



Commissioner's report

October 2024

MAYOR OF LONDON

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Introduction

Our work to deliver a safe, inclusive and connected transport network for Londoners

I start my report with an update to the Board in relation to the recent cyber incident. With support from the National Cyber Security Centre and the National Crime Agency, on Sunday 1 September some suspicious activity was identified on our systems and we took action to limit access. We are working with partners to conduct a thorough investigation.

Although there has been very little impact to our customers so far, we have identified that certain customer data has been accessed, including some contact details, and in some cases, Oyster card refund data. We have contacted around 5,000 customers who have been affected as a precautionary measure, to offer support and guidance.

The measures we have taken to protect our systems have had some impacts to customers. It is not currently possible to apply for or renew Oyster photocard, while journey history is unavailable through any of our platforms. We are keeping customers updated through our website and we are sorry for the inconvenience this incident may cause. I'd like to express my sincere thanks to our customers for their patience, and gratitude to all colleagues who responded to the incident.

Despite these considerable challenges, the breadth and volume of activity described in this report is testament to the commitment and resilience of my colleagues and of the organisation.

Improving the accessibility of our network remains a priority for us, and we know that infrastructure improvements are key to removing physical barriers to our network. In August, we announced the next group of Tube stations to be prioritised for step-free

access works, and last month we opened our new ticket hall at Paddington, which provides direct, step-free access from street to the Bakerloo line platforms.

Our services and our colleagues play a vital role in ensuring London remains a globally attractive city. Since my last report, we have successfully supported this year's Notting Hill Carnival, ensured fans could safely and sustainably travel to enjoy Taylor Swift's return to London, and enabled a record crowd to travel to Wembley to see Anthony Joshua take on Daniel Dubois. We ran a campaign to celebrate the stories behind the new London Overground line names, promoted recreational cycling through our Cycle Sundays campaign, and announced the winners of our fiercely contested annual 'In Bloom' competition. It has been an exciting and busy period.

While our focus recently has been on responding to the cyber incident, we have a job to do to keep London moving forward as well. Last month, TfL was present at all three major political parties' conferences to bang the drum for London – and I was able to do the same on the international stage at the American Public Transport Association's annual conference, where transport leaders from across North America gathered to learn from one another and share best practice. We have much to learn, and a huge amount we can share.

Closer to home, I've had meetings with the leadership of Hounslow and Lewisham Councils, solidifying our working relationships as we work jointly to improve transport in their boroughs. Along with Deputy Mayor Seb Dance, I also met with Simon Lightwood, Parliamentary Under-Secretary of State

for Local Transport, and I look forward to working with him further.

I was pleased earlier this month to attend – along with the Secretary of State for Transport and the Mayor – the opening of Siemens' Rail Village in Goole, where they will build the new state-of-the-art Piccadilly line trains. This is an exciting time, not only for London but for that part of Yorkshire too – and an example of how investment in transport in London benefits not just the capital, but the UK as a whole.

Visiting the facility in Goole, engaging with colleagues during my regular out-and-about visits across the network, and seeing how our colleagues responded positively to recent complex events at home, has served as a stark reminder that – in spite of the challenges we do face – there is much to remain optimistic about.



A handwritten signature in black ink, appearing to read 'Andy Lord'.

Andy Lord
Commissioner

Safety and security

Putting the safety of our customers and colleagues at the heart of everything we do

Notable incidents

This section begins with a summary of the most notable incidents that have occurred since the last report was published. This is followed by updates on elements of our established safety programme that are in place to eliminate all deaths and serious injuries on London's transport network by 2041. Safety is the priority in everything we do and it is neither inevitable nor acceptable that anyone should be killed or seriously injured when travelling in London. We remain committed to delivering our Vision Zero Action Plan to eliminate all deaths and serious injuries on London's transport network by 2041, and our Bus action plan, which set out our priorities to ensure no one is killed on, or by, a bus by 2030.

We have reflected on how we report notable incidents, to ensure that they are dealt with sensitively and accurately. We will now only report limited details about such incidents while matters remain under investigation and pending the outcome of inquests and any regulatory or other legal proceedings.

On 30 July, near Stoke Newington Common, a bus driver was fatally stabbed while walking home after their shift and died at the scene. A murder investigation is under way and bus operator colleagues are being supported.

On 3 August, a child was struck by a bus on London Road (A207), Bexleyheath and sadly died later at hospital.

On 22 August, a customer was fatally injured at Southwark Tube station following an alleged assault as he exited the station.

On 10 September, a customer died after a fall on a staircase at Clapham Common station.

On 13 September, a customer was fatally injured after falling onto the track at Stratford Tube station.

On 3 October, a pedestrian was fatally injured after being struck by a bus at the junction of Baron Street and White Lion Street in Islington.

All of the incidents are under investigation and our thoughts are with the friends and family of the six people who have lost their lives.



Safety for Londoners is our top priority

Tackling work-related violence and aggression

Our operational and customer-facing colleagues continue to voice concerns that workplace violence and aggression is rising, affecting colleague morale. We are combatting this in a number of ways, including: making body-worn cameras compulsory since last January for customer-facing operational colleagues; our continuing work with the British Transport Police (BTP) and Metropolitan Police Service (MPS); and internal work on building case studies and providing reassurance to our colleagues.

On 19 August we launched an external campaign to further tackle the issue. The campaign, Abuse Has Consequences, adopts a firmer, direct tone of voice, emphasising that anyone who abuses our staff will face consequences. This aims to reassure staff that we will support them and that we will push for the strongest penalties, and challenge perpetrators by focusing on the certainty of getting caught. Campaign activity included marketing posters in station ticket halls and bus stops; a paid social media video; communications to support colleagues; and national and local press coverage at hotspot areas to highlight successful prosecutions and stakeholder engagement.

In March, we launched a programme of conflict management training to provide essential knowledge and skills for 2,000 customer-facing operational colleagues working in high-risk locations for violence and aggression on our network. In July, we trained our 1,000th colleague.

We continue to work with our policing partners to ensure anyone who assaults our colleagues is brought to justice.

On 11 July, a man pleaded guilty to common assault after headbutting one of our colleagues at Euston Underground station. A counter allegation made by the man against our colleague was disproved by body-worn video footage. He was sentenced to a six-month ban from Euston station, rehabilitation activity and ordered to pay compensation of £200.

On 13 August, a man was sentenced to 10 months in prison after spitting at and subjecting a bus driver on route 140 to religiously aggravated abuse. The man was identified from footage posted on social media and he was arrested at his home.



We are taking a strong stand on violence against our colleagues

Crime and antisocial behaviour on public transport

Our network continues to be a low-crime environment. Tackling robbery continues to be a focus for our policing partners. Operation Surge is the MPS response to robbery on the bus network. Around 80 per cent of bus-related robberies happen at bus stops. Victims are often young people, under the age of 18. The Roads and Transport Policing Command (RTPC) deploys high-visibility patrols to the highest-risk locations. Since 24 July, Operation Surge resulted in 952 arrests and 714 stop-and-searches.

The BTP's Operation Invert is a similar operation on the rail network, with high-visibility patrols deployed across identified stations and lines. For the month of August, the operation resulted in 13 arrests and 60 stop-and-searches.

Other crime and antisocial behaviour

On 25 September, following a guilty plea, a man was convicted of offences related to ULEZ vandalism and sentenced to 10 months imprisonment and 18 weeks imprisonment, both of which were suspended and ordered to run concurrently. He was also ordered to pay £1,630 to TfL, a victim surcharge of £187, and £5,000 to Yunex, whose staff received the offensive communications. He was also ordered to undertake 150 hours of unpaid work.

Tackling violence against women and girls

We continue our work to tackle violence against women and girls on the public transport network and improve their confidence to travel.

We offer support to those who experience sexual harassment or any behaviour that makes them feel uncomfortable when travelling in London.

We continue to work in partnership with the Mayor's Office for Policing and Crime to conduct localised women's safety audits, which have taken place in the boroughs of Hillingdon, Lambeth, Westminster, Waltham Forest and Brent. More than 70 audits have been completed by 50 women. A workshop has been delivered with stakeholders from local authorities, the Mayor's Office for Policing and Crime and the Greater London Authority (GLA), to discuss findings and next steps. We aim for the audits to be used as a toolkit in the future, to help empower women, girls and gender-diverse people to understand their experience of using public spaces. In addition, the audits should improve the sense of community and belonging for participants and others impacted by the outcomes.

Our Project Guardian school sessions, delivered by the London Transport Museum and supported by the RTPC and the BTP has exceeded its target of reaching 28,000 students and delivered 601 sessions to 33,876 students in Year 9. These sessions are an essential part of our work and help raise awareness on how to be an active bystander and tackle sexual harassment as a community.

Safeguarding our vulnerable customers

Safeguarding our most vulnerable customers remains our priority. Suicides on our network remain consistent with trends for the last two years and we continue to work with expertise within local boroughs and charities to increase awareness of mental health support and reduce the number of suicides in London.

We continue to recognise our colleagues, who intervene and support people in crisis daily. As a result of their continued commitment to preventing suicides, from July to October, we issued eight awards to colleagues, representing six life-saving interventions by our colleagues.

As part of our commitment to upskilling colleagues and continuous training and development, over the months of July to October, we organised suicide prevention training for 184 colleagues.

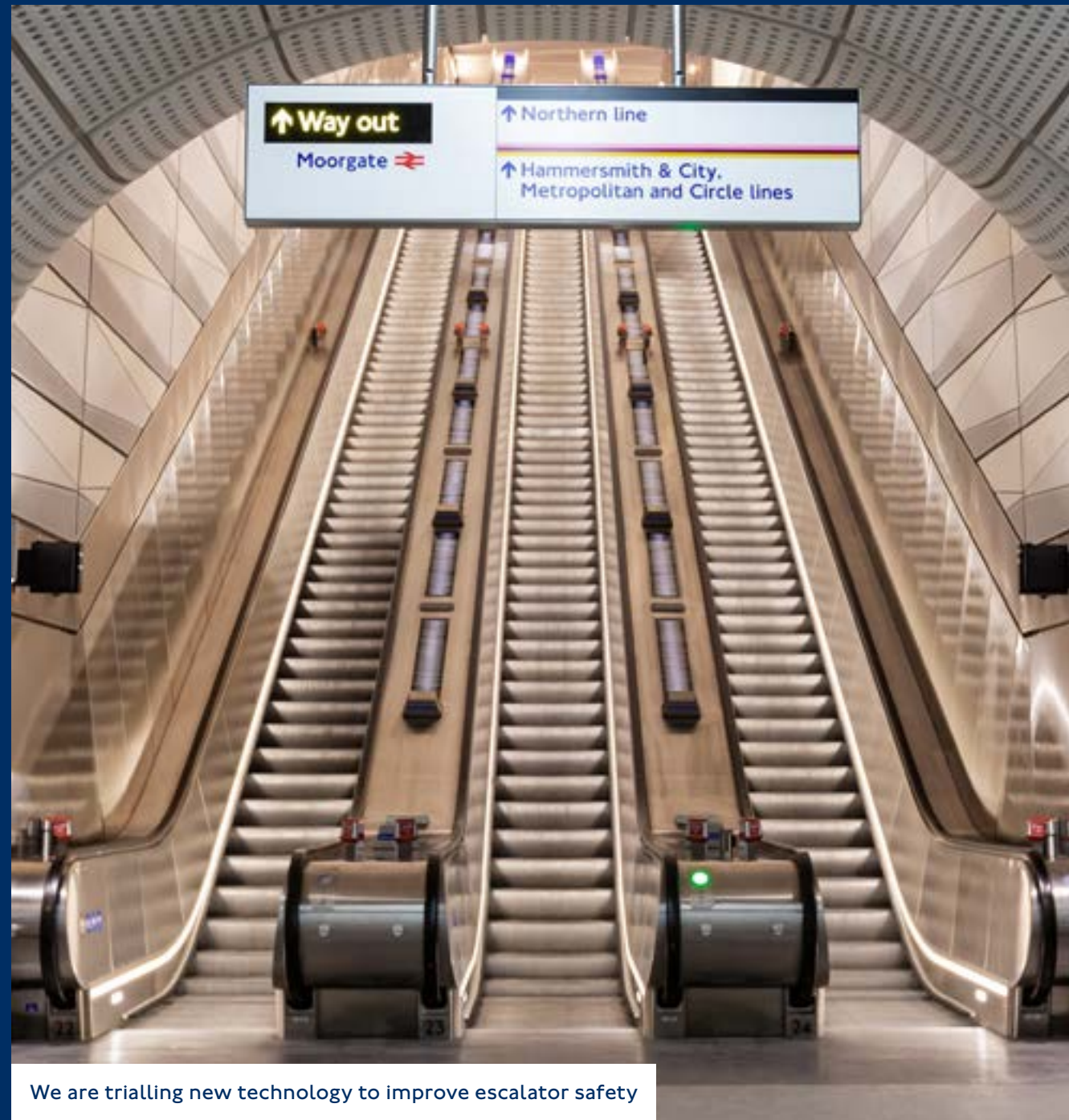
World Suicide Prevention Day was on 10 September, and we hosted a number of events with our partners in the charity and mental health sector. We also collaborated with other train operating companies to engage our colleagues and customers to spread awareness about our programme and encourage more companies to take the responsibility to promote safeguarding.

By training our colleagues in suicide prevention and collaborating with our partners in the mental health sector we are taking a strong stand in safeguarding our customers

Escalator safety

We continue our work to reduce the number of escalator entrapments. During the school summer holiday period, we ensured that our 'Keep kids' feet clear of the edge' poster was widely and prominently displayed to help raise awareness of children's footwear getting caught in escalators. We reinforced this message through regular public address announcements at stations, especially when our colleagues could see that children were present in the station.

We are trialling a trip switch device on an escalator at South Kensington, which will immediately stop an escalator in the event of an entrapment. We are also undertaking research on friction and the impact that different levels have on entrapments and are exploring the feasibility of tactile skirting and different coloured and stiffer brushes on the sides of escalators to deter customers from standing too close to the escalator sides. We continue to work with our colleagues at Network Rail, other train operating companies and escalator manufacturers to ensure that an industry wide approach is being taken.



We are trialling new technology to improve escalator safety

Vision Zero

Police activity to support Vision Zero

In July, the police supported the National Police Chiefs' Council operation which focused on the fatal four: speeding, drink and drug driving, mobile phone usage and seatbelt non-compliance. During July, 520 Traffic Offence Reports were issued on-street by police officers for speeding, 504 for not wearing a seatbelt (in addition, there were 12 for incorrect seatbelt fitting), 400 for using a mobile phone and 381 were arrested for drink and drug driving.

The police also continue to support the extension of our Road Victim Support Service.

A total of 20 corridors were identified for targeted enforcement through our tasking and deployment processes. Deployments were evidence based and intelligence led, ensuring that police resources were deployed at the right places at the right time.

In July and August, the RTPC delivered 12 Junior Roadwatch sessions in 12 boroughs. The RTPC also delivered 78 London Borough Speed Report deployments in July and 102 in August.



We are lowering the speed limit to 20mph on more of our roads

Safe speeds

Lowering vehicle speeds in London is key to reducing both the likelihood of a collision occurring and the severity of the outcome. As detailed in the Vision Zero progress report published in 2021, the second phase of the Lowering Speeds Programme aimed to lower speeds on at least a further 140km of our roads by 2024.

We continue to deliver against our programme to lower speed limits on our roads to further improve safety in London. In July, we introduced a new 40mph speed limit on the A406 North Circular Road.

Safe streets

Design work continues on projects across London, at priority locations where there is an identified road safety concern. Construction completed in August on the A23 Brixton Hill near the junction with St Saviours Road introducing a new signalised pedestrian crossing at a location with a poor safety record.

During September and October, detailed design work continued at locations where we plan to deliver Road Safety schemes later this financial year. Locations include Redcliffe Gardens in Kensington and Chelsea, King's Cross Road junction with Pentonville Road in Camden, A23 Streatham High Road at the junction with Gracefield Gardens in Lambeth and on the A20 Amersham Road junction with Parkfield Road in Lewisham.

Public engagement on safety improvements at the junction of A503 Seven Sisters Road and Wilberforce Road ended in July. Plans include an improved cycle crossing into Finsbury Park as well as improvements to a nearby pedestrian crossing, which we plan to deliver for 2025/26.

Safer Junctions

The Safer Junctions programme aims to deliver mitigations for vulnerable road users at some of the most dangerous junctions in London.

August saw the closure of our public consultation on whether to make permanent walking and cycling improvements between Finsbury Park and Nags Head. The improvements were introduced on an experimental basis as part of the Cycleway 50 works and included the Safer Junction locations of Holloway Road/Tollington Road/Camden Road and Holloway Road/Parkhurst Road/Seven Sisters Road. Consultation responses will now be assessed and, in conjunction with data collected during the experimental traffic order, will inform a decision as to whether to amend, retain or remove the experimental scheme, expected by July 2025.

Further design and survey work continues at pace on the Battersea Bridge Safer Junction project, with construction due to start in Wandsworth next month. When complete, the project will deliver improved facilities for cyclists and pedestrians, as well as a bus gate to the south of the bridge and three new pedestrian crossings at the Cheyne Walk junction in Chelsea.

We have finished our public consultation on safety improvements at Hogarth Roundabout in Hounslow and responses are being analysed.

Detailed traffic modelling is under way on the Monument Safer Junction scheme, and early engagement with key stakeholders has taken place ahead of further public consultation in the winter.

Public consultation on urban realm and road safety improvements, including a new toucan crossing on A205 Upper Richmond Road near East Putney station is due to take place later this autumn.

Design and outcome planning work continues on the remaining junctions covered by the programme. We have a target to complete public consultation and engagement on 10 of these locations by the end of 2024. We are on track to meet this target following public consultation on the Monument Safer Junction scheme which is due to take place before the end of the calendar year.

Direct Vision Standard

From 28 October 2024, the requirements for London’s Direct Vision Standard (DVS) are changing. Heavy goods vehicles (HGVs) that are more than 12 tonnes will need to hold at least a three-star rating on the DVS star rating scale or fit the Progressive Safe System (PSS) to operate in Greater London. Operators requiring more time to install the PSS to their vehicles rated zero, one, and two stars can apply for a grace period, originally expected to run for three months from 28 October 2024 to 31 January 2025. Following an update on industry readiness to London Councils on 18 July 2024, we agreed in partnership with London Councils to extend the grace period by a further three months to 4 May 2025.

The estimated number of vehicles rated zero, one, and two stars that may need to fit the PSS to be made compliant with the new requirements is up to approximately 216,000. We have taken steps to help the industry understand the new requirements and adapt to the changes. This includes publishing updated DVS Operator’s Guidance and detailed technical specifications, extensive engagement with operators, industry representatives, equipment suppliers and fitters, completing software and system upgrades and operational readiness activities to make sure we are ready to process applications for HGV safety permits and allow for the grace period.

Vision Zero Reference Group

On 8 August, we held a meeting of our Vision Zero Reference Group. This meeting was an opportunity to acknowledge our progress towards delivering the programme set out in our Vision Zero action plan. This session was a pivotal opportunity for the Vision Zero team to access valuable feedback from road danger reduction stakeholders during the drafting of Vision Zero action plan 2, and was attended by 23 stakeholders, each with a demonstrated interest in Vision Zero. They were provided with an overview of the Victim Support Partnership Pilot update, which received positive comments from stakeholders such as the London Cycling Campaign. This update was followed by a 2023 provisional collision data update and a Vision Zero action plan 2 workshop, which prompted lots of useful discussion.

Safety, health and environment culture
Reviewing our workplace culture

Our ambition is to build a workplace culture that is positive and proactive when it comes to matters of safety, health and wellbeing, and environmental awareness.

A key part of our programme is a comprehensive assessment of our existing culture in relation to each of these three key areas.

At the end of July, we finished our assessments of the culture in the Central line trains team, London Underground Service Control, the Customer Operations Leadership team and the Safety, Health and Environment Directorate itself. In total, more than 9,300 colleagues have now engaged with the survey, resulting in a 51 per cent completion rate.

Safety, health and environment observations

The Observations project reached a significant milestone on 9 September with the launch of its system pilot. This pilot, which involves all colleagues in Compliance, Policing, Operations and Security, will test a feature within the Digital Assurance application called SafetyCulture, which enables all colleagues to quickly and easily report safety, health and environment observations, have action taken and receive feedback on the outcome. The pilot will run until 10 November and demonstrate whether this system can be effectively used by other teams across TfL.



Improving cargo bike standards

The use of cargo bikes is growing rapidly, presenting a safe, clean and efficient alternative to vans for many delivery and servicing trips. However, the regulatory environment for cargo bikes is still evolving and there is currently no clear, industry-wide safety standard for them. The cargo bike safety standard aims to set out the requirements for continued safe cargo bike operations in London.

On 24 July, we hosted an industry-wide workshop, bringing together experts from the Bicycle Association, Royal Mail and many more to share expertise and discuss the proposed requirements and recommendations that would make up the safety standard. The workshop facilitated great discussions and the safety proposals were positively received. The full safety standard is set to be published later this year.

On 19 July, we published Cargo bike operations in London: a guide, the UK’s first comprehensive guidance on cargo bikes, providing businesses with the tools and information they need to feel able to make the switch to cargo bikes.

Forum for delivery companies

On 3 September, we held a special forum session for meal and grocery delivery companies, one year on from the launch of our groundbreaking meal and grocery delivery motorcycle road safety charter. Companies including Deliveroo and Just Eat gave updates on their progress during the 12 months, while we provided updates on Vision Zero and Vision Zero action plan 2, with a particular focus on work-related road risk.

Revenue protection

We continue our work to reduce the levels of fare evasion and increase deterrents across the network. Building on the success of our London Underground in-house investigation team, we are investing and expanding the remit of the team to investigate more individuals and focus on the most prolific fare evaders.

Customer messaging continues to be a focus, during July we worked in collaboration with academics from University of College London to trial different announcements and posters within stations on the Tube network. The customer messaging was directed at enforcement activity and the findings from these trials will support our long-term behaviour change approach across the network.

In September, our enforcement teams were featured on our social media channels, and we will be sharing further insight into the teams who patrol the network every day, highlighting the key role they play in protecting our revenue and supporting our safety and security objectives.



We are working to reduce fare evasion on our network

Our customers

Constantly working to improve travel in London

Delivering our Bus action plan

Our Bus action plan sets out our bold vision for buses in the capital and their pivotal role in tackling the climate emergency, creating healthy streets, enabling London's sustainable growth and meeting Londoners diverse travel needs. In response to our safety commitments set out in the plan, we have installed more than 270 fatigue detection technology fitments on our buses and expect to have more than 400 fitted by the end of the year.

A total of 6,000 bus drivers have completed our Equality, Diversity and Inclusion training since February, with the aim that all 24,000 drivers will be trained by March 2026.

As part of our ongoing engagement with London's boroughs, our bus team met with the Royal Borough of Kensington & Chelsea and the London Borough of Barnet in September. We have now met 23 boroughs specifically to discuss collaboration on the implementation of the Bus action plan since its launch.

6,000

bus drivers have completed our Equality, Diversity and Inclusion training



We have finished mid-life refurbishment works on more than 600 of our new Routemasters and also carried out 17 covert security checks at our bus stations since April, continuing our commitment to the safety of our customers on our network.

On the afternoon of 2 August, we were notified by one of our bus operators that they would stop operating at the end of service that same evening. Eight bus routes were affected, which resulted in us activating our Significant Incident Procedure to ensure we were able to use buses from other operators so we could continue to provide a bus service to the areas and communities affected. Despite the very short timeframe, by the next morning we had five routes running and this was increased throughout the day and into the following week. We communicated with customers that were affected and carried out regular engagement with local authorities and politicians to ensure they were fully briefed on the situation and aware of what we were doing to mitigate it.

Bus priority programme

We continue to progress towards the delivery of 25km of new bus lane by 31 March 2025, with the current total delivered standing at 11.7km. Recently new bus lane schemes have been completed in the London Borough of Ealing on Uxbridge Road and in the London Borough of Enfield on Bowes Road, which is a key Superloop corridor. These schemes will help to provide faster and more reliable bus journey times for our passengers.

We have completed public consultations on the TfL Road Network bus lanes schemes on Lee High Road in Lewisham and St Helier Avenue in Sutton. The Lee High Road proposals extend the existing eastbound bus lane on the A20 Lee High Road by 140 metres towards Lee Church Street, to help bus passengers reach their destination sooner. The St Helier Avenue scheme proposes to introduce 1.5km of new bus lane, wider pavements and two new pedestrian crossings making St Helier Avenue safer to cross for pedestrians. We are analysing responses to these consultations and updates will be provided on the dedicated consultation webpages.

We have announced £30m of funding for a new programme called Better Bus Partnerships. This programme aims to bring together investment in a range of infrastructure, policy and behaviour change interventions to improve customer journey times and bus customer experience. Guidance has been released, and workshops are being held with London boroughs to encourage transformational bid submissions.

The Bus Priority Signals Programme continues to deliver strong bus journey time benefits. We have carried out more than 150 reviews of our timetables to deliver more than 2,400 bus passenger hours of time savings each day.

Superloop anniversary

In July, we celebrated one year since we launched the SL8, the first route to carry the Superloop branding. New data shows the average increase in passengers on all Superloop corridors (including parallel routes) since the June 2023 baseline is 11 per cent, nine per cent higher than the network average. Increasing numbers of customers are seeing the benefits of the game-changing network of express bus services, with new Superloop services adding more than six million bus kilometres per year to the capital's network, above the four million originally forecast. The Superloop network improves outer London's connectivity by connecting people with 310 other bus routes, 49 rail stations and 23 rail lines.

The SL8 route, which runs between Uxbridge and White City, was the first of four existing routes to be renumbered over the summer last year to provide customers with an instantly recognisable express bus service in outer London. The route has the highest average weekday demand of all Superloop routes as patronage increased by 18 per cent between June 2023 and May 2024. Improvements on the SL8 included a change to the timetable with improved frequencies and expanded operating hours to provide more early morning and evening services, as well as USB charging and new priority seating.



Superloop has delivered an increase in bus passenger numbers

Network report

During the summer, when traffic levels are lower, a large number of essential roadworks took place across London to renew, replace and install road, rail and utility assets. Our teams worked hard to manage the impact of these works and ensure our customers and road users were able to travel, for business or leisure, with minimal disruption. Works to refurbish the A40 Westway started as planned on 21 July, with several other works taking place from 28 July.

We have been working closely with Thames Water to help with major works set to take place over a 12-month period on the A24 to replace their highest priority water main in London, which is 2.5km long and dates back to 1850. It was crucial for us to collaborate with Thames Water and other organisations to meticulously plan and schedule these works on the A24, so they were carried out in advance of our essential works on the A23. This approach enabled us to revise our own programmes and construction approaches to minimise the impact on our roads and road users. Thames Water completed the phases of work that would have the most impact during the summer to enable works on the A23 to progress.



We are improving road safety for people walking and cycling

Brent Cross road closure

In September, we began urgent works that required the partial closure of Cooper Road to northwest-bound traffic, off the Brent Cross flyover interchange with the North Circular Road A406 at Brent Cross. This emergency work was required to ensure the safety of the infrastructure and the people using it, and was identified during our routine inspections of all structures across our road network and associated refurbishment

projects. Unfortunately, since this closure has been put in place, a number of vehicles have been witnessed carrying out illegal and dangerous left turns down Coopers Road, travelling the wrong way down a one-way road, putting themselves and other road users in danger. To reduce the risk of a collision, Coopers Road was closed in both directions. The closures in both directions will remain in place for a number of months.

London Overground East London Line Housing and Infrastructure programme

Works are progressing well on the East London Line Housing and Infrastructure Fund programme which is providing a new station entrance and step-free access at Surrey Quays London Overground station. The programme includes work to upgrade the power and signalling along parts of the London Overground network to enable 18 trains an hour to run between Dalston Junction and Surrey Quays. These works are fully third-party funded and will help us to build up to 7,000 new homes by unlocking the area.

After a successful weekend closure in August, the roof made of glued laminated timber (commonly referred to as glulam) has been installed over the new ticket hall at Surrey Quays.

In August, we also successfully secured £25m of funding for the new proposed Surrey Canal station, but the programme has a funding gap which needs to be settled before we can proceed. We will continue to work closely with the Government, the London Borough of Lewisham and developers to secure additional funding to support the new station. When funding is confirmed, the investment will enable a further frequency increase to 20 trains per hour between Dalston Junction and Surrey Quays.

London Trams

Essential engineering works to replace worn-out rail tracks was completed between Dundonald Road and Wimbledon on 7 and 8 September. On 1 August and 15 September, Croydon Town Centre was closed to replace defective rail tracks within the embedded section of the track.

We have shortlisted four suppliers to design and build a new fleet to replace the original 24 Bombardier trams which are now reaching the end of their design lives. The invitation to tender was issued in September 2024 and new trams are expected to be in operation by the end of this decade. The contract has options to replace the entire fleet in the future. However, all new trams are subject to sufficient funds being available before awarding the contract.

DLR

We awarded KeolisAmey a new eight-year contract to operate and maintain the DLR, a franchise they have successfully run for the past 10 years. Following a competitive tendering process, the new contract focuses on delivering a number of key improvements to help deliver a better customer experience and meet future projected demand for services.

The key improvements include enhancements to timetables to support population growth across the network and fully rolling out Access DLR, which is a free travel assistance service for anyone over 18 who needs extra support.

Santander Cycles

This summer, we introduced an additional 1,000 e-bikes to the Santander Cycles scheme, giving many more Londoners the opportunity to benefit from an affordable, convenient and sustainable way of travelling around the city. We are rolling out an additional 500 e-bikes, with the final batch expected to be delivered into customer service later this year bringing the total e-bike fleet to 2,000.

The procurement process for the cycle hire scheme re-let continues. We started dialogue conversations with the bidders on 13 August, this phase is expected to last around 10 weeks. Our discussion focuses on key areas of the bid and is designed to help ensure that the final submissions offer the best value for money, service and experience for TfL and our customers.



We are increasing our the number of e-bikes in our fleet to 2,000



Our campaign encouraged cycling on Sundays over the summer

Cycle Sundays active travel campaign

Our TfL Cycle Sunday campaign, which encourages non-cyclists to have a go at cycling on a Sunday, finished at the end of September. Advertising for the campaign promoted a range of support, including more than 70 leisure routes, cycle training and special offers from TfL and partners which could be accessed via our website. A free Santander Cycles Day Pass was also available every Sunday in June. This resulted in 5,586 redemptions (63 per cent of which were new customers).

IFS Cloud Cable Car

We have continued to work with the operating contractor to fully mobilise the new contract for the London cable car. We have now successfully transitioned various services.

The cable car held a circus-themed campaign throughout the school summer holidays to help entertain waiting customers while they queued. The campaign included live performers such as jugglers and stilt walkers as well as balloon-making workshops. Both terminals were decorated with a circus theme including photo opportunities and themed music.

From 9 to 13 September, to celebrate Emergency Services Day, the cable car offered a free ride to all emergency service workers as a token of appreciation for everything they do to keep our communities safe.

London River Services

We have successfully concluded the private sector invitation to express an interest in investing in Festival or Greenwich Piers. We have received 11 responses and are now assessing them and assessing them to determine which to forward to the next stage.

E-scooter rental trial

Our e-scooter rental trial has been operating for three years, with 10 boroughs taking part and around 4,000 e-scooters available for hire across 1,000 parking bays.

In July, the trial expanded to Southall in Ealing, providing a sustainable transport option for people living and working in the area. For the period ending 22 September 2024, 140,000 trips were made taking this to a total of 4.64 million trips.

Working with London Councils and the London boroughs, we have also been exploring the design of a co-ordinated future scheme to manage dockless e-bikes and e-scooters in London. Work is ongoing and no decisions have yet been taken. We are also working with boroughs to support provision of more parking across London.

Events and protests

The busy summer of planned events and protests continued. The State Opening of Parliament took place in July, after the national elections brought about a change of government. Concerts, sporting events, and religious and community events took place throughout the summer, highlighting and celebrating London’s diversity.

At the end of July, we saw a spate of unrest and an increase in tension in communities across the country. We worked with our policing partners throughout this time to ensure our transport networks remained safe and open to all.

We take a zero-tolerance approach to hate crime directed at our customers and colleagues and work closely with the police identify at-risk locations near our network

We engaged with stakeholder groups to provide reassurance and understand their concerns, and shared information about incidents related to the disorder. We also increased the visibility of our hate crime campaign to reinforce our zero-tolerance approach to any hate directed at our customers or colleagues across our services.

We worked to ensure our colleagues were, and felt, safe by continually providing updates to colleagues about our work with the police, issuing advice and guidance on what to do if an incident occurred, and publishing a range of communication materials about hate crime and its impacts.

Other cultural events continued throughout August, and we provided transport options to festival sites, music and sporting venues across London. Wembley station supported the seven nights of Taylor Swift’s Eras Tour at Wembley Stadium with a number of initiatives and communications materials, and both line operation colleagues and station staff at Wembley Park, Wembley Central and Baker Street helped ensure that all concert goers had a safe return journey.

Wembley Stadium also hosted the IBF World Title between Anthony Joshua and Daniel Dubois in September. Cricket was back in full swing at The Oval and Lord’s and we saw the return of the Premier and Football leagues.

Notting Hill Carnival

We took part in Notting Hill Carnival in partnership with the Windrush Foundation and Maasology for the second year. The event celebrates Caribbean culture and heritage and is part of the annual activities organised with the support from our Race Colleague Network Group. The bus was provided by bus operator Arriva, and many of our colleagues took part on both days of carnival.

For the first time, we encouraged attendees to travel to the event using the Elizabeth line from Paddington station and promoted a new route to and from the station. We provided a wide range of customer information, including street signs with a walking route to and from Paddington and posters with directions and travel advice at local stations.

This year our operational teams put in place improved station control measures to manage the large crowds attending the carnival. For the first time we collaborated with Google Maps to promote specific travel advice to those planning journeys in and around the area of the carnival. Our multi-channel communications approach enabled us to successfully reach millions of customers. Early indications suggest that our advice was well received, with many customers adjusting their journeys because of the information we provided, contributing to a safe and efficient operation and happy customers on the network.



We were proud to take part in Notting Hill Carnival

Piccadilly line upgrade and line closures

The team is preparing for the first new Piccadilly line train to arrive in London ahead of a period of intensive testing later this year. Two production trains are currently being manufactured at Siemens’ new Goole facility in Yorkshire, and I attended the opening of this in early October. The new trains are part of a £2.9bn investment to modernise the Piccadilly line and help it run more reliably, safely, inclusively and sustainably.

Three new stabling and reversing sidings have been commissioned into service at Northfields to facilitate the depot upgrades and train service enhancements.

The first of the initial maintenance facilities at Northfields have now been completed, and we continue to make good progress with the contractors on engagement for the design and build for the end-state depot facilities.

Major track replacement works have been completed in the Arnos Grove area which has enabled platform improvements in preparation for the new trains. During the closure we also progressed with infrastructure works at Oakwood and Cockfosters depots.

In order to support the introduction of the new trains, essential work is taking place at Caledonian Road which means there will be separate temporary eastbound and westbound platform closures between 14 October and 21 November. Travel advice has been provided to customers ahead of the closure. The scale of the upgrade will mean that further closures will take place on the line to support the enabling work for the new trains to be introduced into passenger service from late 2025.

Silvertown Tunnel

At both the Greenwich and Silvertown sites, backfilling of the cut-and-cover areas is complete, and landscaping continues in these areas along with the Silvertown Tidal Basin Roundabout area and around the vicinity of the new Dock Road.

The installation of mechanical, electrical and power systems continues within the tunnels. Work to deliver a permanent power supply in Greenwich was successful, meaning that both Greenwich and Silvertown portal buildings now have a permanent power supply. Work at Tidal Basin is also progressing well, with work set to complete in October. On the A102 around the entrances to the tunnels, road realignment works are nearing completion.

Highway works to support the opening of the Silvertown Tunnel have been completed at the A13/A102, with work ongoing at Preston’s Roundabout and Bow Roundabout. These works include changes to the highway layout, drainage, kerbs, footway paving and traffic signals. We have also started work to clear vegetation at multiple sites along the A102 noise barrier alignment.

Planning for the Silvertown Tunnel bus network continues to enable the planned increase in the number of buses able to cross the river in this area from five to 21 buses an hour in each direction in the busiest times, from 7am to 7pm, Monday to Friday. All the buses in the Silvertown Tunnel bus network will be zero-emission at the tailpipe, which marks a step change in bus accessibility in London, east of Tower Bridge. The tender for the cycle shuttle bus was awarded to Stagecoach in August 2024. We will now work with them to ensure the buses and bus stops are ready for tunnel opening, including developing the unique look and feel for the service to distinguish it from our regular bus service.

On 10 July, we launched an eight-week consultation that gave Londoners the opportunity to comment on the proposed user charge levels for the Silvertown and Blackwall tunnels, including discounts and exemptions. This concluded on 3 September. This consultation will enable TfL to ensure the user charge and range of discounts and exemptions have been informed by feedback from the public in addition to the statutory Silvertown Tunnel Implementation Group.

We are now assessing the responses ahead of presenting our recommendation for the final proposed charges, discounts and exemptions to the Board for their consideration and approval before the end of the year.



DLR

We recently reviewed the DLR’s signalling system which identified some sections of the DLR network where a small reduction in train speed is required.

We have been assessing how this technical issue within the signalling system will affect our programme for introducing new DLR trains. We had already encountered challenges while testing the new trains and were implementing a plan to address these. But the discovery of the signalling issue means further detailed analysis and software modifications need to take place, which means some delay to the roll-out is unavoidable and we will not be able to start introducing the new DLR trains this year.

We are working hard to bring the new trains into service as quickly as possible and continue to work to minimise the impact of the speed reductions on current service levels.

DLR to Beckton Riverside and Thamesmead

Following the public consultation from 5 January to 18 March 2024, the report on the consultation and responses to the issues raised were published on 2 August, with 1,254 individual responses from members of the public and 29 stakeholder responses. This included responses from landowners, business and community groups and local authorities. The majority of respondents were supportive of the plans.

The next stage of work has started on funding and finance, engineering and feasibility, transport modelling and economic analysis, along with several surveys being undertaken.

Kentish Town station

We have made significant progress on the escalator installation, ticket hall construction and platform retiling. The new escalators have now been enclosed and operational inspections completed as part of the commissioning progress. The platform tiling works are nearly completed and are being cleaned and painted in preparation for the reopening. Works in the ticket hall are progressing well.

Colindale station

The main site works are progressing well, with the canopy, overbridge and staircases being removed and hoardings installed along the platform edge. A key structural wall has been built to the east of the southbound tracks and the majority of piles installed behind the west retaining wall. Preparations are being made for the installation of steelwork to support the new ticket hall deck, ahead of the reopening of the station in December 2024.

Cycleways

In July, in partnership with Islington and Camden Councils, we completed work on the temporary section of Cycleway 50 between York Way and Caledonian Road enabling people to cycle safely from Finsbury Park to Camden Town.

We also launched a public consultation on our proposals for walking and cycling improvements between Brentford and Syon Park. These include protected cycle lanes and improved pedestrian crossings.

Consultation reports were published in July for walking and cycling improvements at two locations, Holland Park Roundabout and between Woolwich Ferry to Plumstead.

In August, in partnership with London Borough of Hounslow, we completed work on the Brentford High Street section of Cycleway 9. This new section now enables people to cycle safely all the way from Brentford to Hammersmith.

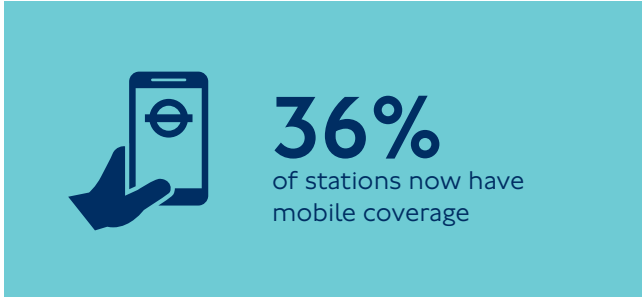
Borough Cycleways Away Day

Colleagues from the Strategy and Investment Planning teams welcomed cycling officers from across London’s 33 boroughs to an away day to celebrate the progress made on delivering London’s strategic Cycleways and discuss working together better to deliver more.

There were 85 people in attendance to hear talks from Walking and Cycling Commissioner Will Norman, Head of Transport Strategy and Planning Alex Goodship and Head of Investment Delivery Planning Helen Cansick, as well as officers from Enfield and Hillingdon. Participants also visited stalls and joined a guided bike ride around Southwark as they discussed plans and ideas for the future.

Connected London: 4G and 5G on the London Underground

We continue to roll out high-speed 4G and 5G mobile coverage on our network, enabling customers to stay connected as they travel around London, even below ground. We are working with Boldyn Networks to deliver this coverage across the whole of the London Underground, DLR and Elizabeth line, and between Highbury & Islington and New Cross stations on the London Overground. All four mobile network operators – Three UK, EE, Vodafone and Virgin Media O2 – are taking part in the roll out.



We now have coverage in 36 per cent of stations and 26 per cent of underground tunnel sections, with the Central, Northern, Piccadilly and Victoria lines all having a significant level of service. Customers can now make use of full coverage in tunnels and stations on the Elizabeth line from Paddington through to Whitechapel.

London Transport Museum
A new play opens at London Transport Museum

A new stage show, The Truth About Harry Beck, follows the life and work of the designer of the iconic London Tube map, Harry Beck. It launched on 14 September at the museum’s on-site Cubic Theatre, in the heart of Covent Garden.

The play marks the 50th anniversary of Beck’s death and reflects on the origins of this famous map. Written and directed by Andy Burden, it explores the creative mind behind the world-famous, now iconic diagram and explores the living and breathing network of the tunnels and train tracks in our capital.

London Transport dinner and auction

This year marked the 18th annual London Transport dinner and auction in support of London Transport Museum. On 2 October, guests from across the transport industry came together at Guildhall to celebrate the 70th anniversary of the historic Routemaster bus and raise vital funds for the Museum's work as an education and heritage charity. We were able to raise £400,000, which will enable us to carry on this vital work with our partners and suppliers.

TfL promotes Priority Seating Week with DLR trial and children's art competition

This Autumn, we celebrated our Priority Seating Week. This is a dedicated week of action to raise awareness of priority seats across the public transport network. School children across the capital were encouraged to bring Priority Seating Week to life with creative artwork, with three lucky winners receiving tickets to a Merlin Entertainments attraction in London. New signage designs will be trialled on DLR trains to highlight priority seats and encourage people to look up and give their seat to someone who may need it more

Innovation from Google Maps

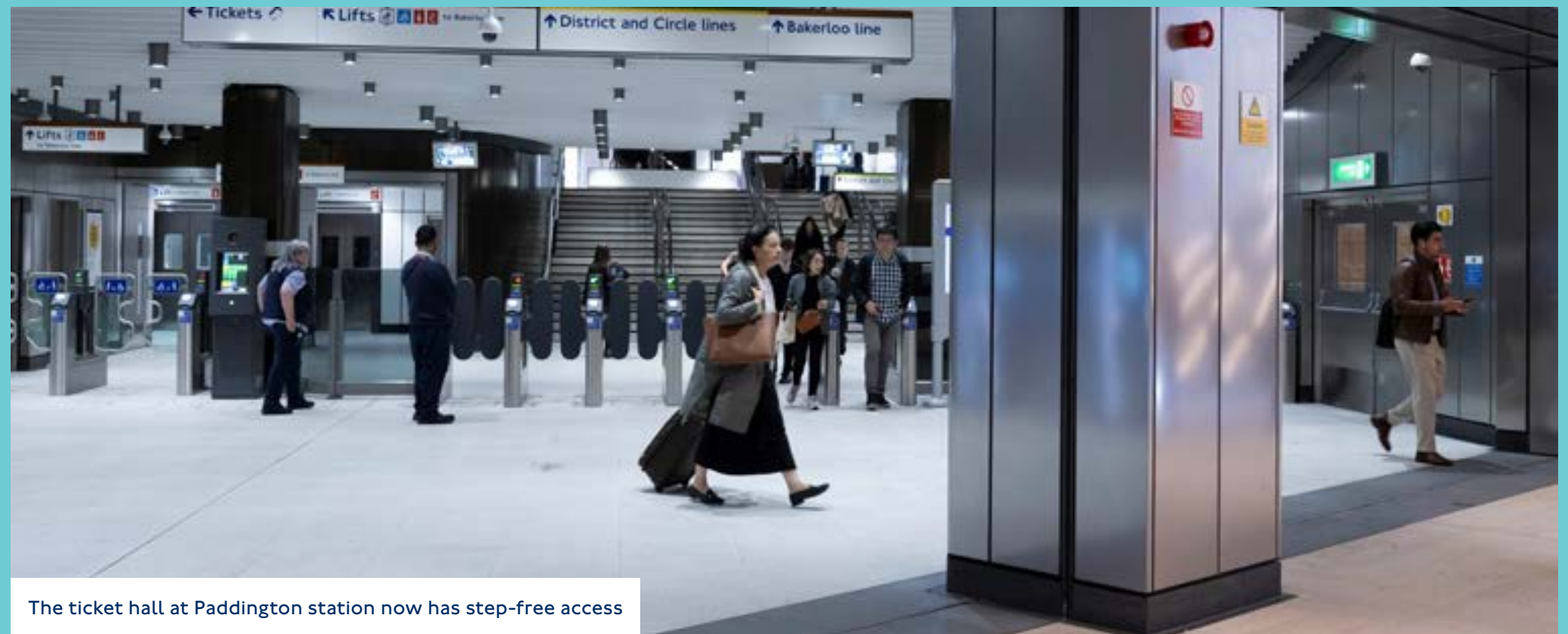
Our ongoing strategic partnership with Google Maps has resulted in a new feature within the Google Maps app and website to help people in London find lower-carbon travel alternatives by providing information about public transport and walking alternatives alongside driving directions. The new feature was made available to users in August and will enable people to make more informed and sustainable travel choices, helping further reduce carbon emissions across the capital and achieve the Mayor's Transport Strategy objectives.

Step-free access

In August, we announced the next group of London Underground stations to be prioritised for step-free access, with work starting at Alperton, Arnos Grove and Eastcote. They join North Acton and West Hampstead, which were announced earlier this year, in the design phase. We are also evaluating the feasibility of making seven more stations step-free: Colliers Wood, Croyley, East Finchley, Neasden, Northwood, Turnham Green and Tooting Broadway. Construction remains on schedule to start at Northolt station early next year.

In September, we opened the new ticket hall at Paddington Tube station, which serves the Bakerloo line. It provides customers with direct, step-free access from street to platform on the Bakerloo line for the first time, via two lifts. At more than three times the size of the previous ticket hall, the new entrance is set to transform the experience of customers at Paddington. The number of ticket gates has more than doubled from five to 11, helping to speed up journey times, while improved signage will make navigating the station quicker and easier.

Features such as single-colour tiling and use of lighting more appropriate for those with visual impairments in the corridors were integrated into the design at an early stage, helping to make journeys more inclusive for customers with visual impairments and other sensory needs, as well as step-free. The new ticket hall demonstrates how we can work with developers to transform public services. We continue to work hard to increase our step-free offering to create a fairer, more accessible and inclusive transport network.



The ticket hall at Paddington station now has step-free access



The new 310 bus route connects communities in north London

Bus route 310

From 31 August, we started trialling a new bus service, route 310, operating between Golders Green and Stamford Hill.

The introduction of the service follows a commitment made by the Mayor earlier this year in response to a campaign by the local Jewish community for a service to connect the two neighbourhoods.

Route 310 will connect communities between Golders Green and Stamford Hill, serving people in the boroughs of Barnet, Islington, Camden and Haringey, including stops at Highgate, Whittington Hospital and Finsbury Park.

This is the first time that the two areas have been connected by a direct bus service. The 310 will provide a safe, accessible, sustainable and affordable form of public transport connecting residents in north London, with the new route playing an important role in enabling more people in the area to switch from car use to public transport, reducing congestion and improving air quality across the area and beyond.

We started consultation on 1 September to assess the response to the service. This will be open for 12 months to enable Londoners to provide feedback and to inform our longer-term service plans. We will be working closely with local communities during this period to promote the route and to encourage communities across the route to share their feedback.

The trialling and introduction of new bus routes is part of our wider vision to improve public transport in London, as outlined in the Bus action plan.

Art on the Underground


Joy Gregory artwork

Art on the Underground was proud to launch a major new artwork by London-based artist and photographer Joy Gregory at Heathrow Terminal 4 Underground station on 25 July.

Titled ‘A Taste of Home’, the project explores belonging, migration and plant knowledge and was developed in dialogue with asylum seekers living in temporary accommodation near the airport.

The artwork covers 24 billboards in the ticket hall and brings together excerpts of poems and ingredients which were discussed as ‘tastes of home’ during a series of photographic workshops Gregory facilitated in the temporary accommodation. These are collaged over botanical artworks Gregory created using a range of special printing techniques.

Rooted in solidarity, the artwork explores the ways that compassion and food connect us, across oceans and beyond borders, and celebrates the many cultures, languages and hopes found in London. The artwork will be on display until 2026.



34k
downloads of Mind
the Gap podcast
episodes on the stories
behind the London
Overground line names

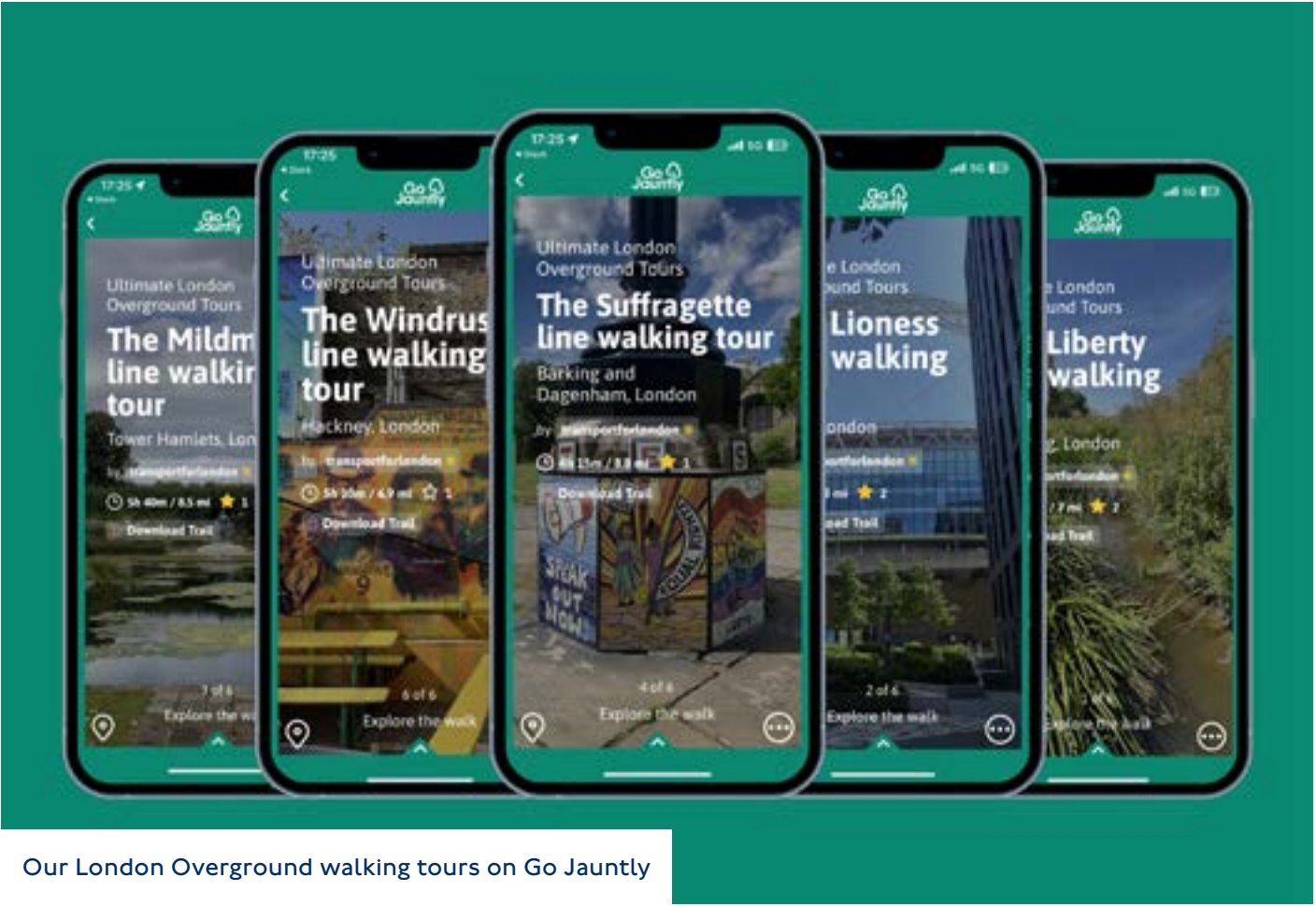
London Overground line naming

The summer campaign to celebrate the stories behind the naming of the six lines has been well received ahead of launch.

The ‘Mind the Gap’ podcast series featuring a deep-dive episode per line name has been incredibly popular – the first five episodes (Mildmay, Lioness, Liberty, Suffragette and Windrush) have so far achieved over 34,000 downloads, reaching number one in Apple Podcasts’ Places & Travel category. The Lioness episode, featuring England football stars Chloe Kelly and Leah Williamson, is the most popular of this series of Mind the Gap, and was shared on social by Chloe Kelly, maximising reach. Other guests in the series have included Dragon’s Den star and celebrity chef Levi Roots, and comedian Cally Beaton.

To celebrate the Weaver line, we held free community weave sessions at Chingford station community hub, which sold out within 48 hours of being announced. The participants of the sessions created a woven roundel, which will be unveiled in its new home at a station on the Weaver line.

The campaign included many more exciting activities such as: the launch of the Liberty line search for unsung community heroes with a chance to win exclusive transport prizes; an actress dressed as a Suffragette travelling on the Suffragette line; Hackney Car Free Day with a Windrush carnival theme; a collaboration with Regents Park Youth League to sponsor under-11s, staff and disability football tournaments; and Go Jauntly walking tours.



Our London Overground walking tours on Go Jauntly

Our colleagues

Making TfL a great place to work, where our people feel supported and empowered

Development of a new Equality Impact Assessment app

In July we launched the Workforce Equality Impact Assessments app, aligned with our commitment in Action on Inclusion, our internal diversity and inclusion strategy. This interactive and user-friendly online portal streamlines knowledge sharing and processing of our assessments.

The platform has already reduced process time by more than 50 per cent. More than 150 colleagues have participated in training and knowledge sharing sessions. The app's functionality is designed for adaptability, with the Business Service Function overseeing its management, enabling us to promptly address any updates related to protected characteristics.

In September, we established a working group to collect feedback, review the app's performance and plan enhancements to further improve the system.

Bus driver appreciation campaign

In September we partnered with data specialists Neighbourly Lab to launch a campaign to celebrate London's bus drivers. The campaign celebrates the life stories and experiences of nine drivers and two Network Traffic Controllers through videos, photos and a blog. It recognises the efforts and invaluable impact of all bus colleagues and communicates the idea that bus drivers are just like everybody else, with a personal story to tell.

A series of posters is being displayed across some of our bus stations to encourage local communities to view the artwork and get to know some of the individuals who keep the bus network running every day. It aims to show bus drivers and operational staff in a different light, away from the day job, sharing their stories with the people who use their services every day.

It builds on last year's campaign to increase appreciation for bus drivers and encourage more positive interactions on and off the network.

Rate My Apprenticeship Top 100 Employers

We have climbed significantly in the latest Rate My Apprenticeship Top 100 list, moving up from 70th place to 52nd.

This ranking was compiled from thousands of reviews submitted by recent apprentices to the Rate My Apprenticeship website, reflecting the opinions of those who completed their apprenticeship within the last year. Our improved position highlights how positively our apprentices view their experience with us, reaffirming our status as a leading workplace for apprentices and validating the efforts we have made to continuously enhance their experience.

In September, we welcomed our new cohort of graduates, apprentices and interns to our organisation. Across the business, we welcomed 88 graduates, 163 apprentices and 21 interns into a wide range of roles, creating exciting career paths for all those with an interest in transport.

A new campaign celebrates the life stories and experiences of our colleagues, encouraging Londoners to get to know their bus drivers

National Transport Awards

At the National Transport Awards held earlier this month, we received two commendations. These were for 'Best marketing campaign' for our work to promote the Elizabeth line at Heathrow and for the Digital and Technology Excellence in Transport award, where we were received a commendation for our work on Smart Stations. In addition, MTR Elizabeth line received best rail operator and Richard Baker from MTR won the Community Champion of the Year award. It was inspiring to see all the incredible work being carried out across the country and congratulations to all winners.

National Highway Awards 2024

In September, a number of our colleagues from Network Management were finalists at the National Highway Awards 2024. We were shortlisted for the 'Best use of new technology' award for our work on bus priority beaming. The Construction Advisory and Innovation team were also finalists for their brilliant three-tier approach promoting inclusivity at work sites when temporary road layouts are designed.

In Bloom

This year's annual gardening competition, In Bloom, had more than 60 entries from locations around the network, with our judges travelling from West Croydon to Croyley and Upminster to West Ruislip. The gardeners were creative in dealing with many different spaces – from a single wall or table to an entire platform or field – and our judges were delighted to see a range of sustainable gardening practices, including compost bins and rainwater harvesting. Our gardeners and competition winners gathered at City Hall for the awards ceremony on 25 September, where multiple trophies were handed out to recognise the variety of gardens that flourish on our network.

Northwick Park Underground station bagged this year's Gardens of The Future theme award. Their application of permaculture in planting adaptable, sustainable and edible plants provides a model for maximising small green spaces across the transport network.

Upminster Depot won both the Best in Show and Best Newcomer Awards. Over a few months, the staff transformed a patch of disused space into a garden that incorporates a seating area, wildflower meadow and art on the portacabins and office walls.



Hammersmith Service Control Centre's plant library

Corporate Finance Awards

Congratulations to our colleagues who won the 'Corporate Finance Team of the Year' at the Corporate Finance Awards. The team were recognised for their effective management of money and financial risk during our bond buy-back in December 2022.

Royal Institution of Chartered Surveyors' National Award

Many congratulations to the team who worked on the Bank Station Capacity Upgrade project, which won the Royal Institution of Chartered Surveyors' National Award in the Infrastructure Project category. This category celebrates the delivery of exceptional infrastructure projects including structures, systems and services required for operation.

National Rail Awards

Bank station also won the Major Project of the year award in the National Rail Awards. Bank station is one of the world's largest and most complex underground railway stations with over 100,000 passengers using the station each peak period. The project aimed to provide improved passenger access, circulation, and interchange.

Celebrating our successes

Safe Effective Quality Occupational Health Service accreditation

On 15 August, we were advised that the occupational health and wellbeing team had passed its annual inspection and consequently had its Safe Effective Quality Occupational Health Service accreditation renewed. This is the industry standard for occupational health services and provides an independent assessment of the service using standards of safety, effectiveness and quality.

Improving support for colleagues involved in traumatic incidents

We have continued to provide training for our Trauma Support Group of peer supporters to ensure they are able to support colleagues exposed to trauma and that members also feel supported in their own right. We have also produced a simple guide for people leaders and for families of those exposed to trauma to help them provide the best possible support to those directly affected.

During the summer we trained 10 trauma risk management managers from across the organisation, and they are now recruiting practitioners for training. This trauma-focused peer support system is designed to help people who have experienced a traumatic, or potentially traumatic, event. Trauma risk management practitioners are non-medical personnel with specific training and are equipped with the skills and tools to actively listen and offer practical advice and assistance.

Wellbeing pilot scheme

We are working with the Jubilee and Central line track teams and the Jubilee line customer operations team to identify the initiatives that could improve employee wellbeing. We will measure their impact on attendance and on the Workplace Wellbeing Index scores achieved in our annual Viewpoint colleague survey.

As part of this exercise, the track teams met with the Vita Health Group musculoskeletal team on 11 September.

Our green future

Creating a healthier, more sustainable city for the wellbeing of all Londoners

Air quality

ULEZ six-month report

The London-wide Ultra Low Emission Zone (ULEZ) Six Month Report was published in mid-July and showed that the compliance rate for vehicles driving in the zone that are subject to the ULEZ was up to 96.2 per cent, showing the scheme is having an important impact on reducing the number of older, more polluting vehicles on London's roads. Overall, nitrogen dioxide concentrations on roads in outer London are estimated to be 21 per cent lower than they would have been without the ULEZ and its expansions. Exhaust emissions of Particulate Matter (PM) 2.5 from cars and vans in outer London were estimated to be 20 per cent lower than a scenario without the London-wide ULEZ. Long-term trends show that average concentrations of pollutants across London reduced faster than averages over the same period in the rest of England.



£188m

committed to around 54,000 applicants for the scrappage scheme

Closure of our scrappage scheme

In August, we called for final scrappage scheme applications as the scheme finally closed on 7 September. The scheme for the expanded outer London area has now seen more than £188m committed to around 54,000 applicants. This was on top of the £61m for the central and inner London ULEZ, which led to more than 15,000 successful applications.

The scheme, which opened in January 2023, was expanded to cover all Londoners in the capital ahead of the launch of the London-wide ULEZ. It has been highly successful in supporting people to adapt to the world-leading clean air zone. Alongside the closure of the scheme, the end of the grace period for minibuses used by non-profit organisations for community transport was extended from October 2025 to October 2027.

Climate change adaptation

Launch of training pilot for adaptation, biodiversity and green infrastructure

On 24 July, we launched the first in a series of pilot training sessions focusing on adaptation, biodiversity and green infrastructure. This training, which is aimed at colleagues working on construction and maintenance projects, aims to build an awareness of the challenges and opportunities surrounding each of these themes to ensure we are best placed to continue to serve London for generations to come. Following the pilot sessions, we plan to assess where this training would be useful in other parts of the business.



5,237
colleagues trained in carbon literacy as of mid-July

Carbon literacy

In July, a TfL colleague became the 100,000th person globally to be certified by the Carbon Literacy Project, and we presented her with a special certificate to mark the occasion. Of the first 100,000 people to be certified globally, more than 4,200 – more than four per cent of the global total – were trained at TfL. All those who are certified must make pledges regarding how they personally will work to reduce carbon emissions. We launched our own in-house carbon literacy training, accredited by the Carbon Literacy Project, in 2022 and, as of mid-July this year, we had trained 5,237 colleagues.

Urban design learning

Urban Design Learning continues to raise awareness of regional and national environmental legislation and policy initiatives. Seven events were held between July and October covering various topics, including flood management, sustainable urban drainage systems, biodiversity net gain, holistic street design and London Plan policies.

Recently, we have been working with boroughs on the Government’s Highways Greening Accelerator – publishing guidance that explores innovative ways of using highways land to provide the access to nature and the green infrastructure benefits that are needed to address inequality, improve quality of life and support vital ecosystem services.

Electric vehicle infrastructure strategy and delivery

London now has more than 21,000 public electric vehicle charge points as of 31 July 2024, including 1,200 rapid and ultra-rapid charge points. So far, we have delivered more than 300 of these rapid charge points, and in 2023 partnered with charge point operator Zest to provide up to 100 additional rapid and ultra-rapid charging bays on our road network across 2024 and 2025.

The first rapid (50kW) charge point and ultra-rapid (150kW) charge points in Bromley are now operational, with both charge points capable of charging two vehicles at a time. We continue to provide more sites in Richmond, Sutton, Lewisham and Hammersmith & Fulham, and we expect to award a new contract before the end of the calendar year to deliver charge points at more sites on our road network.

In September, our property company, Places for London, selected Fastned, the award-winning European ultra-rapid charging company, as its preferred partner for its new joint venture to help develop several new electric vehicle ultra-rapid charging hubs across its estate; this is subject to approval from the Land and Property Committee.



We have delivered more than 300 rapid charge points across London

This will help support the Mayor’s commitment to achieve Net Zero carbon by 2030 and aims to deliver dedicated off-street urban charging hubs that will be able to simultaneously charge multiple vehicles at high speeds. The sites will also help support placemaking in the local areas by including retail and other facilities, such as toilets on larger sites where possible.

In addition to our plans to install public charging infrastructure, we are also undertaking a programme to convert our maintenance vehicle fleet of approximately 1,000 vehicles, to become zero emission. This will involve the installation of associated electric vehicle charging infrastructure at depots to facilitate a smooth transition and to meet key Mayoral targets.

Our finances

Working to ensure financial stability for the long term

Financial performance

Our latest financial report covers up to the end of Period 5 2024/25 (17 August 2024). It does not cover the impact of the cyber security incident as this occurred after the end of Period 5.

We delivered an operating surplus in 2023/24, reinvesting this in maintaining and improving our network. Our 2024/25 Budget builds on this foundation, aiming to grow our surplus and increase our ability to invest by continuing to deliver on our financial strategy:

Grow and diversify our revenue

- Cumulative journey growth is just over two per cent compared to last year. In our budget, we were targeting six per cent year-on-year journey growth over the full year, on top of the nine per cent we saw in 2023/24
- Despite growth on last year, journeys are 52 million below Budget, with passenger income £78m below Budget
- Our forecast for Quarter 1 identified this could increase to around £150m lower than Budget by the end of the year

Deliver recurring cost savings

- Operating costs are one per cent lower than Budget, mainly from lower contingency which was budgeted to mitigate risks on revenue
- Our Budget included delivery of £259m of savings this year, including £130m of recurring savings
- We are implementing plans to deliver more savings this year to help mitigate the forecast revenue shortfall

Grow our operating surplus

- We had budgeted for an operating surplus in the year to date; lower passenger income means we have a deficit of £16m at Period 5
- Our forecast for Quarter 1 is for an operating surplus of £61m this year, £100m lower than Budget
- We are striving to deliver in excess of this forecast and are implementing plans to further this year's savings and reduce discretionary expenditure

Fund our capital investment

- Capital renewals are £324m in the year to date, £79m up on last year, as we increase renewals investment to address the backlog of asset replacement
- Renewals are £10m higher than Budget, from cost increases and an early increase in spend. We expect to hit Budget over the full year
- We continue to make the case to government for a long-term funding settlement

Maintain liquidity to protect us against shocks

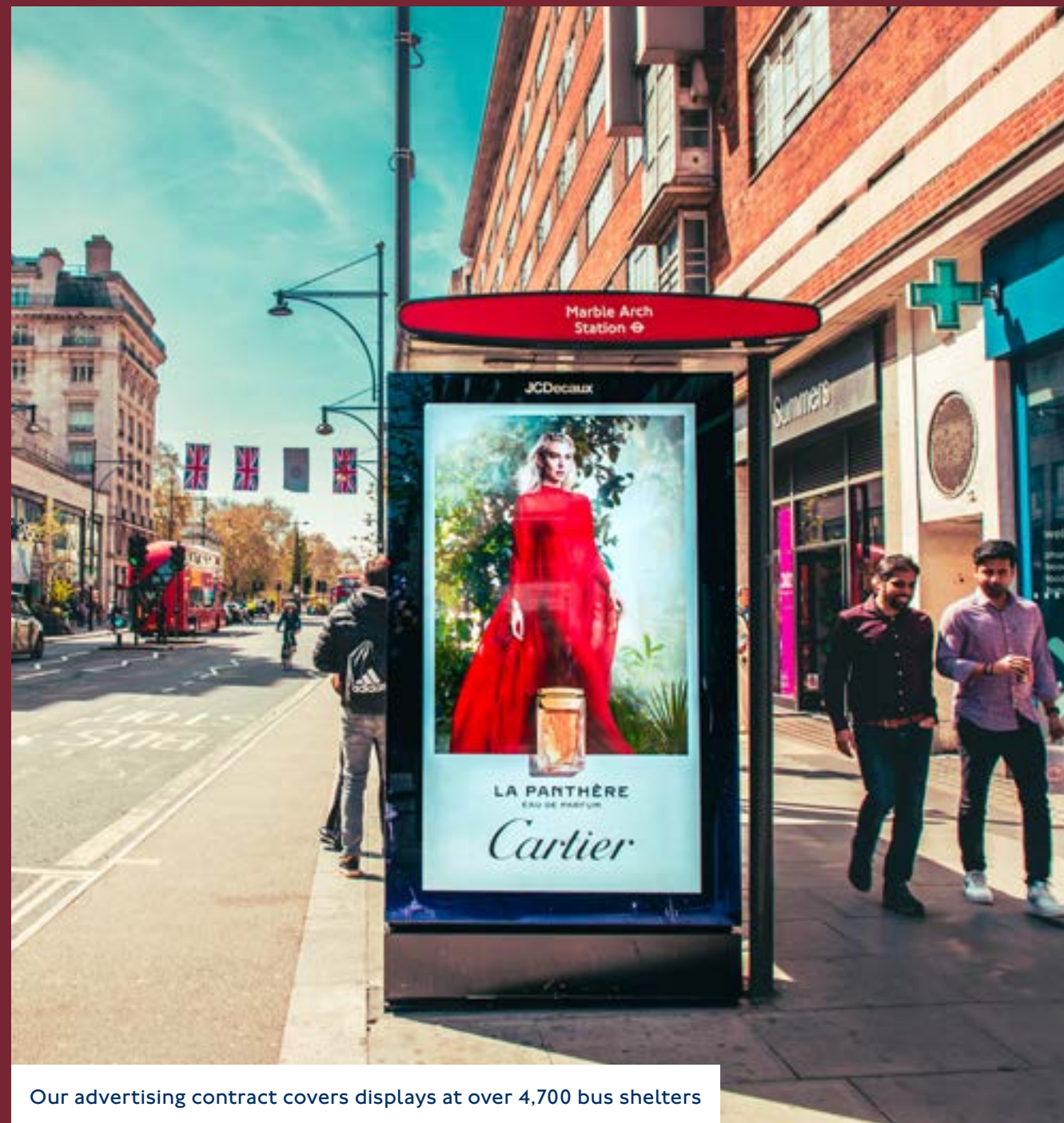
- Cash balances are £1.27bn at the end of Period 5 and are over £140m lower than Budget
- We aim to maintain average cash balances at around £1.3bn, in line with our treasury policy
- The GLA financing facility of £350m offers additional protection against shocks and risks

Our 2024/25 Budget aims to grow our surplus and increase our ability to invest by continuing to deliver on our financial strategy

Advertising contract

After an extensive procurement process, we have selected Global and JCDecaux to manage our advertising estate, building on the work achieved in recent years.

The new contracts will see Global continue to manage advertising on our rail estate, which includes digital and traditional paper advertising sites on the Tube, London Overground and Elizabeth line. JCDecaux will continue to manage advertising at more than 4,700 bus shelters, carrying more than 9,000 traditional paper advertising panels and 612 digital advertising panels.



Our advertising contract covers displays at over 4,700 bus shelters

New homes and Places for London

Completion of 1,000 new homes

We continue to make progress against our ambition to start building 20,000 homes by 2031. We have already started on more than 4,000 homes, and in July 2024, we completed our 1,000th home, this was at Kidbrooke development with our joint venture partner, Notting Hill Genesis.

Many of the homes are already occupied, including 350 homes at Blackhorse View in Walthamstow, our first joint venture with Barratt London. Working with Barratt London, we are expecting to deliver thousands more through our West London Partnership, which has the potential to provide more than 4,000 homes and create almost 10,000 jobs.

In July, planning applications were submitted for Earls Court and Edgware, proposing more than 7,000 new homes between them, alongside flexible workspace, cultural spaces, and green, open public spaces. At Edgware, a new training and skills centre has opened to provide Londoners with construction skills and support into the industry, and we will soon be opening another skills centre at Earls Court.

We are also updating our designs for four projects in response to the updated fire safety guidance issued by the Ministry of Housing, Communities and Local Government. Combined, Arnos Grove in Enfield, Montford Place and Nine Elms in Lambeth, and Southall Sidings in Ealing, will deliver more than 1,200 well-designed, high-quality homes that will be available to rent.

New homes at Cockfosters

We have been given the green light for our new housing development at Cockfosters. The proposals will deliver 350 new homes, more green space and a boost to London's economy. Following planning approval in 2022, we have now been granted consent by the new Secretary of State to progress the plans.

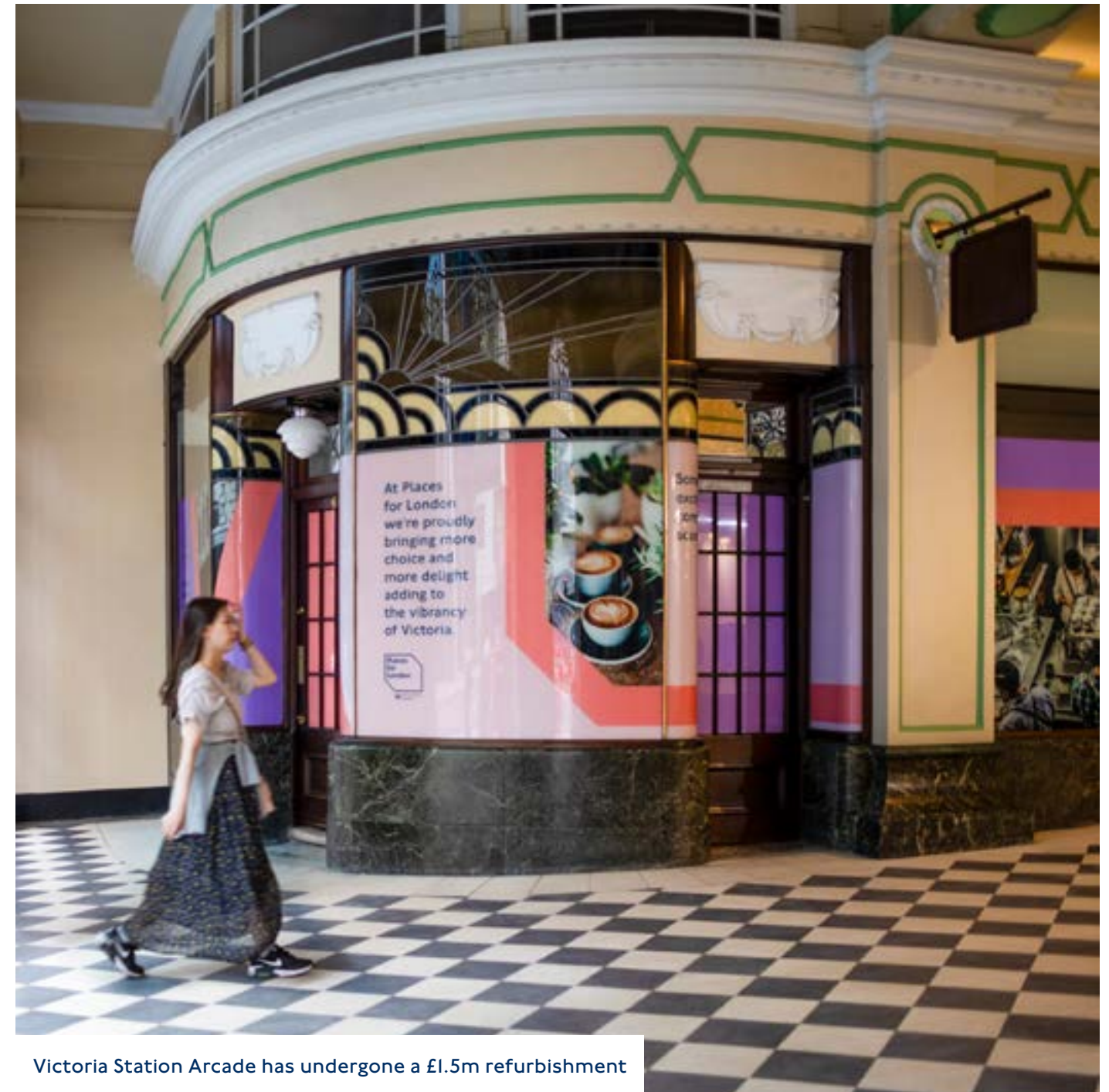
The proposed 1.36 hectares of car-free development, which was granted planning permission by Enfield Council in February 2022, will deliver around 350 new homes next to Cockfosters station which sits at the northern end of the Piccadilly line. In total, 40 per cent of the homes will be affordable and car parking options, including for Blue Badge holders, will still be retained at the station. The scheme will also deliver new commercial space improvements to the local area around the station and increased operational space. The designs also improve public access to nearby Trent Park and the London Outer Orbital Path and have been designed to provide around 4,200 square metres of publicly accessible open space for the local community, with the new trees and greenery replacing much of the current hard surface.

Reopening Victoria Station Arcade

The Edwardian Victoria Station Arcade has reopened on our commercial estate, offering new retail spaces and associated rental income. Located next to Victoria station, the Arcade features restored shopfronts, art deco elements and Edwardian architecture. Built in the early 1900s as part of the Metropolitan District Railway, the Arcade's heritage features had deteriorated. A £1.5m restoration project has restored its original features, including Edwardian-style shopfronts and period lighting. The Arcade is now decorated in a historic District Railway colour scheme. Over the next 10 years, through Places for London, we will invest £300m to upgrade and expand our retail spaces, focusing on our net zero target.

Places for London customer conference

Our property company, Places for London, held its first customer conference in September, bringing together businesses operating on our estate with guest speakers from the GLA, the Federation of Small Businesses and Grow London Local. Businesses spoke about how they have worked to support their local communities, reduce their impact on the planet, and make their industries more open and inclusive. Places for London also held its We Make Places for London awards for its customers, recognising the amazing businesses that have a positive impact on London and Londoners across categories including Communities and Inclusion, and Sustainability and Innovation.



Victoria Station Arcade has undergone a £1.5m refurbishment

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 safety, 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.

We manage the city's red route strategic roads and are responsible for the maintenance, management and operation of more than 6,000 sets of traffic lights across the capital. The London boroughs are responsible for all the remaining roads within their boundaries. The experience, reliability and accessibility of our services are fundamental to Londoners' quality of life. Safety remains our number one priority and we continue to work tirelessly to improve safety across the network for both colleagues and customers.

Our vision is to be a strong, green heartbeat for London. We are investing in green infrastructure, improving walking and cycling, reducing carbon emissions, and making the city's air cleaner. The Ultra Low Emission Zone, and fleets of increasingly environmentally friendly and zero-emission buses, are helping to tackle London's toxic air. We are also improving public transport options, particularly in outer London, to ensure that more people can choose public transport or active travel over using their vehicles.

That is why we are introducing the outer London Superloop bus network, providing express bus routes circling the entire capital, connecting outer London town centres, railway stations, hospitals and transport hubs.

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

The Elizabeth line, which opened in 2022, has quickly become one of the country's most popular railways, adding 10 per cent to central London's rail capacity and supporting new jobs, homes and economic 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 and safe 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 are creating brighter journeys and a better city.

