20 June 2012

WRITTEN ANSWERS

Report No: 3
Subject: Functional Body Question Time: Transport for London
Report of: Executive Director of Secretariat

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

Performance of London Underground
Question No: 72 / 2012
Caroline Pidgeon
How concerned are you with the recent performance of London Underground?
Oral response

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

Concern
Question No: 7 / 2012
Valerie Shawcross
Which single Transport issue in London is causing you the most concern at the moment?
Oral response

Boris Johnson (Chair, TfL)

Government Delivery of Mayoral Policies
Question No: 6 / 2012
Richard Tracey
In electing you Mayor of London, Londoners were endorsing a number of policies that will require Government support. How will you persuade the Government to accept the policies for which Londoners voted?
Oral response
At which meeting (including date) was the decision taken not to go ahead in 2010 with the safety improvements at Bow Roundabout recommended in the Jacobs report, and what part did your transport adviser at that date play in the decision making process?

**Oral response**

### Questions for Written Answer

With regards to the new bus for London:
- What is the annual cost of the ‘conductor’ on the new bus?
- Can you please provide a job description or outline the responsibilities that the conductor will be expected to undertake?
- What target have you set as to the number of operating hours that the hop-off hop-on facility will be available?
- What target have you set as to reductions in the level of fare evasion on the new bus?
- What are you doing to monitor accident and injury rates from use of the new bus?

**Written answer from the Chair and the Commissioner**

*Officers are drafting a response which will be sent shortly.*

What are the accident and injury figures to date in relation to the new bus?

**Written answer from the Chair and the Commissioner**

I’m pleased to say that there have been only two very minor collisions, both linked to the actions of other motorists, and an alighting incident involving an over-exuberant youth – none of which resulted in any reported injuries.

This number is exceptionally low when the busy nature of this central London route and the sheer scale of public interest are considered. The presence of the second crew member has undoubtedly helped ensure passengers board and alight safely.
Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)

New Bus for London (3)

Question No: 10 / 2012

Joanne McCartney

What has Transport for London done to date to monitor the level of fare evasion on the new bus and what are the results of such monitoring? Does the level of fare evasion differ depending on whether the ‘conductor’ is present?

Written answer from the Chair and the Commissioner

TfL carries out quarterly independent surveys to investigate the level of fare evasion on the London bus network. As the new bus is rolled out, any evidence of significant trends in relation to fare evasion will be monitored and appropriate resources deployed in order to deal with it.

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

Planning bus services to health needs

Question No: 11 / 2012

Joanne McCartney

What is TfL doing to engage with the health service in order to plan bus provision to suit current and future health service needs? Does Transport for London have regular meetings with the NHS to discuss these issues?

Written answer from the Chair and the Commissioner

Yes. TfL liaises very regularly with the NHS, covering both strategy and specific plans for healthcare. Good practice guidelines on integrating healthcare and transport planning have been produced and can be found at: http://www.tfl.gov.uk/businessandpartners/21189.aspx

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

24 hour Freedom Pass on Overground Rail in Enfield & Haringey

Question No: 12 / 2012

Joanne McCartney

Many residents in Enfield & Haringey rely on the overground rail network but they cannot yet use their freedom pass 24 hours a day and are at a disadvantage compared to residents living near tube services. What action have you, and will you take to ensure that all freedom pass holders can access overground rail services 24 hours a day?

Written answer from the Chair and the Commissioner

Officers are drafting a response which will be sent shortly.

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

Contactless Payment System

Question No: 13 / 2012

Joanne McCartney

During the election campaign you pledged to introduce contactless payment on London’s buses
in June. I understand that you will now be unable to meet that pledge. What are the reasons for the delay and when can we expect contactless payments to be rolled out across the bus network?

**Written answer from the Chair and the Commissioner**

There have been a number of technical issues in launching what is a new and complex initiative. Clearly, it would be quite wrong to launch until TfL is confident that the new system will operate robustly. TfL is currently revising its launch plan.

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

**Piccadilly Line Upgrade**

Question No: 14 / 2012

**Joanne McCartney**

Are you able to give me any clearer indication as to when the promised Piccadilly Line upgrade will commence? What work are you doing to ensure the necessary funding for this needed scheme is in place?

**Written answer from the Chair and the Commissioner**

The Piccadilly line will be one of the last lines to be upgraded under the current programme of upgrades. The upgrade is expected to deliver new trains, new signalling and a new control centre, which will mean more capacity and shorter journey times.

Work on this upgrade is in the early stages of planning and development. Following the transfer of Tube Lines to TfL, the Piccadilly line upgrade is being planned as part of the longer term vision for the Tube's deep tunnel lines, ensuring greater synergies and an aligned approach to Tube upgrades and maintenance in future. Ensuring that there is a continuing funding commitment to enable this is, as you know, at the core of my ongoing discussions with Government.

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

**Crossrail Accessible Toilets**

Question No: 15 / 2012

**Joanne McCartney**

Having led the London Assembly’s initial investigation into public toilet provision in London I am dismayed that there will be Crossrail stations without fully accessible toilet provision. What steps are you taking to ensure that all stations have toilet facilities and that those facilities are fully accessible to disabled Londoners?

**Written answer from the Chair and the Commissioner**

As detailed in a number of Mayor’s Questions during my first term, 81 per cent of Crossrail stations will have station toilet facilities.

The step free access improvements Crossrail will deliver at stations are consistent with the commitments made during the Parliamentary examination of the Crossrail Act. These works will provide for twenty three Crossrail stations to have at least one fully accessible toilet (62 per cent). With only ten (28 per cent) of the existing stations on the Crossrail route currently having at least one fully accessible toilet, this represents a significant improvement.
While the provision of toilet facilities is not universal, I can report that in recent months Crossrail has committed to delivering additional toilet facilities at Farringdon Station, which is set to become the UK’s busiest railway station following the opening of Crossrail. These facilities will be fully accessible and in addition to the existing toilet facilities in the London Underground ticket hall.

I remain satisfied that the toilet facilities being delivered by Crossrail will meet the needs of the travelling public. Indeed, I also understand that the former Chair of the London Assembly Health and Public Services Committee, who commissioned the report on the provision of public toilet facilities, is also pleased with the planned coverage of station toilets facilities for Crossrail stations. Please see the response to MQ 4113/2011 at: http://mqt.london.gov.uk/mqt/public/question.do?id=39391.

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

Cycle Safety
Question No: 16 / 2012
Joanne McCartney

Can you please update me as to the roll-out of Trixi mirrors on the TLRN? What action is Transport for London taking to encourage or assist London Boroughs to fit Trixi mirrors on their road networks?

Written answer from the Chair and the Commissioner

A trial of the use of Blind Spot Safety Mirrors, or ‘Trixi Mirrors’, at particular TLRN junctions on the Barclay’s Cycle Superhighways was carried out in 2010. This was supported by Crossrail, who have installed 49 Blind Spot Mirrors along its approved construction routes. The Department for Transport has since approved the use of Blind Spot Safety Mirrors at signalised junctions nationally.

TfL is currently carrying out a more detailed assessment of the use of Blind Spot Safety Mirrors at different types of junction and the benefits that the mirrors can bring. This assessment will help to inform TfL’s programme of installation on the TLRN, the roll out plan for which is currently under development.

The findings from the TfL assessment and experience with Blind Spot Safety Mirrors on the TLRN will be disseminated across the London boroughs. TfL is supporting the installation of Blind Spot Safety Mirrors on borough roads through the Local Implementation Plan programme, and Crossrail has plans to install a further 22 mirrors at non-signalised junctions along borough roads. TfL also offers practical help and advice to any London borough that wishes to install the mirrors on its network.

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

Henly’s Corner
Question No: 17 / 2012
Andrew Dismore

Will the Mayor review the layout of Henly’s Corner to improve safety for cyclists?

Written answer from the Chair and the Commissioner
Major improvements to the highway layout at Henly’s Corner were completed in December 2011, including new facilities for cyclists and pedestrians, whilst also providing better conditions for the movement of traffic on the A1 and A406.

The scheme provides signal controlled pedestrian and cyclist crossing facilities on all arms of the junction and has reinstated the off-carriageway cycle path on the south side of the A406, allowing safe movement of cyclists along and across the North Circular. The pre- and post-implementation Road Safety Audits have not raised any significant cycle safety issues that have not been addressed and I therefore do not at this stage propose to ask TfL to review the layout of this new junction.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
Measuring success of campaign on sustainable forms

Question No: 18 / 2012
Fiona Twycross

Considerable effort is currently being put in to encouraging both spectators and Londoners to walk, cycle and use alternative sustainable forms of transport during the games. This will potentially have both a benefit in relation to anticipated overcrowding on public transport and in relation to health. How is TfL planning to measure and review the success of these efforts and are there plans – if the efforts are successful – to follow up the campaign with putting increased resources in to encouraging cycling and walking longer term?

Written answer from the Chair and the Commissioner

Encouraging more Londoners to walk and cycle during this summer’s Games is a key benefit of hosting the 2012 Olympics. TfL, the ODA and LOCOG have invested significant resources in the comprehensive Travel Demand Management (TDM) and Active Travel programmes to ensure London keeps moving and working during the Games and, to promote walking and cycling as part of this. These programmes cover all aspects of ‘business as usual’ travel around London and spectator travel to Games venues. This provides a unique opportunity to gain a greater understanding of what motivates changes in travel behaviour and to embed positive modal shift for the future.

TfL is undertaking an extensive monitoring and evaluation programme of the TDM and Active Travel programmes, with three main strands:

- Identifying and quantifying key trends, headlines and insights.
- Understanding the effectiveness and impacts of travel behaviour change for personal travel during Games time and evaluating the implications for future policy development.
- Understanding the effectiveness and impacts of the Olympic freight measures and evaluating the implications for future policy development. Measures highlighted for businesses and operators to consider include: reducing the number of deliveries required during the Games; re-routeing deliveries; and retiming activity using a Code of Practice to minimise the disturbance of out-of-hours deliveries.

The monitoring programme will assess the extent to which different measures were effective in delivering travel behaviour change; what impact these changes have on people and businesses; as well as whether there is any evidence of sustained change in travel patterns after the Olympic and Paralympic Games.

The findings and policy implications of the travel behaviour legacy monitoring will feed directly into the development of walking and cycling policy within TfL and will be reported on in the Travel in London Supplementary Report in Spring 2013.
Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)

Accessibility of public transport during the games

Question No: 19 / 2012

Fiona Twycross

Encouraging people to use sustainable transport during the Games will not necessarily help the considerable numbers of people with reduced mobility, particularly if there is still overcrowding and the potential for stations to be closed or for there to be considerable delays as a result of overcrowding. What measures are TfL taking to ensure that people with reduced mobility can still access public transport during the games and what advice are they giving staff in relation to assistance to people with reduced mobility should severe issues occur during the games?

Written answer from the Chair and the Commissioner

A host of measures are being put in place to ensure passengers with reduced mobility have the best possible experience of travelling around London during the Games. Significant investment has been made in upgrading infrastructure, including new lifts at key stations like Green Park and Wembley Central, lift refurbishments on the DLR, and platform humps at King’s Cross (Piccadilly line), Green Park (Piccadilly and Jubilee lines) and Earl’s Court.

Other additional measures that will be in place for people with reduced mobility during the Games include:

- Manual boarding ramps, which will provide level access at 16 Tube additional stations
- Lift response teams which will be on standby to ensure quick turnaround times in case of any failures
- Accessible shuttle services that will operate across the majority of London 2012 venues, for example, between Stratford station and the Olympic Park. The shuttle services will be made up of the following:
  - Station to Venue Shuttle Services
  - Remote Accessible Car Parking Facilities to Venues
  - Station to Station Shuttle Services
  - Park-and-Ride Sites to Venues
- Additional signage and posters will be provided at stations and along key routes
- Accessibility assistants will be available at all key stations to provide support, information and ensure lifts are full and capacity is maximised
- More trained staff and volunteers will be available across the network
- Improved information is being provided for journey planning (Spectator Journey Planner if going to the Games, TfL Journey Planner if travelling around London), familiarisation (YouTube videos on the TfL website and YouTube), and lift hotspots at Get Ahead of the Games

However, as for everyone, some stations and routes will be exceptionally busy, with particular hotspot times and locations to avoid. Information on these is available on the Get Ahead of the Games website, with accessibility hotspot information available at: http://www.getaheadofthegames.com/things-you-should-know/changes-public-transport.html.
Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
‘Reforming our Railways’ – the future of London’s railways
Question No: 20 / 2012
Valerie Shawcross
Which rail franchises for services covering the Greater London area do TfL have plans to bid for?
Written answer from the Chair and the Commissioner
These routes were identified in my Rail Vision, published in February 2012.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
TfL maps
Question No: 21 / 2012
Navin Shah
There are published maps of both London Underground and London Rail lines, with detailed predicted levels of passenger congestion, which inform the democratic debate about reducing congestion. Would you agree to publish and maintain equivalently-detailed maps of under-use of existing London rail transport corridors, compared to their estimated maximum passenger capacity (whatever the current train service), which could contribute to discussions about population increases in London?
Written answer from the Chair and the Commissioner
It is of course important to understand where any spare capacity exists, if at all, on the rail and underground networks. I assume the published maps you refer to are those contained in my Transport Strategy (Figures 21 and 22). While these maps show crowded sections of the network, they also indicate which areas are not crowded. These maps would therefore appear already to provide this information.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
Oyster LED Displays
Question No: 22 / 2012
Navin Shah
How old are the earliest current Oyster gates at stations, and what is their predicted lifespan? Do you accept that many of the green and red LED displays have degraded so much it is sometimes impossible to see if they are entry or exit gates? When will you upgrade the displays?
Written answer from the Chair and the Commissioner
Some of the gates are approximately thirty years old. However, individual components are always replaced whenever their performance becomes degraded. If you are aware of any particular examples then please let TfL know.
Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)

Orbital Rail

Question No: 23 / 2012

Navin Shah

Do you acknowledge the benefits of deflecting demand away from central London-bound journeys, into orbital and contra-flow radial journeys? What steps are you taking, regarding your promise to build orbital extensions to Croydon trams and the DLR, to meet at Bromley North, for instance?

Written answer from the Chair and the Commissioner

My Transport Strategy acknowledges the benefit of reducing travel to central London for the purpose of interchange to reach other destinations. It identifies Strategic Interchanges in inner and outer London such as Lewisham, Woolwich Arsenal, Wimbledon and many others which provide opportunities for interchange outside central London to improve journey times and journey experience.

Significant improvements have already been made in terms of orbital travel since TfL took over the operation of the North, West and East London Lines, the Gospel Oak to Barking Line, and the DC line (Watford Junction to Euston), know collectively as London Overground. London Overground currently travels through 20 of the 33 London boroughs, and more Londoners will be able to make use of this high quality metro-style service when the South London Line extension is complete and operational in December of this year, enabling services to run from Clapham Junction to Highbury & Islington via Surrey Quays.

My Transport Strategy also acknowledges the benefits of improving orbital travel and among many other measures, proposes investigating the feasibility of additional capacity on, and extensions to, the Tramlink network. To this end, TfL is carrying out feasibility work looking at different Tramlink extensions. TfL is simultaneously developing a Tramlink Strategy which will consider enhancements and extensions to the existing system.

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

Recycling on the Overground

Question No: 24 / 2012

Navin Shah

Thank you for your response to Question No. 928/2012. Can you confirm that London Overground stations that have multiple kinds of litter bins really do maintain separate processing streams for material put into “paper”, “plastic” and general litter bins by passengers? How are the streams handled, and how pure are they? Are there predicted figures for final separated waste stream proportions, and have they proved to be accurate?

Written answer from the Chair and the Commissioner

Paper, plastic and general waste collected at London Overground stations is always kept separate.

There are separate collections from stations for recycling waste and general waste, with bags containing paper waste and plastic waste each dealt with separately at the recycling contractor’s depot.

This station waste recycling scheme, alongside other schemes for train, depot and office waste, resulted in 48 per cent of London Overground waste being recycled in the 2011/12 financial year.
Navin Shah

What have you done in response to the frequent breakdowns of the specially designed Queen Jubilee Line trains?

Written answer from the Chair and the Commissioner

Two Jubilee line trains were recently specially wrapped in decorative livery to mark The Queen’s Diamond Jubilee celebrations. Unfortunately, one of these trains was involved in an incident on 23 May, when two trains stalled between Baker Street and St John’s Wood. That any train, regardless of its external appearance, was involved in an incident of that nature is of course highly regrettable and TfL has apologised to all those who were caught up in the disruption.

There are no reports of any other defects or incidents involving the trains that were wrapped, and the wrapping has nothing to do with the operative condition of the train. Thus, they do not frequently breakdown.

Navin Shah

How do you intend to improve the quality of the Jubilee line for Londoners who constantly experience delays and breakdowns?

Written answer from the Chair and the Commissioner

I fully appreciate that there has been disruption on the Jubilee line caused by a number of asset failures. Clearly, London deserves better and I reiterate the apologies already made to those affected by the disruption. London Underground is examining the root cause of every failure and taking action to fix the problems.

Notwithstanding these recent failures, the upgrade of the Jubilee line has brought about a significantly improved service. There is now a train every two minutes or less at the busiest times through central London, which has created space for an extra 12,500 passengers an hour. Average journey times are now around two minutes faster than they were prior to the upgrade.

Overall reliability has also improved notably since 2008, although recent failures highlight that it is critical that the focus on the Tube reliability programme continues. LU has a rigorous approach to dealing with such failures, which includes examining the root cause of each one and using predict and prevent tools to fix, repair and replace before incidents occur. In addition, increased maintenance is being carried out on all lines. Specifically on the Jubilee line, points are currently being replaced on the east of the line and some points on the central section are also due to be renewed shortly, which will help to maximise reliability through the Olympic and Paralympic Games and beyond.

Potential delays caused by passenger illness are also being reduced by having a team of British Transport Police trained as medics deployed on the Jubilee line. Further, the ‘blue light’
Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)

Strikes

Question No: 27 / 2012

Navin Shah

Given the recent threat of strikes by the RMT, will you meet and negotiate with the drivers, to avoid the disruption to our transport system during the Olympics?

Written answer from the Chair and the Commissioner

TfL will continue to handle all negotiations with the RMT and other recognised unions relating to TfL employees, as is right and proper.

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

Racism on the Underground

Question No: 28 / 2012

Navin Shah

With regards to the rising number of racist abuse cases on the underground, what are your plans for tackling this issue?

Written answer from the Chair and the Commissioner

There has been no overall rise in the number of racist abuse cases on the Tube network, despite some high profile incidents which were covered in the media.

In fact, there has been a significant reduction in criminal offences on the Tube overall in the last year, with 1,357 fewer incidents than in the previous 12 months, a decrease of 10 per cent. This can be attributed to continued efforts to make the Tube safer, including the introduction of more CCTV and an increase in the number of BTP officers patrolling the network – with an additional 414 warranted officers recruited last year.

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

Security arrangements during the Olympics

Question No: 29 / 2012

Navin Shah

What special measures are you taking to ensure the safety of passengers on the underground during the Olympics?

Written answer from the Chair and the Commissioner

London Underground has a security regime which has been regulated by the Department for Transport (DfT) since 2003, and this is being adjusted to reflect the differing circumstances during the Games. LU has worked closely with DfT, British Transport Police and other Games-related organisations to agree the required responses for what will remain an open transport system. Staff will continue to work closely with the British Transport Police whose numbers will be increased by 350 during the Games. Frontline staff are being reminded of the security
activities they currently carry out on a day-to-day basis and, both office staff deployed to stations as either Incident Customer Service Assistants or Travel Ambassadors are being fully trained.

LU is extending the capability that the British Transport Police have to monitor remotely its CCTV cameras and the recent improvements to incident management response arrangements, which give LU’s emergency response team a ‘blue light’ driving capability, will continue to improve incident response times. LU will maintain the capability to communicate to police and partner agencies around the clock and be able to respond to any changes in advice.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
Travel in London
Question No: 30 / 2012
Navin Shah
How do you intend to make travel in London more renewable and sustainable?

Written answer from the Chair and the Commissioner

My Air Quality Strategy laid out proposals to tackle air pollution to help improve health and to meet the European Union’s air quality targets. This, alongside my Climate Change Mitigation and Energy Strategy, has helped inform Londoners of my intention to make travel in the capital more renewable and sustainable than ever before.

TfL has been undertaking record investment in cycling and manages one of the largest Low Emissions Zones in the world, with stringent standards designed to promote cleaner vehicle fleets and sustainable travel. This is in addition to new licensing age limits placed on taxi and private hire vehicles and a large scale investment in alternative fuel technology, including London’s bus fleet and electric vehicles. The congestion charge scheme discount incentivises the uptake of the cleanest of vehicles.

I will continue to work with TfL, the boroughs and the private sector, to continue to trial innovative transport measures that will succeed in creating a safe and clean environment across the capital. To compliment investment in infrastructure and the public sector fleet, TfL will continue to promote the benefit of mode shift to public transport, assist drivers to maximise the operational efficiency of their vehicles and maintain journey time reliability for all users of the road network.

The 2012 Games provides London with a unique opportunity to demonstrate how people can travel in the capital efficiently using sustainable transport. I intend to maximise the lessons learnt from these measures and how they can be developed into a lasting legacy for Londoners.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
Emissions from vehicles
Question No: 31 / 2012
Navin Shah
How do you intend to cut the amount of emissions emitted from vehicles in London, in order to improve the dreadful air quality of the capital?

Written answer from the Chair and the Commissioner

Officers are drafting a response which will be sent shortly.
Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)

Cycle safety

Written answer from the Chair and the Commissioner

The safety of all road users in London is a top priority for me and one that I take extremely seriously. As I am sure you are already aware, my approach to making cycling safer specifically is detailed within my Cycle Safety Action Plan (CSAP), published in March 2010.

The objective of the Plan is to reduce the number of collisions on London’s roads involving cyclists. In particular, by providing safer infrastructure and taking action against irresponsible and dangerous road user behaviour and action to reduce collisions with HGVs.

All of the actions within the CSAP are overseen by the London Cycle Safety Working Group, which is formed of key stakeholders including those from TfL, the boroughs, London’s policing agencies, representatives from freight bodies, cycling campaign groups and a charity for road crash victims.

The full plan and an end of year review outlining progress towards these actions can be viewed online at the following link: [http://www.tfl.gov.uk/corporate/projectsandschemes/15480.aspx](http://www.tfl.gov.uk/corporate/projectsandschemes/15480.aspx)

What has become clear to me is that we are now seeing a step-change in both the way that people choose to travel, and also in the way that cyclists are viewed on our streets. In response to this, I firmly believe that we must evolve our thinking and actions on cycle safety.

At the end of last year, I asked TfL to carry out a further three priority actions. These were:

1. To conduct a major safety review of hundreds of key junctions across the Capital to specifically examine safety and provision for cyclists. This includes 150 major planned schemes on the TLRN, as well as every junction on the Cycle Superhighways, plus some other locations that are of particular concern.

2. To introduce new cycle safety campaigns in 2012, aimed at encouraging mutual respect amongst all road users.

3. To review of the operation of construction vehicles on London’s roads. TfL has commissioned an independent review of the design, operation and driving of construction industry vehicles, such as skip lorries, tipper trucks and cement mixers. The review will look at how those vehicles can be made safer through physical improvements such as side bars, extra mirrors and sensors and, through better training for drivers of these large vehicles.

In addition, the DfT has recently approved the use of Blind Spot Safety Mirrors at signalised junctions nationally, following a trial of their use along the TLRN, and supported by Crossrail, who have installed 49 Blind Spot Mirrors along its approved construction routes. TfL is now carrying out a detailed assessment of the use of Blind Spot Safety Mirrors at different types of junction and the benefits that the mirrors can bring. This assessment will help to inform TfL’s and Crossrail’s programme of installation on the TLRN, the roll out plan for which is currently under development.

The findings from the TfL assessment and experience with Blind Spot Safety Mirrors on the TLRN will be disseminated across the London boroughs. TfL is supporting the installation of Blind Spot Safety Mirrors on borough roads through the Local Implementation Plan programme. TfL also offers practical help and advice to any London borough that wishes to install the mirrors on its network.
Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)

Safer minicabs
Question No: 33 / 2012

Navin Shah

Would you and TFL consider supporting a scheme and/or campaign to promote safety whilst using London taxi and mini cab services via the use of a smart phone application?

Written answer from the Chair and the Commissioner

A key component of TfL’s Safer Travel at Night (STaN) campaign is to raise awareness and promote the TfL Cabwise and Findaride services.

Both these services provide contact details of local minicab offices and taxi (black cab) radio circuits to enable the public to pre-book their journey and get home safely. The STaN advertising campaign also highlights the dangers of using a bogus cab.

The campaign has contributed to reducing the market share usage of bogus cabs to 2 per cent in 2012, compared to 16 per cent in August 2003. The percentage of late night revellers that are approached by touts has also fallen from 66 per cent in 2003 to 15 per cent in 2012.

Technology such as smart phone applications has advanced in recent years with many taxi applications now available for a member of the public to virtually ‘hail’ a taxi. A number of minicab applications have also been brought to market, however the legislation is more complicated in this regard.

TfL is happy to consider how new technological developments in both the web based and mobile application arena can make it easier for licensed taxis and minicabs to be pre-booked, subject to a comprehensive due diligence exercise being carried out before any commitments are made.

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

Customer Service Advisers
Question No: 34 / 2012

Navin Shah

Why have you employed 600 Customer Service Advisers when you deleted 800 posts last year? Surely it would have been more cost-effective for TfL to not have had to pay for voluntary severance for 800 members of staff and then pay to train new staff?

Written answer from the Chair and the Commissioner

In February 2011, London Underground reduced the number of operational posts in organisation by 800, a mixture of managers and station staff. In the vast majority of cases staff were redeployed to other roles or vacancies were not filled. It is not the case that 800 staff left the organisation through voluntary severance.

The recent recruitment of station staff (which is the first recruitment of station staff for several years) was needed to replace employees who have retired, left, or moved to other jobs (such as train drivers) within LU and therefore to maintain the station staffing levels established in February 2011. The number of staff being recruited is not 600, rather the total number of people being recruited is 460, which includes part-time posts. The recruitment has been vital to ensure we can continue to have a highly visible staffing presence across the network.
Valerie Shawcross

I have had complaints that the @barclayscycles nor indeed, any of TfL’s twitter accounts will respond to direct queries and questions. Why is this?

Written answer from the Chair and the Commissioner

TfL has a large number of dedicated customer contact points providing help and assistance for its customers, including the TfL website, telephone helpline points for Oyster, Congestion Charge and Barclays Cycle Hire.

TfL is now using social media as part of its wide range of tools to provide news and real time travel information for its customers.

With 12 million public transport users a day and with social media growing as a customer communication tool, TfL needs to plan carefully how it will resource engagement with customers via this channel.

Valerie Shawcross

Further to the answer to Mayor’s Question number 1464/2012, what negotiations have taken place between TfL, bus operators and Unite to resolve the dispute regarding Olympic pay for bus drivers? What has TfL’s involvement been?

Written answer from the Chair and the Commissioner

London’s bus drivers are not employed by TfL, therefore negotiations between Unite and TfL have not taken place, this is a matter for the bus operators as they are well aware.

Valerie Shawcross

Please give an update on TfL’s plans to improve bus services in the Streatham area, particularly with regard to the new Streatham Hub.

Written answer from the Chair and the Commissioner

The Streatham Hub project will provide a larger bus terminus adjacent to Streatham Station. Routes 60, 159 and P13 will be diverted to the new terminus in mid August and are currently terminating at a temporary facility nearby. TfL will consult shortly on a diversion of route 133 to terminate at Streatham Hub rather than St Leonards Church. This will improve access to both Streatham Station and to the new retail, leisure and community facilities at the Hub. If the consultation response is favourable, this could be introduced on 29 September.
TfL is also proposing extending route 255 from Streatham Hill station to Balham via Thornton Avenue and Weir Road.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
Herne Hill road safety
Question No: 38 / 2012
Valerie Shawcross
Please give an update on the pilot Young Transport Ambassadors Scheme which has been trialled in the Herne Hill area. Will the scheme be rolled out to other boroughs?

Written answer from the Chair and the Commissioner
The evaluation report for the pilot will be completed by the end of June 2012 and a decision will be made following that.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
Access works at Heathrow
Question No: 39 / 2012
Valerie Shawcross
I note from the agenda for TfL’s Projects and Planning Panel on 31st May that access works at Heathrow terminals 1,2 and 3 tube station are behind schedule. When will these works be completed?

Written answer from the Chair and the Commissioner
In fact the vast majority of improvement works at this station have now been completed. The remaining works, which TfL is working hard to complete ahead of the 2012 Games, are predominantly in areas not open to the public or are related to minor aesthetic issues.

The improvements delivered to date include the installation of new lifts, platform humps and additional Wide Aisle Gates to improve significantly accessibility; new Help Points and CCTV; an upgraded ticket office and a remodelled Travel Information Centre and hotel reservation/change-giving booths. In addition, the finishes throughout the station have been replaced.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
Kings Cross Gyratory
Question No: 40 / 2012
Jennette Arnold
In your answer to question 1372 / 2012 you state that “A series of key stakeholder workshops will be organised in June which will allow various parties to discuss their aspirations for the work at King’s Cross Gyratory and to highlight the issues that affect local residents.” Given the confusion that has arisen with my constituents regarding works to the King’s Cross Gyratory in the past can you please answer each of the following in full:

a) Please provide a list of all the ‘key stakeholder groups’ who will be invited to these workshops
b) Please outline details of how local residents can get involved with these workshops.

c) Please outline how you intend to advertise this consultation to the public.

d) How long do you expect this consultation period to last?

e) When do you expect the results of the consultation?

Written answer from the Chair and the Commissioner

Officers are drafting a response which will be sent shortly.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
Barking to Gospel Oak Line
Question No: 41 / 2012

Jennette Arnold

Can I have assurance from the Mayor and Commissioner that every effort will be made to deliver electrification of Barking to Gospel Oak Line with in the next transport funding round?

Written answer from the Chair and the Commissioner

This is a matter for the DfT, however both TfL and I have lobbied and will continue to lobby for this.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
Barclays Cycle Hire
Question No: 42 / 2012

Jennette Arnold

How many cycling Ambassador schemes, like the one in Tower Hamlets, are there in place around London to encourage people on Low Incomes to use Barclay’s Cycle Hire bikes?

Written answer from the Chair and the Commissioner

In early 2012, TfL ran a pilot project with Tower Hamlets Council to identify Barclays Cycle Hire Ambassadors to promote the scheme ahead of the Phase 2 launch in March. TfL trained thirty community contacts to use the scheme and provided bespoke resources for them to pass onto their colleagues and members.

Following a very positive evaluation survey and supplementary meetings, TfL is currently developing a second Ambassador programme for Tower Hamlets, which will focus on housing estates in Bow and Poplar.

TfL would be happy to work alongside any other boroughs wishing to launch similar programmes and would be pleased to hear from them in this respect.
Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)

Hackney Wick Station Westbound Platform Closure

Question No: 43 / 2012

Jennette Arnold

My constituents have asked me to register their strong objection to plans to close the Westbound Platform at Hackney Wick Station during Games time. People in Hackney Wick will already have their travel severely disrupted with the rerouting of the 276 bus. The plans to close the platform will make it almost impossible for anybody with poor mobility living in Hackney Wick and dependent on public transport to travel during the Games period. I believe Hackney Council have also registered their objections to these plans with you. In light of the impact that this will have on the lives of local people will you commit to binning these plans?

Written answer from the Chair and the Commissioner

Forecasting and test events show that during the Olympic Games period many westbound trains via Hackney Wick will be so fully loaded that any passengers wishing to travel west will simply not be able to board.

Consequently, passengers will be encouraged to use an eastbound service and remain on the train at Stratford to travel back west. This will add around 15 minutes to an average journey but will still be quicker than waiting on the westbound platform at Hackney Wick as numerous trains pass with no space to board.

Equally, passengers wishing to travel from Stratford to Hackney Wick will be encouraged to double back via Homerton.

Although there may be certain, limited periods, depending on the time of day and that day’s Olympic Park events schedule, when there is some capacity on westbound trains at Hackney Wick, attempting to determine opening hours for the westbound platform is very difficult and would create additional confusion for passengers.

It should be noted that the eastbound platform will be served by an additional 2 trains per hour and that a full frequency service will be maintained until 00.30 each day. Additionally, the closure of the westbound platform will apply only during the Olympic Games and not during the Paralympics.

We have concluded that a relatively simple arrangement focused on the east bound service will offer the most robust solution for Hackney Wick passengers in these unique circumstances.

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

West Anglia Franchise

Question No: 44 / 2012

Jennette Arnold

The Greater Anglia Rail Franchise will be up for tender at the beginning of summer. Will you confirm that TfL will be entering an expression of interest in taking over the franchise so that my constituents can have an on time, value for money service similar to the North and East London lines which my constituents continue to rate highly?

Written answer from the Chair and the Commissioner

Yes. The inner-suburban routes of the West Anglia part of this franchise were identified, alongside certain inner suburban Southeastern routes, in my Rail Vision, published in February 2012.
Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)

**Thames Estuary Airport**

Question No: 45 / 2012

**Murad Qureshi**

Which one of the airport proposals in the Thames Estuary does the Mayor and TfL now favour, Lord Foster’s proposal on the Isle of Grain or the Mayor’s proposal at Shivering Sands?

**Written answer from the Chair and the Commissioner**

A number of potential, viable solutions to the crippling lack of aviation capacity in the South East have been suggested. The only proper solution for London and the UK is a new hub airport which minimises local impacts, with a minimum of four runways.

In 2009, I commissioned a report, based on expert engineering advice, which called for a new hub airport in the Thames Estuary that would be far from population centres and therefore unlikely to cause disturbance to local people. That proposal deserves serious attention, but I am open to other ideas. Others are coming forward, Lord Foster’s proposal is a notable example that also merits serious examination by the Government.

I am not committed to a particular location at this stage and I continue to conduct work to determine the opportunities at a number of sites, including likely costs, to gain a conclusive understanding of which specific option the Government should ultimately take forward.

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

**Spend on aviation**

Question No: 46 / 2012

**Murad Qureshi**

What TfL resources can we expect to be spent on aviation issues like the Thames Estuary Airport proposals over this new political term?

**Written answer from the Chair and the Commissioner**

Staff in Planning within TfL will continue to provide technical advice on aviation issues affecting London’s connectivity. The individuals involved are working on this as well as other matters within TfL. The aviation work will inform a long-term strategy for meeting London’s needs and the my contribution to the Government’s forthcoming aviation policy review.

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

**Olympic demand at Heathrow**

Question No: 47 / 2012

**Murad Qureshi**

Does TfL think that Heathrow can cope with the demands made during the Olympic period?

**Written answer from the Chair and the Commissioner**

Through the Games Transport Board, TfL has worked with the Department for Transport, BAA and LOCOG to understand and address the ground transport challenges associated with extra passengers and luggage arriving at and departing from Heathrow airport. TfL is confident that the plans in place for managing ground transport are robust.
Transport around Heathrow

Question No: 48 / 2012

Murad Qureshi

What is TfL doing to improve its services to Heathrow, both in the immediate vicinity of the airport for employees, and for passengers from further afield?

Written answer from the Chair and the Commissioner

Work is underway to improve rail access to Heathrow. Development work is progressing on the Piccadilly line upgrade, with the aim of delivering greater capacity and lower journey times, while Crossrail continues to work with industry partners to determine how best to optimise its future services to the airport. The London bus network is under constant review and efforts continue to encourage greater use of sustainable modes such as cycling, particularly for staff. The highway network in the vicinity of Heathrow is particularly congested and it is essential that efforts to reduce the airports impacts continue.

TfL maintain regular dialogue with BAA as the airport’s operator, and it sits on Heathrow’s quarterly surface access forum, where monitoring evidence is shared and opportunities for improvement developed.

Airport connectivity

Question No: 49 / 2012

Murad Qureshi

What are you doing to improve connectivity between London airports both within Greater London and in the South East?

Written answer from the Chair and the Commissioner

London’s airport’s are generally well connected to central London, but poorly connected to each other. The number of passengers who connect between flights at different London airports is very small, representing around 1 per cent of total passengers at London’s airports in 2007. It is far from clear that better links would have a significant impact on this figure. The higher priority should be that London has a fully-functioning, world class hub airport and that this airport is superbly connected to both central London and its key catchment areas across the region.

I do not believe that a ‘virtual hub’, as some propose, could meet London’s hub capacity needs. In addition to requiring new, very expensive, transport links, it is an unproven concept and presents huge logistical and operational challenges. In any case, we must remember that there is limited spare capacity anywhere in the London airport system at present, and what is available is principally at less attractive times of day. Regional airports further afield have a role to play, but this will generally be confined to accommodating a limited amount of short-haul and charter flight demand growth.
Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)

Air Quality
Question No: 50 / 2012
Murad Qureshi
Can TfL substantiate the claim made by the Mayor at the MQT session on 23rd May that air quality had improved over his first political term?

Written answer from the Chair and the Commissioner
Yes.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
Congestion levels outside the Congestion Charging Zone
Question No: 51 / 2012
Murad Qureshi
What are the present levels of congestion in central London at peak times immediately inside and outside the congestion charge zone?

Written answer from the Chair and the Commissioner
Officers are drafting a response which will be sent shortly.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
Congestion and air quality
Question No: 52 / 2012
Murad Qureshi
Are the levels of vehicles which are stationary or idling in traffic because of congestion during peak times contributing to poor air quality in Central London?

Written answer from the Chair and the Commissioner
Yes.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
Anti-idling enforcement
Question No: 53 / 2012
Murad Qureshi
How are you enforcing your short term measures on idling engines along the Marylebone and Euston Roads?

Written answer from the Chair and the Commissioner
TfL and I believe it is possible to reduce vehicle engine idling in locations across London by raising awareness and educating drivers about the impacts of engine idling, rather than relying on enforcement.

Enforcement is a reactive approach and does not help to educate drivers about the reasons why engine idling is a problem or why they should make a change to their behaviour.
TfL’s research strongly indicated that proactive education on the problems caused by engine idling would be more effective at delivering behavioural change by drivers than a campaign based on enforcement. TfL is therefore delivering a wide-ranging campaign to educate drivers about the problems of engine idling and asking them to switch off their engine whilst parked, waiting or loading.

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

New jobs from Crossrail

Question No: 54 / 2012

Murad Qureshi

Now that the tunnelling has began at Royal Oak in Paddington, what are the numbers of jobs and apprenticeships being produced for local residents on a monthly basis?

Written answer from the Chair and the Commissioner

Crossrail has developed a Skills and Employment Strategy to ensure that people throughout London and nearby the Crossrail route benefit from the employment opportunities created by the project.

Crossrail requires that its main works contractors and their supply chains advertise job or apprenticeship vacancies for the project through the Crossrail Brokerage service, which is managed by Job Centre Plus. This enables local Job Centre Plus centres to quickly match local job seekers with the job opportunities being created Crossrail.

Crossrail monitors and reports on the number of jobs created and advertised on a quarterly basis, and this is published in its ‘On Train’ skills bulletin.

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

Lorry movements at Royal Oak portal

Question No: 55 / 2012

Murad Qureshi

What measures have been taken to limit the impact of lorry movements for the tunnel segments going into Royal Oak portal in Paddington?

Written answer from the Chair and the Commissioner

The impact of Crossrail construction traffic movements on local people and the environment is evaluated through the planning process. The route that Crossrail has adopted for transporting the tunnel segments from Old Oak Common to Royal Oak Portal has been approved through the Schedule 7 requests for approval by Westminster City Council, and the London Borough of Hammersmith and Fulham.

The actual impact of the Crossrail lorries that are primarily using the Harrow Road (A404) has been assessed and found to be low. The total daily flow of traffic measured near the Prince of Wales junction is approximately 17,237 vehicles, of which 916 are buses and 698 heavy goods HGVs. Crossrail will add a further 68 lorry movements, which represents a marginal increase in total traffic of less than one per cent.

The lorries carrying tunnel segments along the Harrow Road are also not operating for approximately 1 hour at school opening and closing times. In addition, Crossrail has a Traffic Co-
ordination Centre, which assesses contractors' vehicle movement plans and provides traffic information to the Contractor. This helps ensure that the movement of all Crossrail construction traffic is co-ordinated to minimise congestion on London’s roads and around site entrances.

Furthermore, as part of a wider initiative to improve safety for vulnerable road users such as cyclists, Crossrail has also installed Trixi mirrors along many of its main lorry routes, which include Harrow Road, Old Oak Lane and Victoria Road.

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

Crossrail service levels
Question No: 56 / 2012
Murad Qureshi
When do you expect during this new term to begin negotiating service levels for Crossrail after its construction?

Written answer from the Chair and the Commissioner
Service levels have already been agreed, and are available at: http://www.crossrail.co.uk/railway/train-service/timetabling.

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

Linking Crossrail with HS2
Question No: 57 / 2012
Murad Qureshi
What work has Crossrail done to link the line with HS2 at Old Oak Common?

Written answer from the Chair and the Commissioner
This is under active discussion between Crossrail, HS2 and others.

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

150 years of the Tube
Question No: 58 / 2012
Murad Qureshi
What are you doing to celebrate the 150th anniversary of the tube system along the Paddington to Farringdon tracks?

Written answer from the Chair and the Commissioner
We are currently finalising what events and activities might best mark 2013’s momentous anniversary for the Tube, making clear the significance of the network to London’s growth and prosperity over the past 150 years and in the future.
Improvements to the Tube

Question No: 59 / 2012

Murad Qureshi

What improvements can we expect in this new political term on the sub-surface lines, in particular on the Circle, District and City & Hammersmith lines?

Written answer from the Chair and the Commissioner

The upgrade of the Sub-Surface Railway (the Circle, District, Hammersmith & City and Metropolitan lines), which makes up 40 per cent of the Tube network, is one of the most important parts of the Tube upgrade plan.

By the end of my second term, all trains on the Circle, Hammersmith & City and Metropolitan lines and, the majority of trains on the District line, will have been replaced with new air-conditioned trains with walk-through carriages. The new trains will provide greater passenger capacity and are more spacious, the new trains for the Hammersmith & City and Circle lines for example will have an additional carriage.

We will also have completed modification of station platforms and other railway infrastructure required to accommodate the new longer S Stock trains. The major upgrade of Paddington (Hammersmith & City) stations is scheduled to be complete by early 2014 and the massive upgrade of Victoria station will be well advanced, although the project is not scheduled to be completed until 2018. Of course, these station upgrades build on the improvements already made at Farringdon and Blackfriars stations.

Significant work will also have been completed to replace the old signalling systems, with a brand new, consolidated, state-of-the-art system paving the way for capacity increases by the time the upgrade is complete in 2018. Once the signalling upgrades are complete by 2018, there will be a 65 per cent increase in passenger capacity on the Hammersmith & City and Circle lines, a 27 per cent increase in capacity on the Metropolitan line and a 24 per cent increase in capacity on the District line.

Signal box at Edgware Road

Question No: 60 / 2012

Murad Qureshi

When can we expect Edgware Rd (Circle, District & City and Hammersmith) tube station’s signal box to be fully replaced?

Written answer from the Chair and the Commissioner

The Edgware Road signal cabin will be replaced as part of the upgrade of London Underground’s Sub-Surface Railway (the Circle, District, Hammersmith & City and Metropolitan lines) which will be complete by 2018.
Updating Earls Court control rooms

Question No: 61 / 2012
Murad Qureshi

When can we expect Earls Court (at sub-surface level control rooms) to be fully updated?

**Written answer from the Chair and the Commissioner**

The Earl’s Court control room will be replaced as part of London Underground’s upgrade of the Sub-Surface Railway (Circle, District, Hammersmith & City and Metropolitan lines) which is due for completion by 2018.

Maze Hill Station

Question No: 62 / 2012
Len Duvall

Residents in the Maze Hill area remain disappointed and dismayed at TfL and Southeastern Trains that it has taken over two years to provide a dedicated direct access route to Maze Hill station platform. Will the Mayor intervene on behalf of residents and now fast track this work before the Olympics?

**Written answer from the Chair and the Commissioner**

TfL appreciates the frustration of residents of the new development adjacent to the station. Unfortunately, I have no powers to compel Southeastern to fast-track work for which it is responsible.

If responsibility for the National Rail lines to Dartford is devolved to me, as proposed in my Rail Vision, then I would have more powers in this regard.

Maze Hill Station 2

Question No: 63 / 2012
Len Duvall

Residents in the Maze Hill area remain disappointed and dismayed at TfL and Southeastern Trains that it has taken over two years to provide an Oyster card reader at the dedicated direct access route at Maze Hill station platform. Will the Mayor intervene on behalf of residents and now fast track this work before the Olympics?

**Written answer from the Chair and the Commissioner**

TfL shares the frustration of residents of the new development adjacent to the station. Station operators, in this case Southeastern, are responsible for arranging the installation of Oyster validators on their stations.

TfL was not informed until March that a validator was required in this location. Delays since then by Southeastern in providing the necessary inputs to the process (despite repeated requests by TfL), mean that unfortunately, the validator cannot now be installed before the 2012 Games.
**Boris Johnson (Chair, TfL)**

**Oyster Card Top-Up**

*Question No: 64 / 2012*

**Len Duvall**

Will the Mayor investigate reports that there were faults with Oyster Card on 12th and 13th May that lead to commuters being double charged for auto top-ups?

**Written answer from the Chair and the Commissioner**

TfL is not aware of the specific problems referred to. However, TfL is always happy to investigate any specific problems if these are reported.

Detailed of any individual problems or complaints should be passed directly to TfL through the Assembly Liaison team.

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**Boris Johnson (Chair, TfL)**

**Southern Way/Bugsby’s Way Junction, Greenwich**

*Question No: 65 / 2012*

**Len Duvall**

Southern Way/Bugsby’s Way/Commercial Way forms a four arm traffic signal junction that has seen a series of accidents, many involving buses. Despite best efforts by the Council to ensure the safety of pedestrians, TfL continues to place the blame for these accidents on the road system. Will the Mayor intervene on this matter and launch an investigation?

**Written answer from the Chair and the Commissioner**

TfL is working with the Royal Borough of Greenwich to see if this junction can be enhanced from a safety perspective.

Officers from both parties and the Metropolitan Police held a recent site meeting to discuss potential improvement measures and several proposals are now being considered.

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**Boris Johnson (Chair, TfL)**

**River Crossings**

*Question No: 66 / 2012*

**Len Duvall**

With regard to your river crossings Scheme, what assessment has the Mayor made of the expectations of the Royal Borough of Greenwich and the Thames Gateway to ensure convergence is achieved in line with the London Plan?

**Written answer from the Chair and the Commissioner**

TfL has regular discussions with all the London boroughs, including the Royal Borough of Greenwich, to ensure that boroughs’ expectations are taken into account in the planning of policies and projects.
RB Greenwich is a key member of the East sub-region of boroughs, and as such participates with TfL in forums to develop plans for east London. My policies and strategies are designed to balance the competing needs and aspirations of different boroughs and my river crossings strategy is intended to address the principal concerns and aspirations of all the relevant boroughs.

We will continue to work with RB Greenwich to develop these schemes which will go a long way to addressing the chronic congestion which can regularly afflict the Borough, while providing for improved crossing facilities downriver of Woolwich and improving accessibility in the whole area to support growth.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
River Crossings 2
Question No: 67 / 2012
Len Duvall
Since the consultation of the proposed plans for river crossings, what further assessment has the Mayor made of capacity issues for the schemes and can he provide a break down by project?

Written answer from the Chair and the Commissioner
Since the consultation, traffic modelling of the schemes has been continuing, with more work being undertaken in the new sub-regional model which has been created by TfL to allow more accurate forecasting of major schemes.

Both projects are currently being coded into the new model and sensitivity tests are being run, for example, tests with different levels of traffic management, and different levels of traffic growth in future years.

This will be a continuing process, but it is planned to release the results from the current work in time for a more detailed consultation in the autumn.

Boris Johnson (Chair,TfL)
River Crossings 3
Question No: 68 / 2012
Len Duvall
Will the Mayor release information on the cost estimates and possible funding sources for each project of the river crossing scheme?

Written answer from the Chair and the Commissioner
These will be released when they are available.

Boris Johnson (Chair,TfL)
River Crossings 4
Question No: 69 / 2012
Len Duvall
What conversations has the Mayor held with a) the Treasury, b) the Department for Transport and c) other governmental bodies regarding funding mechanisms for the river crossing scheme by each project?

**Written answer from the Chair and the Commissioner**
In addition to my conversations with the Chancellor, TfL has had a number of meetings with DfT, Treasury and other governmental bodies (such as BIS), to progress river crossing proposals.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
River Crossings 5
Question No: 70 / 2012
Len Duvall
When will TfL announce its new modelling data for traffic management of the proposed river crossing?

**Written answer from the Chair and the Commissioner**
The crossings projects are currently being modelled.

This will be a continuing process, but it is planned to release the results from the current work in time for a more detailed consultation in the autumn.

Boris Johnson (Chair, TfL)
River Crossings 6
Question No: 71 / 2012
Len Duvall
Can the Mayor confirm if his river crossings scheme will be tolled?

**Written answer from the Chair and the Commissioner**
A range of potential funding mechanisms exist and are being considered for the river crossing schemes. However, no decisions have been made or will be made without further stakeholder consultation.

Boris Johnson (Chair, TfL)
River Crossing 7
Question No: 73 / 2012
Len Duvall
Will the Mayor ensure that the Thames river walk will not be disrupted by his river crossing scheme, and that a creative solution will be sought to allow walkers to continue to use the path?

**Written answer from the Chair and the Commissioner**
Every effort will be made to ensure that disruption for all is minimised in the course of construction of these crossings.

Boris Johnson (Chair, TfL) and Peter Hendy (Commissioner, TfL)
Barclays Cycle Hire industrial relations
Question No: 74 / 2012
Valerie Shawcross

What negotiations have TfL or its contractors had with the RMT regarding their dispute regarding conditions for Barclays Cycle Hire staff during the Games?

Written answer from the Chair and the Commissioner
This is a matter between Serco and the RMT. TfL would urge them to resolve any issues through constructive discussion, and without the threat of unnecessary disruption to Londoners.