

Transport for London

Surface Transport Panel

**Subject:** Managing Director’s Report

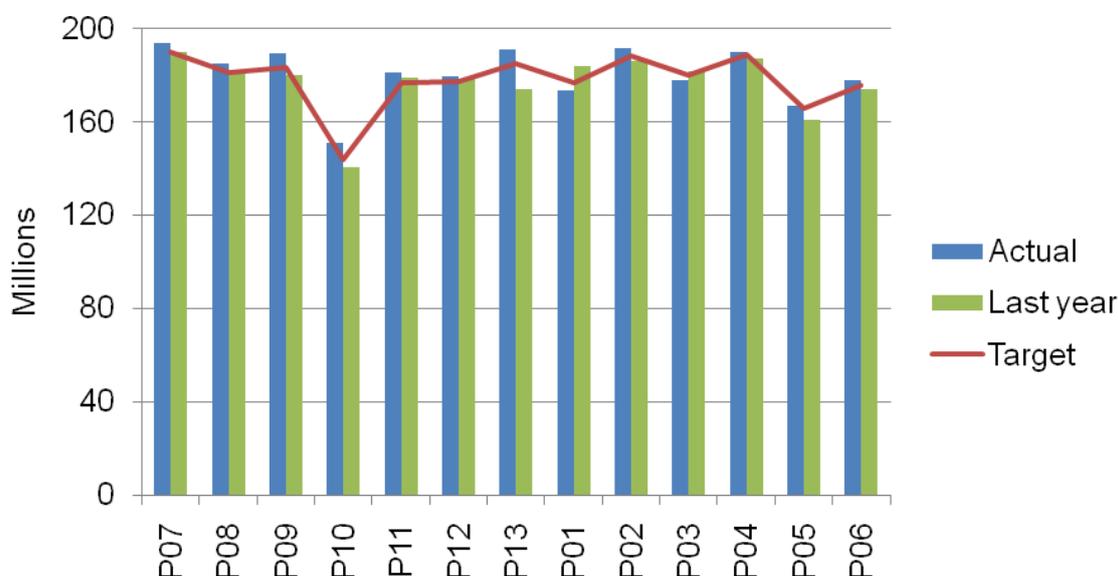
**Date:** 14 November 2012

**1 Purpose**

- 1.1 The purpose of this report is to update the Panel on Surface Transport’s performance for Periods 3 – 7 (27 May – 13 October 2012) and to provide an overview of recent major issues and developments within Surface Transport.
- 1.2 The Panel is asked to note the report.

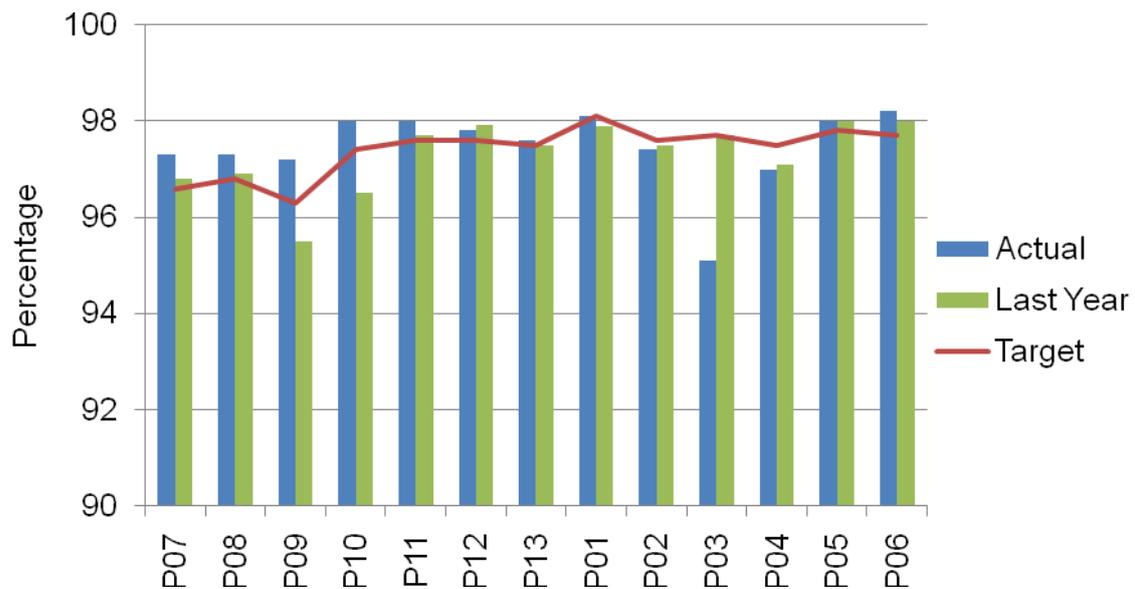
**2 Buses**

**Bus Network Performance: Bus Passenger Journeys**



- 2.1 Buses carried 178 million passengers in Period 6 of the 2012/13 financial year. This is 2 million more than the target for the Period and 4 million passengers more than were carried in the same period last year. The current full year forecast is 2,377 million passengers.

### Bus Network Performance: Percentage of Scheduled Service Operated



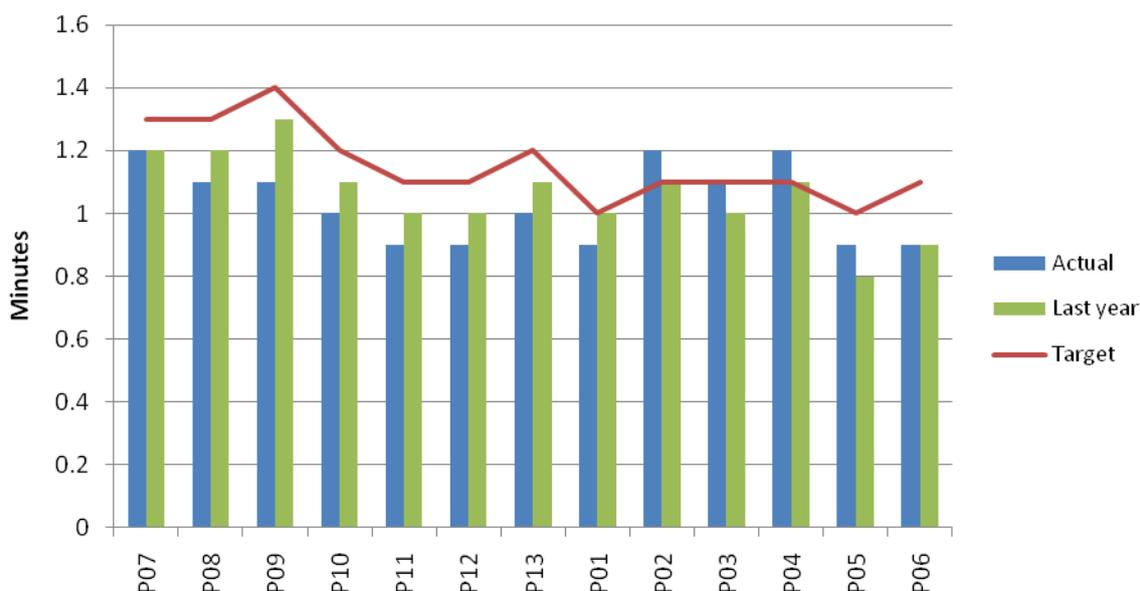
2.2 The percentage of scheduled service operated in Period 6 was 98.2 per cent. This is 0.5 per cent better than the target for the period and also 0.2 per cent better than the same period last year. Operations during the Paralympics generally ran smoothly and the proportion of kilometres lost due to staff and mechanical reasons was at normal levels, despite additional pressure on resources arising from extra services run for the entire Games. Overall results for Quarter 2 were also better than target at 97.7 per cent.

### Bus Network Performance: Bus Kilometres Operated



2.3 Buses operated 38 million kilometres in Period 6. This is in line with the target for the period and 1 million kilometres more than the same period last year (37m), due to a combination of an improved proportion of scheduled service operated and extra services run for the Games.

## Bus Network Performance: Excess Wait Time - High Frequency Routes



- 2.4 Excess Wait Time (EWT) in Period 6 was 0.9 minutes. This is 0.2 minutes better than the target and in line with the figure for the same period last year (0.9 minute). EWT in Quarter 2 as a whole was also better than target.

### New Guidance for Bus Drivers to Help Improve Bus Accessibility

- 2.5 On 23 August 2012 TfL issued new guidance to bus drivers to help improve journeys for wheelchair and mobility scooter users and other bus passengers with accessibility needs.
- 2.6 The guidance is contained in the latest version of the Big Red Book, an award-winning practical guide to every facet of being a bus driver, which is issued to all 24,000 drivers in London.
- 2.7 The new guidance includes:
- a reminder to bus drivers that the wheelchair bay on a bus is primarily for the use of disabled passengers. All London buses have clear notices displayed prominently on board advising passengers of this;
  - if a buggy is stored in the wheelchair bay when a disabled passenger attempts to board, the driver should ask for it to be moved or folded. In these circumstances drivers should make an automated announcement and use the PA system if necessary to request that passengers make way for a wheelchair user;
  - a clear and illustrated guide on the types of wheelchair and mobility scooters that can safely board and alight buses. This will supplement the Mobility Card scheme that was launched last month to allow drivers to establish quickly which type of mobility aids are safe for use on the bus network; and

- (d) a reminder for drivers to make sure they get as close to the kerb as possible and lower their bus where necessary, to help people board easily.

2.8 A Mobility Aid Recognition Card was also launched by TfL in July to remove uncertainty, for both the holder and the bus driver, on whether a mobility aid is permitted on the London bus network, giving passengers more freedom and confidence to travel around the capital.

### **Hybrid Bus Programme**

2.9 London's bus fleet is on track to be one of the greenest in Europe following the introduction of the 305th diesel-electric hybrid bus in early August 2012. A further 178 hybrid buses are on order using £5m funding from the Department for Transport (DfT). This grant was initially set up to finance the purchase of 70 buses, but TfL has managed, through good negotiation and increased market confidence in hybrid buses, to increase this order so that, in total, over 400 of these less polluting vehicles will be in service by next year.

2.10 In addition, the Mayor has committed to taking delivery of 600 of the New Bus for London vehicles, eight of which are already in service on Route 38. These hop-on hop-off vehicles boast the latest hybrid technology, cutting emissions by half compared to a standard diesel bus. Combined, this means at least 1,000 hybrid buses will be on the capital's streets by 2016 joined by nearly 1,000 buses fitted with equipment to cut pollution, specifically NOx, a harmful pollutant. The contractual terms for these extra buses have not yet been signed, they are being worked on.

2.11 Hybrid technology, which combines batteries, a conventional diesel engine and an electric motor to propel the bus, was first trialled by TfL in 2006. Since then, the diesel-electric hybrid fleet has doubled year on year reflecting greater confidence with operating hybrid technology, impressive fuel savings and operational performance.

2.12 Compared with the conventional diesel bus, the diesel-electric hybrid buses deliver impressive fuel savings of 30 per cent, reducing operational costs for TfL, but also a 20 per cent reduction in NOx delivering environmental benefits for Londoners. The technology also helps to cut pollution and carbon emissions.

### **Electric Buses and Wireless Induction Charging for Hybrid Buses**

2.13 Two purely electric buses will be introduced to Routes 507 and 521 in summer 2013 following agreement between TfL and Go-Ahead London to lease them up until the end of each Route contract in August 2014, with a possible extension to August 2016. This is more of a one-off feasibility trial and very much at the initial stage. TfL is also engaged in two separate joint initiatives to evaluate the benefits and effectiveness of wireless charging for purely electric and range-extended hybrid buses in London.

2.14 The first scheme, led by Arup and the C40 Cities Climate Leadership Group, would power a single range-extended electric or plug-in hybrid in the capital

from 2013. TfL would need to conduct civil and electrical work at two bus stations and supply the full-electric or adapted hybrid bus for trial. The second initiative, sponsored by the UITP International Association of Public Transport, aims to demonstrate purely electric, range-extended or plug-in hybrid buses using different recharging techniques, from 2013 onwards with London demonstrating induction charging to diesel-electric hybrid buses.

### **Realtime Bus Information Service Celebrates First Anniversary**

- 2.15 TfL's 'Countdown' real time bus information service was launched in October 2011 and has proven extremely popular with passengers. In the year since its launch, it has dealt with over 620 million requests for bus information, an average of 1.6 million requests a day made via the internet and smart phones and 36,000 requests per day currently made using the text service.
- 2.16 TfL has recently completed the installation of 2,500 new and improved signs on bus shelters across the London bus network. These improved signs provide clearer amber on black text, which is of particular use to visually impaired bus passengers. The signs are also able to display additional and important service information to passengers, such as service disruption information.
- 2.17 As part of the ongoing commitment to publish data, TfL started providing real time bus arrival information free of charge to third parties in May. This has seen many third parties utilising the 'Live Bus Arrivals' data feed to produce apps. There are now more than 30 smart phone apps currently available that utilise data from TfL and the London Data Store (launched by the Mayor of London in January 2010), which have proved extremely popular with passengers.
- 2.18 An expansion of the service sees the development of digital signs that will make use of the data to display live Bus Arrival Information on screens in foyers and receptions at rail stations, hospitals or hotels, bringing even more added convenience for bus passengers who make 6.5m journeys in London each day.

### **Full Production of New Bus for London**

- 2.19 On 20 September 2012 TfL Board approved the delivery of up to 600 New Bus for London vehicles over the next four years, in line with the Mayor's election promise. This will represent the largest order of hybrid buses ever placed in Europe and will deliver significant environmental benefits.
- 2.20 The 600 buses represent a 200 per cent increase in the current hybrid bus fleet which is set to grow by a further 180 vehicles already on order. When the final batch of New Bus for London vehicles is delivered in 2016, more than 1,000 hybrid buses will be in service on the streets of London. The first batch of 30 buses, enough to convert an entire bus route is due to enter passenger service in April 2013.
- 2.21 The decision takes forward the Mayor's election pledge to introduce 600 of the new Routemaster-inspired vehicles that resurrect the iconic hop-on hop-off rear platform by 2016. The New Bus for London incorporates the most innovative

and cutting edge hybrid technology and is the most environmentally friendly bus of its kind, reducing carbon emissions and minimising the impact on air.

- 2.22 Hybrid buses typically deliver around a 30 per cent fuel efficiency saving and around 20 per cent reductions in NO<sub>x</sub> emissions. However, in testing, the New Bus for London emitted less than half the CO<sub>2</sub> and NO<sub>x</sub> of a current diesel bus. The buses also deliver better than twice the fuel economy of a standard diesel bus. The introduction of the 600 buses will reduce CO<sub>2</sub> emissions in London by around 20,600 tonnes a year.
- 2.23 The buses are manufactured by Wrightbus in Northern Ireland which won a contract in 2009 to build eight prototypes with an option to produce the first 1,000 vehicles. Many components of the new bus, including engines, chassis, superstructure and seats, are manufactured in the UK. As well as illustrating the UK's engineering prowess, the order to produce large numbers of these bespoke vehicles will create jobs and help stimulate the UK economy.

### **3 Cycling**

#### **Barclays Cycle Hire (BCH) Scheme**

- 3.1 September 2012 saw over 1 million hires, an increase of 48 per cent on September 2011, which reflects the combined impact of higher visitor numbers and good weather. There appears to be an ongoing increase in the proportion of casual user trips, with September 2012 seeing 63 per cent of weekend trips by casual users compared with up to 60 per cent prior to the Games.
- 3.2 Furthermore, member usage, which was also up 22 per cent in September 2012 compared to the same month last year, made up 56 per cent of total hires for the month, while casual users made up 44 per cent. The number of casual users has more than doubled over the year, although this is expected to decline over the winter months.
- 3.3 As casual users make more chargeable trips of over 30 minutes, the impact on Scheme revenue is positive. The increase in both member and casual usage can be attributed to a number of factors including the introduction of the eastern extension, a number of system improvements, increased promotion of leisure trips and the overall continued rise in the Scheme's popularity.

#### **Barclays Cycle Hire Expansion and Intensification (BCHEI)**

- 3.4 On 13 September 2012, TfL set out plans for the extension of the hugely successful BCH scheme to southwest London and the introduction of additional docking stations in busy areas and on 20 September 2012, the TfL Board approved the project, procurement and financial authorities required to enable the implementation of BCHEI.
- 3.5 BCHEI will build on the popularity of BCH and improve the availability of bicycles and docking points. Since the launch of the Scheme there have already been 15 million hires, and since the east London extension earlier this

year, the average number of weekday hires has increased by 50 per cent from 20,000 to 30,000 per day.

- 3.6 The Mayor asked TfL to prepare plans for a westward expansion of the Scheme in the boroughs of Wandsworth, Hammersmith & Fulham, Lambeth and Kensington & Chelsea last year. Since then, TfL has been working with the boroughs to identify over 200 suitable locations for docking stations and to develop the design and layout of the proposed expanded area. The next stage will involve public information sessions about the location of the docking points within the expansion area. Additional docking points will also be introduced throughout the existing operational areas to further improve customer availability.
- 3.7 The extension will be launched late next year and public information sessions began in October 2012. All docking stations are expected to be in place by spring 2014. The extension to the west and the introduction of new docking stations within the existing area will increase the number of bicycles by 2,400 to around 11,000 and will deliver an additional 250,000 – 300,000 BCH journeys each month.

#### **'Businesscycle' website launches to help promote cycling**

- 3.8 TfL, Business in the Community, British Cycling and The Cycle to Work Alliance providers have come together to embrace the momentum from the Games, and on 25 October 2012 launched a unique national initiative to help more employers promote cycling in the workplace.
- 3.9 With the backing of Norman Baker MP (Parliamentary Under-Secretary of State for Transport), Julian Huppert MP (Co-Chair of the All Party Parliamentary Group for Cycling) and Chris Boardman MBE (Olympic Gold Medallist and cycling hero), the new 'businesscycle' website will act as a 'one stop shop' to help the business community and employers create a positive environment to support continued growth in cycling for work journeys.
- 3.10 'Businesscycle' focuses on why and how employers should promote cycling in the workplace. It provides advice on promoting cycle safety and security – two often cited barriers to cycling – and highlights cycle safety tips, cycle training, good locking practice and bike registration. The site also includes guidance on pool bikes, cycle parking facilities and cycle-to-work schemes. Organisations that sign up will have access to offers for themselves and their employees, such as discounts on cycle parking, British Cycling membership and cycle security kits.
- 3.11 Through this new initiative, TfL and its partners are helping to create a lasting cycling legacy, capitalising on the success of the Games. Research by Sky and British Cycling found that 52 per cent of all people surveyed were motivated to cycle as a result of the achievements of Team GB's cyclists. The 'businesscycle' website can be found at: <http://businesscycle.org.uk/>

## **4 Safety**

### **Road Safety Consultation**

- 4.1 TfL is currently consulting on a draft Road Safety Action Plan for London. Road safety stakeholders are being encouraged to provide feedback on the Plan online and through a series of stakeholder engagement events. These include discussions with the London Technical Advisers Group (LoTAG), London TravelWatch, London Councils, the Metropolitan Police Service (MPS) as well as groups representing those walking, cycling and motorcycling. A round table meeting, chaired by the Deputy Mayor for Transport and comprising key road safety stakeholders and delivery partners was also convened, specifically to inform the content of the Plan. The consultation closed on 31 October 2012.

### **Power Two-Wheelers (P2W) Safety Campaign**

- 4.2 On 22 October 2012, TfL launched its latest campaign to cut the number of motorcyclists killed or injured in the capital. Motorcyclists are more vulnerable to injury than other road users, making up 16 per cent of all casualties and 22 per cent of all fatalities on London roads during 2011. In particular, collisions can occur at junctions when vehicles can turn across the path of a motorcyclist having failed to look properly. A radio advert, poster and online campaign running during November 2012 asks motorists to look out for motorcycles. The clock change in late October traditionally signals a rise in the number of casualties among users of motorbikes and P2Ws.

### **Teen Road Safety Campaign**

- 4.3 On 23 October 2012, TfL launched its latest campaign to reduce the number of teen casualties on London's roads. Posters across London, social media messages and an online game 'Stop.Think.Win' urge teenagers to look out for traffic when using the road. In the online game, players must avoid traffic as they navigate themselves and lead a group of friends on a walk across a city.
- 4.4 The campaign highlights to teenagers how they can make themselves safer on the roads by not getting distracted. Many factors, from mobile phones and MP3 players to simple face-to-face conversations, can lead to teenagers being involved in collisions when using the road. One striking poster showing the real consequences of being distracted features a boy lying dead alongside a mobile phone with the warning 'My friend saw the text. He didn't see the car'.
- 4.5 Latest figures, published by TfL earlier this year, reveal that road casualties among teenagers in the capital have fallen by two thirds over the last 10 years. Despite this, 236 teenagers were killed or seriously injured on London's roads last year. The campaign seeks to reduce teenage road casualties in London even further.

## **The latest crime statistics**

- 4.6 The latest bus-related crime figures for August 2012 show a small increase of 4.8 per cent (73 crimes) compared to the same period for 2011. The vast majority of this increase is attributable to increases in theft and drug offences. Comparison with August 2011 is also distorted by the London riots. The level of bus-related crime in August 2011 was unusually low, as passenger numbers were lower than usual and criminal activity was suppressed by the huge increase in police numbers in the capital. Overall, the year-to-date figures for April to August 2012 still show a 7.4 per cent reduction (863 offences) on buses. The August 2012 figures for the Tube/DLR network show a reduction of 6 per cent compared to August 2011 (1,010 reduced to 948). The overall year-to-date reduction for the Tube/DLR is 2.3 per cent.

## **Operation Safer Travel at Night Campaign (STaN)**

- 4.7 The first phase of the annual Safer Travel at Night campaign (STaN) – a partnership between TfL, the Metropolitan Police Service (MPS) and City of London Police (CoLP) – started at the end of September 2012. In addition to the student-focused advertising campaign, TfL-funded police officers engaged with new students to London at a range of events to provide advice on safe travel options.
- 4.8 The second phase of the STaN campaign will go live from 19 November 2012 in the run up to the festive party season. A new element of the campaign this year involves the introduction of a new GPS enabled CABWISE app which allows the public to contact local minicab operators in three simple steps. The campaign will consist of a new cinema advert, posters (on public transport and at late night venues) and leaflets distributed by police officers and promotional staff. The campaign will also be supported by the wide ranging MPS Safer Transport Command operation dealing with minicab touts. In the first phase of this operation between 20 September and 8 October 2012, nearly 100 arrests were made for minicab touting.

## **Operation Cubo**

- 4.9 TfL-funded police officers from the MPS Safer Transport Command supported the latest day of action for Operation Cubo at the end of September 2012. This operation focused on cracking down on uninsured and unlicensed drivers in London. The operation makes a key contribution to making London's roads safer as uninsured drivers are more likely to have collisions and less likely to have road-worthy vehicles. Nearly 37,000 vehicles have now been seized since the MPS began this London-wide initiative and hundreds of arrests have been made.

## **5 Improving the Urban Environment**

### **Electric Vehicles Now Able to Roam between London and Eastern England**

- 5.1 Electric vehicle owners who are members of Source London or Source East can now roam between the capital and the east of England secure in the knowledge they will be able to charge their vehicles across both schemes. An agreement between electric vehicle charging networks, Source London and Source East, means that members of both schemes will be able to use the other's charge points free of charge and have access to around 940 charge points throughout London and the east of England.
- 5.2 Source London, a consortium of 50 public and private partners has 810 charge points throughout the capital with plans to increase that number to 1,300 in 2013. Source East covers the east of England region and includes the counties of Norfolk, Suffolk, Cambridgeshire, Hertfordshire and Essex together with Peterborough, Bedford, Central Bedfordshire, Luton, Thurrock and Southend. Currently with 132 charge points, Source East aspires to have 800 publicly accessible charge points - one within 25 miles of all businesses and residents in the eastern counties.
- 5.3 London's electric vehicle charge point network is already the UK's largest, and by 2013 will be one of the world's largest urban charging networks. London also has the highest proportion of electric vehicles in the UK – almost 16 per cent - and confidence is high that this will remain the case as the market develops. The east of England, in contrast, is a relatively rural region, but has high levels of car ownership and usage. Source East is confident the collaboration with Source London will strengthen and encourage the adoption of electric vehicles in the region.
- 5.4 In just under 18 months, the Source London consortium has grown from 21 public and private partners to 50 and 810 charge points located across 200 sites throughout the capital at supermarkets, shopping centres, council and private car parks, the Olympic Park, hospitals and on the street. Encouraging more electric vehicles is part of the Mayor's commitment to making London the electric vehicle capital of Europe, delivering cleaner air and reducing carbon dioxide emissions for all Londoners.

### **Congestion Charging (CC) & LEZ Operations**

- 5.5 Congestion Charging payment and penalty charge volumes have now returned to normal following the Games. Congestion Charging Auto Pay continues to attract new members, with some 220,000 customers now registered.
- 5.6 A further mail-out has recently been sent to all customers affected by the forthcoming closure of the Alternative Fuel Discount in January 2013, to advise them of the need to take action. Greener Vehicle Discounts are continuing to rise and there are now some 15,500 vehicles registered for the 100 per cent discount.

5.7 LEZ compliance rates for Phase 3 (vans and minibuses) and Phase 4 (lorries, buses and coaches) remains high at 98.6 per cent and 93.0 per cent respectively. The work to reduce the Contact Centre operating hours is now underway and the reduction in hours went live on 5 November 2012. Public consultation will begin on 19 November 2012 on a number of proposed changes to the congestion charging scheme. The proposed changes include retail channel removal, an increase to the penalty charge to £130 and the creation of a new Ultra Low Emission discount to replace the Greener and Electric Vehicle discounts.

### **New Green Wall at the Mermaid Theatre**

5.8 On 8 July 2012 an innovative green wall was installed at The Mermaid theatre in Blackfriars to help reduce harmful pollution. The 120 sq metre wall is made up of 15 plant varieties designed to reduce locally generated pollution, particularly from nearby busy roads. This is TfL's second green wall in the capital, following one installed on Marylebone Road at Edgware Road tube station last year.

5.9 The green walls are part of a package of targeted short term measures TfL is introducing at places where PM<sub>10</sub> levels are at their highest. Other initiatives include the use of dust suppressants, tree planting and the use of cleaner buses.

5.10 This is all in addition to London-wide schemes to cut pollution such as an age limit for taxis and tighter standards for the Low Emission Zone. The vibrant green wall at The Mermaid has been designed to include plants which will thrive in its underpass location. The attractive swirling planting design takes inspiration from the nearby Thames, the connection with water and The Mermaid.

5.11 The wall forms part of the underpass located on Puddle Dock, parallel to Upper Thames Street. The mixture of native and ornamental plants has been selected particularly for the highway location and wildlife value. The wall will contain plant varieties in a mixture of vibrant colours including yellows, greens and blue tones, along with some variegated plants.

5.12 Preliminary data gathered from the Edgware Road site by scientist Dr Linda Davies and her colleagues from Imperial College London, suggests these green infrastructure features are successful at capturing some airborne pollution. The team collected leaf samples from the green wall for five months following its installation in order to evaluate their ability to trap airborne particulate matter. An initial analysis shows that all 15 varieties of plants have been able to trap pollutants, although some have been more effective than others.

5.13 TfL has also provided Crossrail with funding to install green screens at five of its construction sites. These screens are part of the hoardings which surround the working sites. Four of the green screens are in place at Park Lane, St

George Street, Hanover Square and Finsbury Circus, and a further screen will be installed later this year on Farringdon Road.

- 5.14 Having invested in these trial sites, TfL is in discussions with other businesses where third party funding is available in order to deliver additional green walls, including sites in Victoria and Chiswick.

### **Mayor's Roads Task Force**

- 5.15 The second meeting of the Mayor's Roads Task Force, chaired by the Deputy Mayor for Transport, was held on 13 September 2012. During the meeting, the membership of the Roads Task Force was confirmed – this now includes the addition of the Chief Executive of Living Streets (Tony Armstrong). The details of membership along with the terms of reference are available to the public on the GLA website: <http://www.london.gov.uk/priorities/transport/investing-transport/roads-task-force>.
- 5.16 The meeting discussed the challenges facing the road network, and built on the initial discussions at the first meeting, including the feedback received between meetings from Task Force members. A revised version of the road network information pack, will be issued to Task Force members.
- 5.17 On 1 October 2012, a Roads Task Force stakeholder event was held with the purpose of discussing and obtaining the views of various stakeholders including the boroughs and representatives from the road transport industry, on the challenges facing the road network. The meeting was well attended with those present providing valuable contributions. The event also presented the opportunity to feedback initial results from the public consultation, which closed on 14 September 2012. A total of 114 responses had been received (55 responses from key stakeholders and the remainder from members of the public).

### **2012 National Transport Award for Legible London Living Map Database**

- 5.18 On 11 October 2012 TfL was named a winner at the 2012 National Transport Awards for the Legible London Living Map database that TfL developed with cartographers T-Kartor. TfL won in the competitive Excellence in Technology category, ahead of nine other nominees. The Legible London scheme is delivered in partnership with public and private sector partners including London boroughs. Since its inception in November 2007, the system has improved wayfinding for pedestrians in London, while also providing mapping for BCH and the Cycle Superhighways, bus stops and Underground stations. The Legible London based Get Ahead of the Games paper maps played a major role in mitigating increased public transport passenger numbers during the Games, by encouraging journeys on foot.

## 6 Streets

### Tottenham Hale Regeneration

- 6.1 TfL has begun major work in Tottenham Hale to improve facilities for pedestrians and cyclists and return the gyratory to two-way traffic, as part of its ongoing work to improve the capital's streets.
- 6.2 The scheme will take around two years to complete with the aim of improving access for residents and making the area more accessible for pedestrians and cyclists. The existing bus station by Tottenham Hale station will also be expanded to improve significantly interchange between bus and train services and a new public space with trees, benches and additional cycle parking for the local community created, providing a new area for local residents.
- 6.3 This work forms part of the Mayor's Great Outdoors Programme which aims to revitalise London's network of streets, paths, passages, broadways, squares and other public spaces to help breathe new life into the capital's urban environment and encourage people to walk and cycle.
- 6.4 Restoring two-way traffic throughout the area will significantly improve the road network by providing more route options for travelling in both directions through the area, as well as easier access for local residents and businesses.
- 6.5 In order to reduce the disruption that these works could cause to businesses in the local area, TfL has been working closely with the contractor to minimise the construction impact of the project. Road works will be carried out to avoid peak traffic hours and be undertaken at times when traffic is lighter, including during evenings, nights and weekends. TfL will also be working closely with the London Borough of Haringey's environmental team to keep noise within agreed limits. Innovative working methods such as noise-dampening barriers will be used to ensure that local residents are not affected by these overnight works.
- 6.6 The improvements to local roads are in addition to £41m of regeneration investment planned for the area by the Mayor and the London Borough of Haringey. Investment through the fund will work in Tottenham across the following areas:
  - (a) £27 million for North Tottenham/Northumberland Park – to support transport infrastructure and public realm improvements to help unlock proposals for the major stadium-led regeneration scheme;
  - (b) £3 million into a package of works to improve the High Road, bringing disused buildings back into use, paving the way for growth in terms of housing, employment and community;
  - (c) £4 million to support an Opportunity Investment Fund – to purchase key sites to bring forward development on the High Road and at Tottenham Hale;

(d) £3.6 million for an Employment and Skills programme to provide support for hard to reach young people and problem families in terms of employability, access to jobs and skills training; and

(e) £3 million to transform 639 High Road for community use.

6.7 For the latest information about progress about the improvement scheme, please visit [www.tfl.gov.uk/tottenhamhalescheme](http://www.tfl.gov.uk/tottenhamhalescheme).

### **Cycle Junction Review**

6.8 Work to deliver a range of cycle safety improvements across London remain on track to be delivered by the end of the year.

6.9 Following consultation with local stakeholders, representatives from the London boroughs and leading cycling and road safety organisations, work is scheduled to begin at Waterloo roundabout and the northern roundabout at Lambeth Bridge during November 2012. These junctions will form two of the 10 locations the Mayor and TfL committed to improve specifically for cyclists by the end of 2012.

6.10 The improvements will see new cycle lanes, improved crossings for pedestrians and extended footways to help reduce motor vehicle speeds throughout the area. These improvements form the first phase of works to deliver immediate benefits to cyclists and pedestrians while further design work is considered by TfL.

6.11 Design options at a number of other locations are already fully underway, along with work to deliver the next 15 junctions. These will include improvements at Upper Thames Street/Southwark Bridge and Mile End Road/Burdett Road due to begin in Spring 2013.

6.12 Although the better junctions programme is still ongoing, high level meetings with cycling groups and road safety organisations have already identified a number of possible options that could be incorporated into the capital's road network in the future. These include single lane 'continental' roundabouts and low level traffic signals, which would be designed to be at eye-height of riders at junctions. Discussions also continue with the DfT to push for cycle-specific traffic signals to be trialled in London.

6.13 As well as the better junctions programme, TfL has begun work to identify junctions across central London where a further 100 Trixi safety mirrors could be installed to help further reduce collisions between cyclists and left-turning vehicles at these locations. The first of these mirrors will be installed in the New Year and TfL expects to have all the mirrors in place by April 2013.

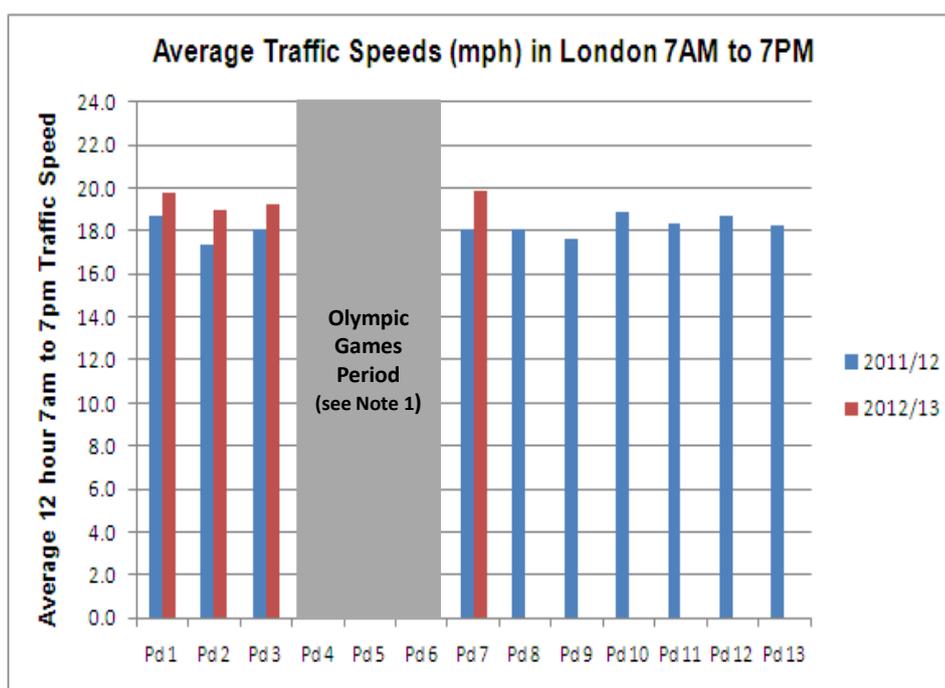
6.14 A thorough review of the King's Cross gyratory is also in progress. The review is considering how all road users, including pedestrians and cyclists, use the TfL and local borough road network around King's Cross. The findings will enable an informed discussion regarding the future of the King's Cross gyratory system and further improvements to the road network around the area.

6.15 More information about the programme of works can be found at [www.tfl.gov.uk/betterjunctions](http://www.tfl.gov.uk/betterjunctions).

## 7 Streets

### Traffic Flows

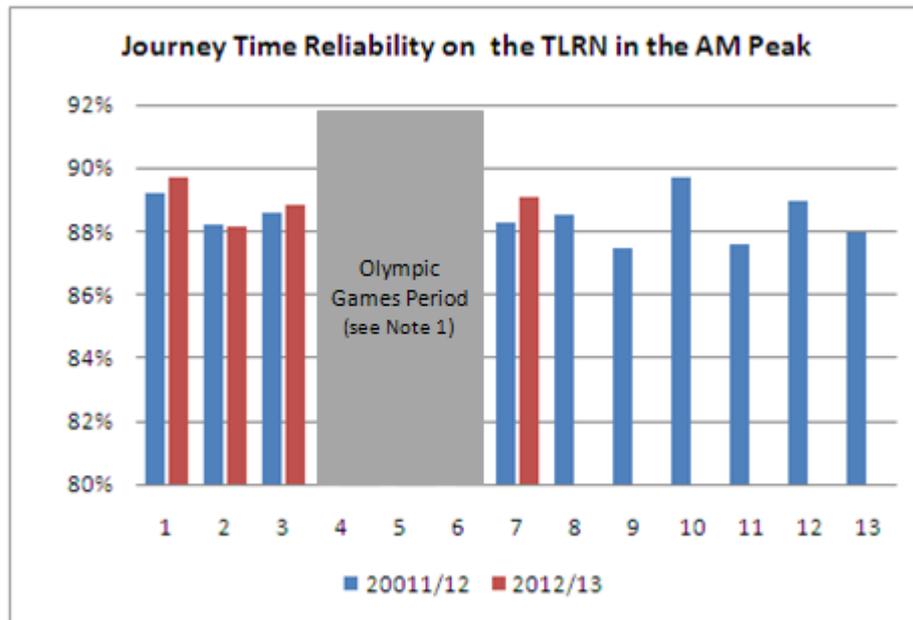
7.1 The pan London traffic flow index at Period 7 (16 September – 13 October 2012) stands at 94.1. This is 0.8 index points up on the same period last year. Year-to-date pan-London traffic volumes are up 1.2 index points on last year, meaning better traffic flow. The chart below shows traffic flows relative to an index of 100 in Period 1 in 2006/07. The year-to-date figure for 2012/13 is 93.4, which means that flows are 1.2 index points greater than the year-to-date figure in 2011/12.



**Note 1:** Separate performance targets were set for the Olympic and Paralympic periods, please refer to section 8.3 - 8.5 for further detail

7.2 Average traffic speeds for the 12 hours between 7.00 am to 7.00 pm across London in Period 7 was 19.9 mph. This is on average 1.8 mph faster than the average traffic speed of 18.1 mph observed in Period 7 last year. The year-to-date figure for 2012/13 is 19.5 mph, which is 1.4 mph faster than the year-to-date figure for 2011/12.

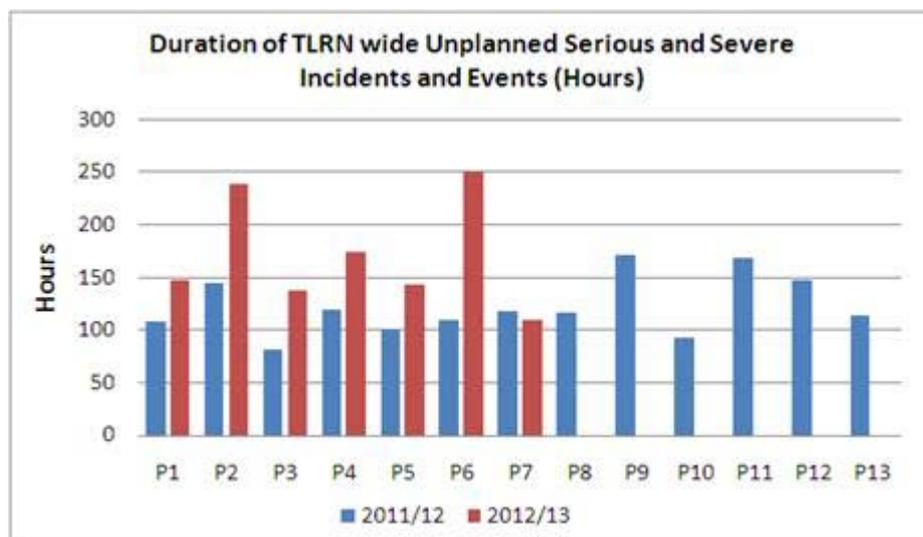
## Journey Time Reliability



**Note 1:** Separate performance targets were set for the Olympic and Paralympic periods, please refer to section 8.3 – 8.5 for further detail

- 7.3 The journey time reliability (JTR) on the TfL Road Network (TLRN) in the AM peak in all directions for Period 7 stands at 89.1 per cent, an improvement of 0.8 percentage points from the same period last year. The year-to-date figure is 88.9 per cent, a year on year improvement of 0.2 percentage points.

## Planned and Unplanned Disruption on the TLRN

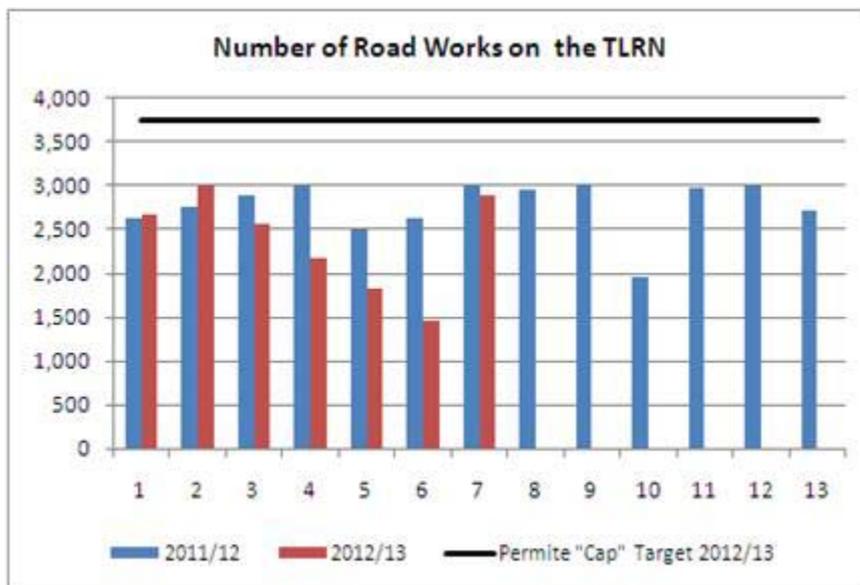


- 7.4 There were 109 serious and severe disruption hours over 65 events on the TLRN in Period 7 2012/13, compared to 118 hours over 66 events in Period 7 of the previous year. Compared to the same period last year, there were fewer disruption events and the overall duration of disruption was lower. Year-to-

date, there have been 1,200 serious and severe disruption hours, which is 420 more hours than the year-to-date figure for the same time in 2011/12 (a 53.8 per cent increase). The emergency works on the Hammersmith Flyover were a significant contributor to this increase.

- 7.5 The various contributors to disruption were similar this year to last year's figures. Disruption from accidents decreased to 53 hours from 56 hours last year. Disruption from control devices decreased to 3 hours from 4 hours last year, and from other incidents has decreased from 36 to 13 hours. Disruption from breakdowns increased from 12 to 17 hours. Disruption from congestion increased from 2 to 11 hours, however, disruption from utility emergency works decreased from 6 hours to 1 hour.

### Road Works on the TLRN



- 7.6 In Period 7, the total number of road works reported on the TLRN was 2,888 which is 3.8 per cent less than the 3,003 reported in Period 7 of the previous year. The maximum permissible total number of road works allowed on the TLRN has been capped at 3,753 in any one period from Period 7 of 2011/12 until the end of the financial year 2012/13, a reduction of 10 per cent from the cap of 4,170 that applied to the first six periods of 2011/12. In Period 7, the number of road works on the TLRN was 23 per cent less than the maximum number allowed by the cap.
- 7.7 TfL has recorded 16,579 sets of road works on the TLRN so far this year, which is a 14.5 per cent decrease in the total number recorded in the same period during the last financial year (19,404). This can be attributed to the reduction in road works during the Games period. Also in Period 7, 525 Fixed Penalty Notices were given to works promoters, including 191 for working without a permit. Furthermore, 105 Section 74 charges were imposed on works undertakers for over-running works. Through good planning, collaborative working and early engagement with promoters, approximately 1,207 days of disruption have been saved on the TLRN.

## **Twitter – @TfLTrafficNews**

- 7.8 The TfL Traffic News twitter service launched in January 2012, and to date has over 23,200 followers.

## **Traffic Signal Timing Reviews**

- 7.9 In the year-to-date, 700 signal timing reviews have taken place to ensure that they operated at their maximum efficiency to support the Olympic Route Network (ORN). The additional 108 signal timing reviews carried out post-Games have so far brought a 6.43 per cent reduction in delays for traffic at these sets of signals. This has been achieved at no disbenefit to pedestrians.

## **Split Cycle Offset Optimisation Technique (SCOOT)**

- 7.10 As part of the Mayor's smoothing traffic flow agenda, TfL will continue to implement SCOOT at a further 1,000 of London's most important signals by the end of 2012/2013. As at Period 7, SCOOT optimisation has now been completed at 619 sites and the benefits captured during the main peak periods. SCOOT is delivering a 13 per cent reduction in delays and a 5.0 per cent reduction in the number of times vehicles have to stop as they travel through the network.

## **Lane Rental**

- 7.11 On 11 June 2012, the TLRN Lane Rental Scheme was launched allowing TfL to charge utility firms up to £2,500 a day for working in congested areas and at busy times of the day. The scheme covers over 200 miles (57 per cent) of the TLRN, covering the areas most susceptible to major roadwork disruption. To date, lane rental charges were applied to 69 utility work sites relating to 223 days of works, and to 30 TfL works sites, relating to 48 days.

# **8 Games Performance**

## **Olympic and Paralympic Route Network**

- 8.1 On the roads, TfL designed and installed the Olympic and Paralympic Route Networks (ORN and PRN), necessary to ensure that athletes, officials, media and other members of the Games Family could reach venues on time. Following a six-month long borough and stakeholder engagement programme and public consultation, the ORN and PRN were built largely over a seven week period starting 11 June 2012, predominantly at night to avoid traffic disruption. A number of physical measures, such as white lining and signage were introduced, and Active Traffic Management was implemented across the city, including changes to around 1,300 traffic signals.
- 8.2 As promised, the ORN was activated just two days before Olympic Games and the PRN was activated on the day of the Paralympic Opening Ceremony, ensuring all London traffic could flow as smoothly as possible in advance of the Games. A ban on road works was introduced on the ORN, PRN and key A and

B roads, and around 70 additional tow trucks were on standby to quickly remove quickly broken down vehicles and other vehicle obstructions hindering traffic movements.

### **The Road Network**

- 8.3 Traffic flows in central and inner London were down by 16.3 per cent in the AM peak and 9.4 per cent in the PM peak on normal levels during the Olympic Games, and down by 10.4 per cent in the AM peak and 2.3 per cent in the PM peak during the Paralympic Games. Serious and severe disruption was also down by 20 per cent during the Olympic Games, helping to keep the capital's roads running smoothly.
- 8.4 Thanks to this performance, Games Family vehicles achieved journey times on average 30 per cent quicker than normal journeys in London and exceeded the overall target of 95 per cent (achieving 95.6 per cent during the Olympics and 97.8 per cent during the Paralympics). Furthermore, owing to the Games Family using public transport much more than expected, Games Family vehicle flows were typically only 30 – 40 per cent of LOCOG's pre-Games predictions. As a result, TfL was able to actively manage the ORN using roadside variable messaging signs, with around 60 per cent of Games lanes remaining open to general traffic during the Olympic Games and around 70 per cent during the Paralympic Games.
- 8.5 The JTR target for the rest of the TLRN was set at 75 per cent to take into account the anticipated disruption associated with the operation of the ORN and PRN. However, non-Games Family vehicles achieved a JTR figure of 91.1 per cent and 89.5 per cent for the Olympic and Paralympic periods respectively.
- 8.6 Following a high-profile three month communications campaign in advance of the Games, compliance with ORN/PRN restrictions among regular road users was very high, at around 97 per cent. Where contraventions did occur, Warning Notices and Penalty Charge Notices (PCNs) were adopted, alongside an on-street presence of Traffic Police Community Support Officers (TPCSOs) and Borough Civil Enforcement Officers (CEOs), and a vehicle relocation and removal service.
- 8.7 Warning Notices, rather than PCNs, were issued for the first few days of the ORN and PRN restrictions, to give drivers time to become familiar with the new restrictions. For Games Lanes infringements specifically, the decision was taken to only issue Warning Notices throughout the Games period. In total, 25,700 Warning Notices and 6,500 PCNs were issued for ORN contraventions and 4,700 Warning Notices and 400 PCNs for PRN contraventions. The on-street operation resolved the vast majority of observed contraventions through verbal requests from a TPCSO or Borough CEO for the vehicle to move on.

### **Public Transport**

- 8.8 Over the course of the Games, TfL carried record numbers on the public transport system. London Buses carried 92 million passenger trips across the 17 days of the Olympic Games and 69 million during the Paralympic Games.

Travel patterns showed significant increases around the venues and in the evenings and early mornings. This was offset by reductions in general traffic levels across the city and where road closures and traffic management measures meant that bus services were curtailed or diverted. London's river services were busy over the Games, with the main river bus operator seeing a 44 per cent increase in passengers during the Olympic Games compared with last year.

- 8.9 Despite running more services for longer each day and with record numbers of passengers, public transport operated reliably during the Olympic and Paralympic Games, continuing the trend of improving performance in recent months and years. Buses ran 23.2 million km during the Olympic Games, around 600,000km more than last year (reflecting the increased frequencies on certain routes), and 98 per cent of schedule. During the Paralympic Games, 16.4 million km were operated, around 300,000km more than last year, and 97.8 per cent of schedule.

### **Walking and Cycling**

- 8.10 The London 2012 Active Travel programme was developed by the Olympic Delivery Authority (ODA) and TfL to encourage spectator walking and cycling journeys, and increase commuter walking and cycling to ease pressure on the public transport.

- 8.11 Measures included:

- (a) a network of attractive new cycling and walking routes, especially in East London;
- (b) 15,000 free cycle parking spaces at competition venues;
- (c) a further 1,500 free cycle parking spaces in central London for commuters;
- (d) free cycle maintenance at venues for spectators;
- (e) a London Cycling Guide covering the Olympic Park and surrounding area;
- (f) guided walks and cycle rides for venues across London and more widely; and
- (g) specially published walking maps to encourage people to walk instead of taking public transport for short trips.

- 8.12 These steps helped to support high levels of walking and cycling during the Games. At sites across London, the number of pedestrians counted was seven per cent higher during the Olympic Games and 18 per cent higher during the Paralympic Games, compared with the same period last year, while in the West End alone there were 11 per cent more pedestrians during the Olympic Games and 22 per cent during the Paralympic Games. In east London there were 158 per cent more pedestrians.

- 8.13 Measurements on bridges over the Thames during the Olympic Games indicated 20 per cent more cyclists and 22 per cent more people on foot, compared with the previous fortnight. Moreover, in central London the figures showed 29 per cent more cyclists. The rate of cycling growth within the areas where TfL was actively controlling traffic was, on average, 15 per cent higher than in the rest of London.
- 8.14 Barclays Cycle Hire had 642,000 hires over the Olympic Games, 44 per cent more than the first two weeks of July, and a further 442,000 hires over the Paralympic Games. Over the whole of July, Barclays Cycle Hire saw more than 1 million hires for the first time, while the highest ever daily total of 47,000 hires was achieved on 26 July 2012. Moreover, casual use (non-members) constituted 53 per cent of hires during the Olympic Games and 48 per cent during the Paralympic Games, compared with 43 per cent during a normal period, suggesting greater use by visitors during the Games.

### **Taxis and Private Hire**

- 8.15 In advance of the Games, TfL worked with the ODA to develop a taxi and private hire handbook to advise drivers and operators of the various changes in place for the Games, while during the Games themselves TfL provided real time information through email updates and a dedicated Twitter account.
- 8.16 Feedback from taxi and private hire trade representatives was positive, with private hire operators, in particular, commenting that the information provided by TfL was a real help in planning their journeys. TfL also deployed compliance officers during Games time as a deterrent to would-be touts, and illegal cab activity was reported to be relatively low during the Games period and non-existent at Games venues. Compliance officers also checked the accessibility features on taxis, including wheelchair ramps, to ensure this equipment was in full working order and that drivers were able to operate it.
- 8.17 Taxi ranks and drop-off and pick-up points were provided at most Games venues, with significant capacity for the Olympic Park. TfL and the ODA also arranged marshalling at venues and key national rail stations throughout the Games, which received positive feedback from the taxi and private hire trades, as well as passengers. At the Stratford Regional station rank alone, marshals recorded over 42,000 passengers over the Olympic Games.

### **Dial-a-Ride**

- 8.18 Dial-a-Ride operated successfully during the Games, with around 4,000 more trips than the target and with minimal disruption. Arrangements for pick ups and set downs at locations on the ORN/PRN were implemented effectively, helped by the support of Travel Ambassadors, who looked after the door-to-door service while drivers ensured compliance with traffic regulations. Trips around road network hotspots also worked well, with customers being offered (and accepting) alternative travel options, such as different shopping destinations, to avoid the busiest places.

## Travel Demand Management

- 8.19 Although significant investment was made in enhancing public transport capacity and reliability on routes to Games venues, it was acknowledged by TfL and others that demand could exceed capacity at certain times and places during the Games, posing a risk to the reliability of travel for individuals, businesses and the Games Family.
- 8.20 As a result, the ODA set up a Travel Demand Management (TDM) programme for the Games. Managed by TfL since 2011 in partnership with LOCOG, train operating companies, the Highways Agency, Network Rail and the Department for Transport, the programme aimed to provide robust and authoritative information to businesses, spectators and regular travellers to help them plan ahead and keep the system moving.
- 8.21 A total of 550 large businesses in locations affected by the Games were given direct planning support, comprising over 600,000 employees, while a further 3,000 businesses, in particular small and medium-sized enterprises, attended planning workshops. The TDM programme also offered a range of business planning toolkits and used presentations, events, letters and advertising to ensure businesses were ready and could continue to operate during the Games.
- 8.22 To help spectators find the most effective route to venues, the TDM programme also developed special routing strategies and the Spectator Journey Planner. Realtime information was provided during the Games through electronic boards on the transport system and through various online and mobile channels.
- 8.23 For regular users of the transport system, the 'Get Ahead of the Games' programme was launched, involving an intensive marketing and communications campaign to direct people to [www.getaheadofthegames.com](http://www.getaheadofthegames.com) website. The website included maps and charts of the busiest times and places on the public transport and road networks, as well as an interactive map showing all temporary Games road changes in one place. The campaign also involved customer emails, a series of local road shows, printed walking maps and real time information during the Games.
- 8.24 The TDM programme proved to be enormously successful during the Games. Londoners listened to TDM advice and modified their behaviour, with around one third of Londoners reporting a change to their weekday daily travel during the Olympic Games. This meant that severe crowding and traffic congestion was avoided, allowing the transport system to run well and support the Games.
- 8.25 Following the Olympic Games, TDM messages were adjusted to focus on the particular parts of the transport network and times of day forecast to be busiest based on the different footprint of the Paralympic Games. The response to this refined set of messages was also encouraging with around one third of adults in London reporting that they had changed their weekday travel behaviour.

8.26 People did not all stay at home or leave the city – rather, the majority simply changed the time or way they travelled to avoid travel hotspots. The re-timing of journeys had the effect of broadening travel demand over the morning and evening peak hours, allowing transport networks to carry record numbers but feel less busy.

### **Road Freight Management**

8.27 Before the Games, TfL recognised that without suitable planning and mitigations, freight activity in London could be adversely affected by the Games. With freight constituting 25 per cent of weekday traffic in central London and the possibility of road network disruption at certain times and places during the Games (especially on and around the ORN/PRN and on road event days), TfL undertook a programme of road freight management to advise businesses and operators of how to prepare.

8.28 The road freight management programme involved a major engagement and marketing campaign, including setting up a freight forum chaired by a freight industry leader, a programme of consultancy, workshops and presentations, and a series of leaflets, radio adverts and other publicity. TfL also developed a range of freight tools, such as a dedicated Games freight website and the highly-praised online Freight Journey Planner.

8.29 In addition, TfL worked with government, regulators, the Traffic Commissioners, London Boroughs and other partners to ensure appropriate interpretation and enforcement of noise nuisance and planning regulations. TfL and the lead Traffic Commissioner for the Games proposed an amendment to the previous Olympic Act by way of the London Olympic Games and Paralympic Games (Amendment) Bill, which received Royal Assent on 14 December 2011. This facilitated short-notice changes to HGV operators' licences to enable flexible deliveries during the Games where customers had provided insufficient notice to the operator for the normal process. Acting with the DfT, the amendment was enacted, and the Senior Traffic Commissioner issued guidance to help manage the process effectively. These steps enabled more flexible freight operations and appropriate mitigations such as quieter out-of-hours deliveries.

8.30 All this planning meant that, during the Games, London was kept stocked and serviced. Across all sectors of the industry, no major issues have been reported. Service levels were maintained, and in some cases improved, through the measures implemented. The retail, leisure and hospitality sectors appear to have seen increased sales, and did not report any issues with deliveries, while healthcare and financial operations did not report any issues with servicing key sites.

8.31 Over 2,000 freight operators and businesses were interviewed before the Games to understand their levels of awareness and preparedness. Of those interviewed, 77 per cent of operators and 70 per cent of businesses overall stated that they had prepared for the Games. Most operators reported that the information and support provided by TfL was excellent and they would hope that some of the changes could be continued after the Games. Although a few issues were noted in respect of out-of-hours deliveries in some London

Boroughs, these were localised and resolution had been sought directly with the Boroughs.

### **Travel Ambassadors**

- 8.32 One of the most highly praised aspects of London 2012 was the army of extra staff and volunteers in magenta and purple uniforms who made the event such a success. TfL made a substantial contribution to this workforce through its Travel Ambassador programme.
- 8.33 In order to deliver an exceptional level of customer service during the Games, TfL set out to re-deploy over 3,000 non-operational staff across the transport network in customer-facing roles. Following a concerted recruitment process, around 3,500 Travel Ambassadors were secured and trained, and distributed across the TfL network to provide enhanced customer service and information over the course of the Games.
- 8.34 Travel Ambassadors were provided with magenta tabards, iPads and iPhones, and a range of other customer information tools to allow them to do their job effectively, while a dedicated social media site, drop-in sessions and a network of 80 Travel Ambassador 'advocates' provided support for the role.
- 8.35 Travel Ambassadors and all operational staff received considerable praise from customers and the media for their friendly, knowledgeable and efficient service during the Games.

## **9 Recommendation**

- 9.1 The Panel is asked to NOTE the report.

## **10 Contact**

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