

**Written Answers to Questions Not Answered at
the London Assembly Plenary meeting on 9 October 2013**

New Bus for London**Question No: 2013/0018**[Jenny Jones](#)

Will the cost of the New Bus for London push up bus fares?

[Boris Johnson \(Chair, TfL\)](#)

Obviously absolutely not and fares decisions will be taken in due course. There are still discussions going on with Government about some of the abatements and the improvements that we could see in rail fares in particular. But on the New Bus for London, let us be absolutely clear that this is a fantastic piece of British technology that over the lifetime of its operation will actually be cheaper to run not just than a current diesel bus but also than the existing hybrid models. Therefore, it represents very good value for money, very good value for Londoners and it is a fantastic project which we intend to develop.

Step-free access**Question No: 2013/0019**[Stephen Knight](#)

When will all Crossrail stations have pavement-to-train step-free access?

[Boris Johnson \(Chair, TfL\)](#)

Crossrail is an extraordinary scheme and we will be putting in nine new central London stations. Of course, all of those will have step-free access. There will further be delivered new step-free access from street to platform at 13 existing stations, new Crossrail stations, which do not currently have step-free access. There remain 7 Crossrail stations of the 38 altogether that will not on the current plans have step-free access. What we have agreed with the Secretary of State for Transport [Patrick McLoughlin] is that we are going to set out a programme to install step-free access on all of those Crossrail stations, many of which are 150 years old. They have never had step-free access in history, but we are going to do it. It is very important that we should do it in a sensible way and that means we are going to start with the stations where footfall is greatest.

Public subsidy

Question No: 2013/0020

[Valerie Shawcross](#)

Do you plan to transform TfL so that it no longer requires a public subsidy?

[Peter Hendy \(Commissioner, Transport for London\)](#)

We have been in a position for some time now where a combination of Government policy which has looked for a higher proportion of the costs of running public transport to be paid for by fare-payers and a reduction in subsidy has formed the basis of how we produce a budget and business plan. We are doing our very best and I think we have been quite successful to reduce the costs of running the organisation, including by efficiencies.

I think it would be remarkable if we ever managed to run an organisation like this without public subsidy. We would certainly be unique in the world and I was remarking to the Mayor on the way down this morning that we are beginning to find people coming to see us from other cities now to understand how we can run such a comprehensive network with so little subsidy. It is certainly much less than comparable cities in Europe and America, for example. In particular, you will all be familiar with the fact that London is growing by 70,000 or 80,000 people a year and that really poses a particular challenge. My predecessors, when I started, were managing a system where the population of London was in decline and so was the level of service we produced. Now we are producing extraordinary levels of service in circumstances that my predecessors never envisaged.

The Underground in fact already runs without an operating subsidy, though it demands huge amounts of capital investment and some of it is still very old. I do not think that it is a proposition that would be at all easy to achieve and you can see the result in terms of the levels of fares and charges that we have to do. I have always thought that our primary aim in doing this - and it is supported by the London Plan and the Mayor's Transport Strategy - is to produce a transport system that enables Londoners to get to work, to get to hospitals, to get to schools and to make a contribution to the way in which the city works. The proposition to run it completely without public subsidy seems to me to be a pretty extraordinary one.

TfL Finances

Question No: 2013/0021

[Richard Tracey](#)

In seeking to bear down on fares and help finance new infrastructure projects, please assess the relative importance of bearing down on TfL costs and uncovering fresh revenue streams.

[Boris Johnson \(Chair, TfL\)](#)

There is a massive savings programme in TfL's budget that you are familiar with, but I think what you are more interested in really is what are we doing to expand our revenue rating capacities and what are we doing to bring in sponsorship, advertising and how can we maximise the brand value of London transport. There is an awful lot going on there. There is a great deal of work being done now on the Tube stations to see what more we can do to get revenue there. We will leave no stone unturned.

It is important not to be unrealistic about what you can achieve, particularly if you are talking about rebranding. I think Marble Arch used to be called Selfridges. There was a time when the Tube station was called Selfridges. You could see that Selfridges would pay to do that again. Just to give you an example, I think in order to get them to cover our costs in rebranding that station we would have to get Selfridges to pay about £4 million or so in advertising, just to break even on the deal. That £4 million, by the way is quite a lot out of Selfridges' marketing budget, so you would have to wonder whether they would go for that. I am speaking entirely hypothetically when I talk about Selfridges, by the way, so people understand that. You would also lose any advertising that they might want to spend on other parts of the network, so that it is very likely that you would cannibalise their investment in posters or what-have-you. You might say, "Don't go for Selfridges. Go for corporate Goliaths; go for Samsung. Let's call Tottenham Court Road 'Samsung Court Road'". I can see members of the audience looking rather gloomy at this prospect.

Gallions Reach - bid for funding

Question No: 2013/0022

[Darren Johnson](#)

In the December 2012 version of the TfL business plan £132m was allocated to developing the Gallions Reach crossing between 2015/16 and 2019/20. Please confirm whether this figure was included in TfL's latest bid for central government funds?

[The Mayor](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 25 November 2013

As you say, TfL's current Business Plan, which reflects available funding from Government and other sources allocates £132m for developing a crossing at Gallions Reach. This plan was the basis for our bid to Government.

Boris Johnson (Chair, TfL) and Sir Peter Hendy (Commissioner, TfL)

Gallions Reach - funding increase

Question No: 2013/0023

[Darren Johnson](#)

In the December 2012 version of the TfL business plan, £132m was allocated to developing the Gallions Reach crossing up to 2019/20 yet in the recent 'Responses to Issues Raised' document this had risen to £150m. Please account for this increase.

[The Mayor](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 25 November 2013

Please see my response to Q22 / 2013.

Boris Johnson (Chair, TfL) and Sir Peter Hendy (Commissioner, TfL)

Gallions Reach - full project costs

Question No: 2013/0024

[Darren Johnson](#)

According to the 'Responses to Issues Raised' document published in response to the river crossings consultation, it would be necessary to build new roads to link a Gallions Reach crossing to the existing road network, which would increase the cost of the scheme above the £150m now projected. Will you commit in future, when referring to the scheme, to cite full projected costs including the anticipated spend on new roads?

[The Mayor](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 25 November 2013

The cost to build new roads to support a new crossing at Gallions Reach is included in the total cost of the scheme as set out in TfL's report.

Boris Johnson (Chair, TfL) and Sir Peter Hendy (Commissioner, TfL)

Woolwich ferry

Question No: 2013/0025

[Darren Johnson](#)

By what date could a replacement ferry at Woolwich be in place and its piers upgraded?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 13 November 2013

TfL recently confirmed that it would undertake a further round of consultation prior to making a decision on how to replace the ageing Woolwich ferry. Should TfL conclude following this consultation that the ageing Woolwich ferry should be replaced with a new service in situ, an option would be for a new crossing, including new piers, introduced in 2017 at the earliest. This would be dependent on securing the necessary approvals for the infrastructure works.

River crossings for pedestrians and cyclists

Question No: 2013/0026

[Darren Johnson](#)

Please outline the usability of each of the following schemes for cyclists and pedestrians: Woolwich ferry, Gallions Reach ferry and the Silvertown Tunnel.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 13 November 2013

TfL has proposed a number of options for replacing the Woolwich ferry, but no decisions have been taken as to which option should be implemented. TfL is undertaking further assessment work and will hold another consultation so that the public and stakeholders can comment.

Of the options proposed so far, the new ferry crossings at Woolwich or Gallions Reach would both be accessible to cyclists and pedestrians. The proposed Silvertown tunnel would not be accessible to pedestrians and cyclists, for safety reasons. One of the main reasons the cable car was constructed in advance of a road tunnel at Silvertown was to provide a dedicated pedestrian/cyclist crossing over the Thames, following a similar alignment to the Silvertown tunnel, but better connected to existing pedestrian and cycle routes. In addition, Crossrail will open from Woolwich in 2018.

It is clear that there is a need to take a strategic view of the case for new river crossings. This is particularly so given the crucial role this infrastructure will play in supporting the significant increase in London's population that is expected over the coming years.

River crossings for pedestrians and cyclists

Question No: 2013/0027

[Darren Johnson](#)

In the December 2012 version of the TfL business plan £12m has been allocated to developing the Silvertown Tunnel (£7m in 2015/16 and £5m in 2016/17). Please provide a breakdown of how this sum will be spent.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

In 2015/16, the development costs will be principally required for preparing and submitting a Development Consent Order application for the Silvertown tunnel. In 2016/17 the development costs will support the Order application process and cover the cost of further design work and the costs associated with the procurement of a contractor to build the project.

Cycle Superhighways timetable

Question No: 2013/0028

[Darren Johnson](#)

What is the timetable for consulting on the design of the seven additional Cycle Superhighways which you have promised to install between now and 2015?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 28 October 2013

TfL is currently re-evaluating the delivery schedule for its Barclays Cycle Superhighways programme to reflect the priorities outlined in my Vision for Cycling in London. More details will be available soon.

Capital and operational investment

Question No: 2013/0029

[Darren Johnson](#)

The December 2012 Business Plan includes a distinction between 'capital investment' and 'operational investment' for cycling. Can you please explain which category each of your major projects falls into, i.e. Cycle Superhighways, Cycle Hire, cycling 'Crossrail', mini Hollands, central London grid, and the quiet ways?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 28 October 2013

Capital investment is the use of funding on the creation of physical infrastructure/ assets where the ownership resides with TfL - operational investment is spend that does not result in the creation of an asset or is spend on the maintenance of existing assets. Cycle Hire, Cycle Superhighways, including the East-west Superhighway or 'Crossrail for the Bike' will contain a combination of both types of expenditure depending on the nature of the work e.g creating road assets on the TLRN for Cycle Superhighways is treated as capital investment but other interventions such as cycle training and courses for HGV drivers is operational. Mini-Hollands, Central London Grid and Quietways are being delivered via the London boroughs and therefore considered operational investment. The boundaries are not fixed and may change to reflect best value for money for the taxpayer.

Cycle route in Camden

Question No: 2013/0030

Darren Johnson

Can you explain why a decision has been taken to reject the creation of a west to east cycle route from Mornington Crescent/Hampstead Road to Crowndale Road, because of 'traffic impacts'? Is this because you are still committed to the policy that smoothing traffic flow is a higher priority than cyclist safety?

Boris Johnson (Chair, TfL) and Sir Peter Hendy (Commissioner, TfL)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 28 October 2013

The Cobden Junction project is a joint Camden Council and TfL project. Camden and TfL are committed to improving conditions for cyclists and together with local stakeholders are working on a number of important cycling projects in the Camden Town area to improve connectivity and safety.

Analysis of the proposed east-west cycle route found that the delays caused to buses made the scheme unworkable, and further work looking at bus priority measures unfortunately could not mitigate these delays. Because of these unprecedented levels of impacts on bus passengers, the Project Board had to take a balanced decision to proceed with the project without the contra flow facility. This decision was made with 2 key caveats:

1. Alternative safe and attractive east-west routes will be provided at both Pratt Street / Delancey Street and at Lidlington Place / Oakley Square. The design work of these 2 links is continuing and due to be complete by the end of the year.

2. The design for Cobden Junction not to preclude a west to east route (the project leaves this space clear to make any future implementation as easy and cost effective as possible).

TfL is fully committed to ensuring the safety of cyclists in London and is working closely with all boroughs to deliver improvements through our Vision for Cycling.

Work is underway with Camden Council to identify and deliver a network of high quality, high volume cycle routes within central London. This cycle 'Grid' will be made up of a mixture of Cycle Superhighways and Quietways and will offer a comprehensive network of East/West and North/South routes. Camden Town is included in the Grid area.

Safer junctions progress

Question No: 2013/0031

[Darren Johnson](#)

How many of the 100 junction safety schemes have now been completed and how many are scheduled to be finished by the end of the financial year?

[Boris Johnson \(Chair, TfL\)](#) and [Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 28 October 2013

TfL is currently re-evaluating the Better Junctions programme to reflect the priorities outlined in my Vision for Cycling in London. The budget has been more than quadrupled (from £19m to £100m) to provide TfL with the adequate resources to tackle those larger, key junctions & gyratories on London's road network including Elephant & Castle and Vauxhall amongst others. At the same time, the number of junctions to be tackled is being reduced by about two thirds to ensure that we can make genuinely significant and meaningful changes to the worst and most important junctions. The revised list is currently being finalised and TfL aim to announce it later in the autumn. Moreover, TfL are continuing to examine specific locations will be in a position to consult publically on specific junction improvements later this year. Construction of an innovative 'early start' facility for cyclists at the south-eastern corner of Bow Roundabout will be completed during October.

Junction treatments to date (1)

Question No: 2013/0032

[Darren Johnson](#)

How many of the junction improvements have involved the creation of an Advanced Stop Line and how many have led to the installation of a Trixie mirror?

[Boris Johnson \(Chair, TfL\)](#) and [Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 28 October 2013

TfL seeks to install Advanced Stop Lines for cyclists at all standard signalised junctions on the TLRN through its annual investment programme. All such junctions on Barclays Cycle Superhighways will feature new or improved Advanced Stop Lines at a minimum depth of five metres.

TfL installed 100 Blind Spot Safety 'Trixie' mirrors in the financial year 2012/13. It is expected that a further 100 mirrors will be installed in the current financial year.

Junction treatments to date (2)

Question No: 2013/0033

[Darren Johnson](#)

Can you please list the junction improvements which have led to reallocation of road space to cyclists in addition to building ASL's?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 28 October 2013

As outlined in our Vision for Cycling in London, a step change is required in terms of cycling provision in London. In many cases this will involve the allocation of more road space to cyclists on the approach to junctions. While no comprehensive list has been compiled for these improvements, there are a number of notable recent examples. One includes all junctions along the extension of Barclays Cycle Superhighway Route 2 from Bow to Stratford, including Bow Roundabout. In both directions along the whole route an entire general traffic lane has been converted into a dedicated cycle lane.

In recent years TfL has delivered numerous schemes which have reallocated significant amounts of road space to cyclists. This includes four Barclays Cycle Superhighway routes where space has been reallocated at large junctions such as Stockwell Gyratory and Wandsworth Bridge Roundabout. TfL's Better Junctions programme has also started to reallocate space for cyclists at key locations such as Waterloo Roundabout.

With the changes to the junction programme, in the light of the vision, further projects are currently in the outline or design stages.

Bakerloo line southern extension

Question No: 2013/0034

[Darren Johnson](#)

Why have you failed to indicate to the Department for Transport that the extension of the Bakerloo Line through Southwark and Lewisham is a priority?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

At this stage, I have asked TfL, working closely with the boroughs, to develop the case for the Bakerloo line in more detail, including refining the business case and considering potential wider benefits and funding opportunities. This work is currently continuing and initial findings will be available within the coming months.

Open transport data

Question No: 2013/0035

[Darren Johnson](#)

Currently much of the transport data on the London Datastore is covered by TfL's own restrictive terms and conditions, and requires registration to access. Will you commit to releasing more open transport data, such as bus stops and routes, under the Open Government License?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

TfL are leading the transport world in making data openly and freely available, leading to the development of numerous apps and choice for customers and users. To go even further, TfL are working to make their open data available under the Open Government License which will further reduce the need to maintain separate bespoke terms. They expect this to be complete by the summer of 2014.

TfL will continue, however, to maintain registration for data feeds and application programme interfaces because this allows them to maintain a high quality service to over 5,000 developers who are drawing on TfL's open data.

We are committed to running a transparent and accountable administration. This includes continuously updating the London Datastore and published TfL information, to make available to the public a huge amount of data.

Harassment on the TfL network

Question No: 2013/0036

[Jennette Arnold](#)

What do the current figures relating to the number of reported cases of harassment on the TfL network look like?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Sexual Offences - Reported - Project Guardian												
	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
MPS Bus	41	40	47	34	42	32	39	38	39	32	41	45
BTP	37	62	35	30	37	36	48	32	42	64	74	79
Total	78	102	82	64	79	68	87	70	81	96	115	124
MPS Data provided by Safer Transport Command Performance Manager. BTP data provided by Volume Crime Audit Management Unit (VCAMU).												
Sexual Offences including Exposure and Outraging Public Decency. BTP Data includes												

London Underground, DLR, London Overground and railway stations/routes within the Metropolitan Policing District.

We are working in partnership with the British Transport Police (BTP), City of London Police and the Metropolitan Police Service (MPS) on Project Guardian. The project aims to increase the confidence in reporting of sexual harassment and unwanted sexual behaviour on London's public transport system, reduce the risk of becoming a victim, challenge unwelcome sexual behaviour and target offenders.

We are encouraging passengers to report all sexual harassment and unwelcome behaviour to the police. This will help us to target offenders and bring them to justice, and reduce the risk of further victimisation and send out a clear message that we do not tolerate such behaviour on London's public transport.

In partnership with the MPS and BTP, we are stepping up enforcement against sex offenders. In two weeks in September, 15 sex offenders were arrested. We have already trained all 2,500 TfL funded police officers from the British Transport Police (BTP) and MPS Safer Transport Command (STC) through workshops explaining the impact sexual harassment has on victims, to take all reports seriously and how to identify offenders based on behaviour traits.

Since the launch of Project Guardian in July, there has been a 20 per cent increase in the reporting of sexual offences, compared to the same period last year. Our surveys have shown that 90 per cent of victims do not report incidents to the police, as many believed they weren't serious enough. The latest figures taken from the July show that: 10 per cent of our passengers experienced unwelcome sexual behaviour; 95 per cent of those who experienced an incident did not report it; groping, touching, staring and sexual comments are the most commonly reported forms of behaviour.

Ticket office closures

Question No: 2013/0037

[Joanne McCartney](#)

Recently leaked plans say that you are planning to close most ticket offices. Is this not a cause for concern about the safety of stations, particularly for vulnerable groups to buy tickets and get information at tube stations?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

At this point TfL is continuing to develop its plans for improving customer service on the Tube to keep pace with customers' changing expectations.

What is certain is that there is no prospect of any plans being put forward which would adversely affect the safety of customers or the ease with which they can get help or information. Any proposals will be underpinned by the clear and unequivocal commitment that all stations will be staffed, so that all customers can get help and assistance quickly and easily.

TfL will of course be discussing any proposals with Assembly Members and other stakeholders across London.

Aviation Noise

Question No: 2013/0038

[Murad Qureshi](#)

Given that aircraft noise disturbance is now affecting increasing numbers of Londoners and the fact that some parts of London now suffer from noise generated by both Heathrow and London City Airport, why have you failed to get to grips with tackling aviation noise?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

In partnership with the west London Boroughs, I have successfully opposed the previous Government's efforts to build a third runway at Heathrow. Such expansion would further blight the lives of hundreds of thousands of local people who already suffer terribly from noise disturbance as well as introducing many more new people to the impacts of aircraft noise.

I have also called on the Government to develop a new independent noise monitoring regime for Heathrow, similar to that which exists in other European cities. In response to the Department for Transport's night flight consultation earlier in the year, I have called for a ban on all flights between 11pm and 7am at Heathrow with an understanding that transitional arrangements would apply as a new hub airport was built elsewhere. I am also keeping a very close eye on the potential changes to operations that could arise from any proposals to permanently introduce operational freedoms at Heathrow following the recent trials.

Minimising the number of people affected by aircraft noise is an absolute priority when looking at where the UK should increase its aviation capacity. This is set out in both the Government's Aviation Policy Framework and the Airports Commission's recently published sift criteria. In September, TfL responded to the Airports Commission's discussion paper on the impacts of aircraft noise. I also wrote to Sir Howard Davies, urging him to act upon the mandate given to him by Government and undertake a review of the currently inadequate system of measuring the impact of noise disturbance on local communities near Heathrow.

The only credible solution, that would allow the seemingly conflicting priorities of providing the hub capacity that the UK economy needs whilst minimising the environmental impacts to be reconciled, is to establish a new hub airport, away from densely populated areas. I have presented three very credible proposals to the Airports Commission as to how this can be achieved to the east of London, at the Isle of Grain, in the Outer Thames Estuary and at Stansted, and I hope very much that these will be shortlisted in their interim report which is expected at the end of the year.

Extension of Barking-Gospel Oak Line

Question No: 2013/0039

[John Biggs](#)

Can you confirm whether you are actively supporting an extension of the Barking-Gospel Oak line to Barking Riverside? And, if so, would you consider options for an intermediate station at Renwick Road? This is, in my view, an excellent proposal, by the way!

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 13 November 2013

I am actively pushing for an extension of the Gospel Oak - Barking line to serve Barking Riverside, which I see as fundamental to unlocking the much needed development at this location. To this end, further work is being undertaken on this scheme and a business case for funding is being produced.

A station at Barking Riverside would be necessary but a station at Renwick Road may be difficult given the topography and in particular the need for the Overground service to fly over, in the vicinity of Renwick Road, the existing line to Tilbury. However, the costs and implications of delivering such a station are being considered.

Silvertown Crossing (1)

Question No: 2013/0040

[John Biggs](#)

What active work is taking place into the proposed Silvertown Crossing?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

TfL is extremely actively working on submitting an application to the Planning Inspectorate for the 'Development Consent Order' that would provide the necessary powers to build the proposed new crossing. This includes:

- Work on the overall case for the Silvertown tunnel

- Continuing design work

- Preparation of an Environmental Statement

- Developing plans for a statutory consultation

- Developing options for the procurement of delivery of the project

Silvertown Crossing (2)

Question No: 2013/0041

John Biggs

Regarding the Silvertown Crossing:

- i. Are you committed to ensuring that while capacity will grow there will be considerable mitigation to avoid this causing additional demand?
- ii. Are you considering in detail how its connections to the trunk road network will work?
- iii. Is the option for further tunnelling or road connections on the North side of the crossing being considered?
- iv. Are you looking at ways in which the traffic flows between Blackwall and Silvertown Crossings can be most efficiently and equitably shared?

Boris Johnson (Chair, TfL) and Sir Peter Hendy (Commissioner, TfL)

i) The Silvertown tunnel is planned to support the continuing growth of east London and is one of a number of major transport infrastructure projects that have been delivered or are being delivered across the wider area. Whilst the tunnel will increase capacity across the river, the impact of this will be mitigated by a combination of traffic and demand management measures, and the continued promotion of public transport and non-car modes.

ii) Yes. The connections will be carefully designed to ensure the tunnel safely and effectively connects with the strategic road network in east London, incorporating a facility to divert traffic between Blackwall and Silvertown crossings when required for planned and unplanned circumstances.

iii) The Silvertown tunnel is being planned as a new river crossing in east London and its primary purpose is to support growth and provide resilience. Whilst not actively looking at further tunnelling or road connections on the north side of the crossing, in light of population and employment forecasts, potential links to other enhancements that may come forward in future could be added at a later date.

iv) Silvertown tunnel is being planned to support growth and provide resilience to the Blackwall tunnel. A key part of this is the management of traffic between the two tunnels to ensure the most efficient use of the highway network overall, ensuring impacts on the travelling public are minimised.

Crossing between Newham and Bexley

Question No: 2013/0042

[John Biggs](#)

What active work is taking place into the proposal for a fixed crossing between Newham and Bexley (formerly the Galleons Reach crossing)? Do you acknowledge that a ferry service will be at best a stopgap and that you might as well invest in the infrastructure East London needs?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 13 November 2013

It is clear that there is a need to take a strategic view of the case for new river crossings in east London. This is particularly so given the crucial role this infrastructure will play in supporting the significant increase in London's population that is expected over the coming years. TfL will continue to assess the need for new crossings in east London as part of its ongoing planning of the area, feeding into my forthcoming Infrastructure Plan 2050.

Barking to Stratford Rail Service

Question No: 2013/0043

[John Biggs](#)

Will you explore the possibility of direct Barking to Stratford services, for example by diverting some Fenchurch Street services to call via Stratford rather than West Ham?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

TfL has looked into this but I am afraid it is not possible. There is already no spare capacity on the line through Stratford at peak times, and once high-frequency Crossrail services commence, the line will be effectively full throughout the rest of the day too.

There is already good connectivity between Barking and Stratford with a single, step-free interchange at West Ham or using the direct 238 bus.

Cycle Superhighway 2

Question No: 2013/0044

[John Biggs](#)

Are you committed to upgrading CS2 to a fully segregated cycle route?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 28 October 2013

As outlined in our Vision for Cycling in London, TfL will review all the existing Barclays Cycle Superhighways and make further improvements where possible. This work is in train.

Cycling Investment

Question No: 2013/0045

[John Biggs](#)

While welcome, would you agree that your cycling investment package, exceeding £900million, is on closer inspection less than it appears?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 13 November 2013

No. The cycling investment package, exceeding £900 million, is an increase of more than three times over previous plans.

Exit at Shadwell DLR station

Question No: 2013/0046

[John Biggs](#)

Will TfL consider opening the Eastern exit to Shadwell DLR Station for regular as against emergency only use? It would greatly assist those making journeys on foot Eastwards and would reduce congestion at busy times on the Western staircases.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Yes. TfL is already working on a design for a package of works to enable the second entrance at Shadwell station to be opened for regular use. These works are expected to be completed by spring 2014.

Congestion Relief - Barking Station

Question No: 2013/0047

[John Biggs](#)

What priority are you giving to congestion relief at Barking Station? Would you agree that it is disadvantaged in two ways - by having ostensible disabled access, which in reality provides an unreliable and massively circuitous route to most platforms for those who need it, adding about ¼ mile compared to those not needing that route; and by virtue of being a Network Rail station which is used also by tube and Overground services and features in neither organisations priorities as a result?

[The Mayor](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 25 November 2013

Whilst Barking station is a National Rail station as you note, TfL has stated clearly that it should be a priority for improvement works in its response to the Department for Transport's (DfT's) consultation on the new Essex Thameside franchise which will start September 2014. I am therefore delighted that the DfT's recently published Invitation to Tender for this new franchise specifies that the new operator must "work with the London Borough of Barking & Dagenham and other stakeholders to improve Barking station for customers". This recognition is due in part to the direct lobbying that TfL made to the DfT and I'm sure you will agree this new requirement will provide the much needed opportunity to address the issues you raise.

In advance of the new franchise taking effect, I'd welcome your support to raise congestion relief directly with Network Rail and current franchise operator c2c, in recognition that full responsibility for planning and upgrade of the station currently ultimately rests with them.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Bakerloo Line Extension

Question No: 2013/0048

[Valerie Shawcross](#)

On 12th September 2013, Stephen Hammond told the House of Commons that, 'Any proposal to extend the underground is primarily a matter for the Mayor and TfL. To date, the Mayor has made no representations that suggest that the Bakerloo line extension is a priority for him.' What discussions have you had with Ministers regarding the extension given it features in your 2020 vision?

[The Mayor](#)

I meet regularly with the Secretary of State for Transport and discuss transport strategy with him.

I have made it clear that I want this project to be moved forward.

TfL are therefore now examining the potential economic impacts of extending the Bakerloo line south beyond Elephant and Castle, and what impact this might have on London's future growth and economic development, as well as funding options. This includes active discussions with the relevant boroughs.

Once detailed plans are developed, I will take them to the Department for Transport.

Bakerloo Line Upgrade

Question No: 2013/0049

[Valerie Shawcross](#)

Can you explain why the Piccadilly line upgrade is now going to be done before the Bakerloo Line upgrade?

[The Mayor](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 25 November 2013

TfL is developing plans to upgrade the Piccadilly line ahead of the Bakerloo line as the former has a greater need for additional capacity.

Boris Johnson (Chair, TfL) and Sir Peter Hendy (Commissioner, TfL)

Accessible Crossrail (1)

Question No: 2013/0050

[Valerie Shawcross](#)

Can you tell me how many of the Crossrail stations will not be fully accessible. Please name them.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 13 November 2013

All TfL Crossrail stations in the central section will be step free. As regards the existing Network Rail stations on the east and west surface sections there are currently five stations that do not have funding for step free access from street to platform, they are:

Hanwell

Iver

Manor Park

Maryland

Seven Kings

An additional two stations will have step-free access to the London-bound platforms. These are:

Taplow

Langley

I have made it clear that we must aim to provide step free access at all Crossrail stations and work has already begun to look at technical solutions to make these seven stations step free. Currently there is no funding in place for these stations but the joint sponsors, DfT and TfL, are exploring suitable options.

Accessible Crossrail (2)

Question No: 2013/0051

[Valerie Shawcross](#)

As promoters of the scheme, can you explain what DfT and TfL are doing to change the specification for the stations to ensure all of them are accessible?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

I am insisting all Crossrail stations have step free access. TfL have done 31 out of 38 so far and work is underway within TfL to identify technical solutions to make the remaining seven Crossrail stations (Hanwell, Iver, Manor Park, Maryland, Seven Kings, Taplow and Langley) step free.

The outcome of this work will provide a single preferred option and associated costs for providing step free access at each station.

TfL and the DfT will use the output of this work to inform the discussions that are already taking place to secure funding to deliver step free access at these stations.

Accessible Crossrail (3)

Question No: 2013/0052

[Valerie Shawcross](#)

What estimates of cost have you made on making all the stations accessible?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

The costs estimates for making all the stations accessible will be worked up alongside the development of technical solutions. This work is underway.

Cycle Hire Scheme (1)

Question No: 2013/0053

[Valerie Shawcross](#)

Can you clarify how Serco categorises bikes that are no longer available for use, such as lost, stolen, missing, abandoned, broken, etc.? And can you provide figures for how many bikes have fallen into these categories, by month, since the scheme was opened?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Bikes that are not currently available for use are categorised as stolen, lost or broken. Lost bikes are those which have been not been docked for at least 15 days since hire, which can happen if a bike is incorrectly docked or is taken or abandoned by the user. Stolen bikes are those which have been reported as stolen and remain missing. As a percentage, the number of lost and stolen bikes still missing represent less than 0.002% of the number of journeys made.

Broken bikes are those which are beyond economical repair, but are often used for parts when making repairs to other bikes. A total of 259 bikes have been classified as broken since the scheme launched in July 2010, which is an average of 6 a month.

There are more than 11,000 bikes in the scheme, and to date 26 have been reported stolen and remain missing, an average of less than one a month in the more than three years since the scheme began. There are also 529 bikes currently classified as lost. It is important to note that around half of all lost and stolen bikes are eventually recovered, with mechanisms in place to help recover losses associated with lost bikes.

TfL remains pleased at the low level of stolen and lost bikes, particularly when compared to other schemes such as Paris, which recently reported 9,000 bikes going missing in the last year.

TfL would like to thank all Londoners for recognising that these bikes belong to all of us, and for looking after them so well. TfL encourages anyone who sees a bike which appears to be abandoned to ring their contact centre on 0343 222 6666.

Cycle Hire Scheme (2)

Question No: 2013/0054

[Valerie Shawcross](#)

Can you tell me what trade unions are recognised by Serco, in relation to the cycle hire scheme contract?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

I understand that Community is the only union recognised by Serco for the Barclay's Cycle Hire scheme.

Cycle Hire Scheme (3)

Question No: 2013/0055

[Valerie Shawcross](#)

How many grievances or employment tribunal cases have been registered against Serco, in relation to the cycle hire scheme contract?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Serco currently employ 305 operational staff across the Cycle Hire contract. This includes the Contact Centre and maintenance staff.

There are 7 grievances open and under investigation lodged by 7 different members of staff. There has also been one employment tribunal case.

PCO Private Hire Licence

Question No: 2013/0056

[Valerie Shawcross](#)

It takes 16 weeks to issue a PCO Private Hire Licence. Why does it take this long?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

In June this year, the Home Office implemented significant changes to the delivery of the Disclosure and Barring Service (DBS). This has resulted in significant delays in renewing some driver's licences. The new system is causing delays for Taxi & Private Hire drivers, and we share their frustrations. Both Sir Peter Hendy and myself have made representations to the DBS and the Home Office, and Peter Hendy will be meeting them shortly as we seek to resolve the issue and get drivers back to work as quickly as possible.

The Bus Network (1)

Question No: 2013/0057

[Valerie Shawcross](#)

For every financial year, including the current one, since TfL was formed; how many new bus routes were introduced? Please indicate how many of those were introduced by varying an existing contract.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 20 December 2013

The specific information requested cannot, unfortunately, be provided as data on service changes, including whether they arose from retendering or contract variation, was not classified this way before May 2008. However, since May 2008 TfL has been categorising service change information by calendar year, as in the table below, rather than by financial year. TfL cannot, however, subdivide service changes into whether they are the result of a new contract or the variation of an existing one without extensive manual processing.

Service changes are planned on the basis of current and future passenger demand. Service changes between May 2008 and February 2013 are available on the TfL website at <http://www.tfl.gov.uk/assets/downloads/bsc-all-network.pdf>. This information will be updated to September 2013 shortly. The following table includes permanent service changes between May 2008 and February 2013, classified into five categories.

Note: calendar years

Please note that the classification is per route. Schemes introduced may, for example, involve a reduction in one route balanced by increases on another.

The Bus Network (2)

Question No: 2013/0058

[Valerie Shawcross](#)

For every financial year, including the current one, since TfL was formed; how many bus routes were withdrawn? Please indicate how many of those were withdrawn by varying an existing contract.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 19 December 2013

Please see my response to 57/2013.

The Bus Network (3)

Question No: 2013/0059

[Valerie Shawcross](#)

For every financial year, including the current one, since TfL was formed; how many bus routes were extended or diverted, to result in them serving at least three bus stops in each direction which they had not previously served? Please indicate how many of those extensions or diversions were implemented by varying the route's existing contract.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 19 December 2013

Please see my response to 57/2013.

The Bus Network (4)

Question No: 2013/0060

[Valerie Shawcross](#)

For every financial year, including the current one, since TfL was formed; how many bus routes were shortened or diverted, to result in them ceasing to serve at least three bus stops in each direction? Please indicate how many of those were implemented by varying the route's existing contract.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 19 December 2013

Please see my response to 57/2013.

The Bus Network (5)

Question No: 2013/0061

[Valerie Shawcross](#)

For every financial year, including the current one, since TfL was formed; how many bus routes had their hours of operation extended by at least two hours per day, or days of operation increased? Please indicate how many of those were implemented by varying the route's existing contract.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 19 December 2013

Please see my response to 57/2013.

The Bus Network (6)

Question No: 2013/0062

[Valerie Shawcross](#)

For every financial year, including the current one, since TfL was formed; how many bus routes had their hours of operation shortened by at least two hours per day, or had their days of operation reduced? Please indicate how many of those reductions were implemented by varying an existing contract.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 19 December 2013

Please see my response to 57/2013.

The Bus Network (7)

Question No: 2013/0063

[Valerie Shawcross](#)

For every financial year, including the current one, since TfL was formed; how many bus routes had an increase in peak hour passenger capacity of 10% or more? Please indicate how many of those increases were achieved by varying an existing contract.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 19 December 2013

Please see my response to 57/2013.

The Bus Network (8)

Question No: 2013/0064

[Valerie Shawcross](#)

For every financial year, including the current one, since TfL was formed; how many bus routes had a reduction in peak hour passenger capacity of 10% or more? Please indicate how many of those reductions were achieved by varying an existing contract.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 19 December 2013

Please see my response to 57/2013.

The Bus Network (9)

Question No: 2013/0065

[Valerie Shawcross](#)

For every financial year, including the current one, since TfL was formed; how many other changes to bus services, not captured by questions 1-8, were made? Please indicate how many of those changes were achieved by varying an existing contract.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 19 December 2013

Please see my response to 57/2013.

TfL Underspends

Question No: 2013/0066

Valerie Shawcross

For every financial year, including the current one, since TfL was formed; what were the expected and actual underspends?

Boris Johnson (Chair, TfL) and Sir Peter Hendy (Commissioner, TfL)

We publish on a quarterly basis progress against the relevant year's budgets in the Operational and Financial Performance Report. These set out our expenditure against Budget and show any over or under spend at the end of the year. We do not intend to under spend in any budget and every penny we have is reinvested in the day-to-day operation of the system and in its improvement.

We have recently changed the format of the reports to make them easier to understand. They can be found here: <http://www.tfl.gov.uk/corporate/about-tfl/investorrelations/1460.aspx>

And for years before 2011/12, the information can be found in our Board papers: <http://www.tfl.gov.uk/corporate/about-tfl/boardandchiefexecutives/papers/1436.aspx>

Northern Line

Question No: 2013/0067

Andrew Dismore

When was the last time you travelled on the Northern Line?

Boris Johnson (Chair, TfL) and Sir Peter Hendy (Commissioner, TfL)

I get around London by bike, by foot, by bus, sometimes by boat and I'm a regular user of the Tube.

TfL is making tremendous progress with the Northern line upgrade, thanks in great part to the lessons learned on the Jubilee line upgrade, and are on target for full delivery by December 2014 when Londoners will have a faster, more frequent and reliable service.

High Tube fares

Question No: 2013/0068

[Andrew Dismore](#)

When will you do something about the high tube fares?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 19 December 2013

Londoners expect a 21st century Tube and that is why I am protecting frontline services whilst keeping investment going. I have also just announced that the 2014 TfL fares are being frozen in real terms, to help ease the cost of living for Londoners. I have been able to hold down fares due to the TfL efficiencies programme and commercial revenue targets. Please see the press release <http://www.london.gov.uk/media/mayor-press-releases/2013/12/mayor-freezes-fares-in-real-terms-for-2014-as-tfl-sets-out> for further details.

Boris Johnson (Chair, TfL) and Sir Peter Hendy (Commissioner, TfL)

Camden Town Tube station upgrade

Question No: 2013/0069

[Andrew Dismore](#)

When will you take action to upgrade Camden Town Tube station to deal with the chronic overcrowding on the station?

[The Mayor](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 25 November 2013

As you know, TfL has been seeking a suitable scheme to increase capacity at Camden Town station for a number of years, and I remain personally committed to upgrading stations across London to meet our growing needs. As you are aware, progress stalled during the last decade when the scheme put forward by TfL was rejected by the London Borough of Camden and TfL was unable to proceed.

Whilst this was unfortunate, and beyond my direct control, I have asked TfL to undertake a new feasibility study which has now concluded. I am heartened that discussions are well underway with the London Borough of Camden and other stakeholders on how best to deliver station improvements. Subject to public consultation and the outcome of further design work, TfL's aspiration would be to submit an application for a Transport & Works Act Order in 2016. I would be delighted if you were able to offer your full support to this consultation.

Boris Johnson (Chair, TfL) and Sir Peter Hendy (Commissioner, TfL)

Northern line split

Question No: 2013/0070

[Andrew Dismore](#)

Are you still intending to split the Northern Line between the two branches at Camden Town? If so, when?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 13 November 2013

TfL has stated that its current plans are to partially separate the Northern line in the early 2020s. This would allow it to run more trains: 28-32 trains an hour on all branches, compared with 20 an hour today on the central area branches, and 24 after the current upgrade.

Partial separation would mean that all trains from Morden run via Bank, and all trains starting at Kennington (or Battersea) run via Charing Cross. The High Barnet and Edgware branches would each continue to be served by both Bank and Charing Cross trains.

Holborn Tube station upgrade

Question No: 2013/0071

[Andrew Dismore](#)

When will you take action to upgrade Holborn Tube station to deal with the chronic overcrowding on the station?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 28 October 2013

TfL has identified Holborn as one of the highest priority stations for works to increase capacity and relieve congestion. Design work will be progressed further next year with the aim of starting work on site in 2018; this will be dependent on public consultation and obtaining the necessary consents.

Mill Hill East's infrequent services

Question No: 2013/0072

[Andrew Dismore](#)

What are you doing about Mill Hill East's infrequent services especially in light of the new development at the old Barracks site, as MHE will not cope with one train every 15 minutes?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

During the peak, there is a Northern line train every 12 minutes in each direction on the Mill Hill East branch.

This is currently the highest frequency service possible on this section of the line due to the single track layout (only one train can enter, allow passengers to alight and board, and exit at a time).

An assessment of the potential transport impacts of the new development at the Old Barracks site has been done, and found the current service would be sufficient to meet the demand.

Currently during the peak approximately 100 people board each train at Mill Hill East. The impact assessment from the new development shows that an estimated additional 56 would board each train.

Mill Hill East's lack of disabled access

Question No: 2013/0073

[Andrew Dismore](#)

What are you doing about Mill Hill East's lack of disabled access?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

TfL is exploring whether nearby developments, such as at the Old Barracks site, would provide an opportunity to fund step-free access, and is in active dialogue with the London Borough of Barnet.

Ticket office closures

Question No: 2013/0074

[Andrew Dismore](#)

Are you aware of what I perceive to be the hostility of Londoners to your plans to close ticket offices on the tube?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

I am aware that Londoners want and deserve the best possible service from their Tube; they want staff readily available to help them; and they want to be able to buy a ticket quickly and easily. That is what we aim to give them, alongside many other improvements to customer service.

At this point TfL is continuing to develop its plans but what is certain is that there is no prospect of any proposals being put forward which would adversely affect the safety of customers or the ease with which they can get help or information. They will be underpinned by the clear and unequivocal commitment that all stations will be staffed, so that all customers can get help and assistance quickly and easily.

TfL will of course be discussing any proposals with Assembly Members and other stakeholders across London.

Great Northern route

Question No: 2013/0075

[Andrew Dismore](#)

What are you doing about the frequency of trains for weekend users on the Great Northern route?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

In its response to the Department for Transport's (DfT's) consultation on the new Thameslink/Southern/Great Northern franchise, to start in September 2014, TfL proposed that off-peak and weekend frequencies should be increased to four trains per hour between Moorgate and both Welwyn Garden City and Hertford North. I am delighted that the DfT has included this requirement in the recently announced specification for this franchise. The increase will be implemented from May 2018 when works on the Thameslink Programme are complete.

First Capital Connect

Question No: 2013/0076

[Andrew Dismore](#)

When will you do something about what I believe to be the woeful First Capital Connect service, with its dirty trains, short formations and lack of a decent rush hour service from Mill Hill and Hendon?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

In its response to the Department for Transport's (DfT's) consultation on the new Thameslink/Southern/Great Northern franchise, to start in September 2014, TfL proposed that the new operator should be financially incentivised to improve passenger satisfaction - which would encourage it to keep its trains clean and presentable. I am delighted that the DfT has included this requirement in the recently announced specification for this franchise. As part of the Thameslink Programme brand new rolling stock will be introduced on this route from 2016, with all trains being at least eight cars in length.

Stamford Hill to Golders Green bus service

Question No: 2013/0077

[Andrew Dismore](#)

What has happened to your promise about a bus route from Stamford Hill to Golders Green?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

This is under consideration between TfL and the relevant boroughs.

Finchley Memorial Hospital

Question No: 2013/0078

[Andrew Dismore](#)

What are you doing about a bus service for Finchley Memorial Hospital?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

I am happy to reassure you that this is under active discussion between Barnet Council and TfL, looking at a range of options.

232 bus service

Question No: 2013/0079

[Andrew Dismore](#)

The 232 bus service is virtually unknown as a route by East Finchleyans, and should be better signposted for the links with the 263. Will you do so?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

The following map <http://www.tfl.gov.uk/gettingaround/maps/buses/pdf/gt-n-leisure-pk-a4.pdf> is on the TfL website and at bus shelters in the vicinity of where routes 232 and 263 intersect.

Kings Cross development

Question No: 2013/0080

[Andrew Dismore](#)

What is being done now about increasing capacity to cope with Kings Cross development, including the 390 and 10 bus routes and the need for a reopened tube station at York Rd?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Extensive work was undertaken by TfL, Islington, Camden and the developer as part of the planning process to understand the transport effects of the proposed development. Relevant service changes were identified, including bus frequency increases, route extensions into the site and diversions of routes, and Section 106 funding was secured to part-fund these. Payments will be triggered once occupation of specific amounts of the development occurs. Any service changes will be consulted on in the usual way.

In relation to York Road, there are currently no plans to re-open York Road station, which was closed in 1932 due to very low passenger numbers.

A pre-feasibility study in 2005 concluded that while there were potential benefits to re-opening York Road station, these were not sufficient to justify the very substantial costs involved. Creating an additional stop would also extend journey times for existing users of the Piccadilly line, which needs to be taken into account.

The area is already well served by buses and by the much improved King's Cross St. Pancras Tube station, which now offers step-free access to all six Tube lines that serve it.

Of course, this will be kept under review over the long term.

Excess Waiting Times

Question No: 2013/0081

[Andrew Dismore](#)

Bus reliability and overall service data is now available route by route but this has not translated into very much effort to improve services. When will there be a concerted effort to apply downward pressure on "Excess Waiting Time (EWT)" and will you bring transparency to how EWT targets are set by TfL?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Excess Wait Time is currently less than half the level recorded in 2000/01. A great deal of effort goes into maintaining this achievement.

Information on Quality Service Indicators, how the data is collected and how minimum standards are set is available on the TfL website:

<http://www.tfl.gov.uk/tfl/businessandpartners/buses/boroughreports/>

Bus engine maintenance

Question No: 2013/0082

[Andrew Dismore](#)

Are bus engines being maintained as efficiently and frequently under your watch as they were under Ken Livingstone, to help reduce pollution?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 19 December 2013

Yes, and the bus fleet now is far cleaner, greener and more energy efficient than it was under the former Mayor.

Vehicles are becoming cleaner through better exhaust after-treatment and the introduction of new technology. In addition to daily checks, bus operators take vehicles out of service for detailed inspection and servicing every 28 days, as they have for at least twenty years.

Since I was elected the London bus fleet has become increasingly cleaner through the retrofitting of Euro 3 engine buses with selective catalytic reduction (SCR) equipment which can cut NOx by up to 88 per cent. Around 900 Euro 3 buses will be fitted with this technology by March 2014. The fleet is also benefiting from new vehicles, including the New Bus for London, rising numbers of hybrid buses and other emerging technologies. Since 2008 more than 500 hybrids have entered service and there will be 1,700 by 2016.

Increasingly the use of on-board telematic systems on newer vehicles helps engineers pinpoint and address performance issues. TfL also assures itself that the highest maintenance standards are being maintained through independent inspections of all operator vehicles each month.

Finchley Central into Central London bus route

Question No: 2013/0083

[Andrew Dismore](#)

Will you provide another bus route from Finchley Central into Central London as we only have the 82 Bus?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

TfL have no plans at present to do this, as the service provided is adequate for the demand.

Bus route 82 provides 10 buses per hour in the AM peak from Finchley Central into Central London. There are various interchange opportunities along the route, including with the Northern Line and a number of other bus routes, providing a multitude of options for travel into Central London.

Careless bus driving

Question No: 2013/0084

[Andrew Dismore](#)

I have recently been contacted by a resident who suffers from arthritis. They are concerned about careless bus driving, including inappropriate use of brakes. What measures do TfL take to ensure bus drivers drive with sufficient attention to the needs of vulnerable passengers?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

London's 24,000 bus drivers receive extensive training above and beyond that normally given to bus drivers throughout the UK, in the form of a bespoke BTEC vocational award. This includes customer service and disability awareness training.

TfL publish the Big Red Book, a handbook issued to bus drivers which gives clear guidance on the level of service expected from them. It contains a comprehensive section on how to meet the needs of disabled customers including: guidance on pulling in close to the kerb at bus stops where possible, kneeling the bus to assist passengers who need help boarding and allowing older and disabled passengers time to hold on or get to a seat before driving off. In addition it includes guidance on how to offer assistance to anyone who might need additional information or support in using the bus. TfL will continue to review and update the Big Red Book.

TfL has also produced a new suite of training materials with a DVD at its core, produced in collaboration with Transport for All and Age UK London. The film highlights case studies from real transport users, including older people. The interactive training session is being rolled out to every London bus driver, due for completion at the end of 2014. TfL would be happy to meet with you regarding this constituent's case.

Waste ground

Question No: 2013/0085

[Andrew Dismore](#)

There is a small patch of land adjacent to the North Circular on Long Lane, on the East Finchley side, and opposite The Mead. It is in a terrible state and attracts antisocial behaviour by being unkempt, yet easily accessible. When will you sort this out?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Our understanding is that the land you are referring to is owned by LB Brent, and enquiries about it should be directed to them.

Pavement - A406 Trott Road and East Finchley High Road

Question No: 2013/0086

[Andrew Dismore](#)

The state of the pavement on the A406 for the stretch between Trott Road and East Finchley High Road is completely unacceptable. It is overgrown with ivy and has not been cleared of the litter that it regularly thrown there for some time. It is attracting rats. What are you doing about it?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

The ivy in planters on this section of the A406 has been present for many years. Since it provides little environmental benefit and with its vigorous growth can trap litter, TfL plans to remove it to help improve the look of the area. This will be done by the end of October.

Litter picking is carried out by the London Borough of Barnet as part of their duties under the Environmental Protection Act (EPA). TfL support the borough by providing traffic management as part of their regular maintenance activities which would otherwise constitute a significant cost to the borough. Barnet Council last carried out litter picking on 30 July and their next visit is programmed for 22 October. TfL will continue to work with Barnet Council to ensure they utilise their closures to fulfil their EPA duties.

Audible signals at road crossings

Question No: 2013/0087

[Andrew Dismore](#)

What are you doing to provide audible signals at road crossings to assist visually impaired people, which signals are common in continental Europe?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

In the "Your Accessible Transport Network" document published December 2012, we committed to:

".....Alongside this, by spring 2016, we will upgrade the remaining 276 (or six per cent of) signalised pedestrian crossings in London to include rotating cones and/

or audible signals and tactile paving."

As of September 2013 out of a total of 6242 sites, 6031 have these facilities. This has been achieved, where possible, by combining the works with other planned works. A programme of works to upgrade the remaining 211 will be completed by spring 2016.

LIP funding

Question No: 2013/0088

[Andrew Dismore](#)

What will the consequences be of your cut to the boroughs' LIP funding ?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

I have not made any decisions on the December 2013 TfL business plan.

Traffic modelling

Question No: 2013/0089

[Andrew Dismore](#)

Why do TfL take so long to conduct traffic modelling? For example, it takes twelve months to get traffic signal changes approved, which makes change very slow to happen.

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Traffic modelling is part of a process that includes planning, consultation and stakeholder engagement. The modelling itself does not take the full time.

Swiss Cottage

Question No: 2013/0090

[Andrew Dismore](#)

Swiss Cottage gyratory is one of the worst junctions in London in terms of public realm. How long must we wait for an acceptable solution to be proposed?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 28 October 2013

Improvements for cyclists, pedestrians and other road users at Swiss Cottage gyratory are currently being considered by TfL as part of Barclays Cycle Superhighway Route 11. I have committed to making substantial improvements to the gyratory in our Cycling Vision, and these will also include improvements for pedestrians and to the public realm.

Euston Rd

Question No: 2013/0091

[Andrew Dismore](#)

Euston Road is a barrier to communities, a pollution hotspot, and is very difficult for pedestrians to cross, as flagged up in the Roads Taskforce work. How do TfL intend to deal with this issue?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 28 October 2013

TfL is currently planning a series of schemes to improve Euston Road. These include the Euston Circus Better Junctions scheme now under construction, followed by plans to improve the conditions for cyclists and pedestrians at key crossing points along the road. We are also looking at further options around King's Cross and a feasibility study for a future vision for Euston Road due early next year will shape future investment plans to address the issues in the Roads Task Force.

Kings Cross gyratory

Question No: 2013/0092

[Andrew Dismore](#)

Why has progress again stalled and slow for changes to the Kings Cross gyratory, where Deep Lee was killed and more cyclists are at risk of death or injury until you do something?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 28 October 2013

Progress has not stalled; this work is under way with Camden.

Roadworks

Question No: 2013/0093

[Andrew Dismore](#)

When will you bear down on the number and duration of roadworks?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

I have. TfL have introduced a number of initiatives in relation to roadworks over the last four years, including the London Permit Scheme, the Mayor's Code of Conduct for Roadworks and the TfL Lane Rental Scheme.

As a result of these initiatives, the numbers of works on the TLRN has fallen year on year, reducing by 31% between 2009-10 and 2012-13. In addition, through good planning, collaborative working and early engagement with works promoters, TfL has saved over 5,500 days of disruption from roadworks on the TLRN in the last two years.

The levels of recorded serious and severe disruption from planned roadworks on the TLRN has also fallen year on year.

I am delighted with the success of the lane rental scheme, the first of its kind in the UK, which has seen serious and severe disruption from roadworks in the lane rental areas cut by more than a third compared to the same period the previous year. We launched the TfL Lane Rental Scheme (TLRS) in June 2012 which covers over 200 miles (57%) of the TfL road network. The interim report, published in June 2013, showed a reduction of 37% in level of serious and severe disruption in the TLRS locations. In these locations, journey times also improved by 3.2% in the AM peak and 2.6% in the PM peak

The net proceeds for the Lane Rental scheme, less operating costs, are £259,000. These funds are ring fenced for measures towards mitigating the effects of roadworks on the traffic network. This includes exploring the use of rapid cure concrete, 'core and vac' technology and the use of larger road plating.

There is a clear economic gain for local businesses and the city from cutting this disruption, and I continue to champion the roll out of the TLRS to London's borough roads.

Kentish Town High Rd closure

Question No: 2013/0094

[Andrew Dismore](#)

Kentish Town High Road was recently closed for several weeks, meaning buses were extensively re-routed. This was grossly mishandled by TfL. Why?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

The works mentioned were undertaken by London Borough of Camden and were to carry out essential carriageway strengthening and resurfacing along a stretch of Kentish Town Road between Leighton Road and Royal College Street. The works were undertaken in phases during the summer holiday time period when flows are lowest. There was extensive liaising with stakeholders, including London Buses, who implemented a 'bus only diversion' for the duration of the works. During the works the London Streets Traffic Control Centre did not record any serious congestion at this location and no complaints were received by TfL.

Pollution

Question No: 2013/0095

[Andrew Dismore](#)

About 75% of the TfL roads in Barnet are so polluted they are illegal under EU law. What are you doing about it?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 19 December 2013

We are committed to improving air quality across London and have allocated the London Borough of Barnet funding through the Mayor's Air Quality fund to deliver measures to improve air quality locally on Barnet's roads. This includes £200,000 to tackle an air quality hotspot around North Finchley and £60,000 (with London Borough of Harrow) for an apprentice to take forward a number of air quality initiatives across the borough.

Building on the proposals and actions set out in the Mayor's Air Quality Strategy, TfL is developing a Transport Emissions Action Plan which will look at ways and means to further reduce the Oxides of Nitrogen (NOx), particulate matter (PM) and carbon dioxide emissions from transport throughout London. This includes accelerating the introduction of hybrid buses, with 1,700 expected to be on street by 2016 including 600 of the New Bus for London. In addition TfL is spending £28m to retrofit 900 Euro III buses with Selective Catalytic Reduction (SCR) equipment to reduce their emissions and replacing a similar number with low emission Euro VI models. These buses will be targeted at pollution hotspots across London, including some of the 15 identified in Barnet.

Alongside this work the GLA is taking action to address emissions from non-transport sources, including introducing minimum emission standards for construction equipment, retrofitting more than 90,000 homes and developing the "air quality neutral" approach for new developments.

Road markings on the A1 slip road off the A41

Question No: 2013/0096

[Andrew Dismore](#)

The road markings on the A1 slip road off the A41 used to include four arrows which have been reduced to three. This is dangerous as it is now very difficult to cross this road even at the Traffic lights. There are 2000 school kids who attend Brookland Rise Infant and Junior and Christ College -all on the North side of the A1. There have been accidents with cars exiting Eastholm and Westholm (both cul de sacs) on to the A1. When will you put things back to how they were?

[The Mayor](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 12 November 2013

The current layout on the A1 slip road off the A41 contains three arrows which is in accordance with national guidance on road markings.

Whilst TfL can vary the number and position of markings, they generally seek to apply standard road marking layouts which are well known and understood by users. TfL is not aware that the current marking arrangement is causing any safety issues, but a road safety auditor will visit the site in the coming weeks and assess whether there would be benefit in modifying the spacing of current markings and providing an additional arrow.

Mayor's Vision for Cycling

Question No: 2013/0097

[Andrew Dismore](#)

While there is a lot of money (or at least a lot promised) through the Mayor's Vision for Cycling, Camden don't have enough officers to progress quickly to make improvements. Whilst TfL have given temporary money to assist with hiring people, would it not be better if boroughs had capacity and experts in post on permanent contract funded by TfL ?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 28 October 2013

TfL is discussing possible solutions with London Councils and individual boroughs including Camden.

Stirling Corner

Question No: 2013/0098

[Andrew Dismore](#)

When was the last time TfL officers cycled round Stirling Corner?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 28 October 2013

Whether it is in an official or personal capacity, TfL staff cycle in all parts of London. No formal record is maintained of these trips.

TfL refunds

Question No: 2013/0099

[Andrew Dismore](#)

Are you aware of <http://www.claimmyrefund.co.uk/Home/About>, and if so why has TfL not adopted this technology to ensure everyone gets the refunds to which they are entitled?

[The Mayor](#)

Officers are drafting a response which will be sent shortly.

Written response from the Mayor received 25 November 2013

TfL is aware of this web-site, and already has an online facility to enable customers to claim refunds. However, TfL will be enhancing their facility in the coming months to make it even easier for people to claim a refund.

Cable Car contract

Question No: 2013/0100

[Andrew Dismore](#)

Following revelations that the Thames Cable Car contract resulted in TfL agreeing to abide by the United Arab Emirates' Foreign Policy, which would include a ban on trade with Israel, will you review all contracts that the GLA and TfL are engaged in to ensure that the GLA is in full compliance with the Race Relations Act, Equality Act, and EU Trading agreements?

[Boris Johnson \(Chair, TfL\) and Sir Peter Hendy \(Commissioner, TfL\)](#)

Please see my response to MQ 3092 / 2013.

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