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24 April 2017

Dear Caroline

London Assembly Transport Committee, 2 March 2017

Thank you for your letter of 10 March following my attendance at your meeting on 2 March. The information you requested is set out below.

Details of the pilot scheme allowing taxi drivers access to Tube station toilets including timescales and pilot locations

A trial giving taxi drivers access to staff toilets outside peak hours is now underway at Oxford Circus and Warwick Avenue stations. Taxi drivers need to leave their taxi driver's licence with the control room while they are in the station to ensure the drivers' safety in case of an evacuation. Nearby ranks at these stations allow parking for drivers to use the toilets. We will publish more details about the trial at <https://tfl.gov.uk/tph> to help promote it to taxi drivers.

We will keep this trial under review to measure demand and whether there are any unforeseen issues that may affect the operation of the station. There is potential to expand the trial, subject to this analysis, and we will keep the Committee updated.

Details of when the 250 new compliance officers will be in post

We are on target for all of 250 new Compliance Officers to be recruited by September 2017. We have already recruited 147 Compliance Officers, of which 113 are fully deployed. The other 34 recruits are either in the process of completing their initial eight-week training or are deployed on probation.

Details of the anticipated timescale for TfL to increase the number of taxi ranks to 600

We are ahead of our target to increase the number of taxi ranks by 2020 to at least 600.

Details of the progress that has been made in opening up bus lanes to motorcycles; including details of the Boroughs where this is already in effect as well as any Boroughs where there are plans to trial bus lane access

We have championed this issue and we allow motorcyclists to use the vast majority of Transport for London Road Network (TLRN) bus lanes.

We agree with the recommendation in the London Assembly Transport Committee 'Easy Rider' report that having a clear, consistent policy regarding motorcyclists in bus lanes would reduce confusion for motorcyclists and, as a result, reduce danger to themselves and others. It is a policy that we strongly promote to all boroughs. We are aware that there is opposition in some boroughs to allowing motorcycles in their bus lanes. For those who are concerned about safety and the effects on other vulnerable road users, we will continue to promote the findings of the independent, comprehensive Transport Research Laboratory trial, and the overall positive responses to our own policy change.

Our efforts to promote the benefits of this policy have led to the following boroughs allowing access to motorcycles in some or all of their bus lanes:

- Barking & Dagenham
- Bromley
- Camden
- Greenwich
- Hammersmith & Fulham
- Haringey
- Kingston upon Thames
- Lewisham
- Richmond upon Thames
- Southwark
- Wandsworth
- Westminster

Details of the actions TfL intends to take to expedite Mini Holland roadworks in the London Borough of Enfield

We are working closely with the London Borough of Enfield to minimise disruption caused by the construction of its Mini-Holland. Following the Committee session, we looked into the possibility of expediting roadworks, but this would mean working into less social hours, causing disruption to residents.

Ahead of construction starting on the Mini-Holland scheme on the A105 corridor in Enfield, a Public Liaison Officer is already working with businesses to look at how disruption can be kept to a minimum. Residents are also being kept up to date through flyers, weekly newsletter updates and via the website <http://cycleenfield.co.uk/construction/>.

Details of the process and decision making in respect of satisfying funding conditions for Garden Bridge Trust payments

The construction contract for the Garden Bridge is between the Garden Bridge Trust and Bouygues TP Cimolai. The decision to sign the contract was a matter for those organisations. There is no requirement in our funding agreement with the Garden Bridge Trust for them to seek our approval before entering into such contracts.

During the Transport Committee meeting on 2 March, I was asked about how we determined that the Garden Bridge Trust had met the conditions of payment in our funding agreement for the release of grant payments following the signing of the main construction contract in early 2016. These conditions are set out in the funding agreement, which is available at <https://tfl.gov.uk/corporate/publications-and-reports/temple-footbridge>.

As our Managing Director of Planning at the time, Richard de Cani was the named TfL representative in that funding agreement and, therefore, approved the grant payments to the Garden Bridge Trust. His assessment of whether the conditions of payment had been met was of course informed by advice and input from across the organisation, and was based on our knowledge and scrutiny of the project as well as evidence presented by the Garden Bridge Trust.

Tom Copley AM, also wrote to me on this subject. My reply contained the same information I have provided here and I attach a copy of that letter for information.

You will be aware that since you wrote to me, and since I replied to Tom, the Mayor has published Dame Margaret Hodge MP's report into the Garden Bridge. We are reviewing the report in detail and will ensure that the recommendations relevant to us are addressed.

A breakdown of the number of night tube noise complaints for all lines

We received 184 Night Tube noise complaints between the launch and 28 March. Broken down by line, these are as follows (the attached table gives full details):

- Northern line – 54
- Central line – 52
- Victoria line – 47
- Piccadilly line – 21
- Jubilee line – 10

Details of the track grinding works in the Seven Sisters area including anticipated dates for completion

Track grinding work in the Seven Sisters area was successfully completed on 23 March. We are in contact with local residents to arrange follow-up measurements to confirm that noise levels have reduced.

Details of TfL's action plan in response to the London TravelWatch recommendations in respect of London Underground staff at Tube stations

Details of the London TravelWatch report and recommendations and how we plan to respond can be found at: <http://content.tfl.gov.uk/board-20161215-item14-ticket-office-review-final.pdf>.

We have already made progress. For example, a trial of extended hours at King's Cross St. Pancras, Heathrow and Euston Visitor Centres is underway.

Over 750 customers are taking part in our mobile Oyster app trial launched in February which notifies customers when their pay-as-you-go balance is running low and enables them to top-up. The next phase of the trial has now also started, allowing customers to purchase travel cards via the app too.

A second phase of hearing loop testing was completed on 21 February. The initial user testing has proved successful and more operational and technical testing is planned for later this month. Updates on the restrictions for refunds have been provided to our supplier (Cubic). A software upgrade to reduce the restriction for refunds from 48 hours to 24 hours will be delivered in the New Year.

A survey has been sent to disabled customers to gather feedback on their experiences of turn up and go. The results will be analysed and recommendations agreed. This will be made public.

Details of TfL's targets in relation to tube station staffing levels

We have agreed staffing numbers with the trade unions which takes into account the needs of all the Tube stations across the network. Stations which are located underground have specific legal requirements for staffing. This specifies how many staff must be present to ensure the safety of customers and staff in the event of a fire.

Details of the number of London Underground staff before ticket office closures began

In October 2013, there were 5,747 station staffing roles.

Details of the number of full-time London Underground staff after ticket office closures are completed

London Underground notified the trade unions of the potential reductions of 953 station staff in November 2013 which through a process of consultation and negotiation, was later reduced to 838. This process was completed in April 2016.

As of Christmas 2016, there were 4,388 full-time and 860 part-time roles.

In the spring and summer last year, staff were recruited to support the operation of Night Tube services and the passenger growth we have seen on our network.

Details of the number of full and part time staff anticipated to be working on the London Underground by December 2017

By Christmas 2017 it is anticipated that there will be 4,610 full-time and 1,005 part-time roles.

This is partly due to the addition of a further 325 station roles as a result of the recent talks at ACAS. This includes a minimum of 200 full-time roles, with the remaining 125 roles consisting of both full-time and part-time roles.

There have also been a small number of roles added back through business as usual recruitment, for example to support the opening of new entrances at Tottenham Court Road and Victoria stations as part of our work to increase capacity on the Tube network.

Yours sincerely

kind regards

A handwritten signature in black ink, appearing to read 'Mike Brown', with a horizontal line underneath the name.

Mike Brown MVO

Enc.

1. Copy of letter to Tom Copley AM, 06 April 2017.
2. A breakdown of the number of Night Tube noise complaints for all lines.



Mike Brown MVO
Commissioner of Transport

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Tom Copley AM
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6 April 2017

Dear Tom

Garden Bridge

Thank you for your letter of 16 March following up on our discussion about the Garden Bridge at the Transport Committee meeting on 2 March.

As I explained in my letter to you of 25 January, the construction contract for the Garden Bridge is between the Garden Bridge Trust and Bouygues TP Cimolai. The decision to sign the contract was a matter for those organisations. There is no requirement in our funding agreement with the Garden Bridge Trust for them to seek our approval before entering into such contracts.

We did not approve the signing of the construction contract, nor were we required to. It was not our decision to proceed with entering into the contract.

During the Transport Committee meeting on 2 March, you asked about how we determined that the Garden Bridge Trust had met the conditions of payment in our funding agreement for the release of grant payments following the signing of the main construction contract in early 2016. These conditions are set out in the funding agreement, which is available at <https://tfl.gov.uk/corporate/publications-and-reports/temple-footbridge>.

The assessment of the Managing Director of Planning as to whether the conditions of payment had been met was of course informed by advice and input from across the organisation, and was based on our knowledge and scrutiny of the project as well as evidence presented by the Garden Bridge Trust.

Caroline Pidgeon MBE AM has also written to me as Chair of the Transport Committee to pick up on these and other points raised during the Transport Committee meeting on 2 March on which the Committee would like further information.

My reply to Caroline on this subject will contain the same information.

Yours sincerely

A handwritten signature in blue ink, consisting of a stylized 'M' followed by a horizontal line.

Mike Brown MVO

cc: Caroline Pidgeon MBE AM, Chair of the London Assembly Transport Committee

**Attachment - Noise complaints received by Night Tube station and line
(at 28 March 2017)**

Night Tube station/line	Number of complaints
Central line (total)	52
Woodford*	8
Bethnal Green	12
Wanstead	13
Stratford	5
Shepherd's Bush	2
Holland Park	3
Notting Hill Gate	1
Leyton	1
East Acton*	1
Snaresbrook*	1
Gants Hill	1
Liverpool Street	1
South Woodford*	1
Mile End	1
Chancery Lane	1
Jubilee line (total)	10
St John's Wood	1
Canons Park*	2
Kilburn*	1
Swiss Cottage	1
Kingsbury*	1
Baker street	4
Northern line (total)	54
Mornington Crescent	8
East Finchley*	8
Kennington	5
Camden Town	6
Kentish Town	5
Finchley Central*	2
Stockwell	2
Golders Green*	3
Colindale*	2
Tooting Bec	2
Burnt Oak*	2
Oval	1
High Barnet*	1
Belsize Park*	1
Highgate	1
Archway	1
South Wimbledon	4
Tooting Broadway	1

Victoria line (total)	47
Highbury & Islington	11
Seven Sisters	5
Vauxhall	4
Pimlico	9
Warren Street	6
Blackhorse Road	5
Tottenham Hale	2
Victoria	1
King's Cross	2
Brixton	2
Piccadilly line (total)	21
Osterley*	3
Stamford Brook*	2
Barons Court*	2
Chiswick Park*	5
Gloucester Road	4
Acton Town*	1
Southgate	1
Northfields*	2
Ealing Common*	1

Notes:

* Surface-level station

Where complaints are from locations between stations, the nearest station is provided.