Transparency Strategy Consultation Report
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1 Background

TfL is committed to improving transparency for our customers and stakeholders and we are making more information available than ever before.

With responsibility for billions of road and public transport journeys every year and an annual budget of around £11bn, we are a large organisation undertaking a wide range of activities. We publish a huge amount of data reflecting the scale of what we do including contracts, expenditure, operational and financial performance, customer satisfaction and journey patterns. This helps people understand how we run London’s transport network, and how we reinvest in transport the money raised through fares, charges, Government grants and commercial activity.

Openness and transparency in these and other areas is helping to transform the way in which we operate. It strengthens our relationships with customers and stakeholders, and helps us to work with local communities and businesses to improve our services.

Our provision of real-time open data also enables innovation in the way our customers travel. Hundreds of smartphone apps developed by third parties are being powered by our data.

By being open and accountable we:

- Enable our customers and stakeholders to hold us to account
- Deliver better value for money
- Help businesses, non-profit organisations, academics and others make transport in London better

2 Introduction

2.1 Purpose of the Scheme

We consulted on our approach to Transparency to inform the development of a Strategy that reflects our commitment to further improving transparency for our customers and stakeholders.

2.2 Descriptions of the proposals

We outlined our commitment to constantly analyse what our customers and users tell us is important to them. This is derived from, among other sources, questions and complaints, regular customer research, scrutiny from the London Assembly and London TravelWatch and from Freedom of Information requests.

This analysis allows us to identify core areas of public interest and thus the new data sets which we should publish as a matter of course rather than waiting to be asked for them.

Our presumption is that all information should be made publicly available and, in the case of data, in machine readable form, unless there are legitimate reasons why not
– for example, disproportionate cost, personal data or information which would harm our ability to maximise value for money for fare and tax payers.

Our published information is focused on:

- Our operational performance, including the reliability and safety of public transport and the road network and data on ticketing derived from the Oyster system
- Progress on delivery of our investment programme which is modernising public transport and roads infrastructure
- Our people, including levels of remuneration and expenses
- Real-time customer information on the status of public transport and roads, including open data feeds that can be used by third parties free of charge
- Overall value for money, including commercial contracts and sponsorships

We assign staff to own this information and to keep it accurate and up-to-date. Our overall approach to transparency is regularly reviewed.

3 The consultation

The consultation ran between 8 December 2014 and 8 March 2015 and was designed to seek feedback on our approach to Transparency.

The potential outcomes of the consultation were:

- To listen to the feedback provided in order to shape the Transparency Strategy in the future
- To inform our stakeholders about TfL’s commitment to being a transparent organisation and the types of information that is publicly available

The objectives of the consultation were:

- To enhance TfL’s reputation as a transparent organisation that is committed to openness and fairness
- To engage with our stakeholders to inform the development of our transparency strategy

3.1 Who we consulted

The consultation was open to the general public via the TfL consultation portal. We also consulted key stakeholders including the GLA Oversight Committee and party groups, London MPs, Campaign for Better Transport and Mayor Watch.

A list of the stakeholders we consulted is shown in Appendix B and a summary of their responses is given in Section 6.
3.2 Consultation material, distribution and publicity

Information about our approach to Transparency was made available on the consultation portal along with a downloadable document.

The consultation did not ask specific questions about the proposals, but instead asked respondents to give their feedback in written form. The question asked ‘Please provide your views on our Transparency Strategy in the box below’

We also emailed a number of key stakeholders to raise awareness of the consultation. In the main, stakeholders were requested to use the TfL website to provide their feedback https://consultations.tfl.gov.uk/policy/transparency or by email consultations@tfl.gov.uk

The consultation was also promoted through press releases, the Metro Travel page and via Twitter.

A list of all the stakeholders consulted is available in Appendix B of this document.

3.3 Meetings and site visits

We also held a key stakeholder briefing meeting on 7 January 2015. At this briefing event, Vernon Everitt, Managing Director of Customer Experience, Marketing & Communications gave a presentation about the overall aims of the Transparency Strategy and invited a discussion and feedback from attendees.
4 Overview of consultation responses

A total of 94 responses were received to the consultation. Of these, 89 were received through the consultation portal and 5 were received by email. Twelve responses from key stakeholders were received in comparison to 82 responses from the general public. A breakdown of the number of responses received by respondent type can be seen in Table 1 below.

Table 1: Consultation responses by respondent

<table>
<thead>
<tr>
<th>Respondent</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members of the public</td>
<td>82</td>
</tr>
<tr>
<td>Business Improvement Districts</td>
<td>2</td>
</tr>
<tr>
<td>Transport interest groups</td>
<td>7</td>
</tr>
<tr>
<td>Government</td>
<td>1</td>
</tr>
<tr>
<td>Other key stakeholders</td>
<td>2</td>
</tr>
</tbody>
</table>

The following sections of this report analyse the responses and emerging themes in more detail.
5 Responses from members of the public

All of the responses received from members of the public were received via the consultation portal.

Respondents provided a range of comments on a variety of themes which have been summarised below:

Table 4: Common themes arising from consultation

<table>
<thead>
<tr>
<th>Theme/Issue</th>
<th>Number</th>
<th>Percentage of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests for specific information</td>
<td>13</td>
<td>15.85%</td>
</tr>
<tr>
<td>Suggestions that TfL needs to be more transparent and more open</td>
<td>11</td>
<td>13.41%</td>
</tr>
<tr>
<td>Comments about TfL’s regulation of the Taxi and Private Hire Trade</td>
<td>9</td>
<td>10.97%</td>
</tr>
<tr>
<td>Does not believe that TfL is transparent and open</td>
<td>9</td>
<td>10.97%</td>
</tr>
<tr>
<td>Positive comments about TfL</td>
<td>8</td>
<td>9.75%</td>
</tr>
<tr>
<td>Comments not related to strategy document</td>
<td>8</td>
<td>9.75%</td>
</tr>
<tr>
<td>Positive comments about TfL’s transparency and openness</td>
<td>7</td>
<td>8.53%</td>
</tr>
<tr>
<td>Negative comments about TfL’s consultations</td>
<td>6</td>
<td>7.32%</td>
</tr>
<tr>
<td>General comments on transparency</td>
<td>6</td>
<td>7.32%</td>
</tr>
</tbody>
</table>
6 Responses from statutory bodies and other stakeholders

We received a total of 12 responses from key stakeholders. This included two responses from Business Improvement Districts, seven responses from transport interest groups and three from other key stakeholders. A list of all of the stakeholders consulted can be found in Appendix B of this document.

Please see a summary of the stakeholder responses below.

Camden Town Unlimited

Camden Town Unlimited represents the Business Improvement District (BID) in Camden Town. Their response to the consultation was positive. They considered that the Transparency Strategy demonstrates a greater willingness by TfL towards engagement on issues as broad as the TfL Application Programme Interface.

Open Data User Group

The Open Data User Group seeks to encourage an open data policy across Government. Their response was positive and they continue to support open data and transparency.

Southwark Living Streets & 20’s Plenty For Us

Southwark’s Living Streets and 20’s Plenty for Us are a community organisation focussing on creating better streets and public spaces for those travelling on foot in the Borough of Southwark. The 20’s Plenty for Us campaign has led to the enforcement of a 20mph speed limit across the Borough effective from March 2015.

The response was largely positive, strongly supporting the commitment to open data and complimenting TfL on improving access to consultations and data through the TfL website. They also included the following suggestions for continued improvement:

- Mayor’s questions should be more citizen focussed in order to be more informative
- Include the project sponsor’s name and contact details on consultation materials
- More information on all contributing factors/objectives in the Road Modernisation project e.g. information on carbon saving as well as economic growth

Inmidtown

Inmidtown represents 300 businesses in Holborn, Bloomsbury and St Giles. Inmidtown is supportive of the Transparency Strategy and commented that both the breadth of information and its format are clear to all stakeholders.
Alliance of British Drivers

The Alliance of British Drivers (ABD) is a non-profit, voluntary organisation that represents the interests of drivers. The ABD is not supportive of the Transparency Strategy and states that they are not clear what the strategy is. The organisation also has the following criticisms of TfL’s approach to engagement:

- TfL is not an open organisation in the way it approaches public consultations
- TfL ignores the views of the general public
- Decisions and plans are driven by financial considerations and the views of the Mayor rather than the electorate

Campaign for Better Transport London

Campaign for Better Transport London submitted two individual responses to the Transparency Strategy consultation and one joint response with London Cycling Campaign, Open Rights Group and Involve. The joint response is considered separately. The first individual response states that comments in relation to the Transparency Strategy are aligned with those given on the Archway gyratory removal.

The second individual submission of comments states that the Campaign for Better Transport London would like to see greater transparency on the following issues:

- Statistics on those killed and seriously injured in incidents involving TfL buses separate from other statistics
- Clearer criteria for deciding on bus route or service changes
- Better information about methods of establishing routes by Oyster and contactless card users
- Produce statistical data for revised traffic management schemes as routine in consultation exercises
- Traffic flow data should be expressed as persons per hour as well as vehicles per hour
MayorWatch

MayorWatch is a non-partisan and politically independent online publication which has been reporting on the Greater London Authority since 2000. The response from MayorWatch acknowledges the improvements that have been made to improve transparency and accountability at TfL and the GLA.

MayorWatch also stated that it would like to see the following ideas taken forward by TfL in relation to transparency:

- Greater clarity about when datasets will be updated
- The publication of transcripts as well as minutes from board meetings in appropriate formats
- The introduction of an FOI disclosure log
- Align TfL practice on expenses/gifts/hospitality with other departments in the GLA group (i.e. The Metropolitan Police)

London TravelWatch

London TravelWatch is the statutory watchdog representing transport users in London. The response was largely supportive but raised the following areas for improvement concerning the Transparency Strategy:

- Issue an explanatory context note with any published data
- Produce a schedule for the release of performance information and a schedule of proposed research and invitation to comment
- Explanatory information on financial reporting
- Further information on how bids/options are assessed and not just “they did not represent good value for money” explanations
- Sight of papers on fare and ticketing policy decisions ahead of publication and in confidence
- Publication of a breakdown of customer complaints by type, including street complaints
- Publication of data on the usage of TfL rail stations, tram stops, river piers and bus routes annually
- Publication of a regularly updated list of stakeholder meetings that TfL is undertaking

London Cycling Campaign

London Cycling Campaign (LCC) is a charity with over 40,000 supporters, including 12,000 full members. They also commented on the strategy in a joint submission with Campaign for Better Transport, Open Rights Group and Involve. The production of a Transparency Strategy is supported by LCC with the caveat that they would like to see a broader range of data made publicly available, as well as the following specific requests:
• The public data made available by TfL should fall in line with the principles
drawn up by the Government’s Public Sector Transparency Board
• TfL should adopt a clear plan for publishing all the data it holds through an
infrastructure that is searchable and accessible
• Creation of a panel to review the data that TfL makes available
• To address the lack of transparency in the traffic modelling data process, TfL
must put its modelling data in the public domain on an open data platform
and, publish the design approaches that have been discounted prior to
consultation with reasons why
• TfL should review its channels of engagement to ensure the interests of all
stakeholder groups are represented
• Publish reasons why some data cannot be made public
• Provision of data by TfL could be improved to include KSI data which should
be made public on a searchable database
• The following additional data should be made available and searchable (but
not limited to): investigations into alleged dangerous driving by TfL service
providers, traffic counts, safety audits, highway measurements, signalling
timings, FOI requests
• All past TfL research should be made available in a searchable database and
publish a schedule of upcoming research
• Project officer contact details should be made available for stakeholders
• Accountability must be a key part of TfL’s Transparency Strategy and as key
stakeholders LCC should be involved from the outset with relevant projects
including plans and designs for projects being developed with LCC and other
key stakeholders

Campaign for Better Transport, LCC, Open Rights Group, Involve

A joint statement from Campaign for Better Transport, London Cycling Campaign,
Open Rights Group and Involve was submitted in response to the Transparency
Strategy consultation. The opportunity to comment is welcomed as is the publication
of the draft Strategy. The first comment by the consortium addresses the scope of
the strategy and states that the consultation documents “don’t quite” describe the
importance and benefits of transparency in the correct terms. Amendments to the
introductory wording are suggested along with the recommendations that:

• Better decision making and the empowerment of the public to get involved in
the process should be expressed as key benefits of transparency from the
outset
• The principles behind the strategy should align more closely with those from
the Government’s Public Sector Transparency Board

The submission also addressed in detail the issues surrounding data collection and
release and made the following key points:

• Neutral oversight of the ongoing use and release of data and the
implementation of the Transparency Strategy should be carried out by a panel
of stakeholders
• TfL should clearly provide reasons why some data is not released
• Traffic counts should be made available in an accessible and useful way and include APIs of all recent data as well as the counts for non motorised traffic and pedestrians
• Data on junction signalling regimes and signal timing should be made available
• Data and documents that have led to decisions being made should be released promptly

On the subject of research:

• TfL should publish and keep up to date a register of current research plans, including the anticipated publication date
• There should be greater involvement of stakeholders in putting together briefs and strategies for research

On modelling:

• The structure of the models used by TfL and the assumptions that underlie them are not currently transparent, hampering the ability of stakeholders to examine the decision making process.
• There is recognition that the modelling process is complex and multi-layered but the consortium “strongly urges” TfL to begin the process of opening up modelling to more scrutiny

Finally the submission makes the following comments in relation to FOI requests:

• TfL should publish all data releases via FOI and TfL should open to scrutiny about the reasons why some requests aren’t responded to

Living Streets

Living Streets is the national charity that supports pedestrians and their interests. Their submitted response was supportive, welcoming TfL’s commitment to improve transparency and the opportunity to respond to the draft Transparency Strategy. Living Streets provided the following feedback and requests:

• Recommend public data be made available through a single, easy to use, online access point
• TfL should publish all the data it currently holds in the format above, as well as future data releases
• Pedestrian data should be included in consultations including the following as a minimum; casualty data, pedestrian comfort levels, pedestrian flows, footway widths and pedestrian crossing information
• Clarity over what budget is allocated by TfL to improve walking in London as is available with other transport modes
• Clarity and transparency over the traffic modelling processes used by TfL
• Publish a full explanation of why some data and consultation responses can’t be made publically available

**London Assembly, GLA Oversight Committee**

The London Assembly noted that TfL has become a more transparent organisation over recent years and that these improvements have enabled the Assembly to scrutinise TfL’s activities more effectively.

It was suggested that TfL publishes more information about how it reaches decisions such as bid evaluations. Requested that more information about the Independent Investment Programme Advisory Group is made available in order for the Oversight Committee to better scrutinise TfL and associated contractors.

The Oversight Committee also suggested that TfL publishes more information about Freedom of Information requests including response timeframes as well as a log of requests and responses. It was felt that it would be more helpful to the public if this information was available in a searchable format.

It was requested that greater transparency relating to Board Meetings is observed and that the meeting minutes represent an accurate reflection of events. It was also requested that TfL strives harder to respond more quickly to questions from the Assembly and the Mayors Office.

Lastly, the Oversight Committee requested that the Transparency Strategy sets out how TfL uses Confidentiality Agreements at present and how it plans to use them in the future.

Please refer to Appendix C to view our ‘responses to the key issues raised’.

## 7 Conclusion

We have finalised the strategy taking on board our responses to the comments from stakeholders (as set out in Appendix C).

### 7.1 Next steps

The updated Transparency Strategy has been published on the TfL website.

We will also be producing a twice yearly transparency update which will provide information about our work in this area. If you would like to receive this please provide email contact details.
Appendix A – Copy of the stakeholder email

Dear Stakeholder

Transport for London (TfL) is launching a public consultation to inform the development of a Transparency Strategy that reflects our commitment to further improving transparency for our customers and stakeholders. We invite you to respond to this consultation which will be open for 12 weeks between 8 December 2014 and 8 March 2015.

We now publish more information than ever before, focussed on our operational performance, the delivery of the investment programme, our people, real-time customer information and overall value for money. Much of this is designed to explain how we reinvest public money to improve transport for customers and road users.

By being open and accountable we:

- Enable our customers and stakeholders to hold us to account
- Deliver better value for money
- Help businesses, non-profit organisations, academics and others make transport in London better

A dedicated ‘Transparency’ section on our website signposts where we make this information available. This can be found at www.tfl.gov.uk/transparency.

We are in the process of developing a Transparency Strategy and we invite you to comment on the main areas where you think we can improve upon what we do already, in order to provide the information our customers want. For more information and to respond to the consultation please visit consultations.tfl.gov.uk/policy/transparency

We would like to invite you to a briefing event where I will talk through our proposals. It will also be an opportunity to raise any questions.

Date: 7 January 2015

Time: 1100 - 1200

Venue: District Room, 55 Broadway, London, SW1H 0BD

To confirm your attendance please email consultations@tfl.gov.uk

Yours sincerely
Vernon Everitt
Managing Director, Customer Experience, Marketing and Communications
Transport for London
## Appendix B – List of stakeholders consulted

<table>
<thead>
<tr>
<th>Stakeholder</th>
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<tbody>
<tr>
<td>Campaign for Better Transport</td>
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<tr>
<td>Confederation of British Industry (CBI)</td>
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<tr>
<td>Crossrail Ltd</td>
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<tr>
<td>Department for Transport</td>
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<tr>
<td>Federation of Small Businesses (FSB)</td>
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<tr>
<td>Freight Transport Association (FTA)</td>
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<tr>
<td>HS2 Ltd</td>
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<tr>
<td>Independent Disability Advisory Group (IDAG)</td>
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<tr>
<td>Living Streets</td>
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<tr>
<td>London Chamber of Commerce and Industry (LCCI)</td>
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<tr>
<td>London First</td>
</tr>
<tr>
<td>London TravelWatch</td>
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<tr>
<td>Mayor Watch</td>
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<tr>
<td>Network Rail Infrastructure Ltd</td>
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<tr>
<td>Open Data Institute</td>
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<td>Passenger Focus</td>
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<td>Road Haulage Association (RHA)</td>
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<tr>
<td>Sustrans</td>
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<td>Suzy Lamplugh Trust</td>
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<td>----------------------</td>
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<tr>
<td>Transport for All</td>
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<tr>
<td>GLA Oversight Committee</td>
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<tr>
<td>GLA Party Groups</td>
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<tr>
<td>All London MPs</td>
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</tbody>
</table>
Appendix C – Response to issues raised

This appendix addresses the key feedback provided by stakeholders during the consultation (shown in detail in section 6 of the main report) and explains what action we will take in response.

Commitment to transparency
TfL is committed to further improving transparency so that our customers and stakeholders can scrutinise our record of delivery. We are making more information available and accessible than ever before.

By being open about what we do we:

- enable our customers and stakeholders to hold us to account
- deliver better value for money
- engage businesses, non-profit organisations, academics and others to make transport in London better

We continually review the information which we make available and consulted on our approach to ensure that stakeholders help shape the strategy into the future.

We have considered all of the feedback provided and have published our Transparency Strategy.

Public involvement in transparency
Public involvement in decision making is of utmost importance to TfL and something that we value greatly.

This proactive engagement is a principal aim of the approach and is expressed in further detail in the strategy, published today.

Commitment to transparent consultations
We are committed to consulting in a clear and transparent way.

All of our consultations are hosted online on our consultation portal, which means that they are open to everyone. We also raise awareness of consultations in other ways including writing letters and emails to key stakeholders informing them of forthcoming consultations and advertising in the media.

We consider all responses received and respond to feedback as part of our consultation reporting process. At this point, we also publish details of our decisions along with details of next steps.

Contact details in consultation materials
When TfL consults on new proposals, we provide information on how to respond and provide comments. We invite comments through our consultation portal and by email.
Contact details of the relevant officer from the Consultation Team are provided when we write to stakeholders. Having just one point of contact ensures all feedback is received and logged.

**Publication schedule**

We are currently in the process of developing a schedule which will set out when we plan to make specific information available such as publications, Board papers and datasets. This will initially cover regular publications. In time we will include ad hoc and planned future information as far as is practicable. The initial schedule will be produced by the end of December 2015.

**Database for published information**

For ease of access, we currently group together a wide set of information on the TfL website at: https://tfl.gov.uk/info-for/open-data-users

In August 2015 we launched a new API (Application Programme Interface) which is for the use of application developers wishing to make transport services through their mobile apps, websites, satellite navigation devices and other tools. The API contains a number of new datasets and normalises the data to make it much easier for developers to create products across different forms of transport.

We are reviewing how to improve access to the other reference information and datasets which TfL publishes online. A key objective of this work is to ensure information and data is easily located, including via improved search.

**Road safety figures**

Detailed ‘STATS19’ road safety data, including the number of people Killed or Seriously Injured (KSI) on London’s roads, is published online in machine readable format alongside a data guide. In addition, quarterly provisional road safety figures, including KSI statistics, and bus incidents data are published on our website.

**Stakeholder involvement in data selection**

We are proactive in asking what our stakeholders think about our approach to transparency, as demonstrated through this consultation and our programme of continuous engagement with businesses, third sector organisations, politicians and others. We also receive extensive feedback from customers to our frontline staff and contact centre and through regular research.

We will be producing a twice yearly update on transparency and open data and welcome views on this via VernonEveritt@TfL.gov.uk or HowardCarter@TfL.gov.uk

**Stakeholder involvement in projects and schemes**

We are proactive in seeking feedback from key stakeholders at an early stage, which helps to shape proposals and design options for major projects. We then continue that engagement as the proposals develop.

We have established a Major Projects Design Review Group, which meets every period to review design drawings and discuss options with TfL designers. This group includes representatives from Living Streets, the London Cycling Campaign, London Travelwatch, the Motorcycle Action Group and others.
**Explanatory information on financial reporting**
We are currently looking at how our financial information is presented and how it could be improved.

**Availability of traffic modelling data**
Our traffic models are developed in line with a set of Model Auditing Process and Traffic Modelling Guidelines, which are published at: [www.tfl.gov.uk/corporate/publications-and-reports/streets](http://www.tfl.gov.uk/corporate/publications-and-reports/streets)

Traffic modelling data is complex and generated through a variety of specialist software packages. Sharing detailed model outputs in this raw form would be unlikely to be helpful to stakeholders.

To make modelling data accessible, for major project consultations we provide summary modelling data, to assist stakeholder analysis of the costs and benefits of any proposals. Where stakeholders are interested in the detail of the models, we invite them to meet with our specialist traffic engineering teams.

TfL Business Case analysis translates vehicle volume data into passenger flows, so that the benefits per passenger can be calculated and assessed. The outputs of business cases are published within TfL Board papers for major projects and programmes (generally those with a value greater than £50m), and the background details are available on request.

At the time of project public consultations, Business Case documents are generally in flux as the schemes themselves are being refined and amended to reflect consultation feedback. So while passenger flow data can be provided during public consultations, the final Business Case outputs would not always be known at that stage.

**Providing statistical data for schemes**
The type and scale of project drives the level of consultation information provided. We strive to strike the right balance between providing enough information for a respondent to make an informed decision, but not so much detail that it is too difficult for them to come to a decision. In addition to the information already widely published for TfL projects, we also release the following information on request to those customers and stakeholders with a particular interest:

- Pedestrian flow data
- Traffic counts
- Background market research, if relevant
- Design approaches considered, and rationale for recommended design
- Casualty data
- Data on pedestrian comfort levels for those with potential pedestrian impacts

**Budget information**
We are currently investigating how best to present budget information and this includes reviewing whether we publish sufficient detail on expenditure by type of transport.

**Freedom of Information**
We will publish online all our replies to Freedom of Information requests. This is likely to be once our new software for handling FOI requests is operational in 2016. This will provide information on why certain information cannot be made available.
Research information
We will publish a schedule of our planned customer research, although for research commissioned at short notice, this would not, of course, be practical. We will be proactive and continue to involve stakeholders through our regular engagement with them. The first list will be published by the end of 2015.

Information on customer complaints
We are working to consolidate and present information about customer complaints by type. We will publish details as soon as the analysis has been completed.

Information on customer numbers
Information is already published about the number of customers using our services. We are now identifying any gaps to standardise the presentation of this.

Information on stakeholder meetings
Our staff undertake a vast number of meetings with stakeholders. It would not be feasible to collate a schedule of meetings due to the scale of this task.

Board papers
TfL Board and Committee papers are made available on our website, five working days in advance of the meeting taking place. The minutes of Board and Committee meetings, also published, detail decisions that have been made by the Board and its Committees.

Webcasts of meetings of the Board are provided on the GLA website for 6 months. We are arranging for them to be available, from December 2015, for longer than this via TfL’s YouTube channel.

We will review, against the exemptions in the FOI Act, whether papers considered in a closed session of the Board can now be published.

Transparency page
Information is already made available via our transparency page on our website.

Our website also features an ‘open data users’ section which hosts all of the data feeds available for re-use by developers in their own products and services.

Traffic flow data and non-motorised traffic counts
We currently capture traffic flow data (including on cyclist numbers) through automatic traffic counters and manual counts. Traffic flow information relating to flows in Central and Greater London is published quarterly as part of our Streets Performance Report. Traffic flows are monitored at specific point locations as part of a sampling strategy on the road network and this data can be released on request to those customers and stakeholders with a particular interest in those locations.

Our recently established Real-time Origin Destination Analysis Tool (RODAT) also provides traffic flow and journey time data along corridors that form the key entry routes to central London, which supports real-time operational management of network issues. Once this tool is better established in 2016, we will review how the data can be released more widely (based on what external users will be able to use easily) and in what standard.
**Signal Timings**

The majority of traffic signals in London operate using a dynamic system called SCOOT, which adjusts their timings on a second by second basis. Therefore it is not currently feasible to provide information on specific traffic signal timings. However, we are working on a system to provide our traffic signal data in a more manageable way.

**Providing pedestrian count data**

Pedestrian flow data is not captured routinely by TfL across the network, but is gathered on an ad hoc basis for specific projects and junctions. This data is released to interested parties when requested for a specific location, or as part of project consultations.

**Data in alignment with Government’s Public Sector Transparency Board**

Our approach to transparency and open data is in general alignment with the Principles set out in 2010 by the Government’s Public Sector Transparency Board. Where our practice differs (eg in the requirement for app developers to register with us to gain access to our data feeds) we consider that this is a very light touch arrangement which in no way provides a deterrent to developers or others using our data.