

Transport Committee – Wednesday 12 September 2018

Transcript of Item 9 - Night Tube

Caroline Pidgeon MBE AM (Chair): Let us get into our next session, which is to look at the Night Tube and seeing how that is operating in practice.

Welcome to our panel today. We have Richard Dilks, Programme Director at London First. Thank you, Richard. Welcome back before the Committee. We have Katharina Kort, who has formed the Tube Noise Action Group and represents residents out there who are experiencing huge issues with the Night Tube. Thank you so much for coming in; we really appreciate your time. We have Assistant Chief Constable Robin Smith from the British Transport Police (BTP). Thank you so much for coming today. We have Nick Dent, Director of Line Operations at TfL and also Peter McNaught, Director of Asset Operations, TfL. Welcome back before the Committee.

It is two years since we have seen the launch of the first Night Tube services and then we have seen them rolled out further and including the London Overground. I believe that on the busiest weekends more than 200,000 journeys are made on the Night Tube services.

Perhaps I can start my questions to TfL. Do passenger numbers on Night Tubes reflect your expectations?

Nick Dent (Director of Line Operations, Transport for London): I will answer that. Yes, they do. In fact, they exceed expectations. You are absolutely right. It was the two-year anniversary, which we celebrated in August [2018]. So far, we have had 17 million passenger journeys on the Night Tube. There was an increase in year two, as we enjoyed the full year's benefit. It was 17 million; our original expectations were more around 14 million. We are very encouraged and delighted with the way Londoners have embraced the Night Tube in its first couple of years of operation.

Caroline Pidgeon MBE AM (Chair): OK. What targets has TfL, therefore, put in place for increasing usage to get more passengers through and hopefully more fares paid to help with your revenue situation?

Nick Dent (Director of Line Operations, Transport for London): Yes, we do expect growth over the coming years. It is very early days for Night Tube operation. We are expecting year-on-year growth. We believe that growth will come because the fastest growing period of the day Tube operation was late evening and so we are seeing some of those journeys move across into Night Tube. Within the current budget, we are meeting our budgeting numbers currently. The future forecast for the Business Plan does show continued growth and we continue to promote Night Tube very heavily, working with external partners around London. We do expect growth to come over the coming years.

Caroline Pidgeon MBE AM (Chair): Is there a difference between the Tube and the Overground or is it exactly the same sort of growth and level of passengers?

Nick Dent (Director of Line Operations, Transport for London): The London Overground service has a full service operating now between Highbury & Islington and New Cross Gate, a more recent addition. Again,

London Overground is meeting budgeted numbers. It is early days really to see what the growth forecast will be.

Caroline Pidgeon MBE AM (Chair): OK. Is there anything that needs to happen in order for you to achieve this increase in passengers? Are there any changes that are needed?

Nick Dent (Director of Line Operations, Transport for London): As I was saying earlier, we will continue to work with external partners. We consider the Night Tube has been very welcomed. They have exceeded expectations that we have had so far. We continue to market the service both to existing customers and to new customers. We expect that growth to come.

Caroline Pidgeon MBE AM (Chair): Have you done any analysis of the purpose of the journey? Is it just people out having a good time in central London, out clubbing and all those things that maybe one did years ago but does not do anymore, or is it people working? What is the mix of people using it?

Nick Dent (Director of Line Operations, Transport for London): There is a mix. As you probably appreciate, the service operates on Friday and Saturday and so often the perception is that it is really targeted towards people enjoying a night out in London. There is a mix. We were also targeting people commuting. We know quite a high proportion of people who use night buses are commuters. The Piccadilly line serves Heathrow Airport and we have certainly noted that people are able to make their journeys by train early on Friday and Saturday mornings, whereas they may previously have been on the roads. We do not yet have the spot analysis of what that mix is, but we know there is a mix. We will be doing analyses as Night Tube evolves.

Caroline Pidgeon MBE AM (Chair): Brilliant. Lovely. Thank you for that. Let us look now at the economic impact.

Florence Eshalomi AM (Deputy Chair): Thank you. Good morning, all. One of the big successes of the Night Tube has been the economic impact. The Mayor and TfL have claimed a really positive boost. Before the launch there was a projection of just under 2,000 jobs being created and this equated to about a £360 million boost over 30 years. However, new research that we have from London First and Ernst & Young earlier this year highlighted that there were over 3,900 jobs and a bigger boost in terms of around £190 million per year. What additional impact do you think that the Night Tube has had on the night-time economy? I would like to come to you first, Richard.

Richard Dilks (Programme Manager, Transport, London First): Yes, we did some initial work before the Night Tube launched and looked at what the impact might be and then we have revisited that on the basis of the actual passenger numbers. As we have been hearing, the passenger numbers are ahead of projections. That has enabled us to look at this economic impact and see that it is greater than was anticipated. The additional gross value added, as it is called, contribution to London's economy, is now, we think, at £190 million per year, up from £170 million. We expect that to continue growing if passenger numbers continue to grow.

The jobs figure you have already quoted includes 589 that are with TfL itself, therefore the vast majority of those jobs are not with TfL, they are in the broader economy. It is probably worth making a wider point about that economy. It only operates on Friday and Saturday nights, as we know, but the night-time economy in London is very large indeed. One in eight workers, based on our analysis of the London economy, are in that night-time economy. Clearly, they will not all be using the Night Tube and Night Overground, not least because it is only running on Friday and Saturday. However, it is well worth keeping in mind, especially as we look to extensions of the Night Tube with the shallow Tube Four Lines Modernisation coming through,

whenever that is enabled early next decade; night Elizabeth line services, potentially, to think of more of that very big pie coming into the sustainable mode that is Night Tube, night Overground and night Elizabeth line.

Some of those sectors are not the ones you might suspect: transport, storage and logistics basically is the largest single one in the London night-time economy. Arts, entertainment and hotels are really significant, but there is a much broader package, health and social care, for example. It is a context worth bearing in mind. The operation we have now and the impact it is having, it is all positive and is ahead of where we thought it would be. We were deliberately a little bit cautious in our initial work. This is quite careful work. It looks at substitution. It does not assume that this is all new travel. It makes an allowance that some of these journeys would have been happening by other modes, of course. The estimate is for some brand-new journeys because it is a much more desirable way to travel than was offered before. It also looks at displacement from daytime. It does not assume that, again, these are all bound to happen in the night simply because the Night Tube has opened.

Florence Eshalomi AM (Deputy Chair): That is quite interesting. In terms of additional jobs, do you think there is an impact and growth in new jobs on the back of this? Do you think that there could be further growth if the Night Tube was extended to earlier in the week? Whenever I speak to friends, it seems like they are out from Wednesday nights, not Friday nights, it seems to be getting earlier in the week. Obviously, that is not a reflection on me!

Richard Dilks (Programme Manager, Transport, London First): Nor me, sadly these days, as Caroline [Pidgeon MBE AM] mentioned. The new Friday, becomes Thursday, becomes Wednesday, sure. Yes, our work shows that the 3,900 figure you mentioned is instead of a 3,600 figure, because of this growth in actual usage, beyond what was expected. You could extrapolate from that, I am sure there would be more. Having said that, of course, it has to be in a world of what is feasible, in terms of engineering and making day service continue to be extremely reliable, as it generally is. Extending it earlier into the week gives colleagues here some significant headaches. However, as and when extensions are possible, particular with the District, Circle, Hammersmith & City and Metropolitan lines being modernised, etc. Yes, you could expect to see quite an impact. It would be interesting to look at if an extra day of the week was possible in that mix somewhere, with night Elizabeth line or other options, then that will be even more interesting to see what that does.

Florence Eshalomi AM (Deputy Chair): Yes. It is something that always divides opinion in terms of licensing hours around bars and venues, because on the one hand councils want to support local businesses, but equally balancing the rights and sleep patterns of local residents. Have you looked at any evidence or any research to suggest a change in local licensing hours of local businesses around the Night Tube?

Richard Dilks (Programme Manager, Transport, London First): We have not looked at that specifically, but anecdotally we are aware that there is an increased recognition of this 24-hour economy, its vibrancy and buoyancy. As you say, that has to be balanced against the interests of local people, residents, in particular. In a way, we are familiar with that broadly from aviation or from road freight or from all of these activities which may have impact on people's lives. That is particularly sensitive at night time. Some of these things can be done in proportionate and sensible ways that recognise that. There are real economic dividends to be had.

Florence Eshalomi AM (Deputy Chair): Thank you.

Caroline Pidgeon MBE AM (Chair): OK. Let us move on to look at crime and antisocial behaviour.

Navin Shah AM: Thank you, Chair. My questions are principally to the BTP. Katharina, I would also invite any comments that you have in terms of what you hear from the BTP. What is BTP doing to reduce the level of crime and antisocial behaviour on the Night Tube?

Assistant Chief Constable Robin Smith (British Transport Police): Thank you. As the Committee will know, BTP is very keen to support the night-time economy and in particular the Night Tube. As has already been mentioned by the Chair, it is just over two years and in fact my statistics show 107 weekends, since it started; that is what our analysts are good at. As the Chair has already mentioned, 200,000 journeys have been made on the Night Tube. Often the currency of success is around the numbers of crimes that have been committed and the types of crimes that have been committed.

Part of the policing mission for BTP with regards to the Night Tube, and indeed across the network in London and elsewhere, is about reassurance and visibility. This is crucially important for those people who in some cases, as has already been alluded to by the Committee, may have a degree of intoxication as the result of a good night out. However, over that 107 weekends, we record on average 15 crimes over those two days per weekend, a remarkably low level of crime. It would be fair to say, although it predates my arrival into the BTP, the projections may well have been higher than that. It also coincides with BTP's desire to ensure that crime is properly reported.

As the Committee will know, and indeed people watching and listening, BTP have a text messaging service of 61016, which I am sure you have heard a number of times and "See it. Say it. Sorted". We have seen huge increases in that use. Not necessarily associated with the Night Tube. In specific answer to the question, around 15 crimes per weekend, 200,000 journeys, the levels of crime, if we use that as a currency, is remarkably low. The thing that is harder to measure is: what crime as a result of our deployments have we stopped or prevented or reduced?

Navin Shah AM: Katharina, do you want to respond? From your experience and knowledge, what do you think of the safety situation and crime?

Katharina Kort (Tube Noise Action Group): We are focusing on the noise the Tube generates for the various constituents who live close or above the Tube. For more anecdotal evidence, when we speak to the Committee, obviously it is great to have very few incidents on the Tube. The question is: what incidents do you have in the area of accessing the Tube? When I look at the main focus points, when I talk to people, for example, Baker Street is a big access point to various Night Tubes. Baker Street is one of the areas of access. It is clear that noise has gone up in that area. Noise normally also includes unruly behaviour and things you want to avoid such as people committing crime. Overnight, the only observations I can make from talking to the people who are in our group is that there is more unruly behaviour in the area of accessing the Tube. I do not know if that is also shown in your statistics.

Assistant Chief Constable Robin Smith (British Transport Police): It could be, Katharina, that some of those statistics are gathered by Metropolitan Police Service (MPS) colleagues as my jurisdiction moves into their jurisdiction on the perimeter of stations. That would be something that may be of interest to the Committee. In terms of my numbers, which do not necessarily answer your question, 52% of crime occurs at the station and in particular on platforms; around 45% on the train; the rest, a very small percentage, occur lineside. This is all crimes, not just antisocial behaviour. I do not have the numbers or indeed any other anecdotal information. To try and find a solution to that, if we know where those locations are, and that would not necessarily be reported to BTP but to the MPS, we could work together, particularly in the hotspot areas. If it is indeed Baker Street, how we transition, if you like, our customers over to the MPS and what we could do to assist that.

Nick Dent (Director of Line Operations, Transport for London): Sorry, Chair. Perhaps, Navin, if I could just chip in. We also see that we have a role to play in terms of influencing customer behaviour. As Robin alluded to, the crime figures are relatively low, but that would not stop us trying to work with the BTP to reduce them further. Looking at our analysis, most of the crime, although low, is pretty low-level types of crime. Some of it is quite opportunistic; theft of smartphones when people are asleep on the train is one of the biggest factors. We are running a marketing campaign to try to make customers aware of that and to be more alert.

Turning to the subject of alcohol, which is always going to be a consideration for a night-time service, we are running a campaign to try and influence customer behaviour. Firstly, from a personal safety point of view, if they are travelling on escalators they need to be aware of the risks and might often feel they are more in control than they really are. Secondly, from a perspective that it is not socially acceptable for people to be heavily intoxicated on the Tube. Earlier in the summer we ran a pilot with the BTP to just really try and manage customers who were either heavily intoxicated or carrying alcohol on to the Tube, which they are not allowed to do; it is not legal. We learned a lot from that. We will work with the BTP to develop those plans.

Navin Shah AM: What is your biggest concern in terms of crime or safety? I appreciate the level of crime is low, as has been indicated, which is good news, but what is something you reckon is of concern that you want to really concentrate on?

Nick Dent (Director of Line Operations, Transport for London): The Night Tube is a safe environment, but concern with any railway is that people, from a customer perspective, need to take care when they are moving around the stations, boarding or alighting trains, travelling on the trains, travelling on escalators. From a customer perspective, I am concerned that they may injure themselves or others, although our accident statistics suggest that we have not seen a big uplift. From a staff safety point of view, we have no tolerance at all for people being abusive, physical or verbal, towards our own people. Again, we have not seen a significant uplift, but that is always a concern. For both night and day Tube --

Navin Shah AM: I have some figures, which I will come to in a minute, about staff experiences.

Nick Dent (Director of Line Operations, Transport for London): Yes, that is a big priority for us on both day and Night Tube services, reducing the level of workplace violence. Thirdly, to Katharina's point, being a good neighbour, working with our external partners, the BTP and MPS.

Navin Shah AM: In terms of overall planning that you had to tackle to address issues of safety and crime, from the figures or experience you have had over nearly two years, do you think that your plan was adequate to deal with these issues?

Nick Dent (Director of Line Operations, Transport for London): Yes, we do. Robin may have mentioned the statistics earlier. We have 96 BTP officers deployed every night for the Night Tube. We have 16 high priority station locations where we guarantee the deployment, one of which is Baker Street. We reviewed that at the end of the first year of operation with the BTP. Having perhaps originally planned to reduce those numbers slightly, we agreed with the BTP on review, that the policing strategy had been a real success, so we have maintained those numbers at those locations. Yes, that is key to keeping the crime level low.

Even if we are meeting the expectations and perhaps performing better on crime than we had originally thought, that will not stop us trying to reduce it to the lowest possible level.

Navin Shah AM: Thank you. I have some figures in front of me here on workplace violence and aggression incidents recorded for Night Tube services for the period of August 2016 to March 2017, which is an eight-month period. I have figures for the eight-month period starting from April 2018 to November 2018. There were three categories: physical violence, threats and verbal aggression. When you compare those figures for those eight months, you had 16 physical violence incidents in the first period, which went up to 18 in the more recent eight months. Threats saw the highest increase, with 82%. You had 17 incidents in the first period which has gone up to 31 in the second period. Similarly, there was a 24% increase in verbal/aggression incidents, which has gone up from 29 to 36 [per cent].

Can you tell us what you are doing to address some of the serious statistics that we have here, which is of huge concern to us?

Nick Dent (Director of Line Operations, Transport for London): Yes and of huge concern to me too. I was out on Night Tube a couple of weeks ago talking to station people. My message was then and is now, we have absolutely no tolerance for that kind of thing. Whether those numbers are better than expected or not, we should be targeting zero and we do. A number of things, and I refer back to the influencing customer behaviour messages I was talking about earlier on, where we think alcohol is perhaps a factor behind some of that behaviour, stronger customer messaging on that. We are also looking at experiments and trials that have taken place elsewhere.

The Docklands Light Railway (DLR), for example, had trialled the use of body-worn cameras. We would like to understand more about whether that has helped as a deterrent to that sort of behaviour. We are looking at that trial as a range of measures. Continuing to work very closely with colleagues from the BTP, as I say, we have hotspots in terms of crime -- I say hotspots, areas where crime is more likely to occur, so working with the BTP to ensure we have support and presence for those locations.

Assistant Chief Constable Robin Smith (British Transport Police): Could I just add to that? Thank you for that. From a BTP perspective, the BTP is relentless and it will continue to be relentless if there are any staff assaults. They are our colleagues too. You can see the mix of people who have had sometimes too much to drink at a barrier line who may not have a ticket, it is always an opportunity for confrontation. That is where training is important and also that our visibility is important, so it prevents something happening in the first place. We have had 85 crimes of violence and aggression over that two-year period.

Our arrest rate is about 60%. If you imagine that is 200,000 odd people, our arrest rate is, I believe, very high. We detect 44% of those. That is probably as high as you will see across the BTP. I agree entirely that each and every one is a regret, but nevertheless we are relentless in tackling those that seek to assault staff, no matter whether it is on TfL or indeed Overground, etc.

Navin Shah AM: A final question: how closely are you working with the MPS and are you satisfied that you have the right level of resources to tackle the issues on crime and safety?

Assistant Chief Constable Robin Smith (British Transport Police): As a police officer, I would always say I would like more resources, but I would anyway and I daresay you have other senior police officers in this committee room saying the same thing. I am never going to say no to that. In all seriousness, given the numbers that we have, the levels of crime and the degree of satisfaction, my view, and as we have already heard from Nick, that we reviewed it after the first year and those numbers that we deploy, with the support of TfL, are the appropriate numbers. I would not be seeking to increase those necessarily.

Caroline Pidgeon MBE AM (Chair): What about the relationship with the MPS, that point and that joint work where people move from one estate, as you put it, to the other? How is that working?

Assistant Chief Constable Robin Smith (British Transport Police): That specific example I cannot comment on, but I would be interested to know more about it. I think there is probably something we could probably do. In terms of our relationship with the MPS, I and we enjoy a very, very strong relationship. We have joint meetings with their Transport Command. I have joint meetings with Colin Wingrove, Chief Superintendent in charge of Transport Command in the MPS, when we seek to deploy jointly. There is almost a handover. The relationship with colleagues in London is very, very strong.

Navin Shah AM: Chair, before we conclude, you have two areas, in a sense. One is inner London where you have various stations where there are great levels of activity with clubs and whatever. Then you have destinations in outer London. This is where you are working closely with the MPS. Do we have any figures of any particular increase in antisocial behaviour in those inner London areas close to underground stations or in outer London areas where once these commuters leave the trains is there any increase in levels of antisocial behaviour? Do you have those kinds of statistics or can you get them?

Assistant Chief Constable Robin Smith (British Transport Police): The simple answer to that question is no. My view would be the MPS would have those sorts of numbers, because whatever incidents there were they would be occurring as people left the station. It would be interesting to know where some of those hotspot locations are and whether they have seen an increase in antisocial behaviour or drink related crime. However, from a BTP perspective, we do not have those numbers. I am confident of that.

Navin Shah AM: Is this something TfL can look into, in terms of maybe closer working with police to try and get those kinds of figures and see whether any further joined up work can be done?

Nick Dent (Director of Line Operations, Transport for London): Of course we will be able to take that away --

Caroline Pidgeon MBE AM (Chair): There is an issue here, is there not, because you have two police forces policing the impact of this. I know we only have BTP here today. Surely somewhere like Morden, where you are going to get a lot of people piling out to then go much further out, not just locally, there must be some implications in terms of crime and antisocial behaviour and what measures BTP and the MPS are doing with the TfL to make sure that the community is not disturbed and crime is reduced. TfL, are you aware of crime hotspots as a result of the Night Tube?

Nick Dent (Director of Line Operations, Transport for London): Out into town? I am not personally. That is data I am sure we will have. I know we work closely and through various problems with the MPS as well as the BTP. I am sure we would have that information.

Navin Shah AM: Chair, it would be useful to get that data. My concern would be, for example, I have the Jubilee line in my constituency with Stanmore [Station] as the final destination and then Cannon Park [Station] coming out into residential areas. What incidents have there been and how have they been dealt with? In inner London you would have a different picture, like I said, where you have much larger numbers and different kinds of activities and therefore a different scale of problems and types of problems. It would be good to have an audit of that and how all of that is dealt with jointly or how it can be better dealt with jointly.

Nick Dent (Director of Line Operations, Transport for London): OK. If we do not hold that information, we would be happy to ask the MPS.

Navin Shah AM: Please.

Caroline Pidgeon MBE AM (Chair): It is territorial policing. I understand you deal with Transport Command, although it sounds like a lot were decimated to go and help with the Violent Crime Task Force. This is territorial policing, this is borough policing teams that you would be dealing with when there is an issue outside a station. Let us pick that up outside and see how we can pursue that because that is an issue.

Let us move on to the really important issue - and Katharina [Kort] particularly has come here for this today - which is noise levels and vibration.

Caroline Russell AM: Thank you, Chair. Yes, my first question is for Katharina and then I will be picking up on some practicalities with TfL. First of all, Katharina, if you could just describe the noise issues that you and other members of the Tube Noise Action Group have been experiencing.

Katharina Kort (Tube Noise Action Group): The main issue for everybody in the Group is that during the day you have ambient noise, which very often masks the noise from the Tube, even elevated Tube noises. Elevated Tube noise does not necessarily affect people in the same way. Just imagine when noises during the night dies down; loud noises, neighbours' noises. Then you have every 20 minutes a tank going past your house or under your house. I will give you an example. We did a programme on Neighbourhood Nightmares, if anybody wants to see that. My son described the Tube as the little monster under his bed, at the age of three. Everybody can watch that. That is really what it is; it is the little monster under the bed, which comes every 20 minutes, if you wake up during the night.

We live on the fourth floor in Baker Street. We do not live on a lower ground floor apartment. That is really one anecdotal example. There was a lady who has now been diagnosed with tinnitus, which is a type of constant noise in her ear. For her it is like 15 times passing past her house. It is not only the noise, but it is also the vibration. The lower ground floor flats in our apartment block had to rearrange their pictures and paintings on a regular basis, because everything starts getting wonky after some time. The impact is heartfelt and it is not only that it is during the day when you cannot hear it, but the night is particularly bad. The impact for kids and people who cannot sleep that well it is quite big.

What I would like to address is that in some regards the Night Tube is a fantastic option for London and certain steps have been taken by TfL in certain areas to fix certain problems, but my Group obviously represents all the people and not all of which can be fixed or have been fixed.

Caroline Russell AM: Can you tell us how you have been working with TfL? Has that been an easy process? Where are you at the moment in terms of getting to grips with these issues and diagnosing what the issues are?

Katharina Kort (Tube Noise Action Group): I am not the person who can diagnose the issues.

Caroline Russell AM: Of course, diagnosing with TfL.

Katharina Kort (Tube Noise Action Group): My general summary on the experience with TfL is that it is a very big organisation and it has one particular issue which we all have to kind of take into account. It is not measured on how quietly people sleep during the night. TfL is measured on how successful it is and how safely it transports people through London. There is no regulation for TfL to adhere to certain noise levels.

There is the World Health Organisation (WHO) regulation, but not on the European Union nor on the United Kingdom level is there any accountability for TfL.

If you take that into account, if I address TfL and ask them, "Please fix my noise", I do not know who they would have to be really responsible for that. In a shorter way to say it, the experience has been divide and conquer. I would think that is probably the right way to put it. It is almost impossible to get a diagnosis, a working together feeling, an idea of who is responsible for noise from TfL.

Caroline Russell AM: Are you struggling to know who it is that you are meant to be working with or communicating with on this?

Katharina Kort (Tube Noise Action Group): Yes. We have been able to communicate with certain people. It is, as I said at the outset, the issue is if TfL is not responsible or being accountable for managing noise in their statutes then why would they even have somebody who looks at it. It is not necessarily the fault of TfL, it is almost by design. I cannot fault TfL's people who have been partially very, very good. It is more the system is not designed to address it.

Caroline Russell AM: There is a systematic issue in terms of how Londoners can engage with TfL on those noise levels, simply because they just do not have responsibility for delivery on that.

Katharina Kort (Tube Noise Action Group): Correct.

Caroline Russell AM: Also no one is being measured on that, so it does not go up people's priority lists. You say that there has been some partial success. Sorry, TfL, I will give you a chance to come in. I thought I would just work through things with Katharina first.

Katharina Kort (Tube Noise Action Group): There has been partial success and there are certain areas, especially where the Night Tube is, at Baker Street, on the Jubilee line, just very recently, yesterday, I got the email from Central line towards Notting Hill, where certain measures have been deployed. The official communication is not always everywhere clear, but for these particular two examples there is a particular system you can install on the tracks which dampens noise and also dampens vibration. This has been successful where the Jubilee Line is. We also suffer from the Bakerloo and some other lines, but they do not necessarily have night trains.

The Jubilee line has had a significant improvement, especially when there is a curvature in the rail when the vibration that is generated by speed and lots of other things is particularly bad. There has been in St John's Wood, as well, some successes. On the Jubilee line to West Ham some of the curvature has also been treated by the same mechanism. Imagine you have a track and you clip something to it which takes vibration away. As far as I can tell, when you ask about diagnosis, that is not clear yet the reason why initially or in the last years Tube noise has even occurred more, also during day and is more audible during the night.

It is effectively that concrete sleepers have been put down. Concrete sleepers do not absorb noise in the same way as a wooden sleeper would have done. There are great advantages about concrete sleepers and they are used mostly in the Western world, but you need to dampen them.

Caroline Russell AM: I am going to pick all this up with TfL in a moment. From your perspective then, some of the stuff that has been working has (a) been when you get good emails that explain what is happening and (b) that this work that they have been doing on the tracks with the curvature. Has there been anything that you have experienced as a resident that has been done to the concrete sleepers that has made a difference?

Katharina Kort (Tube Noise Action Group): Yes, just to confirm, I am one of the residents on the Baker Street area and the Tube Noise Action Group was set up by me. Yes, particularly on the Jubilee line at the Baker Street area it was fixed after some initial problems. Let me explain. Basically, you contact TfL. TfL stalls you for quite some time. At some point the manager changes, because the manager is exasperated by somebody calling him and her too often and being annoying. Then what normally happens is Tube noise measurement personnel comes in; measures the noise; confirms that the noise is about 41 decibels, quite loud basically; then you hear nothing; and most likely at some point some fixing will be done or has been done. That took about 18 months for our area to get fixed.

We have had no communication as to when the area will be fixed. Initially there were other proposals generated. The first proposal was that they would grind the rail. Grinding is the first step. TfL does not own a grinding machine. They have to fly it in once a year or get it in from somewhere. It is a hugely complicated action now, because on the weekend with the Night Tube you cannot grind during the night. It is hugely polluting for people who have to go down there. If you do not have the weekend shutdowns you cannot get - it is hugely complicated. It is very difficult. TfL will confirm.

The success for our area was once we got the dampeners on. They last for 24 months. I have been in a committee meeting in Germany and - as you can tell, I am German - for the dampeners in the area where my family lives and they needed dampeners on as well. They last 24 months. I am inviting TfL to tell me what is happening in 24 months. It is already telling after nine months that the dampening is weakened. It weakens over time. I still do not know who to talk to. I would not know who to talk to. We have a Group, as you know, of lots of different people, who all try to address TfL, but we do not have a committee to work with to say, "These are all the areas where issues could arise or where people have issues".

That would be a great advantage, to have somebody clearly responsible for addressing that issue as a solution. As I said, it is not necessarily TfL's fault. If you are not measured on how much noise you generate and you are measured on Tube journeys then you just have to wait until we get the system going.

Caroline Russell AM: Thank you very much. That is incredibly helpful and you will now allow me to ask some questions of TfL. First of all, for Peter and Nick, before we get into the practicalities, just the communication with residents, is that something that you are able to take away and come back to the Committee with some suggestions of how you could provide that interaction? One of the things that Katharina has expressed very clearly today and is something that we heard on the Environment Committee, we have a huge amount of caseworker people contacting me about Tube noise, is that lack of sleep is insistent, you get more and more tired, it makes it hard to think.

If there is not a clear place within TfL where responsibility for engaging with Londoners on this issue sits that is just adding to the stress and difficulty that these Londoners are experiencing. I absolutely agree with Katharina, generally the Night Tube is a good thing for London and is helpful for night workers to get home and everything else, but if that is impacting on a lot of Londoner's ability to sleep at night then obviously there needs to be some kind of engagement on it. I do not know which of you would like to pick that up. If we can stick to the communication with residents before we get into the practicalities.

Peter McNaught (Director of Asset Operations, Transport for London): On communication with residents, definitely we will take it away. Some feedback I got from the Walthamstow Residents Group is that as residents when they complain they get quite frustrated by the TfL complaint hotline. It has been very useful for us because it lets us get the complaints in from one place. It lets us put them all in a database. It lets us prioritise the number of people impacted. It is useful in that respect, but as a resident on the other end of that

phone it is quite frustrating. There is no face. There is no name to deal with. With the Walthamstow Residents Group, we committed that our external relations would regularly keep in touch with them, just to keep them informed so that they did not feel they had to complain again to find out what was happening. That is something we can certainly look to spread across any residents' groups to keep them up to speed with what is happening in the area they represent.

Caroline Russell AM: Presumably, also, in areas where there is not an active group, some residents have efficiently and effectively come together to join their complaints and to try to have a bigger voice with TfL, but there will be some areas in London where there may not be an active residents' group on Tube noise, despite the fact that people are experiencing Tube noise. You said you could use your area contacts. Could they make it clear that even if there is no active Tube noise group, complaints about Tube noise could come via them?

Peter McNaught (Director of Asset Operations, Transport for London): Definitely. Now that we get all the complaints in one place, we track how many complaints we get and how many complaints we close out. We have identified that there are 13 hotspots in London. We class a hotspot as an area where we have four or more complaints outstanding. The commitment is that we will take that away to make sure that those people are communicated with regularly, to understand what is happening in that area to try to affect the noise.

Caroline Russell AM: It is helpful to understand how that resident communication could be improved. Would you be able to report back to our Chair on progress on that?

Peter McNaught (Director of Asset Operations, Transport for London): Certainly.

Caroline Russell AM: That would be helpful. It is really important that Londoners know how they can communicate with TfL about this. It is such a fundamental thing.

Then, to get into the nitty-gritty of the practicalities, Katharina [Kort] has mentioned various things. There are issues with the track. There are issues with the track fixings, with the rails and with the sleepers. With regard to the concrete sleepers, has there been a change in the provision of concrete rail sleepers on the Underground and have they been changed from wooden sleepers to concrete recently on our tracks in London? Is that one of the reasons that we are experiencing more Tube-noise issues?

Peter McNaught (Director of Asset Operations, Transport for London): Throughout the year there are sections of the track that we have to replace because the track is old and in danger of failing unless we replace it. In the late 1990s and early 2000s, our understanding of the impact of flat-bottomed rail on concrete sleepers was not as it is now. Flat-bottomed rail on concrete sleepers is used above the ground across the world. It is the standard, modern rail form in use. We installed that through the early 2000s. We have found that when the head of the rail starts to deteriorate, it amplifies the vibration through the ground, which causes problems for residents above. Since we have discovered that, we automatically fit resilient mounts as part of the new track form for every renewal on the London Underground.

Caroline Russell AM: Are the resilient mounts the ones that dampen the noise?

Peter McNaught (Director of Asset Operations, Transport for London): That is correct.

Caroline Russell AM: That is something between the concrete and the rail?

Peter McNaught (Director of Asset Operations, Transport for London): That is correct.

Caroline Russell AM: Do they last?

Peter McNaught (Director of Asset Operations, Transport for London): The 24 months mentioned today: that is the first time I have heard that. We have 10 years from our manufacturer.

Caroline Russell AM: I do not know how many kilometres of rail there are in the Underground. What proportion of the Underground rail lines have the flat-bottomed rails on concrete, fitted in the early 2000s, and have not had remedial work? How many kilometres do you need to remedy?

Peter McNaught (Director of Asset Operations, Transport for London): Off the top of my head, I do not know.

Caroline Russell AM: OK. Could you send that to us, please?

Peter McNaught (Director of Asset Operations, Transport for London): What I do know is that across the network we have fitted six kilometres of resilient fixings as a result of issues raised by residents. That is some six kilometres that have some 16,000 resilient fixings to reduce noise.

Caroline Russell AM: What proportion, roughly, off the top of your head, is that? Is that a quarter, 10%, 5%?

Peter McNaught (Director of Asset Operations, Transport for London): It is a small percentage. I reckon it is probably 1%, maybe 2%.

Caroline Russell AM: You say that the resilient fixings last for 10 years. Does TfL have a programme in place to make sure that there is a 10-year cycle of renewal? Do you have the funding to do that? Do you have the capacity? Otherwise, you are fixing it now when you get a hotspot of complaints, but you are not on top of it.

Peter McNaught (Director of Asset Operations, Transport for London): We do not have a planned schedule, but our intention would be that when we re-rail, we would replace the resilient fixings. When we go through and do a full renewal, we replace all the ballast, the sleepers and the rails. However, the rails wear quite quickly and so, if we went in at eight years to replace the rails, we would put new resilient fixings in.

Caroline Russell AM: How often do you re-rail? Is there a map of the Underground system that shows how many of these rails are likely to be causing problems with vibration currently and is there a projection with that? Otherwise, it is going to be like whack-a-mole. You are going to have residents popping up here and there with problems and you will be just dealing with things reactively rather than being on top of it.

Peter McNaught (Director of Asset Operations, Transport for London): I understand. In answer to your first question - how often we re-rail - it is not the same everywhere. Much depends on whether the rail is on a curve and if the trains are accelerating or braking. There are certain places where we would replace the rail as often as once a year. There are other places where we would not look at the rails for 10 years.

In answer to your question about whether there is a map - you asked the question earlier if we know exactly where the concrete sleepers are fitted - to my knowledge there is not, but I have already taken the action to go away and try to understand that for you. What we do have is a list of all the complaints that have come in. We have a plan based on the priority according to the number of complaints we have and the level of noise people are experiencing. We have a prioritised list to go and fix those resilient mounts to try to reduce the noise.

Caroline Russell AM: We also heard about rail-grinding machines. Do those deal with the vibrations from the rails on the curves? How exactly do these rail-grinding machines help? What is it that they do to reduce the vibrations?

Peter McNaught (Director of Asset Operations, Transport for London): I have mentioned our understanding about the effects of concrete sleepers, when we were fitting them back in the 2000s. We have been on a steep learning curve since the introduction of the Night Tube. When we first started the Night Tube, we thought that rail grinding might help with noise. What we have found is that it is a very short-term solution for what we call shortwave corrugation. Shortwave corrugation is where the ripple on the surface of the rail is less than 40 mm apart. As the grinder goes along, it makes the rail smoother. However, there is also a phenomenon called longwave corrugation where the whole grinder machine follows the dip and so the grinder does not help at all.

Caroline Russell AM: It does not make any difference.

Peter McNaught (Director of Asset Operations, Transport for London): What we found quite early on is that we would grind and if it was shortwave corrugation, the resident would be happy for a very short period of time and the noise would quite quickly come back.

The real purpose of grinding is to dress the surface of the rail to stop cracks. When we are in an area doing that work, we will divert the grinder to help a resident for a short period of time, but we no longer see it as a solution to remedy noise.

Caroline Russell AM: The remedy is about the fixings and the dampening between the rail and the concrete?

Peter McNaught (Director of Asset Operations, Transport for London): Correct. It was interesting to hear the residents' perspective on our process and the frustration behind that, but there is clear logic to it. When we first get the call, we want to get our sound engineers round to the property to get recordings of the noise, to try to understand and point us in the right direction, because there are many things that could cause the noise in the property. Then we have to inspect the track because the noise can be due to simple things, such as redundant joints in the track, badly-ground weld repairs. There are many simple, small-cost items that we can do that might fix the problem for the resident and so we do go through and do all of those things.

Caroline Russell AM: Are those things part of your regular track maintenance checklist?

Peter McNaught (Director of Asset Operations, Transport for London): We do routine maintenance to check that the track is safe but when we get a noise complaint, we start to go through and closely inspect. For example, do we have a joint here that is no longer used that we could replace with a weld that would not cause any noise? We would go through and do all of the checks first before we would look at fitting resilient mounts as a solution.

Caroline Russell AM: I gather you have been doing some trials of new noise-reduction technology in Woodford with noise barriers and the noise-dampening pads. Are the noise-dampening pads what you are talking about as something between the track and the concrete or is it something else?

Peter McNaught (Director of Asset Operations, Transport for London): That is something else. The Woodford noise is airborne noise. The resilient pads that have been referred to help with vibration-based

noise, where the vibration travels up through the ground, shakes the resident's house, and causes noise. The situation at Woodford is that the resident's property is within about 10 metres of the running rail on the Central line and it is noise coming through the air from the trains going past. We have been trying things. We went through the process. We looked for any damage to the track. We looked for redundant joints that we could remove. We did all those things but they did not assist the resident.

We had been working with an external company to look at a polymer to apply to the rail to try to dampen the noise given off the rail when the train goes across it. We fitted that and found that within 1 metre of the rail, it brought about quite a considerable improvement - about 10 decibels - but by the time you got to the resident's house, it had no impact at all because noise does not come just from the running rail, it comes from the wheels of the train, the train shaking past, so we moved on from that. We were looking to install a noise barrier, however, installing a noise barrier in itself causes problems because you are fitting a gigantic barrier behind someone's house, which then stops light getting into their neighbour's property, and so on. We are still in consultation about right for light, and so on, in relation to the noise barrier but in the interim, we have worked with the signalling team where we have response technicians in case there is a signalling fault. We have managed to relocate one to be based at Woodford so that on a Friday night we can put a temporary speed restriction on the line. You have to physically go to the track and put the speed restriction in. We have slowed the trains down between about 11.15pm and 5.00am on Fridays and Saturdays.

Caroline Russell AM: Does that reduce the noise?

Peter McNaught (Director of Asset Operations, Transport for London): The resident has observed a reduction of about 10 decibels in the noise generated in the property. It is the best we have seen of the things that we have been trying.

Caroline Russell AM: Is that something that could be rolled out in other locations?

Peter McNaught (Director of Asset Operations, Transport for London): It is something that I would be very cautious about, for two reasons. One is because on some lines, like the Central line, you have to physically send a human being every time and there is a big cost in having to do that. Also, if we put too many speed restrictions in, Nick [Dent] will not be able to deliver the timetable without having to pay for extra drivers because all that delay results in having to have more train operators. The lines where there is the most potential to do it easily would be the Jubilee and the Northern lines because you do not have to physically send someone to make the change.

Caroline Russell AM: Thank you. We have a lot more understanding about what the issues and the remedies are.

I do want to go back to the issue of TfL's engagement with residents. On Crossrail and High Speed 2 (HS2), residents who were affected by noise were offered alternative accommodation while problems were resolved. I gather that there is no TfL compensation scheme for residents. Is that something that you have looked at and if you have looked at it, why have you decided not to have a way of helping residents out who are dealing with problems when they are in the process of being resolved?

Peter McNaught (Director of Asset Operations, Transport for London): Probably a couple of things. One, our railway is an existing railway. Crossrail and HS2 are making commitments because they are introducing a brand-new railway and it is a new railway that has to comply with the legislation that was mentioned earlier. We have an existing railway and we decided that any spare money we had, rather than compensating residents or putting them in hotels or moving them to different accommodation, was to be

invested into trying to make our track the best it could possibly be, to be the best neighbour we can be within the funding we have.

Caroline Russell AM: OK. The things that TfL could show Londoners that they are trying to make a difference about would be around the ease of communication rather than compensation to individual people.

Peter McNaught (Director of Asset Operations, Transport for London): Yes. Ease of communication but equally, in my budget, I have £1 million a year towards noise reduction technologies where we are working with Southampton University, we are working with Cambridge University. With Southampton, we are still working on a polymer that we might be able to apply to the track and to the train wheels to reduce airborne noise.

We are also working with some of the manufacturers because often we will get issues with residents where we manage to fit the resilient mounts where there is flat bottom rail and concrete sleepers but where a resident has a problem from either flathead rail or bullhead rail on wood, there currently is not a resilient fastening on the market. We are working with those manufacturers to try to get a resilient mount through an approval process to help residents with that.

Caroline Russell AM: For that situation, thank you very much. I just wondered, Katharina. Do you have anything else that you want to add since you are here in front of us or do you feel that everything is covered?

Katharina Kort (Tube Noise Action Group): Thank you very much. It was a very comprehensive summary. The main question for me is how you can make sure that the knowledge which has accumulated here now will remain in the group and I would like the Chair to also find a way to make sure people are aware of this issue.

The biggest issue for London and for TfL is to find a way to make TfL responsible for noise and to have some sort of statute or policy in place where even if, in 15 years' time when we all are at different places in our lives, somebody can point to legislation and say, "TfL does great stuff with transport and they also take care that people can sleep at night".

Peter McNaught (Director of Asset Operations, Transport for London): Can I respond to that? I see myself as responsible for noise. I was the Operations Director in charge when we introduced the Night Tube on the Victoria and the Central lines and I have not gone anywhere. Duncan Weir, who works for me as the Head of Track, he was the Head of Asset Systems at that time. We are still here, and we are still working on noise.

Holding us to account is great and we track ourselves on the number of open complaints we have. The one thing I would say is that we deliberately did not set a limit in TfL. There are a number of residents that I am helping now to whom, if I followed the WHO guidelines, we could just say, "Sorry". We are trying to help some residents who are being disturbed by between 29 and 32 decibels because we have decided, as TfL, to deal with every individual case as it comes based on the number of people being disturbed, to try to be as good a neighbour as we can. Where people are suffering high levels of noise, it is not through the fact that we do not care. It is because we have exhausted technology and, at that point, we start to keep them regularly informed, do regular noise readings and work with academia to try to find solutions.

Caroline Pidgeon MBE AM (Chair): OK, thank you. Access into TfL is part of the issue to start with. Let us move on. David, you are going to look at night buses, taxis, private hire.

David Kurten AM: Yes, thank you very much. Good afternoon. My questions are mostly going to be to TfL as well. I am interested in how the Night Tube has affected other modes of transport. I will start with buses. The night buses run at night as well and have done for a long time. What has been the impact of the Night Tube on night bus routes and their frequency?

Peter McNaught (Director of Asset Operations, Transport for London): I will take that. First of all, we recognise that night buses are key to the system with the economy as well. Following the launch of the Night Tube, if you remember, we introduced additional night buses out where the Night Tube terminated to help customers finish their journey.

We have seen those buses successful on a Friday and a Saturday night but last year, we have seen, over the whole of the night bus service, around a 9% softening of night bus usage. That is across the whole network. It is concentrated around the Friday and Saturday night, mostly on the arterial routes that are now covered by the Night Tube. As TfL, we have not lost the fare. The customers have just chosen to take the Tube because it is faster and it gets them to where they want to go.

It is also worth noting that we have seen that decline in Night Tube, not 9%, but equally, on the nights that Night Tube does not run, we have seen a softening in the night bus market.

David Kurten AM: Was it 9% in the other days or was it lower?

Peter McNaught (Director of Asset Operations, Transport for London): No. It was higher on Friday and Saturday. Overall, on average, it is 9%, but in the weekdays, we have seen a general softening as well, less than 9%.

David Kurten AM: Less than 9% and so maybe 2, 3, 4 or whatever percent. Yes, OK. Thanks. How about taxis? The Night Tube can then connect with taxis out in outer London on the stations people travel to. Have you put in taxi ranks in all the stations where the Night Tube goes to or not?

Peter McNaught (Director of Asset Operations, Transport for London): We have not put them in all. We have 45 taxi ranks, 41 of which were put in specifically for the Night Tube. The most recent one we put in was at Acton Town Station. Our commitment is we will continue to work with local authorities where there is a need to, to try to get more taxi stations.

David Kurten AM: Do you know how many do not have taxi ranks yet?

Peter McNaught (Director of Asset Operations, Transport for London): I do not have that off the top of my head. I can certainly get it.

David Kurten AM: OK. It would be good to know and then if you have any plans to put taxi ranks in those stations that do not have them yet.

Peter McNaught (Director of Asset Operations, Transport for London): It is not every station or just where the Tube comes to at any station.

David Kurten AM: Every station would be good, but what do you think? Do you think that every station needs a taxi rank or are there are some that you think do not need them?

Peter McNaught (Director of Asset Operations, Transport for London): My focus would be on the terminuses, but it depends on how many people are requiring them first.

Caroline Pidgeon MBE AM (Chair): The recommendation was for every station served by the new Night Tube and the Overground now should have a taxi rank.

David Kurten AM: Yes. How about similar to taxis but private hire vehicles? How has the Night Tube affected demand for private hire vehicles?

Peter McNaught (Director of Asset Operations, Transport for London): I do not have that information. We can try to get it, but I do not have it.

David Kurten AM: I am also concerned with unlicensed private hire vehicles because you license about 120,000 private hire drivers from TfL. There are unlicensed ones as well that do carry on their business without being licensed by you, which is a problem. Has TfL increased enforcement activity against unlicensed driver hire cars or vehicles at Night Tube stations?

Peter McNaught (Director of Asset Operations, Transport for London): Again, I do not have the answer to that. I would have to take it away.

David Kurten AM: Yes. It would be good if you could let us know. Thank you.

Caroline Pidgeon MBE AM (Chair): We should have let you know in advance that we were going to be asking some things around that.

Peter McNaught (Director of Asset Operations, Transport for London): Sorry about that.

Caroline Pidgeon MBE AM (Chair): OK, thank you.

David Kurten AM: All right. Thank you.

Caroline Pidgeon MBE AM (Chair): Let us move on to extensions and financial sustainability.

Tom Copley AM: Thank you, Chair. Yes. I believe that the intention is to expand the Night Tube to the Circle, District, Hammersmith & City and Metropolitan lines. Is that correct?

Nick Dent (Director of Line Operations, Transport for London): We are currently doing a major transformation programme across subservices.

Tom Copley AM: Yes, indeed.

Nick Dent (Director of Line Operations, Transport for London): It is not close to it. It is about 40% by geography of the Underground network. That programme is due to run through to the early 2020s. A lot of the work is taking place at night. Once we have completed that programme, that would certainly facilitate an extension. That is something we will be looking closely at.

As I said, the subservice is a big railway in its own right. We would obviously want to look closely at where we felt demand existed. It might not be normal --

Tom Copley AM: You do not have specific proposals for it at the moment, but it is your ambition. Is that correct?

Nick Dent (Director of Line Operations, Transport for London): Yes, correct. If there is a demand for it, we would certainly look at that. That could be on part, if not all, of the network.

Tom Copley AM: What other plans do you have in terms of expanding the Night Tube and the night Overground?

Nick Dent (Director of Line Operations, Transport for London): Taking each area in turn, the Bakerloo line, as you may know, is one of our oldest lines. Running a night service on the Bakerloo line now, we believe, would have a detrimental impact on its reliability just because of the extra demand on the infrastructure. In the longer term, with the Bakerloo line extension such as Lewisham, then we would certainly foresee potential there.

Elsewhere across the network, if we look at the Central line, we certainly get across the network, probably West Ruislip is the area where people comment most about there not being a service. That is somewhere we would consider as part of future plans.

On the Piccadilly line, Terminal 4 is closed at nights. We would not plan to go there and we do not foresee a big demand on Uxbridge and Rayners Lane branch.

Aside from the Tube network and part of a bigger passenger network there, London Overground, we have a service running between Highbury and Islington and New Cross Gate. A lot of the rest of the London Overground network is the infrastructure done by Network Rail. There is a lot of complexity there in terms of night maintenance and other night freight services. We will continue to explore that with Network Rail.

The DLR is another area we are looking at. The current contract is due to run through to 2021. There would be a significant cost if we made a change before that but in the procurement of a new contract, we would consider the demand and whether there is a case for rollout across part of all the DLR.

Tom Copley AM: Yes. I had some questions back from the Mayor on potential night services of the DLR which he said was part of the negotiations. I was going to ask you about the night Overground, but I do appreciate it is Network Rail track. Can you give us an idea of where the most likely parts of the Overground in terms of being the easiest bits to bring in and where you have the most productive discussions with Network Rail?

Nick Dent (Director of Line Operations, Transport for London): Yes. I am not sure with the Overground, I am sorry. We could get that information.

Tom Copley AM: Yes, that would be helpful.

Nick Dent (Director of Line Operations, Transport for London): I know Network Rail are working on initiatives to increase the possibility of operating at night. I know we are working with Network Rail on that, talking to them and we would be very keen to share our experience of how we have shaped our maintenance programmes to make it work. On the specific of where it might operate on Overground, then we will get you some information on that.

Tom Copley AM: We were talking earlier about Crossrail and getting the day service, as it were, going. Is there an ambition eventually to operate a Night Tube service on Crossrail?

Nick Dent (Director of Line Operations, Transport for London): We could, potentially. There is not a clear plan for that at the minute but if there was demand through the central section. Again, part of the Elizabeth line will run across Network Rail infrastructure. Back to my previous point; the central section mirrors a lot of the Central line, but if there is a case and a demand for running night services in the longer term, then we would seriously consider that.

Tom Copley AM: Yes, sure. Do you have an expected completion date for the rollout of Night Tube services or is it very flexible going forward?

Nick Dent (Director of Line Operations, Transport for London): Yes. It is going to evolve. The next major change, the point we started with, would be the completion of the Four Lines Modernisation programme on the subservice. That would be the next big milestone for us. Beyond that, the Bakerloo line, which I mentioned earlier, is out into the late 2020s.

Tom Copley AM: When we get the new trains.

Nick Dent (Director of Line Operations, Transport for London): Yes. That would be a much longer-term change.

Tom Copley AM: Sure. Do you have any plans for operating a Night Tube on any other days apart from Friday and Saturday or is that unfeasible?

Nick Dent (Director of Line Operations, Transport for London): Not currently. Peter may comment on some of the maintenance implications, but not at the moment.

Tom Copley AM: No, OK.

Peter McNaught (Director of Asset Operations, Transport for London): We have managed to do the maintenance that we used to do on Monday to Friday on Sunday to Thursday. To start to go for three days would cause us some difficulties in organising rosters.

Tom Copley AM: For sure.

Peter McNaught (Director of Asset Operations, Transport for London): It would be possible, but it would be quite difficult.

Tom Copley AM: OK. In terms of the financial side, are further extensions dependent on the financial position of TfL improving? I know it makes a slight loss at the moment although is expected to break even within three years. Is that right?

Nick Dent (Director of Line Operations, Transport for London): Yes. There were two things for our big vision for the Night Tube. It was supporting London to grow as a 24-hour city and supporting the economic development of the night time. It was always also about reducing customer journey times. We have been successful on both fronts. Journey times are down by an average of 20 minutes. Clearly, we need to take the financials into account but the Night Tube, I would describe as just like the rest of the bigger network. London Underground as a whole does make an operating surplus, £600 million last year. It is quite unusual across the

world for a metro of our type to do that. Within the Business Plan, we have measures to increase that surplus further over the coming years.

We would take decisions about future services in the round, financials, but also those other two big success criteria about cutting passenger journey times and continuing to support the development of London as a 24-hour city.

Tom Copley AM: Is it feasible that the Night Tube could eventually make a surplus or do you think that is unlikely?

Nick Dent (Director of Line Operations, Transport for London): No. That is certainly feasible. It is our plan that it would do over time. We are meeting the current budgetary targets but that is something we would expect over time.

Tom Copley AM: Finally, has there been a drop in income on night buses as a result of the Night Tube at all? Are you aware?

Nick Dent (Director of Line Operations, Transport for London): Peter referred earlier to a softening of demand, partly in the Night Tube areas and elsewhere. Yes, that has been a softening. Customers are transferring to the underground in most parts, therefore, we are not losing the revenue.

Tom Copley AM: OK, thank you.

Caroline Pidgeon MBE AM (Chair): Thank you very much. I am pleased that comes to the end of our session. I am so sorry we have overrun with our first one. I have to say I take away how low the crime seems to be. I am quite astonished by that.

Thank you so much for your contribution this morning. Thank you to Richard [Dilks] and Katharina [Kort], who has had to leave already; Robin [Smith] from the BTP; and Nick [Dent] and Peter [McNaught] from TfL. There are some full-on pressures we have and things you were not able to answer, if we could get some of that detail? It is the way residents are able to contact TfL that seems to be the issue mostly here. Thank you very much for your time this morning and afternoon.