

TRANSPORT FOR LONDON

SURFACE TRANSPORT PANEL

SUBJECT: MANAGING DIRECTOR'S REPORT

DATE: 24 FEBRUARY 2009

1 PURPOSE

- 1.1 This report provides an overview of recent major issues and developments within Surface Transport.

2 PERFORMANCE

Bus Network

- 2.1 During period 11, new route 228 was introduced, running between Central Middlesex Hospital and Chippenham Gardens via White City Bus Station and Ladbroke Grove. In addition, peak and evening frequencies were increased on route 96, route 99 was extended via route 469 to Bexleyheath and 469 withdrawn between Erith and Bexleyheath. Route 132 was extended from Eltham station to North Greenwich station via Rochester Way. Evening frequencies were increased on route 229. Frequencies were increased on route 244 at all times, on Monday to Saturdays on route 401 and additional peak journeys introduced on routes 472 and 476. Route B12 was extended from Bexleyheath to Joydens Wood via the B15, and route B15 was curtailed at its eastern end at Bexleyheath and diverted at its western end to Horn Park via Westthorne Avenue.
- 2.2 In other schemes, routes 18 and N18 eastbound were diverted east of Harrow Road to run direct via Marylebone Road rather than via Chapel Street and an additional AM peak journey introduced. Evening and Sunday frequencies were increased on route 140, and peak frequencies reduced on route 23. Route 107 was converted from single deck to double deck.
- 2.3 Long term diversions due to station upgrade works at Tottenham Court Road station were introduced on routes 14, 19, 24, 29, 38, 242, 134, N1, N5, N19, N20, N29, N35, N41, N68, N253 and N279, and route 176 was curtailed from Oxford Circus to terminate at Tottenham Court Road station. Additional school journeys were introduced on routes 143, 405, 601, 602 and 635. Reliability schedules were introduced on 8 routes and new contracts on 11 routes.
- 2.4 Mileage losses due to traffic delays were as forecast this period, although serious delays to services were caused by gas main repairs at the Angel Islington and by demonstrations each weekend against the events in Gaza. A seven hour closure of the northbound Blackwall Tunnel on 19 January following an accident resulted in widespread congestion in parts of south-east London as traffic sought alternative routes. Losses due to staffing were as forecast, despite a one-day strike by drivers at London Sovereign on 5 January. Issues at East London Bus Group resulted in mechanical losses being slightly worse than forecast this period.

- 2.5 Excess Waiting Time of high frequency services was as forecast this period. An improvement in reliability compared with the previous period is normal in period 11. On-time punctuality of low frequency services was again better than forecast and also improved compared with a year ago.

3 OPERATIONS

Dial-a-Ride Management Control Centre

- 3.1 The supply, upgrade and maintenance of Dial-a-Ride booking and scheduling hardware is to be brought in house by Group IM by the end of April. A package of options to improve the efficiency, capacity and quality of Dial-a-Ride services within available resources was approved. A new implementation programme is being developed to fast track the delivery of the benefits.

New Bus for London

- 3.2 The procurement process for the design, prototyping and manufacturing contract has commenced. A notice in the Official Journal of the European Union was published on 16 February 2009 advertising TfL's requirements. It is expected that the invitation to tender will be issued by April 2009.

4 STRATEGY

Meribel Festival Awards

- 4.1 The Market Planning and Road Safety team continue to enjoy success for their innovative and already multi-award winning, campaign to improve cyclist safety on London's roads. The campaign picked up four awards at the prestigious Meribel advertising festival in December.

Freight Operator Recognition Scheme (FORS)

- 4.2 In period 11, new and influential operators including Cemex, Travis Perkins and Wincanton joined the scheme. Operators are reporting significant savings through both safe and fuel efficient driving (averaging £1.5k per vehicle per year) and up to 40 per cent savings on PCN costs. Thirteen London local authorities have now registered. A further six have agreed to register.

Prioritisation and Coordination of TLRN Improvements

- 4.3 In response to Mayoral priorities concerning value for money, the TLRN Planning Unit is co-ordinating a review of all schemes at the concept stage (approx. 800) and the design stage (approx. 250) in order to produce a prioritised, co-ordinated and affordable improvements programme for 2009/10 and beyond. Following this review and internal stakeholder consultations, a prioritised programme for 2009/10 will be available, by early March, to enable timely commissioning of design packages.

Powered Two Wheelers

- 4.4 On 29 January, TfL hosted the European Safer Urban Motorcycling (eSUM) meeting at City Hall. At the meeting it was agreed to publish TfL's Motorcycle Policy Unit Best Practice Guide. The Guide will be available on the eSUM website (www.esum.eu) by the end of February and has been delivered eight months

ahead of schedule.

Speed limits

- 4.5 On 20 January, the Head of London Road Safety Unit gave evidence to the Assembly Transport Committee on 20mph speed limits. The first multipoint distance over time cameras received Home Office type approval in January. This paves the way for TfL to trial these cameras in 20mph zones over the next financial year.

Road Safety Campaign

- 4.6 On 11 February, TfL announced the launch of the latest road safety campaign aimed at young drivers who speed, drive without insurance or drive under the influence of drugs. This follows recent research which shows that almost one in ten young drivers think it is acceptable to drive after using cannabis. 'Lose your licence and you're just a kid again' is the campaign message. In 2007, young drivers (17 to 25 year olds) were involved in 555 collisions in London that resulted in a death or serious injury.

5 ENFORCEMENT AND COMPLIANCE

Rollout of Hub Teams

- 5.1 As part of phase three of the hub team roll out, TfL in partnership with the Metropolitan Police Service (MPS), has launched six hub teams at key bus hubs. Locations are Greenwich, Havering, Redbridge, Barking and Dagenham, Waltham Forest and Hillingdon. Three further teams will be deployed in February. The teams will be dealing with the following issues on and around the bus network in the defined hub area:
- (a) tackling local crime and disorder priorities, as agreed at the Joint Transport Action group (JTAG);
 - (b) improving passenger and staff perception of safety and security;
 - (c) reducing crime and anti-social behaviour; and
 - (d) increasing public confidence in and satisfaction with policing.

Bus enforcement absence management

- 5.2 Projected attendance rates for period 11 indicate that attendance has improved to 94.8 per cent. The South East, Central and Nights teams met operational targets during the period. It is believed that this was the result of an increased focus and continued interventions such as courtesy calls to employees on long term sick leave. During period 11, further improvements on employee engagement including union meetings, extended checkpoints and regular welfare messages seem to have had a positive effect. The department focus remains on this area with a view to ensuring this short term trend is continued into the future.

Fare Evasion Survey

- 5.3 The new contract for the Fare Evasion survey has been awarded to MVA, a change from the current provider, SDG. The contract has been let for one year with options to extend. This has been done to ensure flexibility to include other modes that have shown an interest in adopting the Bus Enforcement methodology for fare evasion surveying.

Workplace Violence Unit

- 5.4 The Unit is now working at a near full complement of staff and has already undertaken a number of investigations. They have undergone additional training in MPS victim statement taking standards and are now engaged in shadowing Police Officers to gain experience of methods used.
- 5.5 The Unit is currently developing the necessary processes and procedures and progressing a number of cases. Since 1 January, five offenders have been charged and three have been cautioned. The Unit is currently dealing with another 30 active investigations. Several offenders have been arrested as part of the ongoing investigations and officers are awaiting advice from the Crown Prosecution Service regarding charges.

Zip Concession

- 5.6 Since 1 April 2008, TfL has suspended or permanently withdrawn 1,289 youth concessions. Of these, 246 concessions were deactivated in period 11 but a number could be subject to appeal.

London Road User Charging Re-let

- 5.7 IBM has issued TfL with a delay plan for milestone eight (software development complete) as this was not delivered on 14 January. A recent major re-planning exercise has concluded successfully and the delay to milestone eight is not expected to impact delivery.

Enforcement Infrastructure Service Agreement (EISA)

- 5.8 TfL and Siemens Traffic Control met on 30 January to open talks on the nature and extent of changes that will be required to the EISA as a result of the Mayor's intention to remove the Western Extension Zone (WEZ). Agreement on the appropriate approach was reached and a number of subsequent meetings are being arranged to take this, and general contract cost reduction measures, forward.

Touting Update

- 5.9 During period 11, eight private hire drivers have had their licences revoked. Since 1 August 2008, a total of 49 private hire drivers have had their licences revoked and of those, 13 have appealed against the decision. As at the end of period 11, six magistrate appeal hearings have taken place and have resulted in four decisions upholding the decision to revoke the licence, 1 decision to allow the appeal (which will result in the licence being reinstated) and 1 withdrawn appeal.

Low Carbon Taxi Programme

- 5.10 The programme is made up of three projects: Low Carbon Taxis, Smarter Driving, and CO₂ limits. The objectives of the programme are:
- (a) to reduce CO₂ emissions from taxis and PHVs in the short term by the introduction of an education and promotion campaign to introduce Smarter Driving and Eco-Maintenance;
 - (b) to develop and recommend a plan for the introduction of appropriate mandatory measures to reduce taxi and PHV CO₂ emissions through the conditions of licensing; and
 - (c) to expedite the introduction of low carbon taxis in the London market through a development project which will produce up to 10 prototype low carbon taxis for field trials and proof of concept.

Pedicabs

- 5.11 The Mayor is concerned about the conduct of some pedicab riders, including the overloading of pedicabs and the obstruction they can cause on streets and pavements, especially in the West End. He is supportive of the voluntary scheme which is being implemented by Westminster City Council (WCC) and has asked TfL to support WCC on the enforcement aspects of the scheme.
- 5.12 The Mayor is also keen that illegal power assisted pedicabs are dealt with robustly. TfL is working with VOSA, WCC and the Metropolitan Police Service to remove illegally power-assisted vehicles from London's roads. A number of enforcement operations have been held recently and the numbers of illegal power assisted pedicabs appears to be in decline.

Taxi and Private Hire Vehicle (PHV) Licence Fees

- 5.13 On 10 February, the TfL Board noted an increase in PHV licence fees from £109 to £114 with effect from 1 April. The Board also noted that taxi licence fees, as a result of the abolition of mid-year inspections, were reduced by £18 from £178 to £160 effective from 6 November 2008, and also noted the increase by £4 to £164 effective from 1 April.

Taxi Fares

- 5.14 Also at the meeting on 10 February, the TfL Board approved an increase of 3.4 per cent in average fares across all three tariffs effective from 4 April. The Board also authorised a 40p metered additional charge to be implemented only if London retail diesel prices reach or exceed the threshold level of 147.1p/litre between 4 April 2009 and 1 January 2010.

Low Emission Zone

- 5.15 On 3 February, the Mayor announced that LEZ Phase 3 is to be suspended (due to affect larger vans and minibuses from October 2010), subject to the outcome of a consultation. The LEZ team are planning the actions required to suspend Phase 3 – including input to the Mayor's Transport and Air Quality Strategy revision consultations and a subsequent Variation Order consultation.

6 STREETS

Adverse Weather Conditions

- 6.1 Following heavy snowfall during the week commencing 1 February, early lessons led to an integrated response from Streets, Buses and the London boroughs, supported by the London Local Authority Coordination Centre, to maintain safe traffic and bus operations. Surface Transport is reviewing its resilience plans to incorporate treatment of bus garage access routes for such episodes.
- 6.2 In addition, there were particularly difficult conditions experienced over the weekend of 10-11 January. Thames Water alone managed 1,000 burst water mains, 500 of them in London. TfL worked with Thames Water to identify and prioritise for repair the worst cases affecting the TLRN to minimise disruption.

'Re-phasing' Traffic Signals to Smooth Traffic Flow – Case Studies

- 6.3 Progress is being made on two of the case studies involving the re-phasing of traffic lights. New signal timings were commissioned on 7 February at two sites in the City of London (Aldersgate/Beech Street/Long Lane and London Wall/Wood Street). Based on traffic modelling, we expect an average increase in road capacity, in each direction on Aldersgate, of about 170 vehicles per hour in the AM and PM peaks. The models for London Wall westbound predict an increase of 400 vehicles per hour in the AM peak and 170 in the PM peak. The pedestrian timings have been reduced in line with DfT guidance and early assessments indicate no change in pedestrian behaviour. Observation studies are currently underway to assess the impact of the change to traffic and pedestrians; results are expected at the end of February.
- 6.4 The second case study involves a group of signals in the London Borough of Lambeth, along Wandsworth Road between Vauxhall Cross and Lavender Hill. Work to change the timings at these sites will be undertaken during March 2009, subject to borough cabinet members' approval. Traffic models for this route show an expected increase in capacity of about 80 vehicles per hour, in each direction, at each junction. Again, there is not expected to be an impact on pedestrians. Results of the study will be available in early April.
- 6.5 A third study, in the City of Westminster at two junctions (Margaret Street and Mortimer Street) in Upper Regent Street, has been agreed with the City, but is on hold pending construction of the new diagonal pedestrian crossing scheme at nearby Oxford Circus, as coordination between these three sites is essential.

Co-ordination of Road and Street Works

- 6.6 The London Permits Scheme application and cost/benefits case are substantially complete. Consultation on the revised application is expected to commence in March ahead of formal submission to the DfT by September. A meeting was held with the National Joint Utilities Group on 6 February to advise them of the current situation. NJUG welcomed the opportunity to contribute to the scheme and supported the idea of progressive voluntary permitting that will see the roll out, and allow testing, of software. There are now likely to be 18 boroughs plus TfL in the first phase of implementation.
- 6.7 Focus continues on measures to minimise disruption from road and streetworks, including the co-ordination of works and the provision by works undertakers of accurate and timely works notices. Since May 2008, a total of 179 Fixed Penalty

Notices have been given to works undertakers for noticing offences under the New Roads and Street Works Act 1991. This included 99 to Thames Water, 33 to BT, 18 to EDF and 10 to Virgin Media.

- 6.8 On 12 January, TfL advised EDF that it would suspend EDF's new connection works at the junction of Blackfriars Road/Stamford Street, as they were not compliant with agreed traffic management arrangements and were causing disruption to traffic. EDF rectified the situation. In order to avoid a repetition at another critical location, TfL's Traffic Manager has called a meeting with EDF senior management to discuss their working methods.
- 6.9 TfL worked with Southern Gas Networks to bring forward gas main repair works in Wandsworth Plain, near the junction of Wandsworth High Street, to make best use of the closures necessitated by repairs to burst water mains. This has reduced the need for an additional closure in the future.
- 6.10 London Underground has indicated a potential need to close Oxford Street and New Oxford Street westbound between Earnshaw Street and Dean Street for up to 12 months commencing May 2009. The closure would be required to implement mitigation measures to protect a 24" water main and other utility services during tunnelling operations for the Tottenham Court Road Station Upgrade project. Surface Transport's Network Assurance Team (NAT) has highlighted the need to coordinate all works activities on other interacting projects affecting this area. NAT will continue to work closely with all stakeholders and works promoters to obtain more information on their projects and activities with the aim of maintaining focus on traffic operations in the central area. Formal Traffic Management Act (TMA) Notifications will be required for these schemes and NAT will be asking each promoter to confirm their plans, programmes, coordination, mitigation and contingencies, taking account of the interactions between each project, before approving any of the works.

A40 Western Avenue Bridge Replacement

- 6.11 Demolition works are complete at Perryn Road Bridge and the new steelwork has been installed. Completion of the structure is on target to meet the 8 May milestone. The concrete deck is complete at Wales Farm Road Bridge. The project team is meeting with Scottish and Southern Electricity (S&SE) representatives on site and at senior management level to seek early completion of their service transfer works.

A316 Country Way

- 6.12 Waterproofing work has been further delayed due to adverse weather conditions and the contraflow on the eastbound carriageway remains in place. Three consecutive days of dry weather conditions are required to complete the waterproofing. The bearing works are continuing to programme and are forecast to complete in March. Highways works, also due to complete in March, are at risk of being delayed due to the adverse weather conditions. However, there are no anticipated impacts on cost or schedule for the project as a whole.

A406 Hanger Lane Bridges Replacement

- 6.13 The sewer survey requirements for South Bridge have been finalised and procured. Thames Water has confirmed that lining, rather than replacement, of the sewers is the most probable protection measure to enable caisson construction work in the vicinity of the sewers. Regular review meetings continue with Thames Water.

A23 Brixton Phase 3 Central Square

- 6.14 Tenders were received by the deadline of 23 January and tender assessment is underway. The contract award is programmed for April, with start of site works due in May 2009.

A2 Blackheath Hill and Shooters Hill Rd (West)

- 6.15 Carriageway reconstruction commenced on 15 February and is programmed for completion on 10 April. During the works period, all eastbound traffic will be diverted via the A20 corridor to the north of Lewisham Town Centre. Landscaping, lighting and drainage improvements will be introduced to Blackheath Common as part of these works. Letters advising residents of the scheme were issued on 4-5 February and a press notice was issued on 6 February. In addition, advance warning and Variable Message Signs have been in place since 1 February.

A127 Gallows Corner Flyover Parapet Works

- 6.16 Gallows Corner Flyover remains closed to eastbound traffic, which is diverted via the roundabout below the flyover. Detailed scheme design continues. The scheme remains on schedule to complete works and reopen the flyover to two way traffic in summer 2009. TfL had a constructive meeting with officers from the London Borough of Havering on 6 February and agreed to hold a further meeting, with the borough and other stakeholders, in March to agree a communications plan and the preferred option for execution of outstanding works.

A4 Talgarth Road Footway Renewal Scheme

- 6.17 Trial holes have been made to determine cellar wall thicknesses and general condition of the cellar structures. This information will be fed into a model to determine loading calculations. Internal cellar inspections are approximately 65 per cent complete and are on target to complete by the end of March. The load assessment calculations and final report is expected by mid-April to enable the development of the footway renewal scheme.

Relocation of CCTV and Urban Traffic Control (UTC) Infrastructure from Kings Buildings

- 6.18 Agreement has been reached with the Chief Information Officer to proceed with a commercial hosting service procurement as part of the UTC Relocation Procurement Strategy, ensuring that this includes the flexibility to make use of a TfL data centre should a suitable one become available. In parallel, a Kings Building lease extension is being explored with the landlord's agent as a key risk mitigation measure.

Taxi Drivers' Demonstration

- 6.19 In the absence of information from the organisers of the taxi drivers' demonstration on 5 February, the LTCC worked closely with the Metropolitan Police Service and London Buses to ensure a timely and flexible response to the disruption affecting key nodes in the Capital. While congestion was inevitable, the impact was minimised by an effective and joined-up operation supported by traffic signal

contingency plans and Police road closures.

7 RECOMMENDATION

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

8 CONTACT

8.1 Contact: David Brown, Managing Director, Surface Transport
Phone: 020 3054 0178