and offer their seat to someone who may need it more. The campaign is designed to promote positive behaviours and reassure customers who may be wary of travelling.

Elizabeth line 5C

The last stage of the Elizabeth line campaign announced that the line is now fully open and promoted the changes that came into effect on 21 May, with a focus on our upgraded Heathrow offering to customers.

We're pioneering new media opportunities for this campaign. Alongside our usual posters, online adverts and radio, we'll be running a revised version of our popular TV advert onboard planes landing at Heathrow. Once travellers reach baggage claim they'll be greeted with a second dynamic advert



Priority seating week raises awareness of non-visible disabilities

telling them when the next few Elizabeth line trains are departing. The baggage claim advert will be able to be displayed in six languages, matching the flight's country of origin – a modern digital solution for a state-of-the-art digital railway.

Lowering Speeds campaign

The Lowering Speeds programme further expanded across London with the introduction of the 20mph speed limit on five key roads across the London boroughs of Camden, Islington, Hackney, Tower Hamlets and Haringey, where there is increased risk of death and serious injury. The campaign informed drivers of the lower

speed limit and highlighted the benefits of lowering speeds.

Local residents and businesses were contacted through localised email and radio, plus geo-targeted digital activity, to inform those most affected by the reduction in speed limit. Details of the proposals and areas affected by the initiative have been added to our Have Your Say webpage. The campaign ran across six weeks, with a two-week pre-launch burst from 16 to 30 March, followed by a four-week burst following the launch from 31 March to 28 April.

Art on the Underground commissions Come Out, Come Out

On 20 April, Art on the Underground presented a new artwork for Holland Park station and the 38th pocket Tube map by American artist Sharon Hayes. Hayes' new artwork celebrates the history of LGBTQ+ activism through UK newspaper archives.

Inspired by historic protest events and banners, Come Out, Come Out assembles fragments of newspaper cuttings marking major events in the history of UK LGBTQ+ activism. Using backwards slogans reading, 'Come Out' and 'Come Out, Come Out,' the artwork explores the historical registers of language and is a reminder that holding space to come out, in resistance and in joy, is our most powerful collective act.

Pond Life: Albertopolis and the Lily

On 18 May, Art on the Underground presented Pond Life: Albertopolis and the Lily, a highly ambitious new artwork by Monster Chetwynd at Gloucester Road station, on view until May 2024. Chetwynd's sculptural intervention, spanning the 80-metre disused platform, features three-dimensional creatures including frogs, salamanders and tortoises and is accompanied by a new film.

The work takes its inspiration from the engineering feat of the Crystal Palace, and the incredible story of the gardener-turned-architect, Joseph Paxton, who based the Crystal Palace's radical design on the giant Amazonian water lily. Drawing inspiration from the fractal network of veins and

flexible cross-ribs of the water lily's huge leaf, he created the building's now iconic modular design.

London Transport Museum

I was delighted that Elizabeth McKay, Chief Operating Officer at the Museum, will be stepping up to replace Sam Mullins as CEO and Director. I look forward to continuing to work with her and the Museum team.

Tube 160 X Love London's Culture

I was delighted to welcome ballet dancers, poets, chorus members dressed as Yeoman of the Guard and Deputy Mayor for Culture, Justine Simons OBE, on Tuesday 4 April to launch a new poster series celebrating art and culture in the capital.

Historical Tube posters from the Museum's collection have been reimaged for the present day to feature four of London's world-class arts and culture institutions: the English National Opera, London Symphony Orchestra, the Royal Opera House and the Southbank Centre. The posters were on display for customers to enjoy across the Underground as part of our Tube 160 celebrations from Monday 10 to Thursday 28 April.

Museums + Heritage Award shortlisting

I'd like to congratulate colleagues from the Museum whose exhibition, Legacies: London Transport's Caribbean Workforce, has been shortlisted for a prestigious Museums + Heritage award in the temporary or touring exhibition of the year category.

The exhibition celebrates the contribution Caribbean people have made to transport in London from the 1950s to the present day, while also documenting the struggles these individuals and their families endured.

An advisory board of our colleagues of Caribbean heritage helped shape the content of the exhibition.



The Legacies exhibition is shortlisted for a prestigious award

Events and protests

The Marathon event plan and mitigations are well rehearsed. On 22 and 23 April the TCS London Marathon returned to its traditional place in the calendar with over 70,000 people attending. This coincided with planned protest activity by numerous environmental groups, including Extinction Rebellion and Just Stop Oil.

The Coronation

On 6 May, the Coronation of Their Majesties King Charles III and Queen Camilla took place at Westminster Abbey, with a lined procession route and screening sites in St James Park, Green Park and Hyde Park.



We celebrated the Coronation with a 'Crowndel'

I was also delighted to welcome the Prince and Princess of Wales for a visit to the Elizabeth line on Thursday 4 May, as they travelled from Acton to Tottenham Court Road. They took the opportunity to thank our frontline colleagues who made the Coronation weekend such a great success.

While the focus was on the main event day, multiple preparation events took place in advance, including two overnight rehearsals on 17/18 April for the mounted troops and a full rehearsal with all 5,000 troops overnight on 2/3 May.

Extensive multi-agency planning meetings and exercises continued to take place in the lead-up to the event and over the weekend there were street parties and local celebration events across the country as part of the celebrations.

The Coronation concert took place in Windsor on 7 May, and we worked closely with various partners to ensure coordinated communications and transport services, including extra bus and Elizabeth line services, were available for customers returning to London after the concert. .



A royal visit to the Elizabeth line ahead of the Coronation

RideLondon

The third of the major events in the period was the Ford RideLondon cycling event that took place on 28 May. This was the second year of the new route, which heads east into Essex. Extensive road closures were in place throughout the day, with the event again contained to one day, which included the RideLondon Essex 100, RideLondon Freecycle, and the RideLondon Classique.

Removing obstruction to the highway

The final injunction hearing in the proceedings brought against the protest group Insulate Britain took place on 29 and 30 March at which we sought to finalise the interim injunctions put in place so that key roads and bridges on our road network remain protected.

The Court granted final injunctions against 129 named defendants and Persons Unknown for a period of five years with a provision for yearly review by the Court for supervisory purposes.

The final injunction hearing to make permanent the interim injunction in the Just Stop Oil proceedings took place on 4 May.

In advance of the judgment handed down on 26 May, 156 named defendants signed an undertaking approved by the Court, not to commit specified prohibited acts on our named roads. A breach of the undertaking is contempt of court. The Court granted final injunctions against the

remaining named defendants and Persons Unknown for a period of five years with a provision for yearly review by the Court for supervisory purposes. The final injunction expires at the same time as the Insulate Britain injunction.

High Speed 2 (HS2)

On 9 March, the DfT announced a re-phasing of some elements of the HS2 programme, which means that HS2 will be delivered differently than planned over the next few years so that the programme stays within allocated budgets. Works between Old Oak Common and Birmingham will be prioritised, with some works between Old Oak Common and Euston deferred.

The deferral will allow for a period review of the HS2 station and LU interchange to focus on affordability. We are working with HS2 to assess the scope of the remaining works and to adjust the size of our deployed resources accordingly.

The new Northern line traction substation and ventilation building is not affected by the pause and HS2 construction continues at Euston with the below-ground civils structures largely complete and works progressing above ground.

We are awaiting a decision from the DfT on the transport of materials by rail, following the feasibility study by HS2 that concluded this was no longer feasible on the grounds of cost. The Commissioner and Chief Executive of the London

Borough of Camden have written to the Chief Executive of HS2 to express our concerns about road safety, air quality and congestion if HS2 continues with its intention to transport spoil by road. This followed a letter from the Mayor to the Secretary of State, earlier this year.

The intensive utilities-enabling works on the Euston Road were started by HS2 at the beginning of the year, with the major lane and footway closures beginning on 20 February. The initial eastern section work to remove the central reservation has now been completed, but the remaining sections will not now go ahead as this workstream is suspended by the deferral. We are working with HS2 on how Euston Road will be reinstated and agreeing a scope for this.

Despite the affordability challenges for the HS2 project, we continue to work with The Euston Partnership to ensure our requirements are met for the future bus station, taxi rank, cycle parking and Tube station at Euston. Engagement with the partnership on the integrated development of the Euston campus also continues, including the refurbishment of the existing Euston Network Rail station.

The works at Old Oak Common are not affected by the Euston design pause and we continue to work with HS2 on the design development of the new surface intermodal area. In particular we have reinforced the need for our requirements to be met for buses, cycling and the new Elizabeth line station.

Given the likelihood of a prolonged period with Old Oak Common being a temporary terminus for HS2 services, colleagues and DfT officers are working closely together on this issue and have endorsed the strategic case to procure additional class 345 Elizabeth line trains. This would give us the flexibility to increase service levels in future to optimise the delivery of HS2 and support UK manufacturing in Derby. We continue to work with DfT to confirm financial support. In addition, we want to ensure that all journeys are catered for by offering level boarding at Old Oak Common Elizabeth line station, which is not currently part of the station design. I am personally pushing the DfT for this commitment.

Our people

We are progressing with Our TfL and have launched a new strategy to support all colleagues to achieve their full potential

Covid memorial for TfL workers

On 26 April, we unveiled a permanent memorial at Braham Street in Aldgate for transport workers within the TfL family who sadly passed away due to coronavirus.

A private ceremony was held for families to honour the sacrifice made by their loved ones to keep London moving during the global pandemic. The Mayor of London, Deputy Mayor for Transport and representatives from TfL and bus operators also joined the ceremony and paid tribute to colleagues and laid wreaths at the memorial.

The memorial consists of a plaque mounted on a special plinth and a flowering foxglove tree. There are two railroad benches which enclose the plinth, allowing visitors to have quiet reflection and remembrance. The space is defined by an area of feature paving, with a backdrop of an established silver maple tree and background planting that creates a reflective space for visitors.

Creating this memorial for our colleagues has been a key focus for a number of staff across the organisation, who have worked tirelessly for the last three years to design a fitting tribute. I would like to thank them for all their hard work in creating this space for families and those who would like to pay their respects to those we lost. This memorial will ensure that we never forget them.



Our memorial remembers those who died

Industrial relations update

Having settled pay negotiations for 2022 and 2023 for TfL employees, we have now begun negotiations at London Underground, where the existing four-year pay deal expired at the end of March.

Discussions with trade unions continue across the organisation in relation to our proposals to modernise and achieve financial sustainability. This activity, along with the ongoing pensions review, has given rise to a number of ballots and live mandates for industrial action and we continue to use our extensive collective-bargaining arrangements to resolve these disputes, while working to minimise and mitigate the impact of action where we are unable to reach agreement.

Our TfL

The Our TfL Programme (OTP) continues to progress at pace. Work to review and update the scope across the programme has been carried out and sub-programmes are continuing to progress initiatives through design, refining potential returns on investment.

Early benefits have been focused on making it easier to work across TfL for our colleagues. These benefits include the removal of the Financial Commitment Oversight Group, streamlining of headcount controls, and re-alignment of the Tech & Data senior leadership team.

Work to capture the as-is state across the organisation continues to progress and will be essential in informing OTP design work. Work done to date includes a comprehensive programme of mapping, analysis and engagement in order to develop the activity map for our organisation and to identify opportunity areas for improvement.

The programme continues to engage with stakeholders across the organisation, with updates being taken to leadership forums, team meetings and TfL Company Council

Action on Inclusion

We will soon be launching our colleague Action on Inclusion strategy on creating an inclusive workforce. This sets out the steps we will take to make TfL a genuinely inclusive employer and organisation. This strategy highlights the practical steps we are taking to improve equity, diversity and inclusion in the workplace, including how we will work to help colleagues be mindful and supportive of each other, ensuring our organisation is a great place for everyone to work and thrive.

Since the previous Commissioner's Report, we have engaged with Board members to ensure that this strategy will make a real impact on our colleagues.

We are also developing a customer-focused Action on Inclusion strategy that will sit alongside the colleague document. It will set out our plans to address inequality and remove barriers to travel, enabling more people to use and access our network. This will be launched later in the summer.

Colleague Strategy

The Colleague Strategy is our new, value-driven approach to making TfL a great place to work, setting out key objectives between now and 2030. The strategy will be broken down into three key commitments that we will make to our colleagues.

- Creating a culture of inclusion: Across our organisation, every one of us has a role to play. Building a safe space for conversations and challenge will lead to a more effective, innovative organisation that meets everyone's needs and promotes wellbeing in the widest possible sense
- An attractive and fair employee offer: We are working towards a new approach to reward, and our overall employment offer. Our employee benefits, policies and ways of working need to help colleagues build their career here and motivate others to join us
- Supporting everyone to achieve their work ambitions: We will deliver London's future with the skills, ideas, energy and creativity of our colleagues. Great leadership, with a continued focus on colleagues' ambitions and wellbeing, and everyone having access to opportunities, is at the heart of how we will make TfL a great place to work



Recruitment of our September apprentices is ongoing

Recruiting for our next graduate and apprentice cohorts

Between 8 May and 7 July, we are hosting assessment and selection centres for our next apprentice cohort, who will be joining us in September. Our graduate and intern recruitment is largely completed, with a small number of roles still to be offered.

Our award-winning schemes are designed for people of all ages and backgrounds, to learn new skills and kickstart careers. Our Graduate, Internship and Apprenticeship schemes are commissioned in response to critical and scarce skills needs, as medium- to long-term solutions to ensuring we have the right skills and talent across the organisation to deliver on our commitments.

This year we are looking to recruit 181 apprentices, 93 graduates and 23 interns across 61 different schemes, with 14 schemes directly addressing digital, green and leadership skills, including a new Sustainability Graduate scheme and Sustainability Degree Apprenticeship.

Reset Health/Roczen

In December 2021, we started working on a project with Reset Health, which aimed to help colleagues be more resilient and healthier going into the Covid-19 winter of 2021/22.

Specifically, the programme aimed to reverse the conditions of those living with diabetes/pre-diabetes, as well as obesity/being overweight. In part this was in response to the findings of our Well@TfL health checks, which had revealed that, of those undergoing checks, the rate of being overweight or obese was higher than in the general population.

In February, Reset Health (which by that point had rebranded as Roczen) published a report on the positive outcomes experienced by the first cohort of 51 colleagues on the programme.

Members recorded an average weight loss of 9.8 kg (9.6 per cent) of their body weight after one year and an average 9.5cm reduction in waist circumference. Two members who were living with pre-diabetes reversed their conditions after 12 weeks.

We will report on the second cohort when they reach the end of their 12-month programme.

Finance

We are continuing to work towards financial stability and build our property development portfolio with high levels of affordable housing

Financial performance

We remain on track to deliver our new Revised Budget, which puts us on the path to financial sustainability, as set out in the 2023 Business Plan.

Revenue is broadly in line with Revised Budget – journeys continue to recover, with latest journeys at 84 per cent of pre-pandemic levels. Journeys and passenger income are slightly better than Budget. Extraordinary revenue grant is lower than expected, which we expect to reverse over the next quarter.

Our core operating costs remain close to Revised Budget. The Revised Budget embedded the risks we saw materialise earlier in the year, including the impact of rising inflation and increasing Road User Charging bad debt, as well as tailwinds from lower pension deficit payments. Operating costs are £23m lower than Revised Budget, mainly due to the timing of, and reduction in, maintenance costs, as well as some one-off upsides.

Capital enhancement is within one per cent of Revised Budget because of slippage on third-party funded projects, largely due to factors beyond our control. The Revised Budget is forecast to deliver very close to the capital envelope set by the funding settlement over the full year.

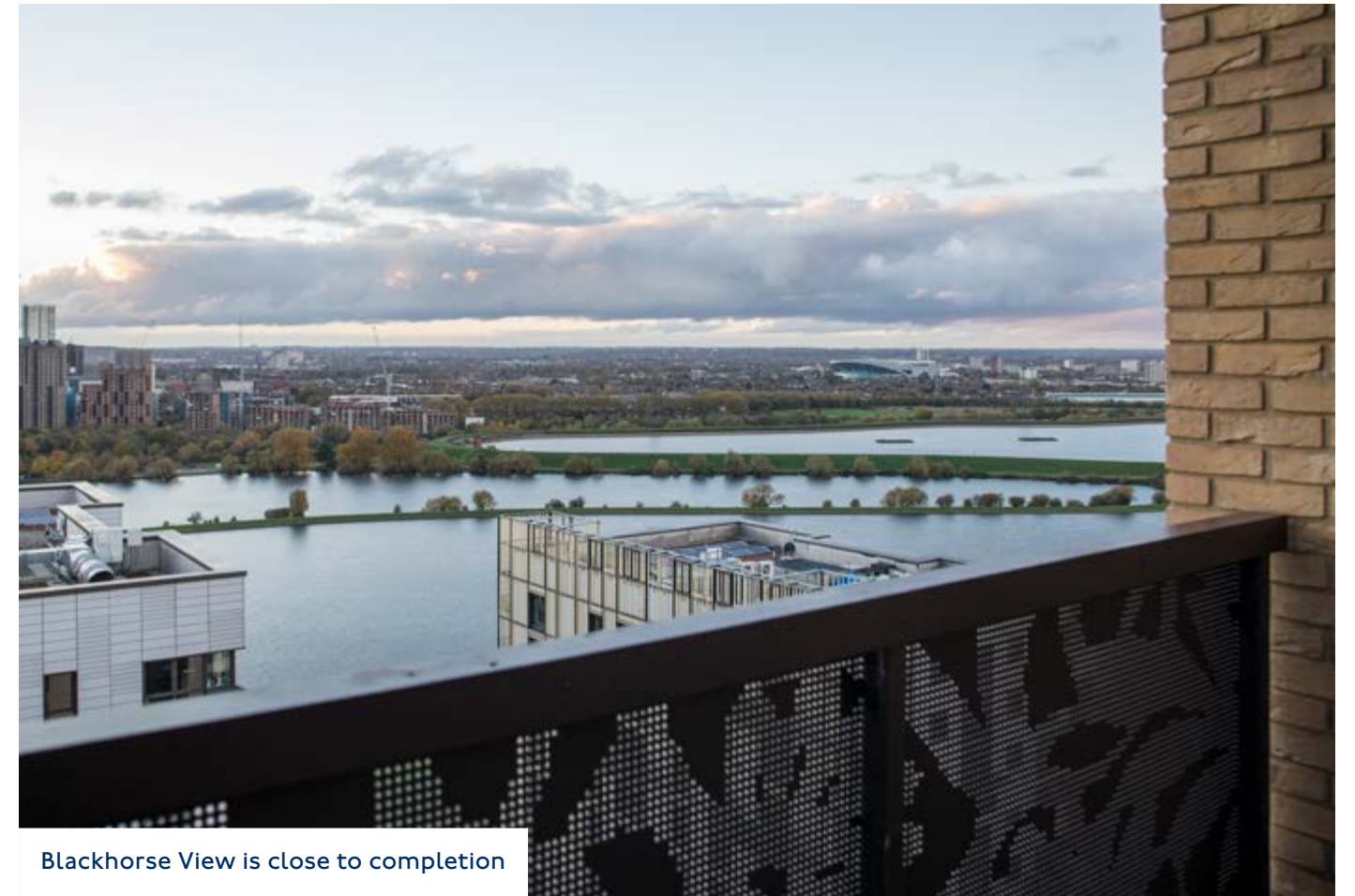
Capital renewals are two per cent lower than Revised Budget, which included the ambition to deliver the higher level of renewals of £635m set by the funding settlement. We are actively managing our renewals programme to achieve this.

We are, however, still facing several external headwinds and risks to achieving financial sustainability, especially into next year, that we are working to mitigate:

- Economic uncertainty. Economic growth remains poor; UK GDP contracted by 0.3 per cent in the three months to November 2022. Latest forecasts suggest this may continue for a sustained period. The main risk this creates is to passenger income, which is protected by the funding settlement to March 2024
- Inflationary pressures on TfL cost base, including energy and third-party operator costs. Our current forecast is that higher inflation since setting our Budget in March 2022 will drive at least £300m of extra cost into our operating expenditure for 2023/24. The latest Office of Budget Responsibility forecast for inflation, published on 17 November 2022, indicates that this pressure could increase to around £400m. There is some protection on inflation risk from the funding settlement, but this is not yet confirmed
- Savings targets are stretching, with a target of £204m incremental recurring savings by the end of 2023/24 following the new funding agreement with Government. We maintain the GLA financing facility if this risk crystallises.

New homes and TTL Property

Our dedicated property company, TTL Properties Limited (TTLP) continues to develop housing schemes with high levels of affordable housing and has now completed, or are on site, to deliver 4,000



Blackhorse View is close to completion

new homes. We are also working to create a new brand identity that will resonate with Londoners. The team hopes to be able to launch this new brand soon.

Blackhorse View nearing completion

TTLP's first project using the Property Partnerships Framework, Blackhorse View, is close to completion, providing 350 new homes with 50 per cent affordable housing and 17,500 square feet of commercial space.

Working with Barratt and L&Q we have made dramatic improvements to the area around the station, with extensive tree and hedge planting, while also providing the housing that London needs. The homes benefit from a sustainable energy supply, with rooftop solar panels and a local energy network

New homes being sold at Wembley Park
I recently visited, Wembley Park Gardens, the second joint venture scheme between TTLP and Barratt London, launched sales on 1 April.

While Wembley is arguably best known for its landmark national stadium, it is also home to a diverse cultural and retail offering. From the London Designer Outlet to the Ovo Arena, there is a wealth of places to see and things to do.

Wembley Park Gardens will consist of 302 one- and two-bedroom homes, spread across five buildings of varying height, with Metropolitan Thames Valley Housing Association delivering a further 152 affordable homes.

We expect the first residents to be able to move in from spring 2025, boosting opportunities for first-time buyers to take their step onto the housing ladder.

Sustainability is at the heart of Wembley Park Gardens: solar panels, trees and biodiverse green roofs are proposed for inclusion in the scheme. Public transport on offer includes the Jubilee and Metropolitan lines, connecting residents to central and outer London in a matter of minutes.

Connected Living London sites in construction

Alongside our joint venture partner, Grainger plc, we have reached a significant milestone by starting the enabling works for over 1,250 homes across four sites, including 40 per cent affordable housing.

Two of these projects are at Nine Elms, above the new Tube station, and Montford Place in Kennington. The enabling works are being undertaken by Countryside Partnership and Erith respectively. At Southall Sidings, our site in Ealing, Erith are also conducting the enabling works and the project team joined representatives from TfL and Grainger at a drop-in session for residents at Southall station.

In Enfield, following the closure of the car park at Arnos Grove, Colemans have started the enabling works on a site that will provide 162 new homes alongside a public square, making it easier and safer for people to walk and cycle to the station.

New partnership with Barratt London

We appointed Barratt London as our joint venture partner for Bollo Lane in Acton, as well as a range of other potential sites in west London, subject to contract completion.

Our site in Bollo Lane received permission from Ealing Council in January 2021 and will deliver up to 900 new homes in Acton, with 50 per cent affordable housing plus a range of benefits for the local community. The scheme has been designed to reflect the site's surroundings and heritage, and provide new commercial space that can be used by local businesses. Further land to the north in Acton could be incorporated

into the partnership and could deliver a new facility for the London Transport Museum, together with a further 800 homes.

The new strategic partnership will also develop other TfL sites across west London, helping to deliver thousands of new and much-needed homes with close access to public transport.



We are building affordable housing across the capital

Edgware town centre regeneration

Working with Ballymore, in May we hosted our final round of consultation on plans for Edgware town centre. This would bring massive improvements to the bus network there, with proposals for electrification of the bus fleet, a new underground bus garage and widened pavements, together with thousands of new homes, parks and leisure facilities and double the amount of commercial space currently in the town's shopping centre.

These plans have been shaped over the past three years through our engagement with the community and other stakeholders and we are keen to submit a planning application very soon, when the council will also carry out their own consultation on the plans.

Cockfosters proposals approved

We are pleased that the Secretary of State for the Department for Levelling Up, Housing and Communities decided on 17 May not to call in the planning application for our development by Cockfosters Tube station, and is instead content with the decision made by the local planning authority to approve the scheme.

The 1.36 hectare development will deliver 351 new rental homes, including 40 per cent affordable housing. This will not only provide the new and affordable homes that are urgently needed in the borough and across London, but also create new areas of open space and play space that can be enjoyed by the local community and residents alike.

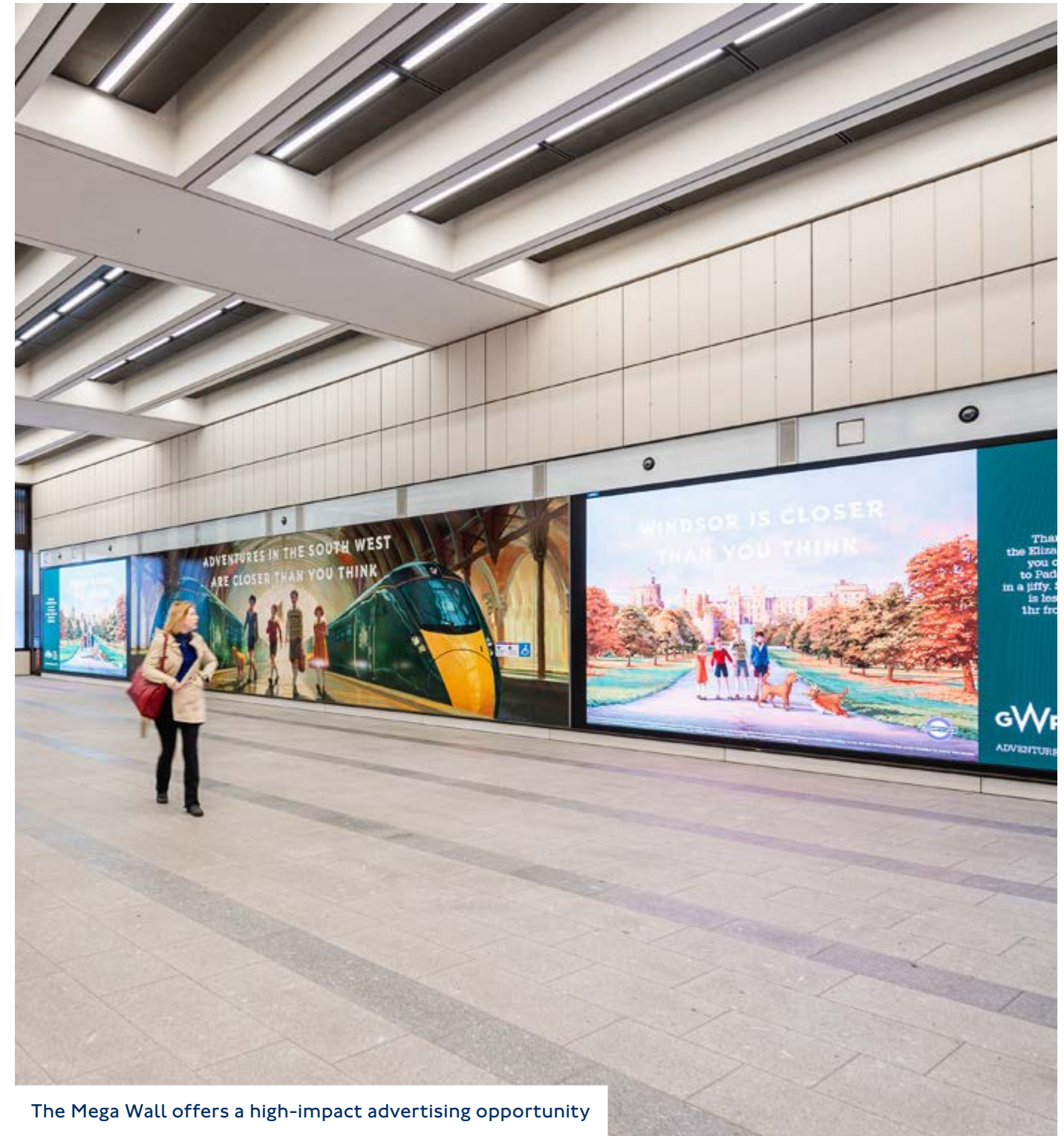
It will contribute around £4.5 million to help improve local infrastructure and services, as well as provide numerous jobs and training opportunities over the course of construction. Before construction can start we still require Section 163 approval from the Department for Transport. We will be submitting a new application in due course, which is required to grant a long-term leasehold for the area covered by the development proposals.

Encouraging diversity in the built environment

Around 120 people attended an event on 16 May which aimed to encourage women to seek a career in the built environment. Held in partnership with the Skills Centre at Pier Walk, we hosted an all-female panel featuring women who represent a breadth of careers, from an apprentice steel-fixer to an architect and a surveyor. The audience also heard about the wide variety of training and job opportunities available across the capital, as well as meeting employers who are recruiting for positions right now.

Advertising on the Elizabeth line at Bond Street

In late March, a new advertising facility was launched at Bond Street on the Elizabeth line, known as the Mega Wall, which offers advertisers another high-impact creative opportunity on our wide-ranging estate. The first advertiser to use this new creative opportunity was GWR for a period of two weeks.



The Mega Wall offers a high-impact advertising opportunity

About us

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport. We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners' and helping to create a safer, fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made by walking, cycling or using public transport by 2041. To make this a reality, we prioritise sustainability, health and the quality of people's experience in everything we do.

We run most of London's public transport services, including the London Underground, London Buses, the DLR, London Overground, Elizabeth line, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the IFS Cloud Cable Car. The experience, reliability and accessibility of these services is fundamental to Londoners' quality of life.

We manage the city's red route strategic roads and, through collaboration with the London boroughs, we are helping to shape the character of all London's streets. These are the places where Londoners travel, work, shop and socialise. Making them places for people to walk, cycle and spend time will reduce car dependency, improve air quality, revitalise town centres, boost businesses and connect communities. As part of this, our expanded Ultra Low Emission Zone and fleets of increasingly environmentally friendly and zero-emission buses are helping to tackle London's toxic air.

During the pandemic, we took a huge range of measures to ensure people were safe while travelling. This included extensive cleaning regimes across the public transport network and working with London's boroughs to introduce the Streetspace for London programme, which provided wider pavements and cycle lanes for people to walk and cycle safely and maintain social distancing. London's recovery is vital to the UK's recovery as life returns to normal. We want to ensure London avoids a car-led recovery and we continue to reassure people the capital and our transport network is safe and ready for them.

We have constructed many of London's most significant infrastructure projects in recent years, using transport to unlock much needed economic growth. This includes major projects like the extension of the Northern line to Battersea Power Station and Nine Elms in south London, as well as our work at Barking Riverside and the Bank station upgrade.

Working with the Government, we opened the Elizabeth line in time for Queen Elizabeth II's Jubilee. This transformational new railway adds 10 per cent to central London's rail capacity and supports the delivery of high-density, mixed-use developments, which are planned around active and sustainable travel to ensure London's growth is good growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means using information, data and technology to make services intuitive and easy to use and doing all we can to make streets and transport services accessible to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day. None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. By working together, we can create a better city as London's recovery from the pandemic continues.

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