

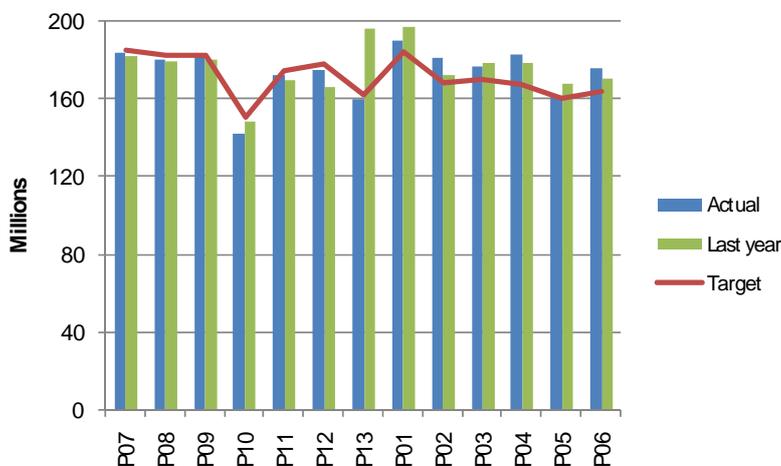
**TRANSPORT FOR LONDON**  
**SURFACE TRANSPORT PANEL**

**SUBJECT: MANAGING DIRECTOR'S REPORT**

**DATE: 9 NOVEMBER 2010**

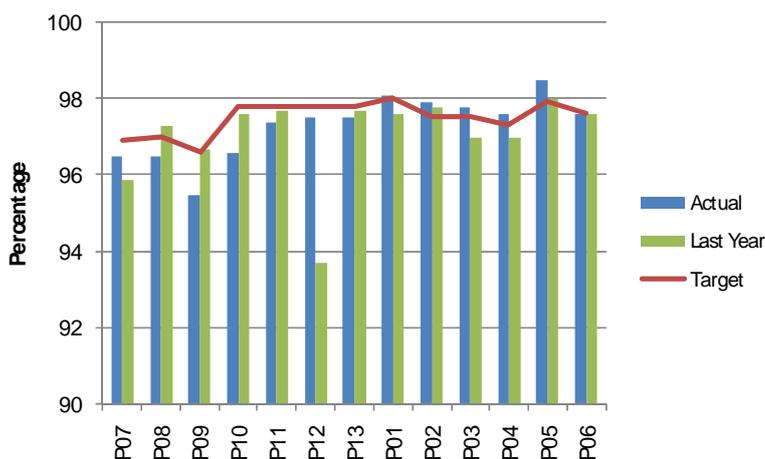
**1 BUSES**

**Bus Network Performance: Bus Passenger Journeys**



1.1 Buses carried 175.8 million passenger journeys in period 6. This is 11.8 per cent better than target and 4.8 per cent better than the same period last year.

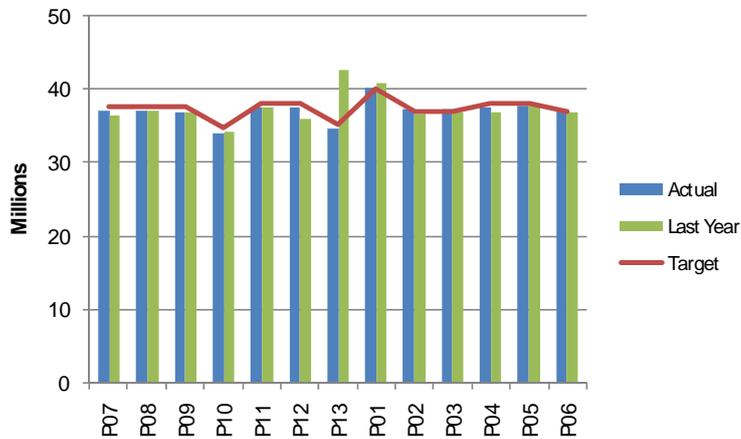
**Bus Network Performance: Percentage of Scheduled Service Operated**



1.2 The percentage of scheduled service in period 6 was 97.6 per cent. This meets the target for the period of 97.6 and is equal to the figure for the same period last year.

1.3 Mileage losses due to traffic delays were slightly worse than forecast this period, due to additional congestion and exceptionally high passenger loadings during the Tube strike on 6-7 September. Other factors causing particular disruption to buses included the Papal Visit, roadworks in Streatham and a burst water main in Brentford. Nevertheless, mileage losses so far this financial year remain significantly better than forecast.

**Bus Network Performance: Bus Kilometres Operated**



1.4 Buses operated 37.2 million kilometres in period 6. This is 0.2 per cent greater than target and the figure for the same period last year.

**Bus Network Performance: Excess Wait Time – High Frequency Routes**



1.5 Excess wait time in period 6 was one minute. This is the same as target and six seconds better than the same period last year.

**Route 149 Conversion**

1.6 On 17 October, route 149, which runs between Edmonton Green and London Bridge Station, was converted from articulated to double-decker buses. The route is the fourth to be converted. There will be 35 new double-decker buses running on the route, and frequencies will increase during peak hours Monday to Friday.

## **Oxford Street Bus Reductions**

- 1.7 Further changes were made to routes serving Oxford Street in period 6 as part of delivering the Mayor's commitment to a 10 per cent service reduction. Routes 15 and N15 were withdrawn between Regent Street and Paddington Basin (Route 15 now runs between Regent Street and Blackwall Station, and route N15 between Regent Street and Romford). Route 159 now runs as a 24-hour service between Paddington Basin and Streatham and Route N159 has been withdrawn. The new Route N109 was introduced between Oxford Circus and Croydon, and the new route N64 was introduced between Thornton Heath Pond and New Addington. Further reductions are subject to minor highway modifications in the area which must be approved by the City of Westminster.

## **On-Bus Ticketing Equipment**

- 1.8 Approval was given to enhancements to on-bus ticketing equipment in period 6. This will further improve its reliability and availability, and produce data about the specific stop at which each smartcard transaction takes place, which will be of value for bus network planning. Delivery will be integrated with TfL's project to use contactless bank cards to pay bus fares, for implementation by early 2012.

## **New Bus for London**

- 1.9 TfL has received favourable coverage of the stage two mock up of the bus (which demonstrates the fully fitted out state of the vehicle) following a preview event for the media on 15 September. The mock up was completed by the end of September and will be delivered to London in November. The public launch and subsequent stakeholder engagement is scheduled for later this month. The chassis and bodywork for the proving vehicle (engineering test vehicle) is in the build stage.

## **2 CYCLING**

### **Cycle Hire Scheme**

- 2.1 As of 28 October, the scheme had over 101,000 members, who had made more than 1,400,000 journeys on hire cycles since the beginning of the scheme. The total number of docking stations is now up to 343, and the current number of cycles in circulation is 4,789. Work to deliver and test the 'casual users' functionality is on-track and this phase of the scheme is expected to be delivered by the end of the year.

### **Cycle Superhighways**

- 2.2 Initial construction work has been completed along Routes 2 (Bow to Aldgate) and 8 (Wandsworth to Westminster).
- 2.3 Early results are available from the second iteration of Cycle Superhighways Customer Behaviour research conducted along the pilot routes (3 and 7). The following figures provide a current snap shot and a full year of data is required to identify any longer term trends.

- 2.4 Research was carried out by an independent customer research provider, combining telephone interviews and an internet approach, and covers interviewees living within 1.5km of the pilot routes, as defined by postcode, and travelling at least 1km along the routes (including rail, Tube, and parallel roads). This method is considered to provide a reasonably random and representative sample, and the sample has been tested against the characteristics of the local population.
- 2.5 Initial results indicate behaviour change among those interviewed: Of those that had cycled on the routes in the last two weeks, 16-24 per cent had shifted from another mode since the launch of the Cycle Superhighway; 28 per cent of the 257 respondents who cycle on the pilot routes have bought a bicycle since the launch; and there was a 26 per cent increase in the number of those respondents reporting that they cycled three days per week or more.
- 2.6 Of those who had switched from other modes or routes, the quality of the road surface and visibility of blue cycle lanes/road markings were the top infrastructure aspects mentioned by cyclists as attracting them to the Superhighways. A quicker journey time was the top reason cited by cyclists for using the Superhighways.

### **3 WALKING**

#### **Promoting Walking**

- 3.1 Surface Transport's Communications and Engagement Team has produced a short film for Kulveer Ranger, the Mayor's Transport Adviser, to promote TfL's Key Walking Routes initiative. This will be aired on TfL's YouTube channel to demonstrate to stakeholders the benefits of walking.

### **4 SAFETY**

#### **Cycle Task Force Expansion**

- 4.1 The Metropolitan Police Service (MPS) Cycle Task Force, part of the Safer Transport Command (STC) and funded by TfL, added 10 more officers on 29 September to improve cycle safety and crack down those who disobey the rules of the road. Since its launch in June 2010, the team has security marked nearly 5,000 bikes, made nearly 20 arrests for bike theft and reunited some owners with their stolen bikes.
- 4.2 The unit also ran a six week operation this summer to target road users who disobeyed traffic signals, encroached on Advanced Stop Lines, cycled carelessly or on pavements, or used mobile phones on the Cycle Superhighways. The operation resulted in:
  - (a) more than 900 Fixed Penalty Notices (FPNs) of up to £60 issued to drivers and motorcyclists;
  - (b) over 400 FPNs of up to £60 issued to cyclists;
  - (c) around 300 people attending an Exchanging Places safety education course; and
  - (d) 106 cyclists issued FPNs for lesser offences were given the option to have their FPN cancelled if they attended this course, and 50 per cent of them did.

## **Motorcycles in Bus Lanes Safety Campaign**

- 4.3 A new radio advertising campaign was launched on 5 October 2010 aimed at improving drivers' awareness of motorcyclists in bus lanes. This is part of a package of measures TfL and the MPS have introduced to tackle an increase in the rate of motorcyclist collisions – predominantly with cars turning into or out of side roads on routes where motorcyclists have access to bus lanes – that were identified by the previous Motorcycles in Bus Lanes Trial. Additional measures include introducing targeted enforcement of speeding motorcyclists in bus lanes to improve safety and updating the TfL-funded MPS BikeSafe course (advanced motorcycle and scooter training), which now includes extra training on awareness of vehicles crossing their path at junctions.

## **Freight Operator Recognition Scheme (FORS) Events**

- 4.4 The FORS Safety Challenge seminar was held on 9 September 2010, attended by 51 freight operators and hosted by the AA and Backwatch Safety Systems. At this event, the Senior Traffic Commissioner praised FORS for its objectives and recommended that all freight operators take advantage of such schemes to help address the safety challenges faced by the industry. The Big Breakfast was held on 15 September, attended by 21 freight operators and hosted by the London Borough of Barking and Dagenham. These events raised interest in the new driver Certificate of Professional Competence safety training and have led to several new FORS registrations.

## **Fusion Centre**

- 4.5 The Community Safety, Enforcement and Policing Directorate (CSEP) has made significant progress toward fulfilling a Proposal in the Mayor's Transport Strategy, which is to deliver a joint TfL and police intelligence function regarding London's transport network. This "Fusion Centre" for London's transport system brings together representatives from TfL, the MPS and the British Transport Police (BTP) to enable joint working, the effective sharing of information, and the analysis of data from three respective groups. The Fusion Centre was up and running in period 6, its initial work revolving around three priority locations (Victoria, Stratford and Finsbury Park) identified through strategic analysis of crime data.

## **5 CONGESTION CHARGING AND TRAFFIC ENFORCEMENT**

### **Congestion Charging and Western Extension Zone (WEZ) Removal**

- 5.1 IBM has completed all work associated with the sign-off of system testing and acceptance testing documents and the baselining of all service documents in period 6. IBM is currently on-track to complete testing of the new functionality required to implement London Road User Charging (LRUC) Release 2 (Congestion Charging AutoPay, WEZ removal, charge increase, and amendments to discounts and exemptions) by the end of October.

### **Low Emission Zone (LEZ) Phases 3 and 4**

- 5.2 The Mayor's decision to defer the introduction of LEZ Phase 3 from October 2010 to January 2012 was confirmed on 20 September. Work with IBM is well underway to amend the LEZ systems and web information to reflect this. The LEZ operator information campaign, which will reference the simultaneous implementation of both Phases 3 and 4 and will target the operators of affected vehicles, is on track to be launched in January 2011.

## **Olympic Route Network (ORN) Compliance**

- 5.3 There has been confirmation from 10 of the 12 boroughs that responded to the ORN Compliance Service Specification in period 6, that they wish to provide Civil Enforcement Officers to patrol the ORN during the Games. Responses are anticipated shortly from the remaining five affected boroughs. The Project Team has finalised the Compliance Strategy and this is on-track for approval in October.

### **Electric Vehicles**

- 5.4 Negotiations are nearing completion with Siemens for delivery of back office functions for the Pan-London Scheme in early 2011. Evaluations of bids for the electric vehicle procurement continue and final bidder responses to the infrastructure Invitation To Submit were received on 21 September 2010. Both procurements are on track for contract award in January 2011. Trademarking of the Electric Vehicle brand is expected to be complete by the end of October, allowing for the launch of the Electric Vehicle website and brand in November.

## **6 RIVER SERVICES**

### **Pier Signage Workshop**

- 6.1 A Pier Signage workshop was held with pier owners, operators and borough representatives to update on workstream progress, seek views on signage, the new illuminated flag (installed at Blackfriars Pier) and new river branding and discuss how the new flag and river branding may be consistently implemented at all piers.
- 6.2 It was agreed that there was merit in investing in a pier flag provided that the signage gaps between key interchanges and piers were addressed in order to improve wayfinding. TfL highlighted its commitment, subject to funding, to invest in all eight London River Services' (LRS) pier flags providing it also occurred at the other 16 River Concordat piers. TfL also highlighted ongoing work to address signage gaps (29 were completed for Phase 1 and TfL is currently seeking funding for 115 for Phase 2).
- 6.3 While some interest was shown by pier owners and operators in attendance, further work is required to seek buy-in from all other pier owners and operators in terms of a consistent approach in flag display and the new river branding.

### **Woolwich Ferry**

- 6.4 A full structural, electrical and mechanical inspection of the terminals is being carried out by Royal Haskoning and its report, due by the end of November, will provide a basis for heavy maintenance plans and budget over the next five years.

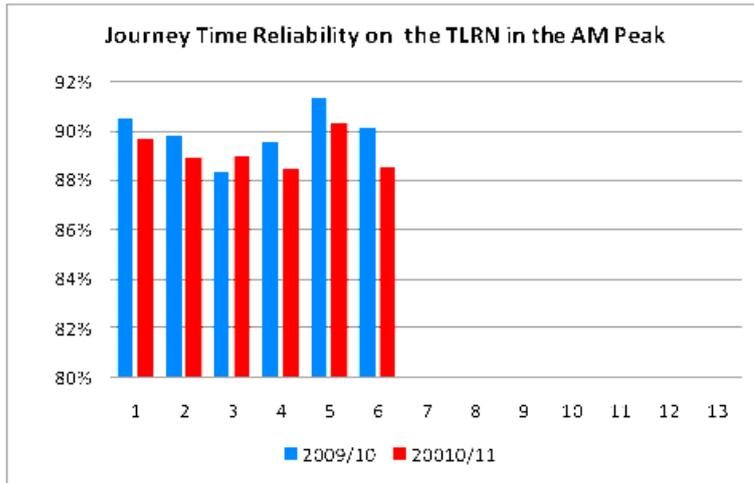
## **7 STREETS**

### **Network Performance**

- 7.1 Pan-London traffic flow for period 6 is 1.8 per cent up from last period and 2.0 per cent down from the same period last year. The average traffic speed for the 12 hours between 7.00 am to 7.00 pm across London in period 6 was 18.5 mph.

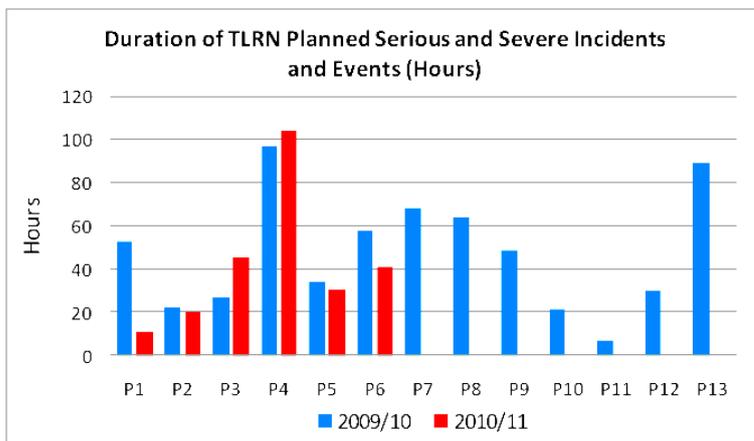
This is on average 0.1 mph faster than the average traffic speed of 18.4 mph observed in period 6 last year.

### Journey Time Reliability



7.2 The journey time reliability on the TLRN in the AM peak in all directions for period 6 stands at 88.5 per cent. This is 1.6 percentage points lower than the same period last year. The year to date figure is 89.1 per cent, a year-on-year deterioration of 0.8 percentage points. It is estimated that the Tube strike on 7 September is responsible for approximately 1.3-1.5 of the percentage point drop in journey time reliability reported on the TLRN in period 6.

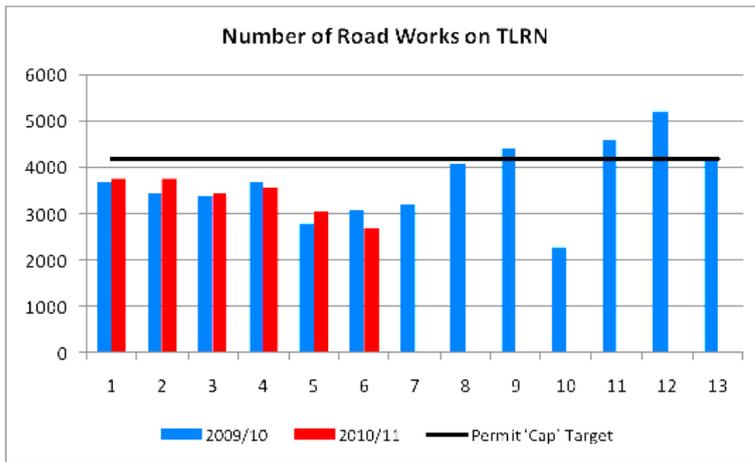
### Disruption from Planned Events



7.3 Five planned works/events caused 41.2 hours of serious and severe disruption on the TLRN in period 6, compared to 13 events causing 58.1 hours of disruption in period 6 last year. Year to date, there has been a 13 per cent reduction recorded in the hours of serious and severe disruption caused by planned events on the TLRN compared to the same period last year.

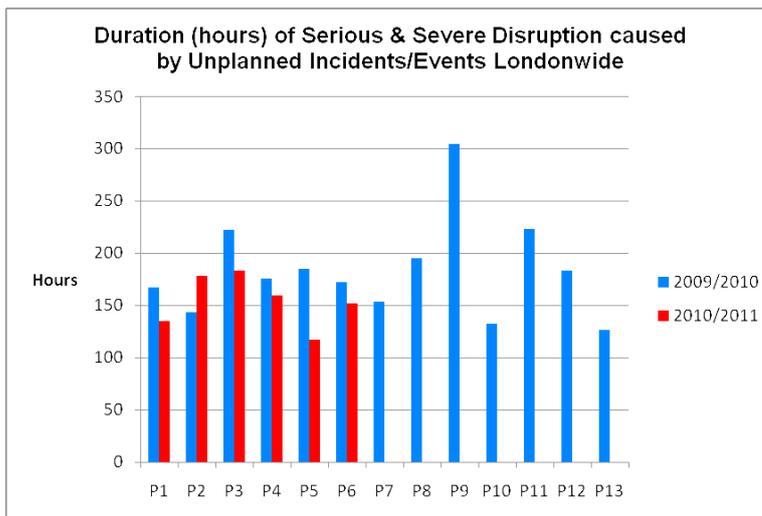
7.4 The majority of the serious and severe disruption recorded in period 6 was caused by ongoing planned maintenance works on the A406 Staples Corner Flyover (26.9 hours) and by the A406 Bounds Green improvement project (10.4 hours).

## Road Works on the TLRN



7.5 In period 6, the total number of road and street works reported on the TLRN was 2,715. This is 12.4 per cent less than the 3,099 reported in period 6 of the previous year. The maximum permissible total number of road and street works allowed on the TLRN has been capped at 4,170 in any one period.

## Unplanned Disruption Londonwide



7.6 There were 152 hours of serious and severe disruption caused by 72 separate unplanned events recorded London-wide in period 6, compared to 172 hours across 94 events in period 6 last year.

7.7 In the year to date, there has been a 13 per cent reduction recorded in the serious and severe disruption caused by unplanned events London-wide, compared to last year. In addition, the average duration of serious and severe disruption caused by unplanned events has fallen almost 14 per cent, from 2.2 hours per event last year to 1.9 hours year to date.

## Traffic Signal Timing Reviews

7.8 In this financial year, up to the end of period 6, 333 signal timing reviews have been completed delivering a 7.3 per cent reduction in stop-start delays for traffic. This has been achieved alongside a 1.7 per cent increase to the number of occasions when all pedestrians waiting to cross the road will have cleared during the first green man.

## **London Permit Scheme**

- 7.9 Since the introduction of the London Permit Scheme on 11 January 2010 and up to the end of period 6, TfL has issued 38,093 permits and rejected 5,243. There have been 245 Fixed Penalty Notices given to works undertakers, including 87 for working without a permit. In addition, 212 Section 74 charges have been imposed on works undertakers for overrunning works, and approximately 433 days of disruption have been saved through collaborative working.

## **Lane Rental**

- 7.10 The Department for Transport's (DfT) 90-day consultation on lane rental proposals was planned to commence in July 2010. However, the timetable for this has slipped due to the need to brief new Ministers on the scheme. Any lane rental proposal would be subject to the Government's mandate that any regulation that introduces a new charge on business has to be balanced with the withdrawal of regulatory charges elsewhere. TfL has asked the DfT to confirm that the delay in consultation will not have an impact on the overall programme, which would see regulations laid before Parliament in May 2011 and coming into force in October 2011 at the earliest.

## **Conversion of the Elephant and Castle Southern Roundabout**

- 7.11 On 8-10 October, the Elephant and Castle southern roundabout was converted to a traffic light controlled junction to help smooth traffic flow through the area. Work to change the traffic layout began in July, and included road resurfacing, installation of temporary traffic signals and realigning kerbs and road markings. The project was part of the Mayor of London's 'Great Outdoors' initiative, and helped to deliver widened paved areas, improved lighting, and additional street trees. New cycle lanes and Advanced Stop Lines will also be installed in the local area.
- 7.12 Now that the roundabout has been converted to a traffic light controlled junction, work will begin to install new pedestrian crossings and to fill in the existing subway network underneath the roundabout. The full scheme, including improvements to the public space around the area, is anticipated to be completed by spring 2011.

## **8 OTHER EVENTS**

### **RMT/TSSA Industrial Action – October**

- 8.1 Surface Transport responded to industrial action on the Underground on 3-4 October, committing more resources to other modes in order to ensure a smoother journey for Londoners. The Surface Transport and Traffic Operations Centre (STTOC) partners monitored and managed the road network, mitigating congestion and ensuring any disruptions were handled effectively. Over 100 extra bus services were provided, along with extra capacity for an additional 10,000 journeys on river services and marshalled taxi ranks. The number travelling by Barclays Cycle Hire increased by around 25 per cent. Volunteers were also on hand at bus, Tube, and rail stations to help passengers and distribute walking maps and other useful information.

## **9 RECOMMENDATION**

9.1 The Panel is asked to NOTE the report.

## **10 CONTACT**

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