

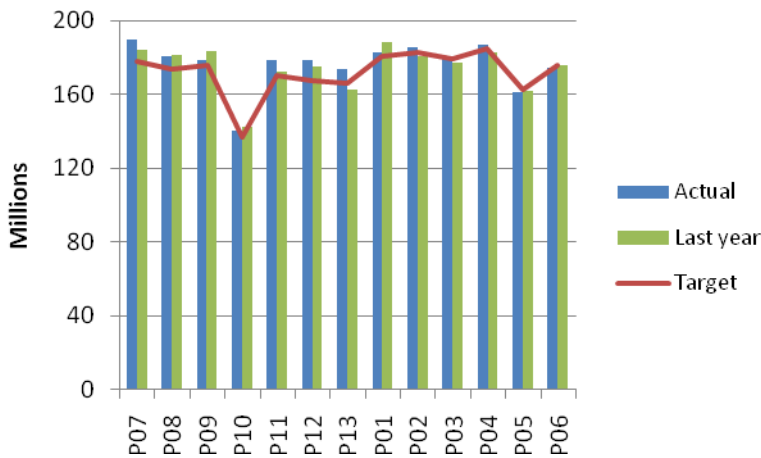
**TRANSPORT FOR LONDON**  
**SURFACE TRANSPORT PANEL**

**SUBJECT: MANAGING DIRECTOR'S REPORT**

**DATE: 8 NOVEMBER 2011**

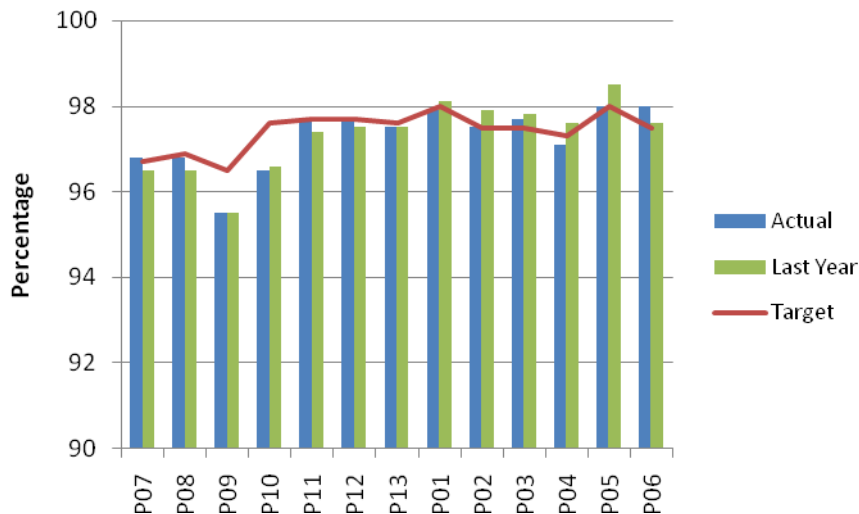
**1 BUSES**

**Bus Network Performance: Bus Passenger Journeys**



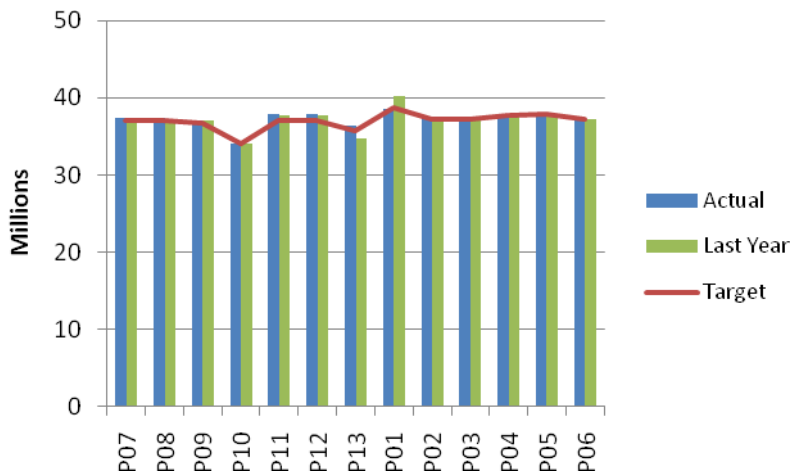
1.1 Buses carried 174.2 million passengers in period 6 of the 2011/12 financial year. This is 1.8 million lower than the target for the period and 1.2 million passengers less than were carried in the same period last year. The current full year forecast is 2,337 million passengers.

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



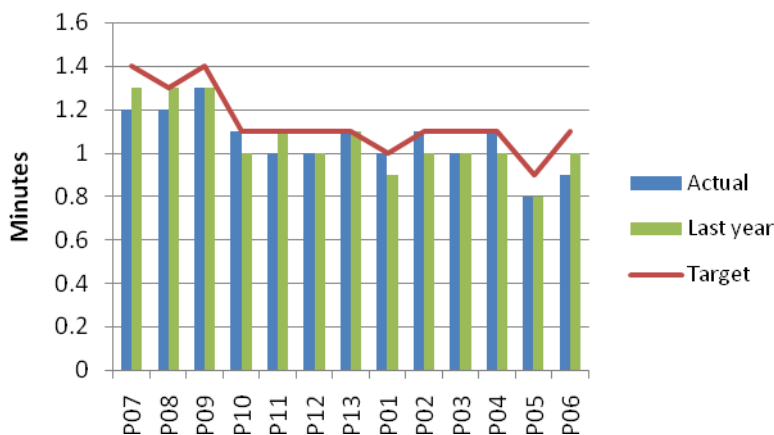
- 1.2 The percentage of scheduled service operated in period 6 was 98.0 per cent. This is 0.5 per cent better than the target for the period and also 0.4 per cent better than in the same period last year.
- 1.3 This improvement was achieved despite significant disruption caused by multiple roadworks in the Hammersmith area and ongoing roadworks at Piccadilly. In addition, emergency gas main repairs in Trafalgar Square resulted in serious delays to buses between 26 and 29 August 2011.

**Bus Network Performance: Bus Kilometres Operated**



- 1.4 Buses operated 37.4 million kilometres in period 6. This is 0.1 million kilometres above target and 0.2 million kilometres above the same period last year (37.2m).

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



- 1.5 Excess wait time in period 6 was 0.9 minutes. This is 0.2 minutes better than the target and 0.1 minutes less than the figure for the same period last year (1.0 minute).

## **2 CYCLING**

### **Barclays Cycle Hire Scheme**

- 2.1 As of 20 October 2011, the scheme had over 142,254 members, and more than 7.95 million journeys on hire cycles have been taken since the start of the scheme. Over 1.6 million journeys have been made by casual users. The total number of docking stations is now up to 404.

### **Meet the Managers online question time**

- 2.2 On 18 October 2011, Senior Managers from TfL's Barclays Cycle Hire team held a live online question and answer session, enabling scheme members and newcomers to lodge questions about the system, the operation and the future of cycle hire in London. During the 90 minute session, which started at 7pm, a total of over 1,000 questions were submitted. More than half of the respondents praised the scheme, with 22 per cent of respondents asking about expansion in some way – either in the area of Phase 2 which launches early in 2012, in the Mayor's proposed Phase 3, or in other parts of London not currently in the plans.
- 2.3 Around 15 per cent of respondents suggested scheme improvements, which have been taken away for further consideration. TfL was successfully able to re-assure users that some of the desired improvements, notably to the casual user experience, are in the development programme for the coming year.

### **Barclays Cycle Superhighways**

- 2.4 The Scheme User Surveys on Cycle Superhighways Routes 2 (Bow to Aldgate) and 8 (Wandsworth to Westminster), which launched in July this year, were completed at the end of September. The full report was due to be completed by the end of October, but initial results showed that 78 per cent of cyclists on Route 8 and 57 per cent of cyclists on Route 2, agree or strongly agree that Barclays Cycle Superhighways improves safety for cyclists. Furthermore, 85 per cent of cyclists on Route 8 and 67 per cent of cyclists on Route 2, agree or strongly agree that Barclays Cycle Superhighways help make London feel like a city for cycling.

## **3 WALKING**

### **The Big WoW 2011**

- 3.1 This year's Big Walk on Wednesday (WoW), which ran across London during International Walk to School Month in October 2011, had the theme of the London 2012 Olympic and Paralympic Games. Big WoW launched in the London Borough of Newham on Monday 3 October 2011, with a finale taking place in the London Borough of Greenwich on Friday 4 November 2011. All 33 boroughs are taking part in the mass walking relay, with approximately 222 schools and 3,342 pupils currently signed up to take part across London.

- 3.2 The objective of the initiative is to encourage and support more regular walking to school by primary school children and their families. The Big WoW will also link to the London 2012 Active Travel Programme and Get Set, the London 2012 Education Programme. The initiative is part of the Making Walking Count 2011 programme, which aims to raise the profile of and celebrate walking, looking forward to the Olympics and beyond. The programme features a comprehensive calendar of walking events with an emphasis on co-ordinating existing and enhanced walking activities and messaging by TfL.

## **4 SAFETY**

### **Safer Travel at Night**

- 4.1 The Safer Travel at Night (STAN) initiative, which involves a programme of integrated activities including industry regulation and licensing, police enforcement, education and delivery of improved late night travel services, has been extremely successful in reducing demand for unbooked minicabs (also known as bogus cabs and touts). The first phase of this year's Safer Travel at Night communications campaign was focused on students and was launched in September 2011 at University College London.
- 4.2 In addition to regular anti-touting enforcement activity, Operation STAN, coordinated by TfL's Community Safety and Enforcement Policing and the Safer Transport Command, ran for three weekends in September and October 2011. Operation STAN aimed to detect, deter and disrupt illegal cab activity and get people home safely. The operation involved the Safer Transport Command Cab Enforcement Unit, all 32 Safer Transport Teams with some local police support, TfL's Taxi and Private Hire Directorate and the City of London Police. Operation STAN was extremely successful with over 140 arrests for touting being made.

### **Operation Safe Bus**

- 4.3 The Metropolitan Police Safer Transport Command ran the second phase of Operation Safe Bus for two weeks beginning on 5 September 2011 to coincide with the return to school. Bus-related crime fell by 16.6 per cent in September 2011 compared with the previous year (330 fewer offences).
- 4.4 The next phase will focus on Halloween and Bonfire nights. Historically, these periods have seen a significant rise in crime and anti-social behaviour between 15:00 and 18:00. Safer Transport Teams will be deployed to provide enhanced policing activity over these periods. This activity is part of the Met's wider seasonal crackdown on crime and anti social behaviour at this time of year.

## **Pedicabs**

- 4.5 A series of pedicab enforcement operations focusing on issues such as congestion, obstruction, road safety, and public nuisance, have begun in the West End as part of an increase in enforcement activity in the lead up to the Games. The Westminster Borough Operational Command Unit in the Metropolitan Police Service leads on the delivery of enforcement against pedicabs but is being enhanced by the Safer Transport Command with officers from the Cycle Task Force, the Roads Policing Unit and TfL. Eight operations are taking place during October and November 2011, and launched with a large scale operation on 6 October 2011. To date, over four nights of operation, 22 pedicabs have been seized and riders arrested, and a further 102 riders warned for obstruction and cycling offences.

## **Goldstein**

- 4.6 On 12 October 2011, TfL and the Safer Transport Command (STC) won the international 2011 Herman Goldstein Award for Excellence in Problem-Oriented Policing for reducing cycle theft in London. Out of 61 submissions from across the world's law enforcement agencies, the work that the TfL and the MPS have been undertaking was short listed as one of the seven finalists. TfL and the STC were recognised for their problem solving approach to reducing cycle theft in London as set out in the Mayor's Cycle Security Plan.
- 4.7 The partnership efforts to deal with cycle theft in London have seen offences fall by 5.4 per cent (1,253 fewer offences) since 2009/10 when cycle theft peaked in London. Year to date figures for 2011/12 are showing further reductions. This is the second time that TfL has won this prestigious award. TfL won in 2006 for its efforts to reduce cab-related sexual offences and was a finalist in 2008 for its efforts to reduce youth related crime and disorder on the bus network.

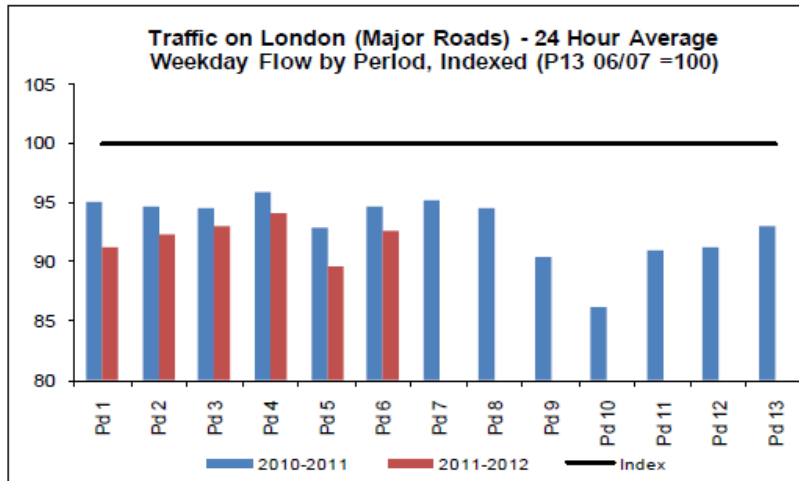
## **5 TAXI AND PRIVATE HIRE**

### **Disability Awareness Campaign for Taxi Drivers**

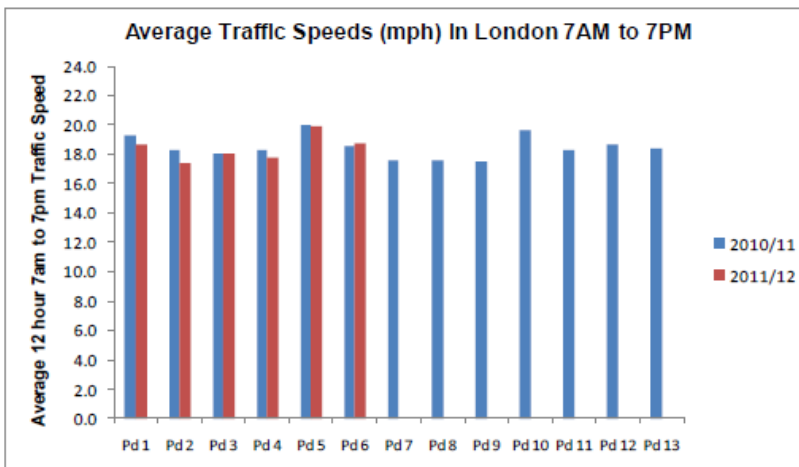
- 5.1 Starting on 23 October 2011 and over the coming months leading up to the London 2012 Games, TfL's London Taxi and Private Hire (LTPH) team will begin conducting focused taxi driver disability awareness operations. These awareness operations mark the start of a concerted campaign by TfL to ensure London's taxi trade is fully prepared and equipped to provide a top class service for all visitors to the capital, ahead of the London 2012 Olympic and Paralympic Games.
- 5.2 Officers from LTPH will carry out checks on vehicles and drivers to make sure that drivers are aware of their obligations in dealing with disabled passengers, that taxis are carrying the required equipment such as ramps and straps and drivers are aware of their obligations, as set out in the Equality Act 2010. The Act places specific duties on taxi drivers to assist passengers who use wheelchairs and passengers accompanied by assistance dogs. The Department for Transport has commended TfL for implementing this exercise and would like TfL's assistance in rolling out the model to other taxi licensing authorities across the country.

## 6 STREETS

### Traffic Flows

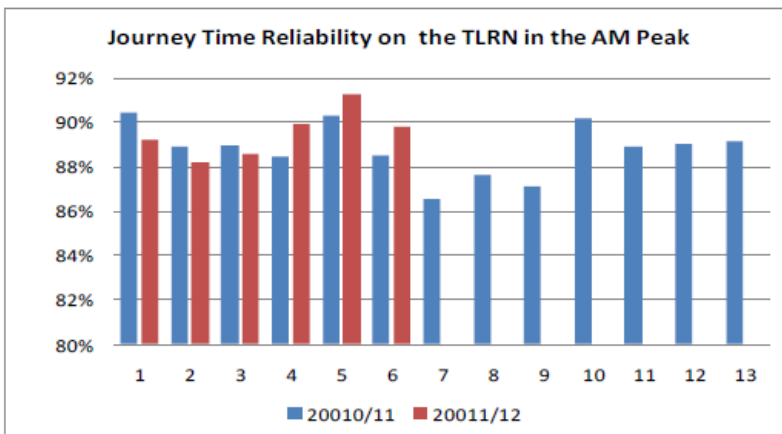


6.1 Pan London traffic flow index in period 6 stands at 92.6. This is 3 index points up from last period but 2.1 index points down from the same period last year.



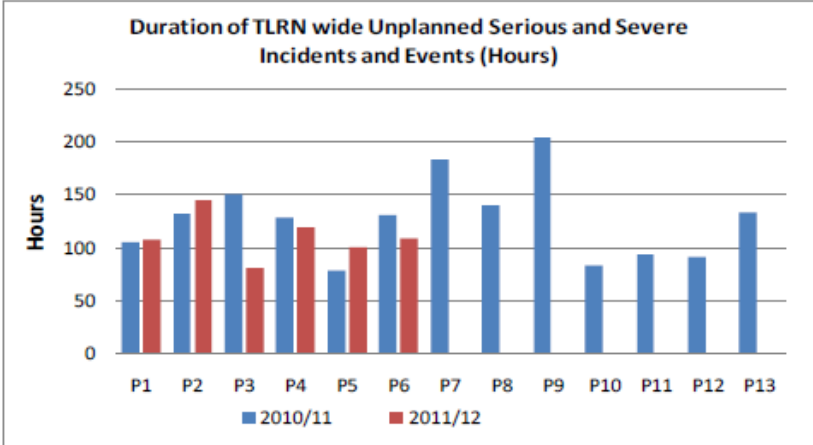
6.2 Average traffic speed for the 12 hours between 7.00am and 7.00pm across London in Period 6 was 18.76 mph. This is on average 0.23 mph faster than the average traffic speed of 18.53 mph observed in Period 6 last year.

### Journey Time Reliability



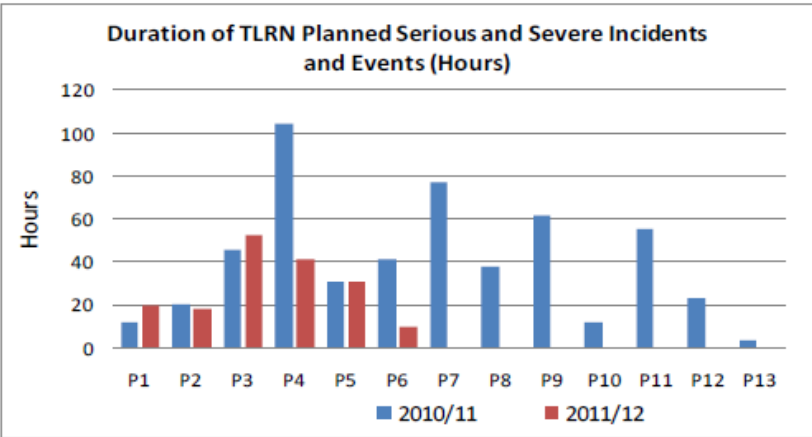
6.3 The journey time reliability (JTR) on the Transport for London Road Network (TLRN) in the am peak in all directions for period 6 stands at 89.82 per cent. This is 1.31 percentage points higher than the same period last year. The year to date figure is 89.51 per cent (a year on year improvement of 0.24 percentage points), against a year to date target of 89.57 per cent.

6.4 **Unplanned Disruption on the TLRN**



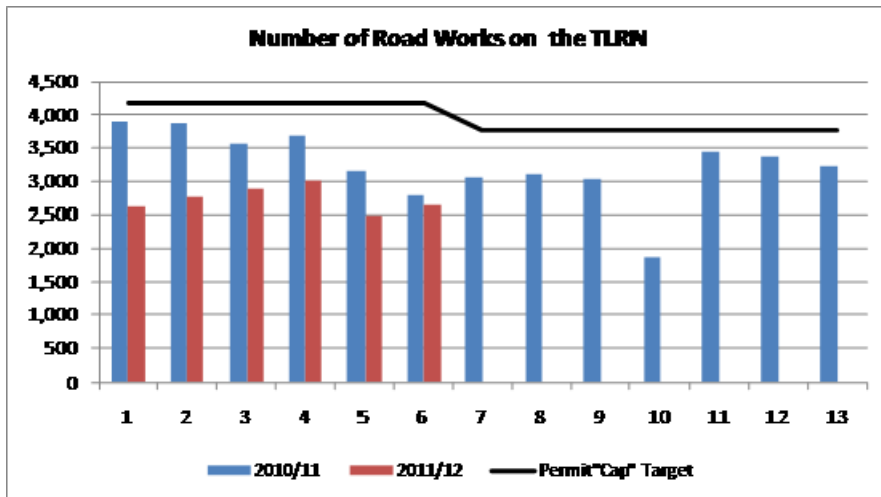
6.5 There were 109 unplanned hours of serious and severe disruption spread across 54 separate events on the TLRN in Period 6, compared to 131 hours spread across 59 events in period 6 of the previous year. In Period 6, the level of serious and severe disruption caused by accidents decreased to 53 hours from 77 hours in the same period last year. Disruption from congestion also reduced to five hours from 21 hours and there was no disruption from emergency utility works in the period, compared to six hours in Period 6 last year. However, disruption hours resulting from breakdowns increased to 23 hours from 13 hours last year.

**Disruption from Planned Events**



6.6 There were 9.6 hours of serious and severe disruption caused by seven planned events on the TLRN in Period 6, compared to 41.2 hours caused by five events in period 6 of the previous year. This included disruptions caused by the English Defence League demonstration in East London.

## Road Works on the TLRN



- 6.7 In Period 6, the total number of road works reported on the TLRN was 2,638. This is 5.7 per cent less than the 2,796 reported in Period 6 of the previous year. On 21 September 2011, TfL's cap on the maximum number of road works allowed on the TLRN in any one period was further reduced, from 4,170 to 3,753.

### Traffic Signal Timing Reviews

- 6.8 So far this financial year, 406 signal timing reviews have been completed, achieving an 8.62 per cent reduction in delays for traffic. This has been achieved alongside a 0.82 per cent increase in 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)

- 6.9 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 2012/2013. SCOOT optimisation has now been completed at 465 sites and the benefits have been captured during the main peak periods. On average, the SCOOT programme is delivering a 12 per cent reduction in delay 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

- 6.10 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 an alternative traffic calming measures. Since then, following discussion with the London boroughs, signals have been physically removed from 20 locations (six locations on the TLRN and 14 locations on borough roads); seven of the locations have been agreed for removal; 66 locations will not be progressed for removal and have been taken off of the list; and a further 24 sites have been added to the list for investigation and potential removal. As a result, 76 locations now remain under discussion with the London boroughs. The latest information on traffic signal removals, which is updated quarterly, can be found on the TfL website.



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

- 6.11 So far this financial year, TfL has granted 22,519 permits and refused 8,367 permit applications. Also within these periods, 351 Fixed Penalty Notices have been given to works promoters, including 93 for working without a permit. In addition 107 Section 74 charges have been imposed on works undertakers for over-running works. Through good planning and collaborative working, approximately 500 days of disruption have been saved on the TLRN.
- 6.12 The London Boroughs of Hillingdon and Barking and Dagenham have contacted the Mayor to let him know that the DfT had approved each of their schemes and that they would start permitting on 21 November and 28 November respectively. This brings the total number of London boroughs that have joined the London Permit Scheme to 27. TfL continues to discuss membership of the London Permit Scheme with the remaining six London boroughs, with a view to having a permit scheme operating on all of London's roads included by 2012.

## **Mayor's Roadworks Pledge and 'Report It'**

- 6.13 On 21 September 2011, the Mayor unveiled a new Roadworks Pledge and an improved tool for the public to be able to report roadworks issues in London. As of 19 October, 1,529 reports had been made through Report It – 1,155 of these are for roadworks on borough roads and 374 are for roadworks on the TLRN. Positive actions to remedy working conditions at several roadworks locations, including Borough High Street, Mortlake Road in Kew, and Lewisham High Street were taken as a result of reports made using the Report It tool.
- 6.14 Between 2-11 November, TfL will be holding a series of sub-regional workshops with the Boroughs to discuss the Mayor's Roadworks Pledge and Report It, as well as to develop a dialogue about the way roadworks are managed, around London.

## **7 GAMES**

### **Travel Advice for Business**

- 7.1 The Travel Advice for Business team (TAB) is continuing to support businesses preparing for the 2012 Games. Site specific advice is being delivered to 400 large businesses, covering over 500,000 employees in London. These businesses will continue to receive support from TAB up to and during the 2012 Games. Area specific Small and Medium Enterprise (SME) workshops are being delivered across London. Over 20 SME workshops have been held across London, which have been successfully received by a total of 400 SME businesses. Multi-site workshops targeted at high level multi-site representatives are also being delivered. Awareness raising is continuing with over 60 business intermediaries representing over 200,000 businesses already successfully engaged.

## **8 RECOMMENDATION**

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

## 9 CONTACT

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