

Transport for London news

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Introducing 'London Overground'

London's rail passengers will soon be able to board the 'London Overground', under plans announced in September by Ken Livingstone, Mayor of London.

From November next year, 'London Overground' train services will operate on the North London Railway under the management of Transport for London (TfL), when it assumes responsibility for the railway from the Department for Transport.

Operating under a new TfL London Rail Concession,

'London Overground' services will also run on the East London Railway when it opens in 2010, following TfL's £1bn extension of the existing East London Line.

The new London Overground brand, complete with its own TfL 'roundel', was unveiled at City Hall by Ken Livingstone. He said: 'For decades, national rail services in London have been neglected and in many cases under-utilised. (continued)

MAYOR OF LONDON

Transport for London



Continued from front page



The transfer of responsibilities to TfL and the dawn of 'London Overground' will start the much needed revitalisation of London rail services, bringing the standards of service up to the levels of the Tube and the buses.'

The Mayor signalled his commitment to deliver a rail link at Dalston Junction to connect the North and East London Railways by 2010, ahead of the London 2012 Olympics.

This will allow 'London Overground' passengers to travel between Richmond and West Croydon via Dalston Junction and is the first step towards an orbital rail link for London.

The contract to run 'London Overground' services will be awarded by TfL to a single train operator, under strict conditions which meet TfL's requirements for safety, security, staffing, ticketing and train frequency.

From November 2007, 'London Overground' passengers will benefit from a programme of improvements on the North London Railway, funded by TfL's £10bn Investment Programme.

These include:

- More staff at stations
- Oyster ticketing at all stations
- Station upgrades
- New trains from 2009, with the provision for longer trains and more frequent services in the future

New Oyster deal boosts London tourism

International visitors are now able to buy and receive Oyster cards before they arrive in the Capital, giving them quicker, easier journeys and more time to enjoy their trip.

A new partnership between TfL and VisitBritain means VisitBritain will be the first organisation to sell Oyster cards through its online shops at visitbritaindirect.com.

Initially the cards will go on sale in India, Hong Kong, Singapore, Spain, Portugal and the USA followed by the rest of VisitBritain's online shops by March 2007.

By this date, VisitBritain's worldwide online shops will sell a wide range of tourism products, including transport, event and attraction tickets, touring



passes, accommodation guides, books and maps, ensuring that its websites are the first port of call for visitors as they prepare to travel to the UK.

Back in the loop

The Piccadilly line's Heathrow Terminal 4 loop reopened on 17 September, following a 20-month closure for essential engineering work. Re-opening the loop means that Tube services will once again serve Terminal 4.

The loop closed in January 2005 so that a new rail junction could be built to connect the existing line with an extension to the new Terminal 5, due to be completed in 2008. The project is being funded by Heathrow Airport Ltd, a subsidiary of BAA.

During the closure, Terminal 4 Underground station was refurbished by Tube Lines. Security and information enhancements include a new control room with a window overlooking the ticket hall, improved CCTV, passenger Help points, better lighting and a new PA system. A tactile strip has



been fitted along the platform edge to benefit the partially sighted.

New fares encourage switch to Oyster card

Mayor of London Ken Livingstone has announced a new package of fares designed to accelerate the switch from cash to Oyster in a bid to speed up buses and reduce Tube station ticket queues.

Over the past year, cash use on buses and Tubes has halved as people have chosen Oyster. From January 2007, in many cases, Oyster pay as you go single bus and Tube fares will be half the cash fare for the same journey.

Two years ago the Mayor said bus fares would rise by 10 per cent above inflation for three subsequent years to help fund the biggest programme of investment in London transport for 50 years.

This year, he revealed that the third increase has been reduced from 10 per cent to 3.8 per cent above inflation as TfL's finances have been boosted by better management and efficiency savings.

The Mayor said: 'The new fares package will help families with free travel on buses for all under-18s in education, free Tube and Docklands Light Railway (DLR) travel for under-11s from Easter 2007 and a 50p Oyster fare for all under-16s on the Tube.

'At the same time, the big differential between cash and Oyster card fares is designed to speed up the system by getting people to switch from cash to Oyster. I want to see every Londoner paying the lowest possible fares by switching to Oyster.'

On the buses

- The Oyster peak single fare remains at £1 and the one day cap is also frozen, so Oyster users will never pay more than £3, however many trips they make each day
- Passengers not using Oyster will pay £2 in cash for the same journey
- The Oyster off-peak fare will rise from 80p to £1
- The One Day Bus Pass is frozen at £3.50 and the Weekly Bus Pass increases from £13.50 to £14

On the Tube

- All Oyster single fares are frozen and the daily Oyster cap remains 50p below the One Day Travelcard price
- The cash single fare for all journeys via Zone 1 will be £4, meaning passengers using Oyster pay as you go for the same journey could save up to £2.50 per trip

In addition to the roll out of Oyster on the North London Railway once TfL takes over in November 2007, the train operating companies will introduce zonal fares from January 2007, resulting in a single set of fares for all national rail services in London.

Free guide to assisted transport

Making London an easier city for everyone to get around is a major priority for TfL and, as such, it provides a range of assisted transport services for people who have mobility problems.



For those wishing to find out more about the services available and whether they are eligible, a free guide called 'Assisted transport services in Greater London' has been published.

It provides details of what's available, including how to contact, join and use Dial-a-Ride, Taxicard and Capital Call. It also includes contact information for community transport and Shopmobility services in the London boroughs.

The guide is available in standard text, audio and large print in Arabic, Bengali, Chinese, English, Greek, Gujarati, Hindi, Punjabi, Turkish, Urdu and Vietnamese, as well as in English Braille.

To obtain a free copy, write to Assisted Transport Services, Transport for London, Public Carriage Office, 15 Penton Street, London N1 9PU. Or [email **ats@pco.org.uk**](mailto:ats@pco.org.uk) quoting your name, address and which format and language you require.

Buses day of action

Transport for All held an event on 21 September, with support from London Buses, to highlight the issues faced by disabled people when using the Capital's buses.

Around 230 wheelchair users attended the 'day of action' and feedback has been gathered to establish a real picture of their experiences.

Mike Weston, Operations Director for London Buses, said: 'We were pleased that so many wheelchair users took part in the event. We've done a lot of work to make London's bus fleet wheelchair accessible, and if even a small proportion of participants decide to use London Buses more as a result of this day of action, then I will consider it to have been a great success.'

The Capital has the world's largest wheelchair accessible bus fleet with all 8,200 vehicles fitted with low-floor ramps. TfL is working hard to ensure that other transport modes, such as the Tube, are also becoming user-friendly to all.

There are many barriers (both perceived and actual) stopping wheelchair users taking the bus. Issues include the fear of the ramp failing or children's

buggies taking up the wheelchair space. There is also the worry that the bus driver won't stop if they see somebody in a wheelchair at a bus stop.

To combat this, TfL regularly monitors bus drivers' standards with independent 'mystery shopper' surveys. It has also introduced campaigns to encourage parents to fold their children's buggies if asked to do so by the bus driver. Bus companies are aware that they are required in their contracts to ensure ramps are fully functional before the bus leaves the garage.

A40 construction team award

TfL's A40 Western Avenue Bridge Replacement project site in Acton has been recognised for its contribution to the local community. The Considerate Constructors Scheme, a national body which recognises best practice in the construction industry, praised the team's success in minimising disruption to the local community and reducing the project's environmental impact.

Have your say



A public consultation has been launched into extending the Croydon Tramlink network to Crystal Palace, and TfL is looking for views from the public.

Under the proposals, the extension would greatly improve the accessibility of Crystal Palace, providing

interchanges with the East London Line and Crystal Palace bus station. It would also widen the use of a more environmentally friendly mode of transport, contributing to the reduction of carbon emissions, and the regeneration of the area.

TfL assessed the technical feasibility of a number of potential route extensions and the Crystal Palace extension was the first to be granted funding for development and consultation from the £10bn Investment Programme. It is also working closely with the London Development Agency on its plans for the regeneration of Crystal Palace Park to ensure any proposals are well coordinated.

In mid-October, local residents will receive a brochure on the potential routes. They will then have the opportunity to speak to members of the project team at events taking place in November. The consultation will continue until December 2006.

For a copy of the consultation brochure and more details, visit tfl.gov.uk/trams

London on the move

Following extensive analysis by TfL to understand the future requirements on the transport network, a major report, 'Transport 2025: Transport challenges for a growing city', has been produced.

The report has identified three objectives that are essential for TfL. These are:

- To support sustainable economic development by improving public transport and managing traffic congestion
- To improve social inclusion by making transport far more accessible and secure for users
- To tackle climate change and enhance the environment by reducing pollution and noise

Over the next 20 years, London's population is projected to grow from 7.5 million to 8.3 million. This means the 27 million journeys made each day in 2005 are expected to increase to 31 million journeys a day by 2025, presenting a significant test for the Capital's public transport network.

To accommodate the growth predicted in the report, the capacity of public transport must be increased. Principally this will be undertaken on rail and the

Underground, but also with the expansion of the bus network, light transit, and increased capacity for walking and cycling. This expansion and improvement must be achieved on a sustainable basis.

The document, which has received a positive response from stakeholders, is designed to provide a framework for TfL's application for funding in the next Spending Review in 2007. TfL is considering comments from stakeholders and will provide an update later in the year.

For a copy of the report, visit tfl.gov.uk/T2025

PPP and the future

The third annual report on the performance of the Public Private Partnership (PPP) - 'London Underground and the PPP: the third year 2005/06' - has been published by London Underground.

The full report is available at tfl.gov.uk/pppreport

Back to school for speeders

Some speed offenders in the Capital are being offered the chance to attend speed awareness workshops instead of receiving a fixed penalty fine and points on their licences.

The two-and-a-half hour courses cost the driver £72 and are being run by the London Safety Camera Partnership, which includes TfL and the Metropolitan Police among its members. They aim to change people's attitudes towards speeding.

Commander Shabir Hussain, Head of the Metropolitan Police's Traffic and Transport Unit, said: 'This initiative is paving the way forward and gives the enforcement agencies another tool to

combat those who speed on London's roads.

'While penalty points are still valid, it is the belief of the partnership that education can improve road safety for everyone. We look forward to measuring the effectiveness of these speed awareness workshops and hope that they will have a significant impact on casualty reduction and making London's roads safer.'

In the areas where these workshops have already been introduced, 90 per cent of the people who attended said they intended to drive slower, or much slower, following the course.

September's cycle fever



Around 100,000 people lined the Capital's streets to see the world's elite cyclists in an action-packed final day of the 2006 Tour of Britain cycle race on 3 September.

After five days of riding through spectacular countryside from Glasgow through the North West, Yorkshire, the West Midlands and the South East, the final leg took place once again in London. A new route took in some of the Royal Parks and many landmarks culminating in a thrilling 20-lap sprint round St James's Park in front of Buckingham Palace.

A number of high profile national and international cycle races also took place on the day. This included a stage of the World Handcycling Championships with a line-up of 60 international

para-Olympians, a Women's Grand Prix race, a junior race and the annual amateur elite London Grand Prix. On the same day, Bikefest, London's festival of cycling, hosted by TfL, took place in the Mall. It gave visitors an opportunity to try out bikes, see the latest brands and catch up on innovations in cycling.

TfL sponsors the Tour of Britain to promote cycling both as a sport and also as a form of transport. Next July, hot on the wheels of the Tour of Britain, the Capital will host the opening leg of the Tour de France. Both these prestigious sporting events are expected to fuel the public's enthusiasm for two wheels.

Since 2000, the numbers of people taking up cycling in London has risen by 72 per cent and TfL has increased investment in cycling from £5.5m in the same year to £24m in 2006/07.

Cutting crime

Crime is down on the Tube and DLR thanks to more police on the network, according to figures from the British Transport Police. Overall offences fell three per cent last year, a direct result of the Mayor and London Underground's policy of getting more officers and staff out and visible on the network.

DLR trains for Games



Fifty-five new DLR carriages have been ordered to significantly improve the accessibility of East London in preparation for the 2012 Olympic Games.

The £100m order will boost the DLR fleet to 149 and the trains will service the future Stratford International extension when it opens in 2010, and its link to the Olympic Park.

Much of the design work for the carriages has already been completed with manufacturer Bombardier. They will have a modern, sleek look and will use advanced technology to improve passenger comfort and reliability.

Following testing, all the cars will be operational by late 2009, with many running before that date.

Free travel for 16 and 17-year-olds

London's 16 and 17-year-olds in full-time education can now benefit from free travel on buses and trams.

From 1 September, teenagers living in London can claim their free travel by applying for a 16 to 17-year-old Oyster photocard, which will also allow them to travel at half the adult fare on the Tube and DLR.

The scheme, which was given the go-ahead by Mayor Ken Livingstone in May following an election commitment, aims to help young people to continue studying, improve employment prospects and promote the use of public transport.

The Mayor said: 'This will help young people reach their full potential through continued studies and is a cost-saving measure for thousands of London families. Nearly 130,000 16 and 17-year-olds in London can benefit from this policy.'

Application forms for the new 16 to 17 Oyster photocard are available from Post Offices and must be authorised by a school or college. A number of forms have also been distributed to schools and colleges for the start of the new term.

The old-style 16 to 17 paper photocards will not be valid from 2 January 2007. All 16 and 17-year-

olds not in full-time education, or who live outside London, will still be able to apply for a half-fare concession on adult rate Oyster single fares, and 7 Day, monthly and longer period Travelcards, Bus Passes and Tube only season tickets.

Yellow Pages launches travel section

TfL has joined forces with publisher Yell Group to launch a new travel section in the Yellow Pages. It will feature all local travel information, as well as practical details on the Congestion Charge, Oyster card, Dial-a-Ride, plus taxi and private hire vehicles.

The service complements TfL's range of customer travel information sources, which include:

Journey Planner

tfl.gov.uk/journeyplanner

Text alerts

text TfL to 60835

24-hour travel information line

020 7222 1234

London top for public transport



Travellers from around the world have voted London the top city for public transport in a survey conducted by online travel community, TripAdvisor.

More than 2,000 travellers were asked what they thought about getting around in different holiday

TfL awards £223m new trains contract

A £223m contract to build and maintain more than 44 new trains has been awarded to manufacturer Bombardier for operation on the North London Railway and the extended East London Line.

Funded by TfL's £10bn Investment Programme, the new trains will cater for high volumes of passengers, significantly improving the comfort, reliability and overall quality.

Twenty-four, three-car trains will be delivered to the North London Railway and are expected to enter service in 2009. The extended East London Line, which is due to open in 2010, will receive 20 four-car trains.

destinations. London was voted best overall for public transport by a quarter of respondents, followed by New York (16 per cent) and Paris (12 per cent). Los Angeles was nominated as the worst city for public transport.

Mayor Ken Livingstone said: 'This poll is further evidence that the public, both in London and around the world, respond positively to pro-public transport policies, such as those being carried out in London.

'Through sustained investment over the last six years, London's public transport has seen significant improvements after decades of decline. London now has better bus services - which are now more frequent, reliable and extensive - combined with reduced congestion, smartcard ticketing and a big growth in cycling.

'We are now investing £10bn over a five-year period to meet London's transport needs, constituting the biggest investment in London's transport at any time since the Second World War.'

While London is considered to be the best city for public transport, it's also considered to be the most expensive city for getting around by nearly a quarter of all respondents.

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