

TRANSPORT FOR LONDON

SURFACE TRANSPORT PANEL

SUBJECT: MANAGING DIRECTOR'S REPORT

DATE: 3 JULY 2009

1 BUS PERFORMANCE

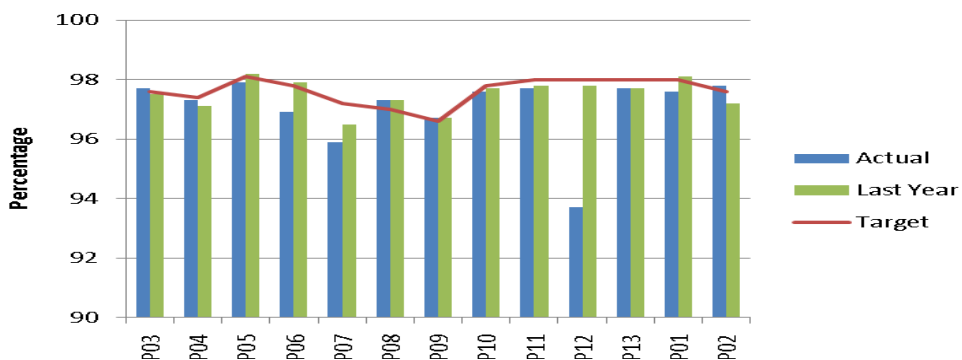
Bus Network Performance: Bus Passenger Journeys

1.1 Passenger journeys for period 2 show a 1.2 per cent decrease compared to last year. This is understood to be due to both the late Spring bank holiday and the half term break occurring in period 2 where last year they occurred in period 3.



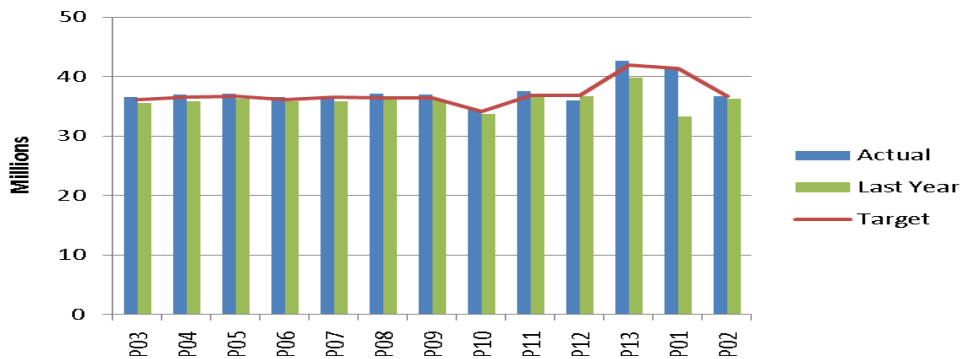
Bus Network Performance: Percentage of Scheduled Service Operated

1.2 Losses due to traffic delays normally rise in period 2 compared with the previous period due to a seasonal deterioration in operating conditions. However, the latest result was an improvement compared with period 1 and was slightly better than forecast. Among the incidents causing particular disruption to operations were the closure of Putney Bridge following an accident on 22 May, closure of Oxford Street due to a Traffic Free Day event on 23 May and roadworks in Ilford and Brixton.



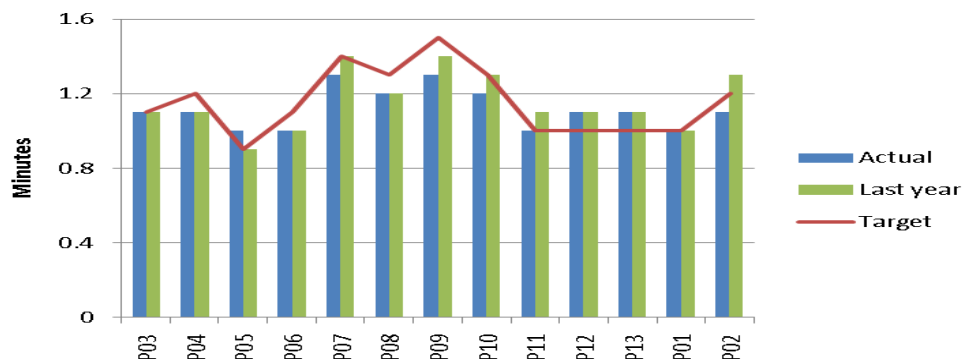
## Bus Network Performance: Bus Kilometres Operated

- 1.3 London Buses operated 36.7 million kilometres during period 2, in line with target and four percentage points higher than last year.



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

- 1.4 Some increase in Excess Waiting Time is to be expected compared with period 1 due to the seasonal deterioration in traffic conditions. However, this year the increase was lower than expected with period 2 being better than a year ago and slightly better than forecast.



## 2 BUS ISSUES

### New Bus for London

- 2.1 Six bus manufacturers have expressed an interest. A bidders' conference took place on 12 June to clarify specification and contract requirements. The project remains on schedule for the contract award to be made by the end of 2009.

### Travel London

- 2.2 On 9 June, NedRailways completed the acquisition of National Express Group's London bus business, Travel London.

## 3 RIVERS

### Oyster Pay As You Go

- 3.1 TfL has agreed commercial terms with Thames Clippers to introduce Oyster ticketing to its services on the river. On 11 June, TfL met with AEG, the majority owner of Thames Clippers, at the O2 venue to discuss marketing arrangements.

The introduction of Oyster Pay As You Go for river services is due in November.

### **Concordat and River Action Plan**

- 3.2 Initial meetings for the various workstreams have taken place or have now been arranged. The last meeting of the full working group took place on 15 June. The feasibility study report for the Tower Pier extension has been delivered and the internal business case is being prepared for approval.

## **4 CYCLING**

### **London Cycle Hire Scheme**

- 4.1 Following evaluation of the submitted bids, further information has been requested and there is still confidence that the contract will be awarded in August. Feedback on the submissions has been provided to the bidders who are requested to submit updated tender documents following meetings to confirm compliance to the contract and pricing terms. Updated bid documents were submitted on 19 June.

### **Summer Cycling Campaign**

- 4.2 Market Planning have successfully co-ordinated the launch of the summer cycling campaign, 'Catch up with the Bicycle'. This includes a new look and feel for promoting all the cycling initiatives and extends across posters, advertising, website and all other information material.

## **5 SAFETY**

### **Clio Awards**

- 5.1 On 15 May, two internet campaigns on cycling road safety won Bronze awards in the Public Service category at the recent Clio awards. The campaigns were "Awareness Test" and "Whodunnit".

### **New 20mph Speed Limit**

- 5.2 Twelve London boroughs have expressed a wish to take part in the "time over distance" camera trials to enforce new 20mph residential areas. An appraisal of the proposed schemes will take place later this month.

### **Collision and Casualty Figures**

- 5.3 On 22 May, the 2008 collision and casualty figures were released. A more detailed analysis will shortly be presented in an update of the report, 'Towards the year 2010: monitoring casualties in Greater London (Issue 9)'.

### **Film journey through London**

- 5.4 The London Road Safety Unit produced a short film taking viewers on a journey through London to show the difficulties that LGV drivers and cyclists experience in traffic. This resource tool is aimed at road safety and cycle training officers of all age groups.

## **6 ENFORCEMENT AND COMPLIANCE**

### **Community Safety Plan for Transport and Travelling in London**

- 6.1 The Community Safety Plan for Transport and Travelling in London 2009/10 is currently being finalised. Approval will be sought from the London Transport Community Safety Partners including the Greater London Authority, Metropolitan Police Service, British Transport Police and City of London Police. The Plan will be considered by the Safety, Health and Environment Assurance Committee before submission to the Board.

### **School Travel Policing**

- 6.2 CSEP had a positive meeting with Kit Malthouse, Assembly Member, and the partner organisations, in late May, to discuss school travel issues being experienced in some London boroughs. The issue had arisen at recent meetings of borough based Joint Engagement Meetings (JEMs) chaired by Mr Malthouse. These are new regular meetings launched by the GLA and MPA, and featuring the local boroughs, Youth Justice Board, MPS Borough Commands and CSEP to discuss local crime and disorder issues at a strategic level. The follow-up meeting provided an overview of TfL's approach to school travel and how CSEP tackles low-level anti-social behaviour.

### **Workplace Violence Unit (WVU)**

- 6.3 Since 1 January, the number of assaults or public order cases on the WVU database is 284, with 107 being dealt with by the unit, resulting in 41 arrests. The remainder have either been dealt with at the time of the incident or by the borough. Of these, 47 involve RPIs and 237 bus drivers. In a recent case, a violent offender was jailed for six months after pleading guilty at Haringey Youth Court to assaulting two RPIs.

### **WEZ Removal**

- 6.4 Work package descriptions have been finalised and work is underway to define the scope of the impact assessments to support the forthcoming public consultation and to progress the Detection and Enforcement Infrastructure removal strategy.

### **NSL Parking Shops**

- 6.5 Following a review of the benefits of the NSL (formerly NCP) operated parking shops, which provided a retail location for the payment of Road Network Compliance PCNs, a change was raised to cease accepting payments in these locations. The service was based at four locations and will deliver cost savings of around £75k per annum.

### **TX4 Fires**

- 6.6 The initial remedial work by LTI on the approximate 680 taxis suspended from service has been completed and these taxis are now back in service. LTI have now also completed remedial work on the remainder of the TX4 fleet (approximately 3,600 in total). These works were completed at the end of May.

## **Touting (one strike and you're out)**

- 6.7 Since 1 August, a total of 99 private hire drivers have had their licences revoked and of those, 36 have appealed against the decision. As at 30 May, 24 appeal hearings have taken place. These have resulted in 22 decisions upholding the decision to revoke the licence, one in the licence being re-instated and one was withdrawn.

## **7 STREETS**

### **Network Performance and Minimising Disruption**

- 7.1 Traffic congestion was significantly higher on 10 and 11 June than is normal, due to the RMT strike, with the AM peak extending into late morning. Severe congestion was observed on the A40/A501 and serious congestion observed on the A4, A13, Mile End Road and the A40. On Wednesday 10 June, average traffic speeds in central London dropped from 10 mph to 6mph in the morning peak and from 10 mph to 5 mph in the evening. LTCC proactively monitored the network and traffic signal contingency plans were implemented but the sheer volume of traffic and the desire to maintain pedestrian crossing provisions were constraining factors.
- 7.2 On 16 June, London Streets Highway Maintenance Contractors (HWMC) demonstrated true collaborative working, when, following a major oil spillage incident in Borough High Street, Southwark, EnterpriseMouchel (EM) and their supply chain assisted RingwayJacobs (RJ) to complete emergency re-surfacing over an area of 1,500 square metres. The oil spillage occurred at 15:30 and RJ instigated cleaning operations immediately. However, at 20.30 it became apparent that the road surface would need replacing. After every effort was exhausted a call for assistance was made from RJ /TfL to EM who immediately mobilised their supply chain partners Bardon Contracting Ltd to deal with the incident. Work commenced at midnight and all works were finished by 06:00 thus reducing any disruption to the travelling public and the people of London. The concept of collaborative working on the TfL contract is not a new one, but this example helped by the recent Pan London working groups, continues to strengthen relationships across all three HMWCs to ensure collaborative working is a rule not an exception.

### **London Permit Scheme (LoPS)**

- 7.3 The Consultation on the London Permit Scheme (LoPS) closed on 5 June and 25 responses, incorporating over a thousand comments (many duplicated), were received. London First, Sainsbury's and the RAC Foundation all expressed support and no stakeholders objected to the permit schemes. National Grid Gas raised a number of queries, and these are currently being considered with all other responses by the participating boroughs and TfL. A meeting is being arranged with the Department for Transport (DfT) to discuss the submission of our application. Depending on the outcome of that meeting, we hope to submit the scheme for final consideration by the DfT in July. Subject to the Secretary of State's approval, the scheme could be operational by New Year 2010. The LoPs/National Joint Utilities Group (NJUG) roll-out working group is continuing to test the permitting software and TfL permit applications have successfully been

copied electronically to the London Boroughs of Camden and Kensington and Chelsea as a part of the process to resolve any technical issues ahead of approval of the scheme by the DfT.

- 7.4 Focus continues on measures to minimise disruption from road and streetworks, including the coordination of works and the provision by works undertakers of accurate and timely works notices. Since May 2008, a total of 285 Fixed Penalty Notices (FPNs) have been given to works undertakers for noticing offences under the New Roads and Street Works Act 1991. This included 166 to Thames Water, 46 to BT, 31 to EDF and 14 to Virgin Media.

### **Roadworks Reporting**

- 7.5 Since the launch of the Utility Code of Conduct on 16 April and as at 5 June, TfL has received 90 reports from members of the public about work sites; 50 relating to utilities works; 19 to those carried out on behalf of local authorities (including TfL/London Overground); and one related to a private development project. We have been unable to identify the works associated with 20 reports and have sought clarification from the customer or, where on a borough road, passed the report on to the relevant highway authority for further investigation. Reports relating to works on the TLRN are dealt with by London Streets. The Directorates of Road Network Management and Traffic Operations will follow up and respond to reports relating to works being undertaken by TfL's contractors. The Directorate of Road Network Performance will investigate and respond to reports relating to works promoted by the utilities. Appropriate action will be taken to drive improvements in performance by works undertakers and may include the giving of FPNs, or a prosecution under the New Roads and Street Works Act 1991, where infringements are particularly serious. Reports relating to works being undertaken on borough roads are passed on to the relevant highway authority for similar action and response. These reports provide a good indication of works promoters' efforts to meet the objectives of the Mayor's Code of Conduct.
- 7.6 To promote further the roadworks reporting tool, a promotional banner now rotates across the top of the TfL website homepage every hour. To help members of the public better identify works promoters, the LondonWorks information system will be available to the public through the TfL website by the end of June. This will inform the public of the nature of work, planned duration and contact details of the promoter. If there is no specific works information recorded on LondonWorks, the public will be directed to the TfL website to report this.
- 7.7 The londonstreetworks.net website has been shortlisted for the "Good Communication" Award, a partnership award between Local Government, IT and Communications organisations. The winner will be announced on 8 July 2009.

### **A23 Brixton Phase 3 Central Square**

- 7.8 The contractor FM Conway started work on the Central Square and Brixton Hill on 1 June 2009. Construction is programmed to take 53 weeks.

### **A406 Bounds Green Road to Green Lanes Safety and Environmental Improvement Scheme**

- 7.9 Project Authority approval was granted by the Finance Committee on 2 June 2009; the Invitation to Tender (ITT) will be issued in August 2009 and the contract awarded in January 2010. An industry presentation was made to prospective tenderers on 8 June. Main works are scheduled to commence in April 2010 and will take approximately 24 months to complete.

### **A40 Western Avenue Bridge Replacement**

- 7.10 Substantial completion of the Wales Farm Road Bridge was achieved on 7 June. Some minor works remain and the new bridge will be opened to traffic on 3 July. Works on the side road construction and the cycle way and footpaths between St Dunstan's Avenue and Friary Road continues and is scheduled to be completed in September. The main span of the new footbridge was lifted in by crane during a complete road closure on 22 May. The footbridge was opened for use by stair access on 6 June 2009. Ramps will be installed and full access to the footbridge will be available in early August.

### **A406 Hanger Lane Bridges Replacement**

- 7.11 Sewer protection works started on 26 May and are progressing to programme. Caisson construction work remains on programme to commence in July 2009. The project is behind programme and is currently forecast for substantial completion by May 2011 - progress is being made by the project team to mitigate this delay. An assessment of the delay and cost associated with the Thames Water protection works has been received and is being reviewed - robust challenges are being made to the assumptions and costs put forward by Norwest Holst. The project team has completed a full review of project costs for the Quarter 1 forecast and it is considered that project costs will remain within the project authority. The contingency provision has been used to cover the Thames Water works and the associated cost of delay.

### **A23 Gants Hill Town Centre Redevelopment**

- 7.12 Following the tender assessment process for the works contract, a recommendation was made to the Project Board on 20 May and the contract awarded on 16 June. The Project Team, working closely with the Network Assurance Team, has value-engineered the traffic management arrangements and designed an approach that further reduces congestion, time and cost.

### **A127 Gallows Corner Flyover Parapet Works**

- 7.13 Works started as scheduled on 26 May and are on programme to complete by 15 August. Traffic disruption has been kept to a minimum.

### **A4 Talgarth Road Footway Renewal Scheme**

- 7.14 Design work for improvements to parking and streetscape is being progressed in consultation with the London Borough of Hammersmith & Fulham and local residents to ensure all stakeholder requirements are considered and accommodated wherever practical.

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

- 7.15 The contract for the ORN junction and carriageway commission, that will deliver preliminary designs for the ORN by June 2010, was awarded on 12 June 2009.

## **Pedestrian Guard Rail (PGR) Removal**

- 7.16 The 2009/2010 programme for removal of pedestrian guardrail from the network will commence from period 3, once the current assessment of scope for safe removal is complete. In Period 2, 23,624m of guard rail was assessed. There is now 4,150m of PGR approved for removal (by the London Road Safety Unit) and ready for consultation with the relevant boroughs. Targets for PGR removal are 1,086m in Period 3 and 2,883m in Period 4. Both targets are expected to be met.
- 7.17 200m of guard rail has been removed from Tottenham High Road - a typical high street with many competing demands. With shops on both sides, there was no single pedestrian desire line. Until recently, one section of the road was dominated by up to three layers of guard rail. People wishing to cross the road were forced to negotiate a street furniture jungle. The Traffic Design Engineering team, within DTO, set out to improve this inconvenient environment for pedestrians with a scheme designed in-house and inspired by the innovative Kensington High Street, introducing a staggered crossing and culminating in the removal of the 200m of guard rail. Interestingly, more people seem to be using the crossing correctly now than before. Feedback from local traders has been very positive, with a feeling that the character of the road has been completely changed for the better for both pedestrians and vehicles.

## **8 RECOMMENDATION**

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

## **9 CONTACT**

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