

Date: 2 October 2024

Item 7: Customer, Sustainability and Operations Report - Quarter 1, 2024/25

This paper will be considered in public

1 Summary

- 1.1 On 24 July 2024, the Board approved changes to its decision-making structure from 9 September 2024. Given the synergies between environmental sustainability and operations, it was agreed that the remit of the Customer Service and Operational Performance Panel would be refocused into the new Customer, Sustainability and Operations Panel.
- 1.2 The purpose of this paper is to update the new Panel on TfL's customer, sustainability and operations for Quarter 1 2024/25 (1 April to 22 June 2024) (Q1). For this meeting, the Customer Service and Operational Performance Report for Q1 is included as Appendix 1. The Safety, Health and Environment (SHE) Report for Q1 was presented to the final meeting of the Safety, Sustainability and Human Resources Panel on 4 September 2024 and contained the Q1 environmental update, and these are summarised below. The sustainability elements of the previous SHE Report will be included in this Report from Quarter 2 2024/25.

2 Recommendation

- 2.1 **The Panel is asked to note the paper.**

3 Environmental Sustainability Highlights from Q1 SHE Report

- 3.1 **Ultra Low Emission Zone (ULEZ):** The ULEZ successfully expanded London-wide on 29 August 2023, ensuring five million more Londoners can breathe clearer air. The Six Month Report, published on 25 July, evaluates the impact of the London-wide scheme in the first six months of its operation.
- 3.2 **Tube Dust:** Results from 2023 tube dust monitoring rounds have shown that dust levels on the London Underground have been falling over the last four years. In line with this programme, a trial of air filtration units went live in May at Baker Street station and completed 12 September 2024. We are in the process of reviewing the results.
- 3.3 **Zero-Emission Buses:** We exceeded our target for the end of March of having 1,400 zero-emission buses in our fleet. We now have over 1,600 buses that operate using electric energy or hydrogen instead of fossil fuels and remain on target to increase that number to 1,900 by the end of this financial year.

- 3.4 **Building Decarbonisation:** Our Net Zero Matrix team is a multidisciplinary team, leading on our wider work to decarbonise and achieve the Mayor's target of a net-zero London by 2030. The team commissioned a series of feasibility studies to explore the options and opportunities for phasing out fossil fuel based heating systems and implementing energy efficiency measures to improve building performance. These studies have been conducted at a range of operational sites from different transport modes in partnership with Arcadis. The first package looked at 19 buildings, including depots, maintenance buildings, track offices and train crew accommodations. The studies are now complete and are being reviewed. A prioritisation exercise to determine which sites will progress to the next stage of design, is currently underway.
- 3.5 **Power Purchase Agreements:** Our first Power Purchase Agreement tender is a vital step towards ensuring that our operations can be net-zero carbon by 2030. The tender encourages the market to increase the volume of new renewable energy supplying the National Grid, thereby providing 'additionality' (new renewable generation). We are progressing with the procurement and contract award is expected later this year.
- 3.6 **Climate Change Adaptation:** The works on Tolworth roundabout, completed in May, included the installation of over 6,000 square metres of Sustainable Drainage Systems catchment. In April, we concluded a two-year workstream leading on the development of the International Association of Public Transport climate change adaptation framework. This sets out seven clear stages that organisations in the public transport sector should follow to begin and develop their adaptation journey and enhance organisational maturity.
- 3.7 **Infrastructure Carbon:** Reducing our carbon impact at Gallows Corner in Romford has resulted in the project being awarded Carbon Champion status by the Institution for Civil Engineers.
- 3.8 **Wildflower Verges:** This spring, we met our target to double our wildflower verges for a second year in a row from 130,000 square metres in 2023 to 260,000 square metres, which is equivalent to 36 football pitches.
- 3.9 **Tree Canopy Cover:** We have completed an assessment of the most suitable methodology and tools to use to model changes in tree canopy cover over time. The next step will be to proceed with the modelling work which will help us identify tree planting opportunities and draft a Tree Canopy Cover Plan in 2025. This plan will detail how we will increase tree canopy cover across our estate by 10 per cent by 2050, compared with the 2016 baseline.
- 3.10 **Biodiversity Net Gain:** For all our projects that go through planning, we are under a legal obligation to increase biodiversity by at least 10 per cent for that site. To help reduce the costs of delivering biodiversity net gain, we are working on a bid to the Greater London Authority for funding that would allow us to create our first habitat bank. A habitat bank would enable us to deliver biodiversity units on our estate to support development projects and may also have potential to generate revenue through the sale of surplus units.

- 3.11 **Sustainable Resources:** As of June, we have distributed over 800 repurposed laptops and iPads to 38 London state schools. Since 2020, our colleagues have been repurposing our decommissioned IT equipment as part of the Devices for Schools initiative. The Environment Agency visited London Underground in June to view the last of the Polychlorinated Biphenyl (PCB) removal work from signalling assets which is due to be completed in December 2024. PCB removal from all other assets is complete.
- 3.12 **Making it Happen:** In May, we launched the Sustainability Awareness Toolkit to the whole organisation. This toolkit is a presentation with talking points that anyone can use at a team meeting or away day to inform and support meaningful discussions about helping TfL to become a more sustainable organisation. We have also now trained over 5,000 of our colleagues in Carbon Literacy, since we began offering the course in July 2022.

List of appendices to this report:

Appendix 1: Customer Service and Operational Performance Report - Quarter 1, 2024/25

List of Background Papers:

[Safety, Sustainability and Human Resources Panel, Safety, Health and Environment Report - Quarter 1 2024/25, 4 September 2024](#)

Contact Officer: Claire Mann, Chief Operating Officer
Email: ClaireMann@tfl.gov.uk

Contact Officer: Lilli Matson, Chief Safety, Health and Environment Officer
Email: LilliMatson@tfl.gov.uk

Contact Officer: Alex Williams, Chief Customer and Strategy Officer
Email: AlexWilliams@tfl.gov.uk