

TRANSPORT FOR LONDON

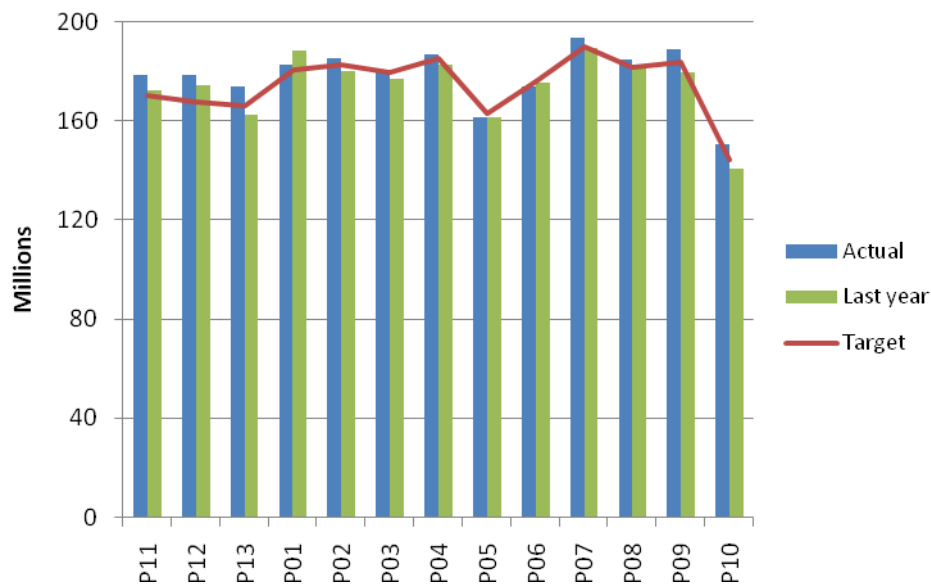
SURFACE TRANSPORT PANEL

SUBJECT: MANAGING DIRECTOR'S REPORT

DATE: 8 FEBRUARY 2012

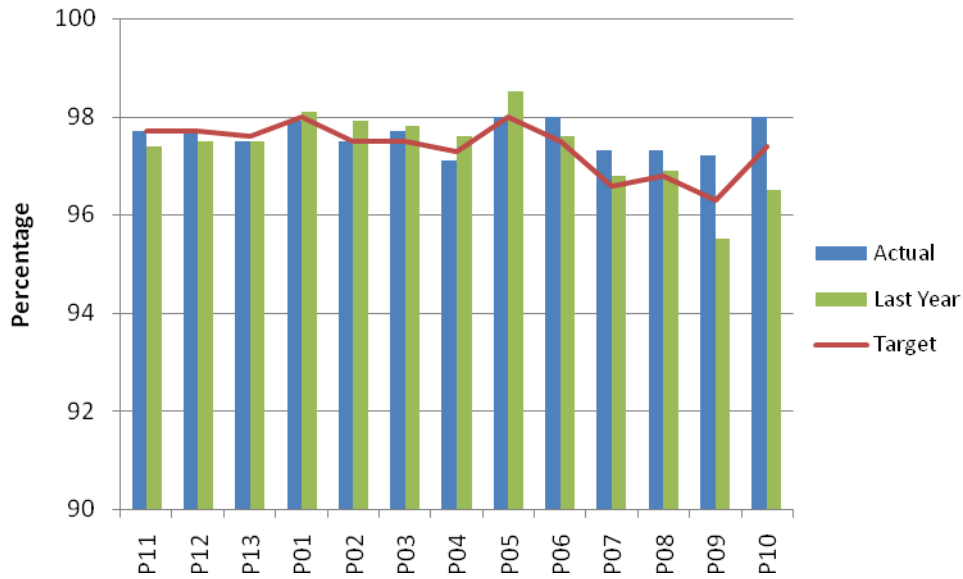
1 BUSES

Bus Network Performance: Bus Passenger Journeys



1.1 Buses carried 150.9m passengers in Period 10 of the 2011/12 financial year. This is 6.8m higher than the target for the Period and 10.1m passengers more than were carried in the same period last year, which was affected by severe weather. The current full year forecast is 2,339m passengers.

Bus Network Performance: Percentage of Scheduled Service Operated



1.2 The percentage of scheduled service operated in Period 10 was 98.0 per cent. This is 0.6 per cent better than the target for the period and also 1.5 per cent better than the same period last year.

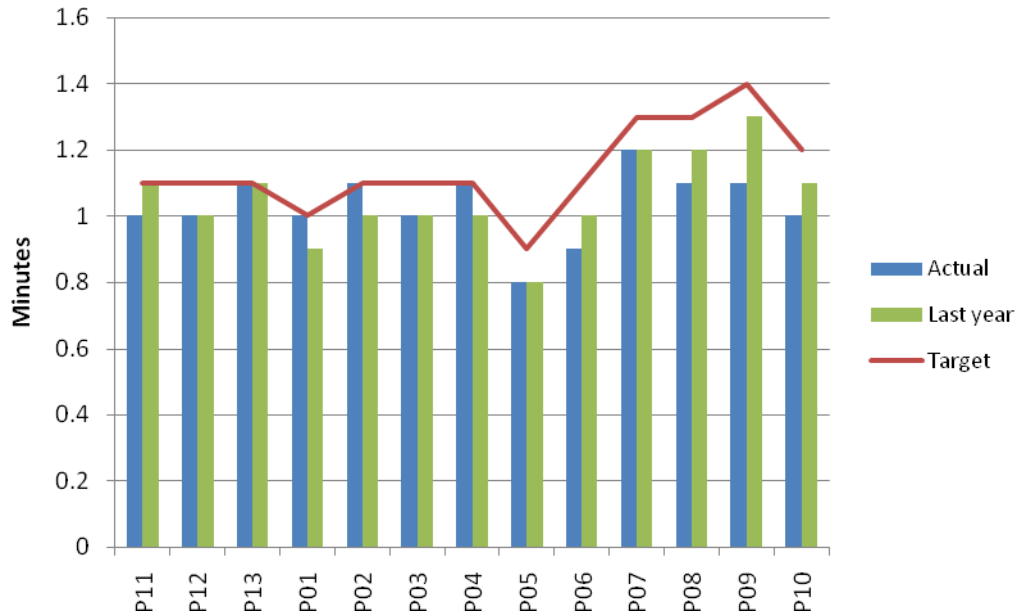
1.3 This improvement was despite significant disruption to bus services by various planned and unplanned closures of Oxford Street and Regent Street. Furthermore, the emergency closure of the Hammersmith Flyover from 23 December 2011 caused serious delays to buses on the first day.

Bus Network Performance: Bus Kilometres Operated



1.4 Buses operated 35m kilometres in Period 10. This is 0.5m kilometres above target and 1.1 million kilometres above the same period last year (34.2m).

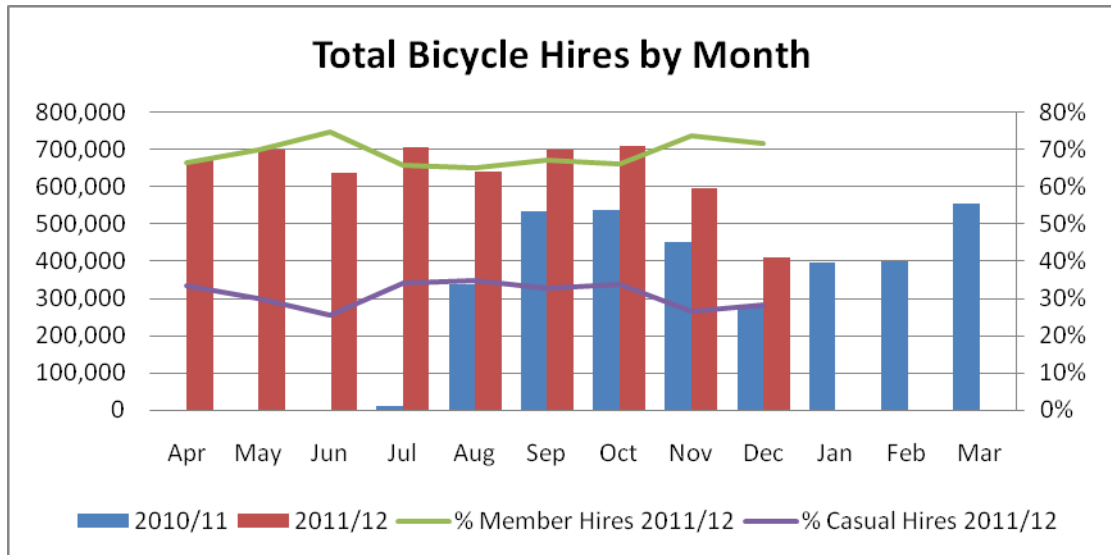
Bus Network Performance: Excess Wait Time - High Frequency Routes



- 1.5 Excess Wait Time in Period 10 was 0.1 minutes. This is 0.2 minutes better than the target and 1.0 minutes better than the same period last year.

2 CYCLING

Barclays Cycle Hire Scheme



December 2011 saw over 400,000 hires, an increase of 46 per cent on December 2010. Member usage, which was up 16 per cent in December 2011 compared to the same period last year, made up 72 per cent of total hires for the month and casual users 28 per cent.

New Docking Station at Abingdon Green

- 2.1 On 19 January 2012, planning permission was granted by Westminster Council following a campaign by the Mayor of London, Transport for London (TfL) and parliamentarians for more docking stations around Parliament. Permission was granted for one station. Westminster will soon have a new and additional Barclays Cycle Hire docking station, bringing visitors, locals and politicians who use London's iconic hire bikes closer to the Palace of Westminster, and providing more parking spaces in this busy area. TfL will now begin work to relocate any street furniture and install the docking station in the coming weeks. This will allow the new station to be usable by spring 2012, meaning that those that live, visit or work around Westminster will be able to benefit further from Barclays Cycle Hire throughout 2012.

Customer Research

- 2.2 The latest Barclays Cycle Hire customer research highlighted the continued success of the scheme since it started over eighteen months ago. Around four in five, equating to 80 per cent of members, think Barclays Cycle Hire makes a positive contribution to London. Furthermore, the scheme has prompted three quarters of members to start cycling or to cycle more in London. The research has also revealed that 15 per cent of members have increased the amount of time they cycle on their own bikes, and a further four per cent of members have bought a bike as a result of the scheme.
- 2.3 Work has already started on the second phase of the scheme and by spring 2012 the Barclays Cycle Hire area will extend beyond central London to include all of the Borough of Tower Hamlets as well as North Shoreditch in the Borough of Hackney, Camden Town and Westfield White City. The recent customer survey results are encouraging; however, TfL has identified areas for improvement, such as a continued focus on bike redistribution and improvements to the contact centre that would improve the overall customer experience.

Cycle Grants

- 2.4 In January 2012, TfL launched the Cycle Grants for Schools programme to encourage children to cycle to school. To date, 71 schools have successfully bid for a cycle grant to help them establish cycle clubs. The majority of the schools are located within the Mayor's 13 outer London Biking Boroughs. The funding will provide cycle safety awareness days, cycle training for pupils, parents and staff, pool bikes for pupils and on-site cycle parking as part of a school 'cycle club'. This funding will enable the school to 'own' the project to ensure its long term sustainability.

School Cycle Parking

- 2.5 Due to the ongoing work undertaken by TfL to deliver school cycle parking facilities, 208 schools will receive cycle parking facilities by March 2012, which represents an increase of 58 schools since 2011.

3 SAFETY

Latest Crime Figures

- 3.1 Crime has reduced on all of TfL's public transport services over the last year. All crime types have shown significant reductions with the exception of robbery offences and sexual assaults. The latter relates mostly to low level offences and partly reflects increased reporting and patronage. Increases in robberies can be seen across the transport network and reflect the current borough-wide increases. These areas will continue to be a area of focus for the rest of 2011/12 and continue in 2012/13.

Bus-related crime

- 3.2 Latest figures from the Metropolitan Police Service (MPS) Performance Information Bureau (PIB) for April-December 2011/12 vs 2010/11 show an 8.8 per cent reduction in bus related crime. This amounts to 1,573 fewer offences compared to the same period last year.
- 3.3 Bus-related crime fell in a vast majority of London Boroughs (25 out of 32) with Harrow and Tower Hamlets showing the largest reductions of 39 per cent and 32 per cent respectively. The greatest reductions were in Violence Against the Person and Theft & Handling Offences.
- 3.4 Based on these figures, the crime rate in December 2011 was just over 9 crimes per million passenger journeys (CPMPJ) on the bus network - an improvement of 12 per cent on December of the previous year. YTD average is 9.28 CPMPJ, which is nearly 11 per cent lower than for the same period last year.

Crime on London Underground / Docklands Light Railway

- 3.5 British Transport Police crime figures for London Underground and DLR showed a reduction of 8.4 per cent for April-December 2011/12 vs 2010/11 - a reduction of 837 offences. The average crime rate for that period in 2011/12 was 10.06 crimes per million passenger journeys – over 12 per cent lower than the previous year.

Pedicab Enforcement

- 3.6 The first phase of the enhanced pedicab operation, which included collaboration between TfL, the Safer Transport Command (STC), Safer Neighbourhood Teams (SNTs) and Westminster Council has now finished. This focussed on tackling dangerous (pedicab) riding in central London and received some very positive publicity. A public awareness campaign in 2012 will inform the public of the potential risks of travelling in pedicabs and a programme of continued police enforcement up to the Games is currently being planned.

Road Safety

- 3.7 A briefing note was taken to the Mayoral meeting on 20 December 2011 seeking approval of the new road safety plan and agreement to external consultation. Since this meeting, the plan has been further amended and is expected to go out for consultation shortly.

Bow Roundabout

- 3.8 On 11 January 2012, TfL announced a number of proposals to improve the safety of cyclists using the busy Bow roundabout in east London. One option being proposed involves the creation of an innovative cycle “early-start” phase at the traffic signals on the eastbound and westbound entrance to the Bow roundabout, which would provide cyclists with a dedicated green light phase to allow them to travel around the roundabout ahead of other traffic. An alternative proposal is to reduce the existing flyover across Bow roundabout from two traffic lanes to one in both directions, with new dedicated cycle lanes. Traffic signals could also be installed at both ends of the flyover to make safe access easier for cyclists.
- 3.9 TfL also proposes to install new dedicated cycle lanes on the eastbound and westbound approaches of the roundabout, allowing cyclists to approach the advance stop lines at the junctions without the need to filter through traffic. Advance stop lines would also be made deeper on both approaches to the roundabout to ensure that cyclists have a clear visible space in front of any traffic.
- 3.10 Key local stakeholders, cycling groups and the relevant London boroughs are now being approached about the proposals to obtain their feedback regarding which designs best reflect the needs of users of the roundabout. It is hoped that work will begin in the next few months so that TfL can make improvements to the roundabout before the London 2012 Games.

4 IMPROVING THE URBAN ENVIRONMENT

Bloomsbury and Russell Square Major Scheme

- 4.1 On 9 January 2012, TfL announced the completion of the Bloomsbury and Russell Square Major Scheme. The works have transformed the area for the millions of visitors to the British Museum, universities and other attractions and cultural institutions in the area, as well as contributing to maintaining London’s competitiveness. The improvements to the area include widened footways and reduced carriageway, signalised pedestrian crossings and advance stop lines at junctions to improve cycle safety. Furthermore, new public space has been created for pedestrians at Byng Place, including informal seating and trees.
- 4.2 In total, the works have cost £3m with £2.55m from the TfL Local Implementation Plan Major Schemes programme, £350k from Camden and £100k from the British Museum. The LIP funding for Bloomsbury is part of TfL’s investment in urban realm schemes in advance of the 2012 Games, which also includes Leicester Square, Piccadilly Two Way, St Paul’s Churchyard and Exhibition Road.

Local Implementation Plans (LIPs)

- 4.3 On 10 January 2012, the Deputy Mayor, Isabel Dedring, formally approved a further six borough LIPs based on recommendations from TfL officers. In total, 29 boroughs now have approved borough LIPs, leaving only four where TfL officers consider the draft submissions are not yet adequate (Barnet, Islington, Merton and Redbridge). Delivery of revised submissions has been promised by all four boroughs later this month.

Harbet Road Towpath

- 4.4 In early January 2012, TfL announced the completion of the refurbishment, widening and access improvements to the Harbet Road Towpath on the River Lea in Enfield. The project provides a significant walking and cycling link between the main London Olympic site and the Olympic canoeing venue at Broxbourne. The scheme was funded through the LIP Major Schemes programme on the basis that it met the two key criteria of being a high priority regeneration area (Meridian Water) and relevant to the Games. The scheme was delivered in partnership with British Waterways (as the owner of the river and towpath) and forms part of the Mayor's London's Great Outdoors programme. TfL contributed £212k to the scheme, leveraging in an additional £375k from partners towards the overall cost of £587k.

Motorcycles in Bus Lanes

- 4.5 Motorcycles have been allowed permanent use of the majority of bus lanes on the Transport for London Road Network (TLRN) following the completion of a second trial. The trial demonstrated that there was no significant adverse effect on the safety of any vulnerable road user group from allowing motorcycles to use bus lanes. Other benefits were recorded, including journey time reductions for motorcycles and reduced CO₂ emissions from motorcycles that used the bus lanes. It is estimated that around 50,000 motorcyclists a day now benefit from the use of TLRN bus lanes.

5 TAXI AND PRIVATE HIRE

Taxi Driver Disability Awareness Campaign

- 5.1 The taxi driver disability awareness campaign is designed to ensure that all taxi drivers are aware of, and compliant with their obligations to passengers in wheelchairs in readiness for the London 2012 Olympic and Paralympics Games. Phase 1 of the campaign, which ran from 25 -27 September 2011, focused on raising awareness amongst drivers, providing advice, guidance and training on the use of the equipment and ensuring all vehicles are equipped correctly.

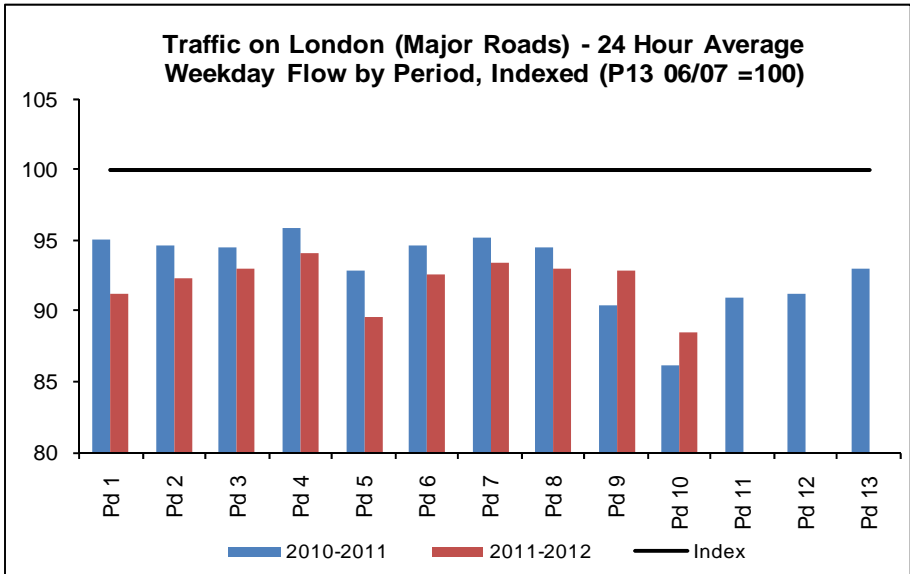
- 5.2 Phase 2 of the campaign, which will run from 14 -16 February 2012, will continue the work undertaken in Phase 1 and focus on providing advice, guidance and training to drivers. The Department for Transport (DfT) has shown a strong interest in this work undertaken by TfL and is encouraging other licensing authorities to undertake similar work. Trade press have been invited to ensure good coverage of the campaign within the taxi trade and the Parliamentary Under-Secretary of State for Transport, Norman Baker, has also expressed an interest in attending.
- 5.3 Once Phase 2 has been completed, the focus for the remainder of the campaign will shift more to enforcement. Drivers that are not carrying the correct equipment while working or are unable to demonstrate an understanding of how to use it, will receive a warning letter from TfL reminding them of their obligations.

Enhanced Criminal Record Bureau (CRB) checks for taxi and PHV drivers

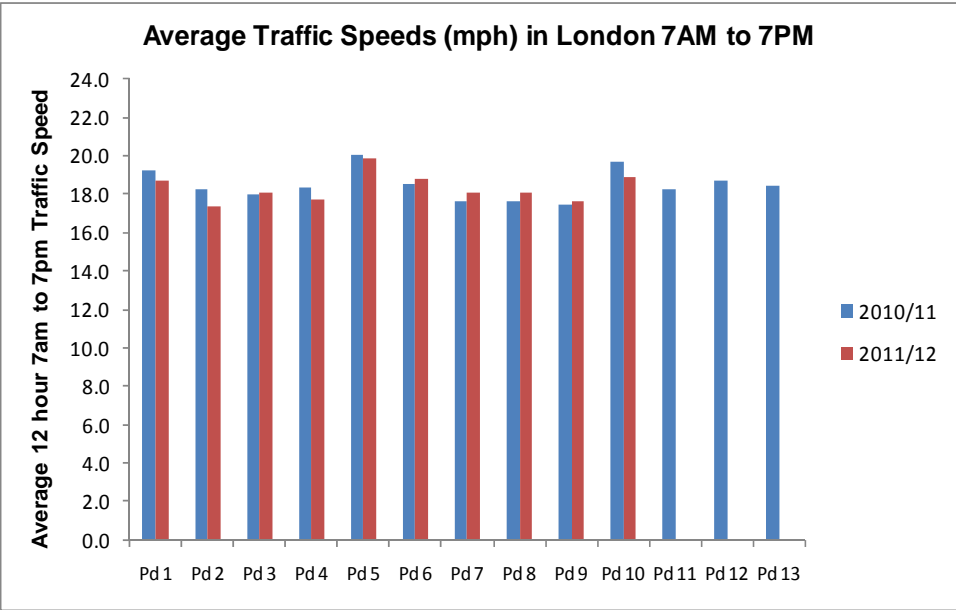
- 5.4 Over the past year, TfL and the Mayor have engaged with the Home Office and DfT about plans for licensing authorities no longer to undertake enhanced CRB checks for taxi and private hire drivers. TfL and the Mayor have consistently maintained that enhanced CRBs contain additional intelligence and police information that is essential to licensing authorities and the safety of the travelling public.
- 5.5 Following this engagement, on Wednesday 18 January 2012, the Home Office formally announced that steps would be taken to ensure all taxi and private hire drivers are subject to the enhanced CRB checks. Furthermore, under the Safeguarding Vulnerable Groups Act 2006, licensing authorities will also be entitled to check whether any applicant is barred from working with children or vulnerable adults. As a result, TfL will continue to conduct enhanced CRB checks to determine whether new and existing applicants are "fit and proper" persons to be licensed as taxi or private hire drivers within London.

6 STREETS

Traffic Flows

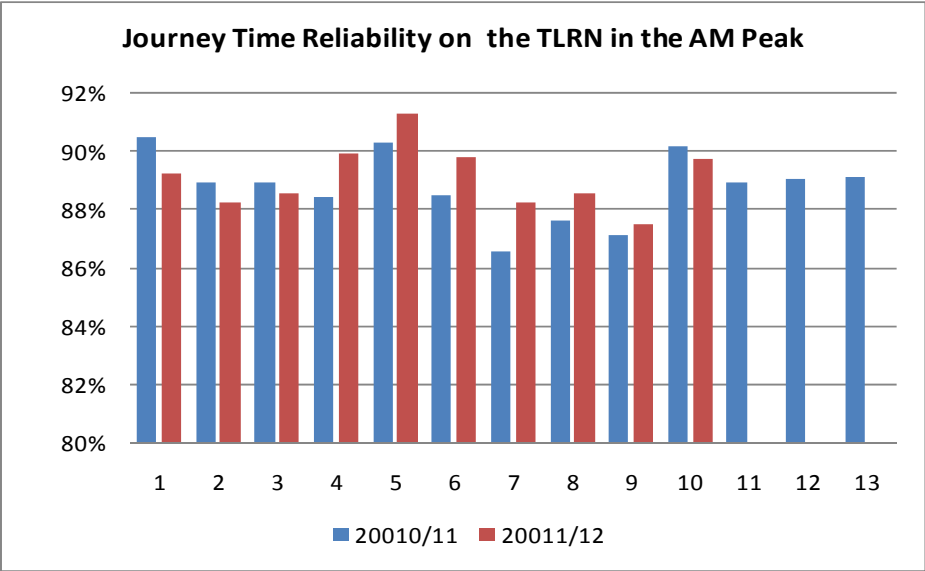


6.1 The pan-London traffic flow index at Period 10 (11 December 2011 – 7 January 2012) stands at 88.5. This is 2.33 index points up from the same period last year. The YTD figure is 92.0; meaning traffic flows are 1.4 index points less than the YTD figure in 2010/11.



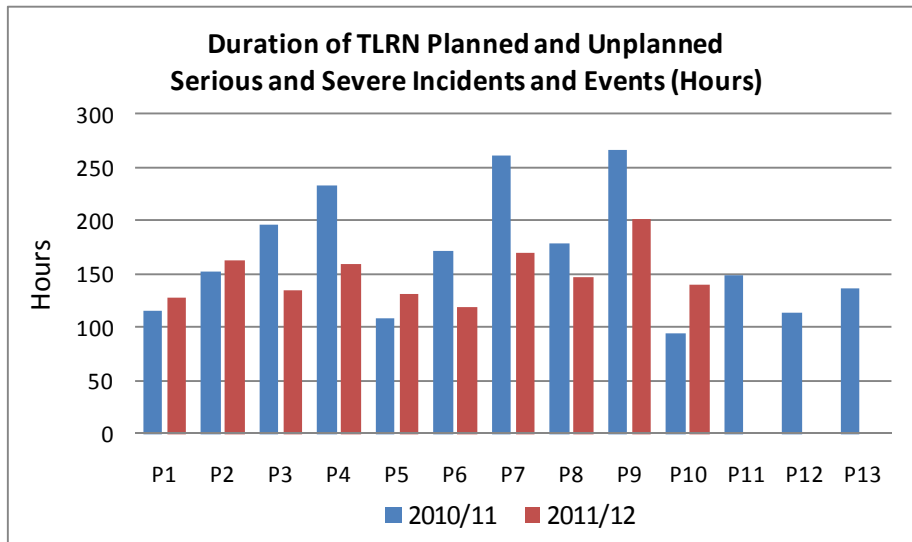
6.2 Average traffic speeds for the 12 hours between 7.00 am to 7.00 pm across London in Period 10 was 18.85mph. This is 0.83mph slower than the average traffic speed of 19.68mph observed in Period 10 last year. The year to date figure for 2011/12 is 18.32mph, 0.16mph slower than the YTD figure from 2010/11.

Journey Time Reliability



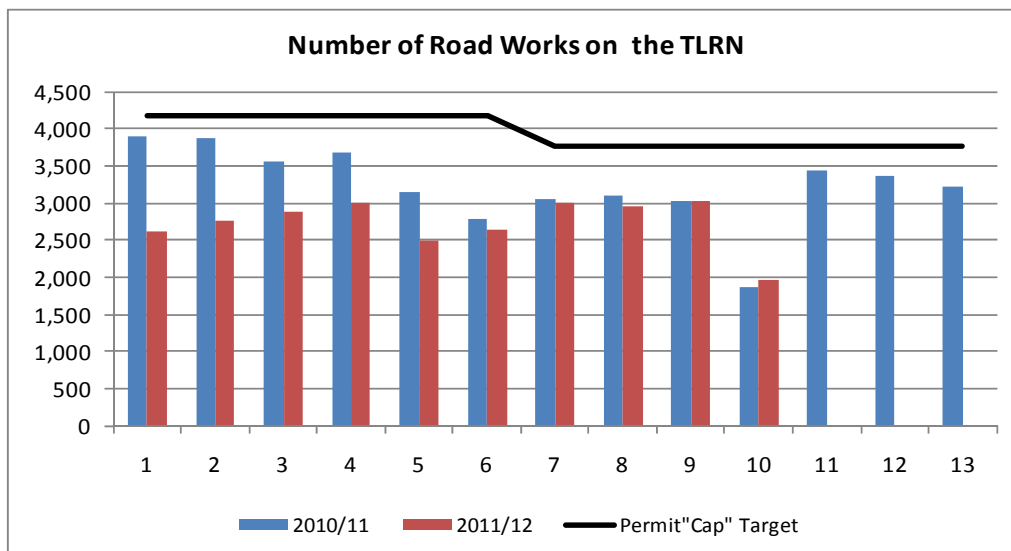
6.3 The journey time reliability (JTR) on the Transport for London Road Network (TLRN) in the AM peak in all directions for period 10 stands at 89.70 per cent. This is a 0.4 percentage point decrease on the same period last year. The year to date figure is 89.11 per cent, a year on year improvement of 0.4 percentage points.

Planned and Unplanned Disruption on the TLRN



6.4 There were 141 serious and severe disruption hours over 32 planned and unplanned events on the TLRN in period 10 2011/12 compared to 94 hours over 55 events in Period 10 of the previous year. YTD, there have been 1,494 serious and severe disruption hours, which is 284 hours fewer than the year to date figure for 2010/11 (a 15.9 per cent decrease).

Road Works on the TLRN



6.5 In Period 10, the total number of road works reported on the TLRN was 1,952 - a 4.2 per cent increase in the number reported in Period 10 last year. This reflects a move to push more works into the periods that traditionally have more capacity to accommodate road works.

6.6 The maximum permissible total number of road works allowed on the TLRN has been capped at 3,753 in any one four-week period from Period 7 until the end of the financial year, a reduction of 10 per cent from the cap of 4,170 that applied to the first 6 periods of the year. In Period 10, the number of road works on the TLRN was 48 per cent less than the maximum number allowed by the cap.

- 6.7 TfL has recorded 27,323 sets of road works on the TLRN so far this year (Periods 1-10), which is a 14.6 per cent reduction in the total number recorded in the same period last financial year (32,014). Also within this period, 614 Fixed Penalty Notices have been given to works promoters, including 136 for working without a permit. In addition, 192 Section 74 charges (under the New Roads and Street Works Act 1991) have been imposed on works undertakers for over-running works. Through good planning, collaborative working and early engagement with promoters, approximately 1,700 days of disruption have been saved on the TLRN.

Hammersmith Flyover Closure

- 6.8 The Hammersmith Flyover was closed on Thursday 23 December 2011 after a survey carried out by Roads Directorate highlighted possible structural defects to the Flyover. The closure was implemented as a safety precaution until further tests were carried out.
- 6.9 On the day of the closure, TfL responded immediately by implementing Active Traffic Management (ATM) strategies around the gyratory that were implemented immediately to maximise the flow entering from the A4.
- 6.10 Over the Christmas period, further ATM strategies were implemented to assist the local diversions through the Hammersmith one-way system and wider network strategies and to assist traffic to use the strategic diversion routes.
- 6.11 On 13 January 2012, TfL reopened the Flyover in one lane in both directions for light traffic. TfL continues to monitor the network and make adjustments as necessary to minimise the impact of the closure on the road network.

Henlys Corner

- 6.12 TfL carried out the commissioning of Henlys Corner on 27 November 2011, following an £8m improvement scheme jointly sponsored by TfL and the London Borough of Barnet. The scheme aims to ease traffic congestion at the busy junction of A406 North Circular Road with A598 Regents Park Road/Finchley Road as well as improving crossing facilities for pedestrians and cyclists.
- 6.13 Henlys Corner is a pinch-point on the TLRN, where traffic demand exceeds capacity during peak periods and where there is traffic congestion on all approach roads. Four of the nine London Congestion Analysis Project (LCAP) performance monitoring links that run through Henlys Corner are part of the 50 top LCAP links which have the potential for significant JTR improvement.
- 6.14 Following the commissioning of the new traffic signals, Urban Traffic centralised control (UTC) was quickly established to enable effective network management, minimise network disruption and provide remote access for London Street Traffic Control Centre intervention when required. The revised signal timing strategy at Henlys Corner provides improved traffic progression and, with Split Cycle Offset Optimisation Technique (SCOOT) control, will optimise signals timings to reduce delay across the network. Benefits will be measured and reported and engineers will continue to review the signal timings and ATM strategies through to the next calendar year to ensure that JTR improvements are delivered for the A1, A41 and A406 corridors.

Pedestrian Countdown

- 6.15 On 20 January 2012, TfL announced plans to roll out new Pedestrian Countdown technology across the Capital. The roll-out, which will see the technology installed at around a further 200 locations across London, comes after the technology received approval from the DfT and the Highways Agency, following a successful trial in London.
- 6.16 Independent research commissioned by TfL in 2009 demonstrated that around two thirds of pedestrians do not understand the black-out period (when nothing is displayed to pedestrians) between the green man going out and the red man being displayed at a crossing. This led to TfL trialling the Pedestrian Countdown technology at eight locations across London in June 2010. Research from the trial showed that a majority of pedestrians surveyed (83 per cent) liked the Pedestrian Countdown technology in the 'after' study. The technology was also liked by 94 per cent of mobility impaired users and 79 per cent of children, who experienced traffic crossings with and without the system. Crucially, the study showed that there were no negative impacts on safety during the trial.
- 6.17 Contracts have now been awarded to two companies to supply the equipment. Work to install the technology will begin in summer 2012, with all sites expected to be delivered by the end of 2014. TfL is also in discussions with local boroughs to establish their interest in potentially rolling this technology out at locations along borough roads.

Traffic Signal Timing Reviews

- 6.18 YTD, up until Period 10 (ending 7 January 2012), 685 signal timing reviews have been completed, which has so far brought a 10.23 per cent reduction in delays for traffic at these sets of signals. This has been achieved alongside a 0.73 per cent increase to the number of occasions when all pedestrians waiting to cross the road will have cleared the kerb during the first green man period.

Split Cycle Offset Optimisation Technique (SCOOT)

- 6.19 As part of the Mayor's smoothing traffic flow agenda, work is continuing to implement SCOOT at a further 1,000 of London's most important signals by 2012/13. As of Period 10, SCOOT optimisation has now been completed at 498 sites and the benefits captured during the main peak periods. SCOOT is delivering a 12.6 per cent reduction in delays and a 4.3 per cent reduction in the number of times vehicles have to stop as they travel through the network.

Traffic Signals Removal

- 6.20 In July 2010, TfL identified 145 locations where it felt the traffic signals may no longer be useful in traffic, pedestrian or safety terms and could potentially be removed and/or replaced with alternative traffic calming measures. Since then, following discussion with the London Boroughs, signals have been physically removed from 22 locations (six locations on the TLRN and 16 locations on Borough roads); 12 locations have been agreed for removal; 85 locations will not be progressed for removal and have been taken off of the list; and a further 52 sites have been added to the list for investigation and potential removal. As a result, 78 locations now remain under discussion with the London Boroughs as of the end of Quarter 3 (11 December 2011). The latest information on traffic signal removals, which is updated quarterly, can be found on the TfL website.

7 GAMES

Olympic Route Network (ORN)

- 7.1 The transition into operational readiness is now taking place with full integration of the traffic operations, road infrastructure, enforcement operations and communication messages. The Games Transport Board has received proposals for operation of the ORN and Paralympic Route Network (PRN). TfL is continuing to work with LOCOG to fine tune the demand model and ensure that the Games' vehicle movements are fully understood in the context of background traffic flows. Daily run sheets for each LOCOG competition venue have now been received giving a detailed understanding of arrival and departure of vehicles from each venue.

International Olympic Committee (IOC) Project Review

- 7.2 In the week commencing 30 January 2012, the IOC undertook a review at LOCOG. The review, which covered all of LOCOG's 47 functional areas including transport, explored key topics which included ORN operations and journey times, Olympic Family hotel transport arrangements and security integration. These project reviews will increase in frequency from now until the Games commence in July 2012.

TDM Consumer Campaign

- 7.3 On 30 January 2012, the UK Government, Mayor of London, LOCOG, the ODA and the UK's transport networks joined forces to launch a major new national campaign to encourage the travelling public to 'Get Ahead of the Games' and ensure London and the UK keeps moving during 2012's busy and exciting summer of sport.
- 7.4 For over a year now, LOCOG, the ODA and TfL have been working with businesses to ensure they have travel plans in place to keep on running and make the most of all the Games have to offer. With less than six months to go to the London Games, a new advertising campaign, website and social media channels will now communicate directly with the travelling public. 'Get Ahead of the Games' explains how, at certain times and in certain locations – the 'hotspots' – London and the UK's road and rail networks will be much busier than usual. By visiting www.getaheadofthegames.com or following the @GAOTG Twitter channel, people can receive the latest tips, travel information and advice on how to plan ahead and avoid the travel hotspots.

8 RECOMMENDATION

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

9 CONTACT

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