

TRANSPORT FOR LONDON
SURFACE TRANSPORT PANEL

SUBJECT: MANAGING DIRECTOR'S REPORT

DATE: 17 FEBRUARY 2011

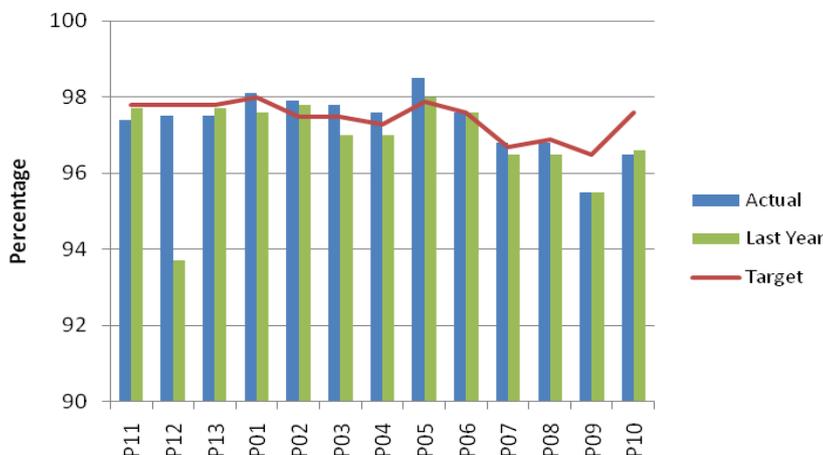
1 BUSES

Bus Network Performance: Bus Passenger Journeys



1.1 Buses carried 140.1 million passenger journeys in period 10. This is 3.1 million better than target and 2.1 million passengers more than had been reported for the same period last year. An increase over last year is forecast for 2010/11 as a whole.

Bus Network Performance: Percentage of Scheduled Service Operated

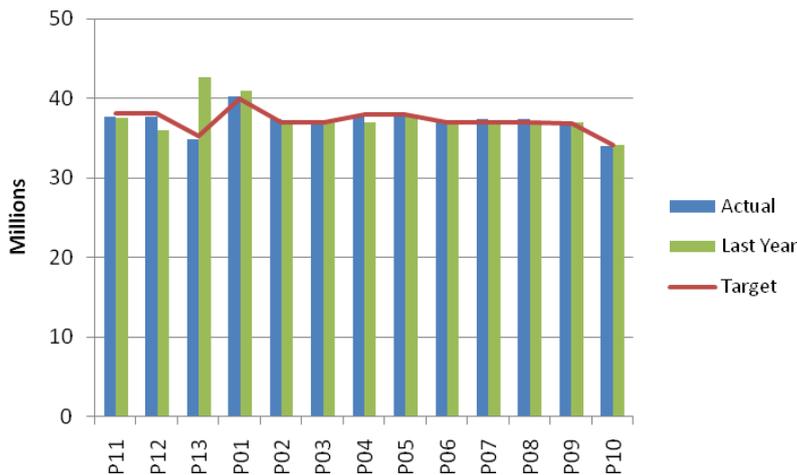


1.2 The percentage of scheduled service operated in period 10 was 96.5 per cent. This is 1.1 points below the target for the period (97.6) and is just below the

figure for the same period last year (96.6).

- 1.3 A reduction in mileage losses compared with the previous period is to be expected in period 10 due to the seasonal improvement in operating conditions after Christmas. However, heavy snow on 17 and 18 December 2010, together with icy conditions on several other days, caused operational difficulties. Other factors this period included LU industrial action on Boxing Day, roadworks at Knightsbridge, a serious police incident at Ealing Broadway on 15 December and a procession in the Notting Hill Gate area on 16 December.

Bus Network Performance: Bus Kilometres Operated



- 1.4 Buses operated 34 million kilometres in period 10. This is just below the target (34.1) for the period and the figure for the same period last year (also 34.1).

Bus Network Performance: Excess Wait Time - High Frequency Routes



- 1.5 Excess wait time in period 10 was 1.1 minutes. This is the same as target and 0.1 minutes longer than the same period last year.

Oxford Street Bus Reductions

- 1.6 The Mayoral commitment of a 20 per cent reduction over two years in buses on the busiest section of Oxford Street was achieved on 10 December 2010. Routes 8 and 55 are now routed via Wimpole Street, Wigmore Street, Cavendish Square, Mortimer Street and Great Portland Street instead of using Oxford Street between Vere Street and Oxford Circus. This required some highway works by Westminster City Council and modifications to traffic signals. Peak frequencies were reduced on routes 6 and 98.

New Bus for London

- 1.7 The mockup was delivered to the Acton Depot of the London Transport Museum on 11 November 2010, where it had a formal launch. TfL conducted extensive stakeholder engagement on the design of the bus, ending in January. All feedback is being reviewed by TfL and Wrightbus and will contribute to the detailed design of the prototype vehicle, due to be delivered in the autumn of 2011.

Hydrogen Buses

- 1.8 Three hydrogen buses were delivered to London in December 2010 from the first batch of five buses funded by the EU Cleaner Hydrogen in Cities (CHIC) funding. These buses are now in service on the RV1 route, from Covent Garden to Tower Gateway. The next two buses will be delivered in February, and all five buses are expected to be in service by March 2011. An additional grant from CHIC will fund three more buses, which are expected to be built and delivered by the end of 2011.

2 CYCLING

Cycle Hire Scheme

- 2.1 As of 6 February, the scheme had over 110,000 members, who had made more than 2.6 million journeys on hire cycles since the beginning of the scheme. Over 95,000 journeys have been made by casual users. The total number of docking stations is now up to 366.
- 2.2 Usage of the scheme was high over the Christmas and New Year period, with over 5,000 hires on both Christmas and Boxing Day. Approximately 50 per cent of those hires were from casual users, a significantly higher proportion than during normal working weeks.

Cycling Business Engagement

- 2.3 Surface Transport has recently been working with City University and Alliance Healthcare to help provide cycle facilities for their students and staff. City University has also launched an interactive online mapping and journey planner tool for staff and students in partnership with the Better Routes and Places (BRaP) Business Engagement Team.

3 WALKING

Herne Hill Regeneration Scheme

- 3.1 On 4 December the Herne Hill Regeneration Scheme was officially opened by Daniel Moylan. This £1.8m scheme has created safer conditions for pedestrians and cyclists, helped regenerate the commercial centre of Herne Hill and the entrance to Brockwell Park, and tackled traffic congestion. TfL contributed £1.7m towards this scheme, which is part of the Mayor's Better Streets initiative.

Winter Wanders

- 3.2 On 29-30 January, over 50 free guided walks took place across London. The occasion, known as 'Winter Wanders', is one of three annual guided walking weekends organised by Walk London and supported by TfL. The walks cover seven different routes: the Capital Ring Walk, the Green Chain Walk, the Jubilee Walkway, the Lea Valley Walk, the LOOP Walk (London Outer Orbital Path), the Thames Path Walk, and the Jubilee Greenway Walk.

4 SAFETY

Bus Crime Statistics

- 4.1 The latest bus related crime statistics show that the April-December crime rate was down by 4.4 per cent compared to the same period last year.

Safer Travel at Night and Cab Enforcement Update

- 4.2 The run up to Christmas saw increased activity around cab enforcement as part of the annual Safer Travel at Night initiative, which is a partnership between the Mayor, TfL, MPS and the City of London Police, who are working together to make travelling in London safer at night. The police were supported by officers from TfL's Taxi and Private Hire Compliance and Enforcement Teams. 177 drivers were arrested for touting and other cab-related offences, new windscreen stickers were introduced to mark the vehicles of people arrested for arrested on suspicion of illegally touting, and over 50,000 leaflets about travelling safely were handed out to members of the public. Evaluation research based on these results is being undertaken during period 11 and will be used to inform next year's campaign.

Bus Enforcement Activity

- 4.3 'Operation Christmas Presence' saw officers from Newham, Tower Hamlets and Redbridge Safer Transport Teams come together to prevent criminal activity (thefts, robbery and anti-social behaviour) on the route 25 bus. A total of 48 arrests were made for a variety of offences, and almost 2,000 people were stopped and checked. As part of the operation a number of revenue protection operations were carried out, resulting in 349 bus checks, approximately 11,000 passenger checks, 266 court summons and 476 penalty fares issued.

5 CONGESTION CHARGING AND TRAFFIC ENFORCEMENT

Congestion Charging Operations

- 5.1 The operation has seen the successful removal of the Western Extension Zone and the introduction of Congestion Charging Auto Pay (CC Auto Pay) on 4 January 2011. The new CC Auto Pay service has remained very stable with no outages and IBM has provided an excellent service. Average call handling times are also falling and call queue times remain good.

Low Emission Zone (LEZ) Phase 3 and 4

- 5.2 In January 2011, TfL launched a year-long information campaign to remind vehicle operators to prepare their vehicles for changes that will result in larger vans, minibuses and other selected vehicles included in the LEZ. Vehicles will have to meet a Euro 3 standard for particulate matter in order to drive within the LEZ free of charge and avoid fines, and for Heavy Goods Vehicles, buses and coaches that are already affected by the LEZ, the emissions standards will be tightening to Euro IV for particulate matter.
- 5.3 All changes will come into effect from 3 January 2012 and will quadruple the number of vehicles impacted by the LEZ from approximately 200,000 to nearly 800,000. Larger vans and minibuses who drive within Greater London and do not meet emissions standards will have to pay a £100 daily charge or risk a £500 penalty, and HGVs, buses and coaches would have to pay a £200 daily charge or risk a £1,000 penalty. TfL's information campaign is designed to ensure that operators take timely action to ensure their vehicles meet the required emissions standards, rather than pay a daily charge.
- 5.4 This inclusion of larger vans and minibuses in the LEZ has been postponed from the original planned date of 4 October 2010.

Olympic Route (ORN) Network Compliance

- 5.5 The project team have sought a meeting with senior officers in the London Borough of Greenwich in an attempt to resolve the outstanding issues surrounding the Borough's intentions with regards to compliance activities on the ORN. Dialogue with the other affected boroughs continues and is resulting in refinement of local compliance strategies. The Department for Culture, Media and Sport has agreed to introduce a standalone Olympic Bill in March 2011, which will allow enactment of civil enforcement powers for moving traffic contraventions (eg Games lanes, banned movements, etc.) on the ORN.

Electric Vehicles

- 5.6 Contracts were awarded in early February 2011 to three bidders for a £30m electric vehicle charging infrastructure procurement framework and to 18 bidders for a £67m framework contract for the provision of up to 1,300 electric vehicles for the GLA family and other public authorities in the capital. A sponsorship agreement with Siemens, signed on 28 January 2011, will provide the IT infrastructure and back office for the Source London scheme, commencing in April 2011.

6 RIVER SERVICES

Concordat and River Action Plan

- 6.1 Phase one of construction on Festival Pier was completed in December 2010, allowing the pier to re-open for the busy Christmas and New Year period. Phase two, which involves removal of the pontoon for repairs, commenced on 4 January 2011 with completion scheduled for the end of March 2011. The design for the Tower Pier Extension is finalised, and the planning application was submitted on 28 January 2011. A contract is in place to provide a roof over the Greenwich Pier pontoons, with detailed design agreed with the contractor.

Woolwich Ferry

- 6.2 A requirement to carry out a structural assessment of the link spans and approach road parapets has been added to the scope of Royal Haskoning's work and this element is expected to be completed by March 2011.

7 TAXI AND PRIVATE HIRE

Taxi Driver Licensing – Reduction of Backlogs

- 7.1 Over the last six months a number of initiatives have been introduced to help streamline the driver licensing processes. TPH is now processing all driver licensing applications within ten working days from the date of receipt. Further strategic planning is being carried out by the management team to ensure that this can be maintained throughout 2011 and beyond. This includes ensuring that the current workforce remains flexible so that resources can be reallocated to different processes as required.

Knowledge of London - Assessment Process

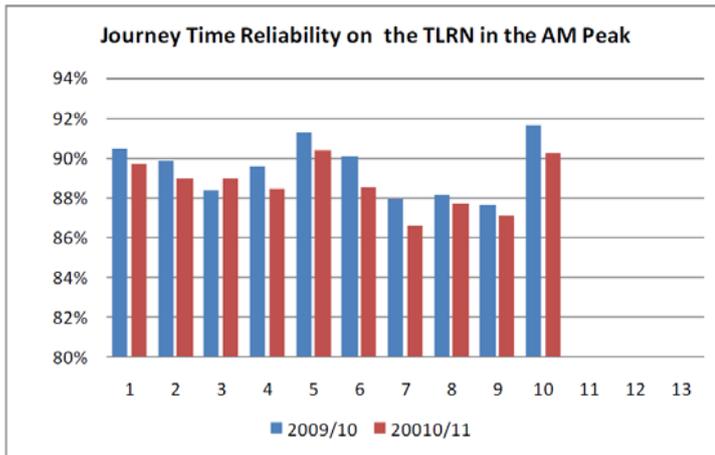
- 7.2 In order to streamline the Knowledge of London process, from the beginning of January 2011 there is no longer a requirement for successful applicants to attend an 'Initial Talk' before they commence their studies. Applicants will now be sent an information pack within five working days of their acceptance onto the Knowledge which will provide all the details previously explained in the 'Initial Talk'. This change will speed up the process, allowing candidates to commence their studies immediately.

8 STREETS

Network Performance

- 8.1 Pan London traffic flow for period 10 is 4.2 index points down from last period and 1.0 index point down from the same period last year. Average traffic speeds for the 12 hours between 7.00am to 7.00pm across London in period 10 was 19.68 mph. This is essentially the same as the average traffic speed of 19.71 mph observed in period 10 last year.

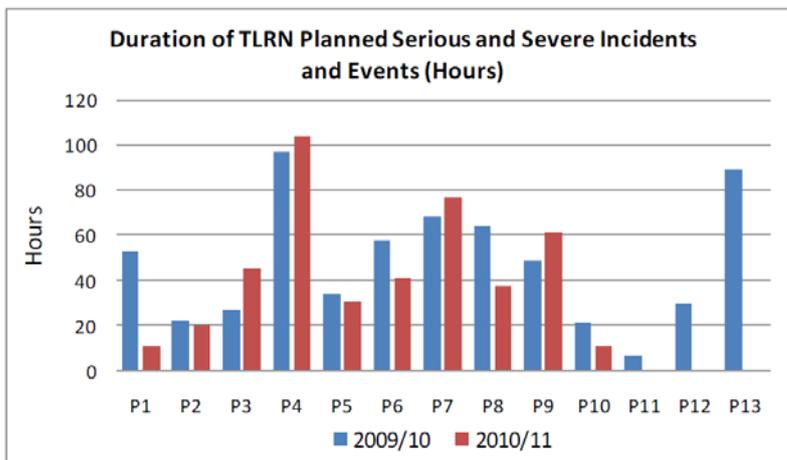
Journey Time Reliability



8.2 The journey time reliability on the Transport for London Road Network (TLRN) in the AM peak in all directions for period 10 stands at 90.2 per cent. This is 1.4 percentage points lower than the same period last year. This deterioration was due to unusual variations in traffic demand and journey times over the Christmas period.

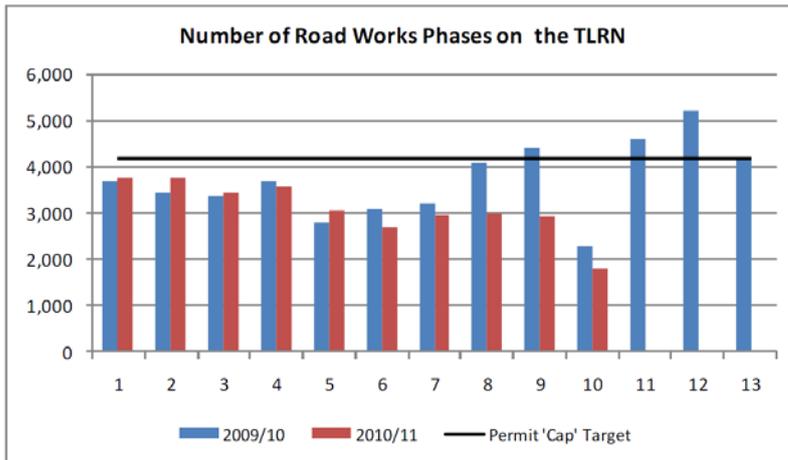
8.3 It is estimated that this effect accounted for a decrease in journey time reliability by around 1-1.6 percentage points. The year to date figure is 88.6 per cent, a year on year deterioration of 0.8 percentage points.

Disruption from Planned Events



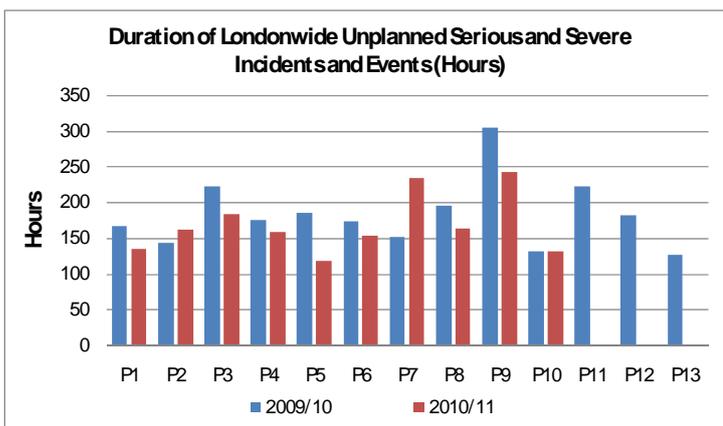
8.4 Five planned works/events caused 11.5 hours of serious and severe disruption on the TLRN in period 10, compared to five events causing 21.7 hours of disruption in period 10 last year. Year to date, there has been an 11 per cent reduction in the hours of serious and severe disruption caused by planned events on the TLRN, compared to the same period last year.

Road Works on the TLRN



- 8.5 In period 10, the total number of road works reported on the TLRN was 1,818. This is 21 per cent less than the 2,297 reported in period 10 of the previous year. The maximum permissible number of road and street works allowed on the TLRN has been capped at 4,170 in any one period. Year to date, there has been a nine per cent reduction in the total number of works undertaken on the TLRN compared to the same period last year.

Unplanned Disruption Londonwide



- 8.6 There were 131 hours of serious and severe disruption spread across 65 separate events on the network Londonwide in period 10 2010/11, compared to 131 hours spread across 51 events in period 10 of the previous year.
- 8.7 Year to date, there has been an 8.4 per cent reduction in the hours of serious and severe disruption caused by unplanned events Londonwide, compared to last year. In addition, the average duration of serious and severe disruption caused by unplanned events has fallen almost 10.2 per cent, from 2.19 hours per event last year to 1.96 hours year to date.

Traffic Signal Timing Reviews

- 8.8 There have been 724 signal timing reviews completed in this financial year up to the end of period 10, achieving an 8.16 per cent increase in the number of occasions when all queued traffic will have discharged during the first green. This has been achieved alongside a 0.82 per cent increase to the number of occasions when all pedestrians waiting to cross the road will have cleared the kerb during the first green man period.

London Permit Scheme

- 8.9 So far this financial year, TfL has granted 34,106 roadworks permits and refused 6,004 permit applications. In the same timeframe, 309 Fixed Penalty Notices have been given to works promoters, including 116 for working without a permit. In addition, over £400,000 of Section 74 charges have been imposed on works undertakers for over-running works, and approximately 1,019 days of disruption have been saved through collaborative working on the TLRN.

Blackwall Tunnel Refurbishment

- 8.10 Construction works are progressing well and the project team are currently reviewing the dates and impact of the four weekend closures required in 2011, with both internal and external stakeholders with the aim of reducing disruption as far as possible.

Red Route Enforcement Activities

- 8.11 TfL is extending the role of Traffic Wardens and Traffic Police Community Support Officers who undertake red route enforcement - they will now report to Traffic Directorate (TD) on any unsafe or disruptive roadworks on the TLRN. TD will then assess the information received, and if necessary, take enforcement action including prosecution against utility companies for failure to comply with the London Permit Scheme. The 210 red route officers have been trained up to use the new software on their handheld ticketing devices and reporting began in January 2011. This complements existing roadworks inspections that TfL carries out on the TLRN.

9 RECOMMENDATION

- 9.1 The Panel is asked to NOTE the Managing Director's Report.

10 CONTACT

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