

TRANSPORT FOR LONDON

SURFACE TRANSPORT PANEL

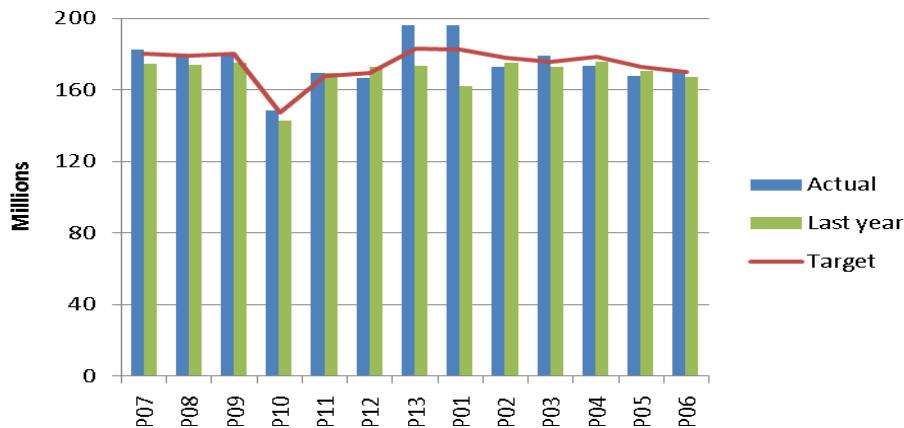
SUBJECT: MANAGING DIRECTOR'S REPORT

DATE: 10 NOVEMBER 2009

1 BUS PERFORMANCE

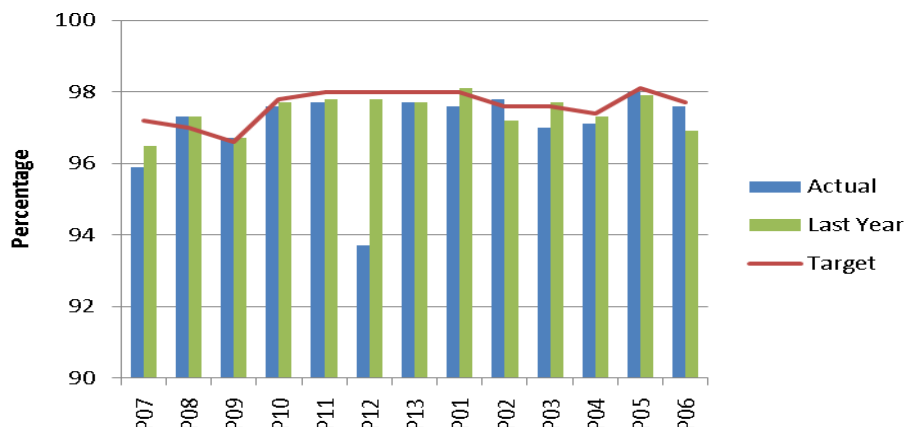
Bus Network Performance: Bus Passenger Journeys

1.1 Bus passenger journeys in period 6 were 1.7 per cent higher than last year and 0.1 per cent higher than target. The current year forecast for 2009/10 is 2252m passenger journeys. The fluctuations in the actual figures in recent periods reflect the continuing uncertainty over the London and UK economy.



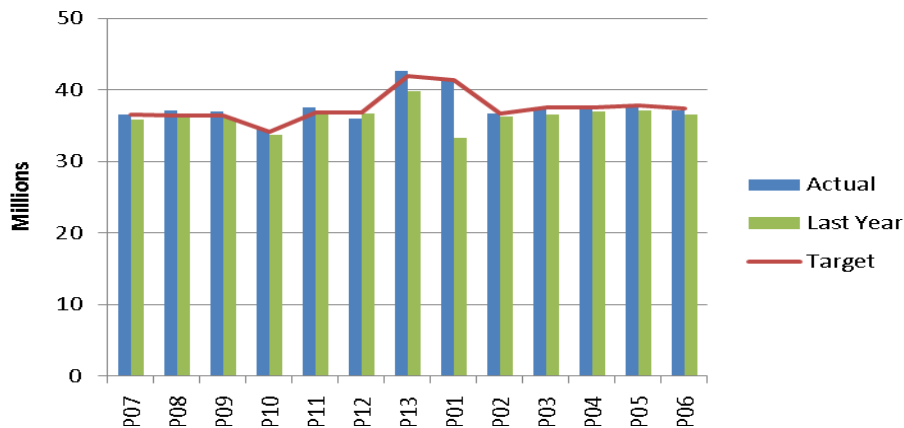
Bus Network Performance: Percentage of Scheduled Service Operated

1.2 The percentage of scheduled service operated was 0.7 higher than the previous year in period 6, but 0.1 per cent lower than target. Disruption due to roadworks at Oxford Circus, Ilford and Greenwich caused particular problems. Also in the period, traffic accidents in Tottenham and Victoria resulted in prolonged road closures.



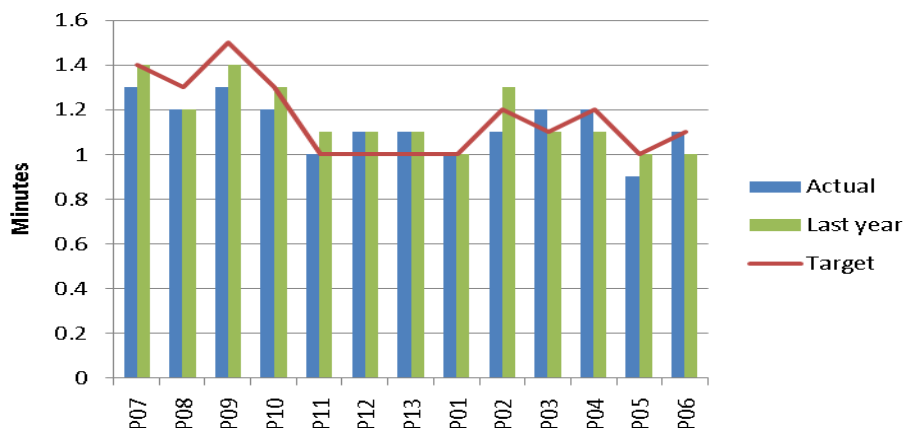
## Bus Network Performance: Bus Kilometres Operated

- 1.3 The bus kilometres operated in period 6 were 0.8 per cent lower than target, but 1.6 per cent higher than the previous year where results were adversely affected by industrial action by drivers.



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

- 1.4 The Excess Waiting Time for high frequency services was broadly in line with target and 0.1 minutes higher than the previous year. This was largely due to the high volume of roadworks in the period.



## 2 BUS ISSUES

### Bendy Bus Removal

- 2.1 On 25 July, route 507 changed to single deck operation, followed by route 521 on 1 September. The next routes to change will be the route 38 on 14 November, followed by routes 18 and 149 at the end of 2010.

### New Bus for London

- 2.2 The tender for the design and development phase of New Bus for London was issued on 22 May. There were six bidders who had prequalified under the earlier public procurement notice and all were invited to tender. The tender comprised a new and detailed performance-based specification which had a specific focus on fuel economy, emissions reduction and passenger ambience. This is in addition to a focus on the whole life costs of ownership and operation.

- 2.3 The new bus is designed to be operated with a second crew member and to have an open rear platform. However, for greater operational flexibility, the specification required the rear platform to be able to close, which would allow the bus to be operated by one person, for example, during off-peak periods. In addition, bidders were asked to consider an option for a two staircase layout for improved passenger flows and quicker boarding and alighting times.
- 2.4 At the end of the tender period in August, two bidders had withdrawn leaving a field of four. Stage One of the evaluation process, to select a shortlist of two based on technical and commercial merit, has just concluded. TfL is about to enter the intensive negotiation phase during which the precise requirements of the technical specification and the details of the commercial package will be firmed up with each of the remaining bidders.
- 2.5 It is expected that TfL will award the contract by the end of 2009 to a single manufacturer and the detailed design and development phase will commence in January 2010. The prototype is expected to be delivered by the end of 2011 with production and delivery of the new buses scheduled to begin in early 2012.

### **Oxford Street Buses**

- 2.6 The process of delivering a 10 per cent reduction in 2009 of buses traversing Oxford Street will be completed on 7 November. This follows route 23 peak frequency and route 176 buses being curtailed at Tottenham Court Road in January, route 8 being curtailed at Oxford Circus and route C2 extended to Victoria to maintain service in the Berkeley Square area from 27 June, and route 113 being diverted to Marble Arch from 7 November.
- 2.7 The next stage is to deliver a further 10 per cent reduction in 2010. This month consultation commences on a proposal to curtail route 15 at Regent Street from 2010, with route 159 extended from Marble Arch to Paddington Basin. It should be noted that all eastbound buses will be diverted away from part of Oxford Street East for most of 2010, due to utility works.

### **East Thames Buses**

- 2.8 The disposal of East Thames Buses completed on 2 October. The transition to Go-Ahead was without incident or disruption to service. TfL observed HM Treasury guidance on staff transfers in the public sector, commonly referred to as 'Fair Deal' as fully as possible. Fair Deal requires that employees transferring to a new employer are able to participate in a pension scheme which is 'broadly comparable' to the pre-transfer pension scheme. An actuarial assessment (based on principles established by the Government Actuarial Department) of any new scheme must be made in order to ensure broad comparability. In accordance with Fair Deal, TfL secured Go-Ahead's agreement to the establishment of a new pension scheme by Go-Ahead which was certified as providing broadly comparable benefits. The certificate of broad comparability was issued on 1 October 2009.

### **Hydrogen Bus Trial**

- 2.9 On 27 October, a refuelling facility for hydrogen buses was granted planning permission by the Olympic Delivery Authority to be located at a First bus garage on Temple Mills Lane. The facility is due to complete by summer 2010.

- 2.10 Five hydrogen buses will join the TfL bus fleet next year. The buses will operate on route RV1 which runs between Covent Garden and Tower Gateway. The buses will be refuelled and maintained at the Temple Mills Lane site.

### **Hybrid Buses**

- 2.11 The London bus fleet has 56 hybrid buses in service, with a split of 34 double and 22 single-deck vehicles. The current service availability and fuel performance is being monitored with bus operators on a periodic basis. TfL plans to introduce a further 300 hybrid buses into service by 2011.
- 2.12 The first contract has been awarded to increase the number of hybrid buses on route 360 from six to 12. This will result in the existing six diesel vehicles serving that route being replaced with hybrid counterparts by mid-2010 and the route becoming entirely hybrid. Negotiations are in progress to convert further routes to hybrid buses in the next few months. This would see a further 50-60 hybrid vehicles entering service next year. TfL continues to investigate potential use of alternative fuels in the bus fleet with the GLA.

## **3 ELECTRIC VEHICLES**

### **London Electric Vehicle Plan**

- 3.1 On 18 May, the Mayor published 'An Electric Vehicle Delivery Plan for London' at the C40 Cities Climate Summit in Seoul. The EV Delivery Plan sets out a number of key deliverables for the project, including 25,000 charging points in London by 2015, 1,000 electric vehicles in the GLA family by 2015, a pan-London membership scheme for EV users and 100,000 electric vehicles in London as soon as possible.

## **4 RIVERS**

### **Oyster Pay As You Go**

- 4.1 Oyster equipment has now been installed on Thames Clippers, with training complete and the system under operational test. An official launch is planned for mid-November. The potential to roll out Oyster to other river operators will be considered after the ticketing technology has bedded in.

### **Olympic River Transport**

- 4.2 Thames Clippers, in collaboration with TfL, are drafting timetables for river services that will take spectators to Olympic venues at the O2, Greenwich and Woolwich during the Games in 2012.

## **5 CYCLING**

### **Cycle Hire Scheme**

- 5.1 As at 26 October, TfL had submitted 431 planning applications for docking stations and 320 approvals had been received. The Cycle Hire Scheme tariff is due to be considered by the TfL Board on 10 December.

## **Cycle Superhighways**

- 5.2 The ten routes roll out programme was approved by the TfL Board on 21 October. The two additional pilot routes are at the Preliminary Design stage, and will pass through Road Safety Audit in October and November. Applications to the Department for Transport will be made in parallel, to request approval to use the Cycle Superhighways logo on street signing and an amended DfT logo on the carriageway to supplement the new cycle lanes.

## **Cycle Parking**

- 5.3 Approximately 10,700 cycle parking spaces were delivered in 2008/09.
- 5.4 Further work is underway to ensure accurate reporting of both forecast and actual outputs from TfL and the boroughs. TfL is drafting a cycle parking plan (this will also consider provision under the Cycle Hire Scheme) and how the full range of TfL and borough activity will contribute to meeting the Mayoral target. In addition, cycle parking is being considered as an outcome indicator under revised Local Implementation Plan guidance to ensure reporting of borough delivery activity.
- 5.5 Furthermore, guidance on cycle parking provision is being prepared for planners, developers, facilities managers and individual property owners. The plan and guidance will be available by the end of the calendar year.

## **6 SAFETY**

### **Cycle Safety**

- 6.1 TfL's draft Cycle Safety Action Plan was launched on 23 October. London's boroughs and cycling groups are being asked to comment on the content of the plan, which highlights the need to:
- (a) promote the cycling safety message to all road users;
  - (b) deliver new, safe cycle routes and facilities;
  - (c) encourage the take up of cycle training;
  - (d) encourage freight operating companies to install side-bars or other safety devices on HGVs which are currently exempt;
  - (e) call for Government action to improve HGV safety;
  - (f) champion the need to allow trials of innovative safety measures; and
  - (g) create a Cycle Safety Working Group of key road user and cycling organisations.
- 6.2 The draft Plan, which is being supported by a cycle safety advertising campaign that is currently running across London cinemas, will also be sent to around 100,000 cyclists across London.
- 6.3 A major aim of the Plan is to reduce the number of cyclists injured or killed by collisions with goods vehicles. The Mayor is calling on freight companies operating in the capital who are exempt from fitting side guards on their vehicles to fit them or other safety devices. New research has revealed that fitting guards might have contributed to preventing the deaths of 15 out of 23 cyclists killed by a collision with a large vehicle moving to a left lane or turning left in London

between 2001 and 2006.

- 6.4 Between 2001 and 2006, the most common type of cyclist fatality in London involved a large vehicle changing lanes to the left or turning left. The Mayor has asked the Transport Secretary to revoke the exemption for construction vehicles to fit side-guards as this could save cyclists' lives. He has also called for a change in the law so that all HGVs over 3.5 tonnes, regardless of their age, should have additional safety mirrors retrofitted.

## **7 ENFORCEMENT AND COMPLIANCE**

### **Cab Enforcement**

- 7.1 On 1-2 October, the Metropolitan Police Service Cab Enforcement Unit, part of the TfL funded Safer Transport Command, made 40 arrests during a covert operation to deal with touting and other private hire related offences in hotspot locations in central and south London. This operation forms part of a programme of enforcement activity in support of the Safer Travel at Night initiative and efforts to crack down on illegal cabs.

### **Earn Your Travel Back (EYTB)**

- 7.2 Initial pilots of the scheme took place in the summer, with the Mayoral launch taking place in August. Since the pilot events, TfL has extended invitations to participate to 713 individuals who have had their travel concession withdrawn as a result of a breach of the behaviour code. This has led to 130 enquiries being handled by the consortium delivering the sessions. These enquiries have resulted in 117 provisional bookings and 53 confirmed bookings.
- 7.3 To date, since the pilot sessions, 36 young people have been scheduled to attend volunteering sessions with 30 successfully completing the day and earning back their concessionary travel (six have failed to complete the day due to non-attendance). The take up rate from initial invitations is currently lower than anticipated and this is considered to be due to a combination of factors including the start of the academic year, the postal strike, and the fact that a proportion of individuals are still choosing to enter the appeals process rather than immediately enter EYTB. It is anticipated that take up rates will increase over time, particularly as initial appeals are dealt with, and a further opportunity to enter the EYTB initiative is offered to those who are unsuccessful.

### **WEZ Removal**

- 7.4 The draft Mayor's Transport Strategy includes the following proposal: "*the Mayor, through TfL, subject to consultation, will remove the Western Extension of the central London Congestion Charging zone after putting in place such measures in mitigation of negative impacts as are both desirable and practicable.*"
- 7.5 If confirmed in the adopted Strategy, a Variation Order to the Congestion Charging Scheme would be required. A public consultation on a draft Variation Order could then take place between May and August 2010. This would be supported by information about potential impact and mitigation measures. Matters to be consulted on would include the revised boundary and resident discount zones.

- 7.6 A report on the public consultation will then be prepared for the Mayor. If the Variation Order is confirmed by the Mayor, the Western Extension will then be removed by December 2010.

### **Introduction of Accounts-based Congestion Charging**

- 7.7 An automated payment facility has been the single, most consistently requested customer improvement since the implementation of Congestion Charging in 2003. An automated payment channel will significantly enhance the customer experience of the scheme and substantially reduce the number of penalties issued to customers who have simply forgotten to pay the charge.
- 7.8 It is proposed that the daily charge will increase to £10 for customers who wish to continue paying through the existing channels. To encourage customers to move to the account based system, provisionally entitled CC AutoPay, the charge increase would be to £9. This will be enabled through the functionality developed in the new London Road User Charging system.
- 7.9 In the current system, operators of fleets with ten or more vehicles can currently apply for a fleet discount, in which they receive a £1 discount on the charge. The new automated payment system would enable everyone to share the benefits of automated payment currently enjoyed only by larger fleet operators. Fleet operators will therefore pay the same per vehicle as the AutoPay customers.
- 7.10 All changes are subject to the necessary consultations on the Mayor's Transport Strategy and any subsequent Variation Order.

## **8 STREETS**

### **London Permit Scheme**

- 8.1 On 15 October, the DfT gave TfL and 18 boroughs the approval to introduce a common permit scheme in London. Under the scheme, utility companies who want to dig up roads will have to apply for a permit before they can begin. Permitting will enable TfL and the London boroughs proactively to plan and coordinate the timing of works, and set permit conditions, providing greater opportunities for utility companies to carry out works at the same time, helping to reduce disruption to road users. Those companies who break the terms of their permit, or work without a permit, can be fined. TfL is seeking to introduce the scheme as soon as possible. To help smooth traffic flow further, TfL is continuing to work with the DfT on the proposed increase in Section 74 overstay charges and a potential lane rental scheme in London.

### **Oxford Circus**

- 8.2 The diagonal crossing became operational on 31 October. The carriageway surfacing and footway paving works around the Circus were complete before the launch on 2 November. Works on all arms (Oxford Street - Regent Street), however, continue and completion is planned for before March 2010. The parties involved are TfL, City of Westminster and the Crown Estate. TfL and the Crown Estate have contributed £2.5m each towards the cost of the project.

## **Pedestrian Guard Rail Removal**

- 8.3 By the middle of October 2009, 90 per cent of guardrail had been assessed against a target of 43 per cent. Furthermore, 34 kilometres had been approved for removal against a target of 25 kilometres and 16.25 kilometres had been removed against a target of 15.5 kilometres. It is expected that all of the TLRN will be assessed by Christmas and all 60 kilometres of removal will be completed by the end of the financial year, three months ahead of schedule.

## **9 RECOMMENDATION**

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

## **10 CONTACT**

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