

Best Value Performance Plan

Summary 2005



TfL's Best Value Performance Plan Summary

Set up in July 2000 to manage transport in the capital, TfL has delivered significant improvements in transport services in London which has resulted in a substantial increase in public transport usage. Bus travel has increased by more than 38 per cent, London Underground usage by 3 per cent and DLR usage by 65 per cent. As a result, the share of travel by public transport has increased from around 32 per cent in 1999, to 36 per cent in 2003, while travel by car has fallen by 4 per cent or 400,000 trips per day.

Delivering Improvements to London's transport network

London's Transport system has suffered for decades from a lack of consistent investment. However, a groundbreaking funding settlement with Government in July 2004, has provided a once-in-a-generation opportunity to reverse this decline. TfL has the certainty of being able to invest £10 billion in London's transport over the next 5-years.

Investment programme highlights include:

- Station modernisation and refurbishment at 200 London Underground stations by 2010.
- The East London Line will be extended north to Dalston Junction and South to West Croydon and Crystal Palace which is due to open by 2010
- Two new bus based transit schemes – East London transit and Greenwich Waterfront are due to be completed by 2007 and 2008 respectively.
- The Thames Gateway Bridge, the first new London road bridge to span the Thames for more than 70 years is due to be completed by 2012
- £149m is to be spent on road safety improvements on TfL's road network
- A new bus radio, vehicle location system is due to be introduced by 2008 – this will assist in improving bus reliability and provide better real-time information to bus users.
- Investment in local areas and sustainable travel to improve the quality, safety and accessibility of the local environment to support local communities.
- Improving London's environment such as the introduction of a London-wide low emission zone by 2007.

Further information on the Investment Programme can be found using the link below:

<http://www.tfl.gov.uk/tfl/downloads/pdf/investment/tfl-5-year-plan.pdf>

TfL has been rated as an 'Excellent' organisation

TfL and other functional bodies of the GLA group have undergone an Initial Performance Assessment (IPA), administered by the Audit Commission. IPA is a version of Comprehensive Performance Assessment (CPA) which has been concluded for all top tier Local Authorities and district councils in England. The assessment examined how TfL is run and how that affects the way TfL delivers its services and plans for the future.

The Audit Commission rated TfL as an 'excellent' organisation, which places it in the top 18% of authorities who have achieved this result under CPA. This is welcome recognition of the improvements TfL has delivered to London's transport and keeping the capital thriving.

The report was published by the Audit Commission on the 25 November 2004 and can be found using the link below:

<http://www.audit-commission.gov.uk/Products/BVIR/1A7E1050-3DA6-11d9-A86E-0010B5E78136/TransportForLondonInitialPerformanceAssessment25Nov04REP.pdf>

Buses success story

London's buses are the big success story of the past five years. In April 2004, London Buses were awarded Beacon Status in recognition of the significant improvements to service delivery over the last four years including increased patronage, improved accessibility and service quality. The Beacon Scheme is run by the Office of the Deputy Prime Minister (ODPM).

Both service levels and bus reliability have substantially improved thanks to the effects of Congestion Charging, transport policing, bus priority measures and the introduction of quality incentive contracts.

Key achievements on buses are:

- The highest number of passengers since 1968 with 1.7 billion trips in 2003/04 and 1.8 billion trips expected in 2004/05.
- Fastest rate of passenger growth since 1946, with an increase in bus ridership of 38 per cent between 1999/00 and 2004/05 (expected).
- Highest operated kilometres since 1957 with 437 million kilometres in 2003/04 and more than 455 million kilometres expected in 2004/05.

The volume of bus services continues to rise with London Buses daily carrying up to 6 million passengers. London bus occupancy is now twice the level of other English metropolitan areas. TfL research shows that currently only 18 per cent of Londoners do not use buses, compared to 24 per cent a year ago.

Congestion Charging

The central London CCS was introduced on 17 February 2003 as one of the world's first urban inner city congestion charging schemes. After its two years of operation:

- The scheme has reduced congestion - traffic delays - by 30 per cent within the charging zone. Accidents and vehicle emissions in Central London have also been reduced.
- Inside the charging zone, traffic levels have been reduced by 15 per cent. Bus services are now more reliable, with bus routes that operate in and around charging zone, experiencing 60 per cent less disruption due to congestion. Excess waiting time on routes in and around the zone has fallen by a third.
- Of the 65,000 to 70,000 car trips that are no longer made to the charging zone during charging hours: between 50 and 60 percent have transferred to public transport, 20 to 30 percent now divert around the charging zone (these being trips with both origins and destinations outside of the zone), and 15 to 25 percent have made other adaptations, such as changing the timing of trips.

London Underground

Every day LU carries more than 3 million customers over 408 kilometres of track, on over 500 trains, to 275 stations¹ in a 30-mile radius of Central London.

To address the years of under-funding the Government decided to implement a Public Private Partnership (PPP). The contracts will last thirty years and enable around £8 billion to be invested in the Underground's infrastructure over 15 years.

The following short-term accessibility improvements have been made by LU in parallel to progress towards a step-free network of 100 stations by the year 2020:

- Improvements to staff customer service training, with the focus being “responsive to customer needs”.
- A process for reporting the status of lifts and escalators and communicating this to customers.
- There had been improved consultation and a strengthening of relationships with user groups such as DaRT (the Accessible Transport Users Association), Changing Faces and SCOPE (both are disability and equality organisations).
- Accessibility improvements to tube website and the publication of the tube access guide and London Underground’s accessibility plans.

In February 2005, seven modernised and refurbished stations were completed by Tube Lines which represent the first delivery of the TfL five-year, £10 billion Investment Programme.

This work is just another step for TfL as we begin to deliver a massive improvement programme to London Underground. Work on the additional carriage for Jubilee line trains is progressing well for introduction in early 2006 as is our programme to replace the signalling systems on the Jubilee and Northern lines.

Oyster Card

The Oyster smartcards help move London towards the day when cash will no longer be used on transport, can have weekly, monthly and annual travel cards placed on them, or money in the form of Pre Pay, which debits the cost of a journey. ‘Pre-pay’ was extended to buses and Tramlink in May 2004.

Developed to help reduce queues at Tube ticket offices and gates, and to speed up buses, over 2.5 million Oyster smartcards are in customer use, with this number increasing by the thousands every day.

Transport Police

Together with the Metropolitan Police, Transport for London created the Transport Operational Command Unit to combat illegal touting and illegal minicabs, deal with the congestion on London’s roads, and cut crime on the transport network.

¹ Of which LU operates 255

From June 2002 to November 2004, TOCU had:

- Made 10,107 arrests for a variety of offences.
- Issued 5,212,146 tickets for offences on red route.
- Removed 5,896 illegally parked vehicles from red routes.
- Undertaken 162 dedicated taxi inspection operations, with more than 5,538 vehicles stopped and over 795 impounded.

Efficiencies Programme

TfL is committed to providing value for money and ensuring that public resources are used efficiently. TfL achieved efficiency gains £42 million in 2003/04, and is now on target to deliver a further £107m in 2004/05. TfL has plans to save a further £870m cumulative between 2005/06 – 2009/10, meaning that the overall programme is expected to deliver more than £1bn of efficiency gains.

At the heart of TfL's efficiencies programme is a commitment to re-cycling all achieved efficiencies into London's transport and in particular, improving front-line services.

Future Plans

The challenge for the future is to keep pace with the increasing demand for transport while continuing to deliver a safe and reliable service whilst balancing the need to travel.

Since 1989 London has been the most rapidly growing major city in Europe, seeing an increase of half a million people in the last 15 years. Both the Greater London Authority and the government agree that London's population is set to increase by 800,000 over the next 15 years with employment in the capital increasing by 636,000.

Journeys across all modes of transport are expected to increase by 2 million trips a day. This makes the construction of new transport links, such as Crossrail and the extension to the East London Line, vital to London's economic progress.

An important element of the Mayoral and TfL policy is the reduction of the growth in travel demand by influencing the mode of transport used, for people and goods through behavioural change measures, known as "smart options", these include:

- School Travel Plans which consider journeys patterns to school by children and staff, with the aim of reducing the proportion of trips undertaken by private car.
- Travel Awareness Programmes that seek to raise public awareness and promote the use of alternative transport modes to encourage people to leave their cars at home. Examples of awareness campaigns include, Walk to School Week and National Bike Week.
- Work Place Travel Plans which aim to reduce commuting and business travel, particularly by private car and are usually targeted at one or more of the following groups: employees, visitors and deliveries/servicing.