

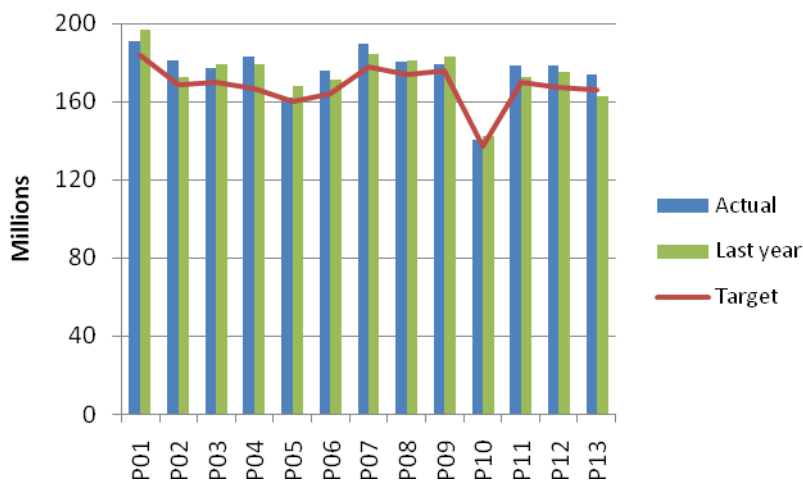
**TRANSPORT FOR LONDON**  
**SURFACE TRANSPORT PANEL**

**SUBJECT: MANAGING DIRECTOR'S REPORT**

**DATE: 11 MAY 2011**

**1 BUSES**

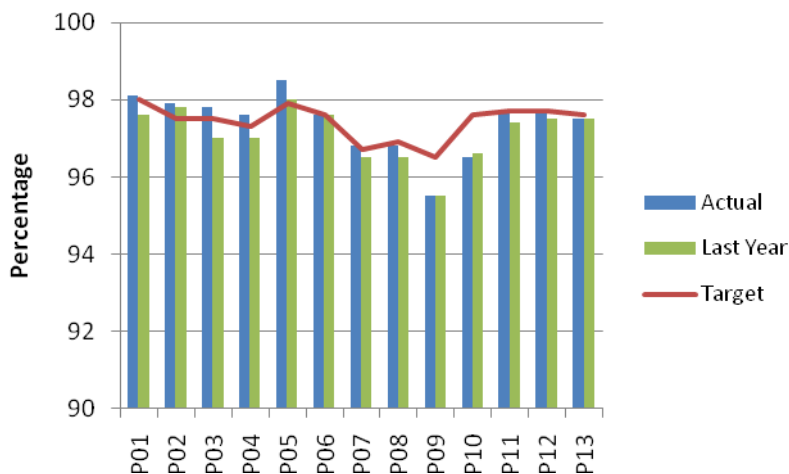
**Bus Network Performance: Bus Passenger Journeys**



1.1 Buses carried 173.9 million passengers in period 13 of the 2010/11 financial year. This is 7.9 million more than the target for the period and 11.1 million passengers more than were carried in the same period last year.

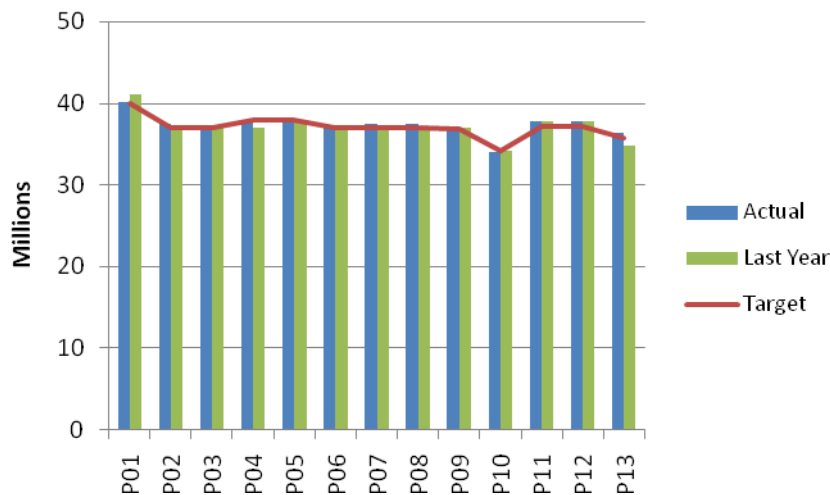
1.2 The total journeys made in 2010/11 were 2,289 million. This represents a one per cent increase (25m) on last year and is 106m more than target.

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



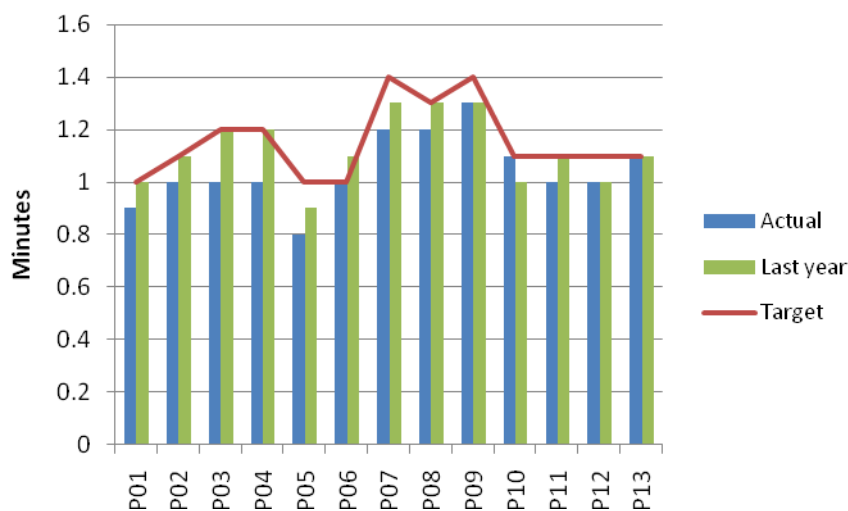
- 1.3 The percentage of scheduled service operated in period 13 was 97.5 per cent. This is 0.1 point below the target for the period (97.6) and is the same as the figure for the same period last year.
- 1.4 Major disruption was caused to services in central London by the large TUC demonstration on 26 March. Other issues causing particular problems this period included roadworks at Trafalgar Square and the junction of Harrow Road/Kilburn Lane and the ongoing diversion in Fulham Road.
- 1.5 The target for the year of 97.4 per cent of scheduled service operated was achieved, resulting in an improvement from 97.1 per cent achieved last year.

**Bus Network Performance: Bus Kilometres Operated**



- 1.6 Buses operated 36.3 million kilometres in period 13. This is 0.6 million kilometres more than the target (35.7m) for the period and 1.5 million kilometres more than the figure for the same period last year (34.8m).
- 1.7 Kilometres operated for the year were 3.1m above target and 2.6m up on last year.

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



- 1.8 Excess wait time in period 13 was 1.1 minutes. This is the same as target and the figure for the same period last year.
- 1.9 Excess wait time for the year was 0.1 minutes better than target and 0.1 minutes better than last year.

### **New Bus for London**

- 1.10 The mock-up model of the new bus is on display at the London Transport Museum in Covent Garden until June 2011, where it has been receiving positive reviews. Further improvements are being made to the remodelled wheelchair bay prior to its incorporation into production vehicles. The engineering test vehicle was complete in April 2011, and performance durability and emissions assessments will be taking place at Millbrook Proving Ground from May 2011 onwards. The first prototype vehicle is under construction at WrightBus's factory in Ballymena, Northern Ireland.

### **Hydrogen Buses**

- 1.11 Five of eight hydrogen fuel-cell buses are operating on route RV1 from Covent Garden to Tower Gateway. The fifth went into service at the end of March. The remaining three buses, funded with European Union support, are on schedule to be built and delivered by the end of 2011.

### **Stratford Bus Station Capacity**

- 1.12 Work to ease passenger access to buses and coaches at Stratford Bus Station ahead of the 2012 Games will start this summer and finish by December 2011. Works are taking place alongside public realm improvements by the London Borough of Newham.

## **2 CYCLING**

### **Cycle Hire Scheme**

- 2.1 As of 24 April, the scheme had nearly 119,000 members, and more than four million journeys on hire cycles have been taken since the beginning of the scheme. Over 386,000 journeys have been made by casual users. The total number of docking stations is now up to 395.
- 2.2 Rising temperatures and dry weather in April encouraged an increase in hires, especially by casual users, who made over 65,000 journeys in the week from 18 April-24 April alone. Over the Easter bank holiday weekend, hires by casual users outstripped usage by members for the first time.
- 2.3 Site identification for Phase 2 is progressing well, especially around Canary Wharf with a total of nine sites and approximately 500 docking points. TfL expects to start submitting planning applications at the end of May.

### **3 SAFETY**

#### **Working with the Motorcycle Industry**

- 3.1 On 31 March, the first Motorcycle Industry Forum was held to discuss future safety initiatives for powered two wheelers. The discussion explored how the industry and TfL can work together to improve safety and better incorporate motorcycling into transport strategy. The attending manufacturers committed, in principle, to promote safety and assist in the development of TfL's proposed Motorcycle Safety Action Plan.

#### **HGV/Cycle safety campaign**

- 3.2 The final phase of the "Undertaking at junctions can be fatal" campaign took place through 14-27 March. Post-campaign research conducted after the October 'burst' of the same campaign showed good levels of recognition, with 31 per cent of all cyclists recalling the campaign. There was also a noticeable shift in the number of frequent cyclists saying they hang back behind lorries at junctions (from 38 per cent of frequent cyclists before the campaign, to 49 per cent afterwards).

### **4 OLYMPICS**

#### **Transfer of the 2012 Travel Demand Management Team to TfL**

- 4.1 On 4 April 2011, the 2012 Travel Demand Management Team from the Olympic Delivery Authority moved to Palestra to formally become part of the Better Routes and Places directorate in Surface Transport.

#### **Olympic and Paralympic Route Network (ORN/PRN) Local Engagement**

- 4.2 Phase 1 of the local engagement covering on the ORN and PRN in the London Boroughs of Redbridge, Waltham Forest, Hounslow, Hammersmith and Fulham and Ealing closed on 12 April 2011. Phase 2, which was launched on 18 April 2011, will cover aspects of the networks in Westminster (north of Marble Arch), Camden, Newham and Tower Hamlets.

### **5 CONGESTION CHARGING AND TRAFFIC ENFORCEMENT**

#### **Congestion Charging Operations**

- 5.1 The service has continued to be stable with no major issues. Following the achievement last month of 100,000 registered customers for Congestion Charging Auto Pay (there are now some 110,000 customers with 167,000 vehicles registered), the service has now recorded over one million journeys for customers registered to Auto Pay.

## **5.2 Low Emission Zone (LEZ) Phase 3 and 4**

TfL is continuing work on the Operator Information Campaign to help prepare fleet vehicles to meet tighter standards for particulate matter under LEZ Phases 3 and 4. Letters were sent to affected vehicle operators on 1 April 2011, and activity has increased at the dedicated contact centre. TfL is working to support the GLA in securing discount offers from vehicle manufacturers on new vehicles for affected operators, and this initiative was highlighted by the Mayor at a launch event on 4 April 2011. Campaign materials and the website provide more information on the discounts, including links to participating manufacturers.

### **Olympic Route Network Compliance (ORNC)**

- 5.3 The London Borough of Greenwich has advised TfL that the Council has agreed in principle to enforce its sections of the ORN. Out of the 16 boroughs containing portions of the ORN, 14 have now agreed to deliver compliance services. Two boroughs have delegated responsibility for enforcement to TfL. TfL is now in the process of finalising service levels and costs with all delivery partners, and this will be formally documented by the end of June 2011. Procedures for the relocation of illegally parked or broken down vehicles have been drafted in conjunction with the Metropolitan Police and the London Streets Traffic Control Centre.

### **Electric Vehicles**

- 5.4 The Vehicle Procurement Framework contract for the provision of Electric Vehicles was signed by 15 out of 17 bidders by the end of April 2011, and the remaining two are expected to sign before the end of May 2011. 'Source London' branded charge points operated by TfL were installed at London Underground car parks in Hounslow West, Watford, High Barnet and North Greenwich. These points will be available to the public from the launch of the scheme in May 2011. Partner installation of branded charge points is continuing well.

## **6 RIVER SERVICES**

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

- 6.1 The planning application and river works licence application for the extension of Tower Pier have been submitted, and potential contractors have been shortlisted for construction work. A privately-funded initiative to build a new pier at St George's Wharf, Vauxhall, is to start soon with completion scheduled for September 2011.

## **7 TAXI AND PRIVATE HIRE**

### **Mayor's Air Quality Strategy – Taxi Age Limits**

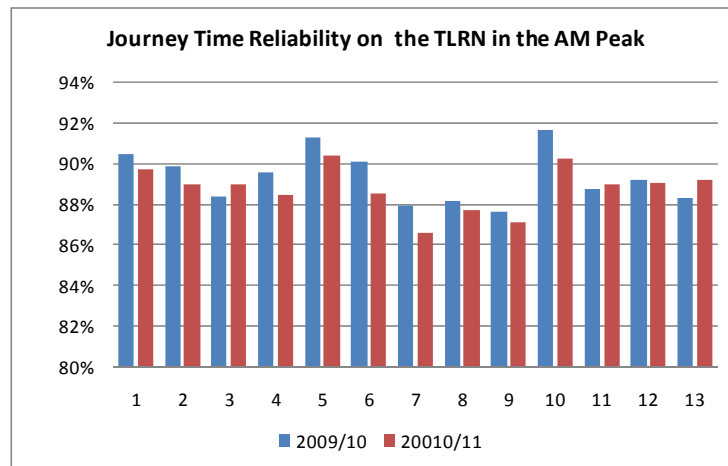
- 7.1 TfL will be consulting on potential exemptions to the age limits for taxis and private hire vehicles that were announced in the Mayor's Air Quality Strategy. A consultation document is currently being developed, and is expected to be launched in early May 2011 with the consultation concluded by July 2011.

## 8 STREETS

### Traffic Flows

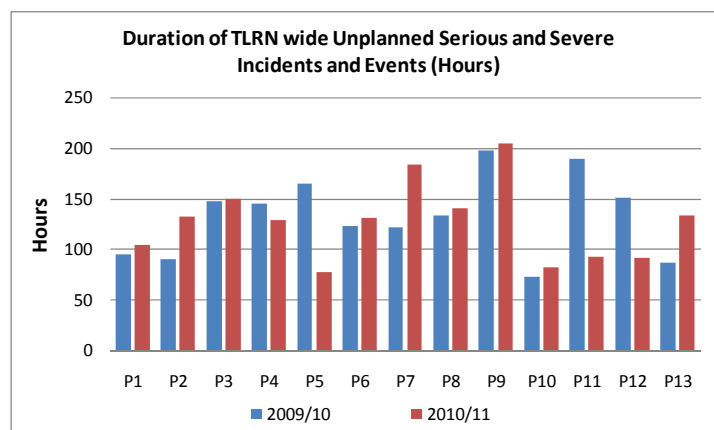
- 8.1 Pan London traffic flows in period 13 are 1.8 index points up from last period and 1.3 index points lower than the same period last year. The full year 2010/11 has an average index value of 93.0 against an average index value of 94.2 for the previous year, a year on year decrease of 1.2 index points.
- 8.2 Average traffic speed for the 12 hours between 7.00am to 7.00pm across London in period 13 was 18.40 mph, this is marginally faster than the average traffic speed of 18.35 mph observed in period 13 last year. The full year 2010/11 has an average speed from 7.00am to 7.00pm across London of 18.5 mph, which is 0.17 mph faster than the previous year.

### Journey Time Reliability



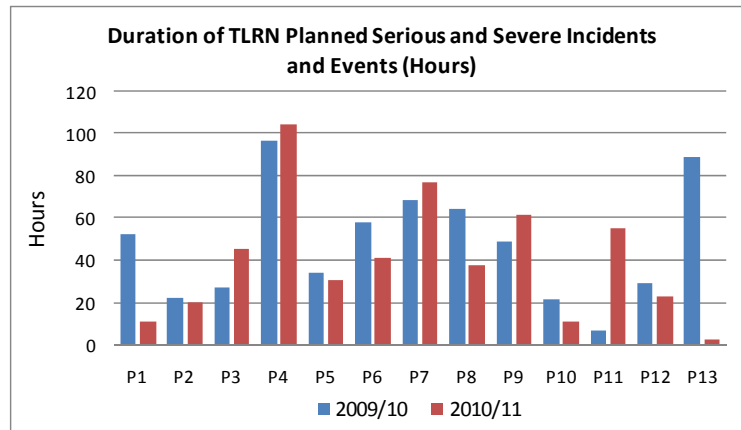
- 8.3 The journey time reliability (JTR) on the Transport for London Road Network (TLRN) in the AM peak in all directions for period 13 stands at 89.15 per cent. This is 0.9 percentage points higher than the same period last year. The full year figure is 88.72.

### Unplanned Disruption on the TLRN



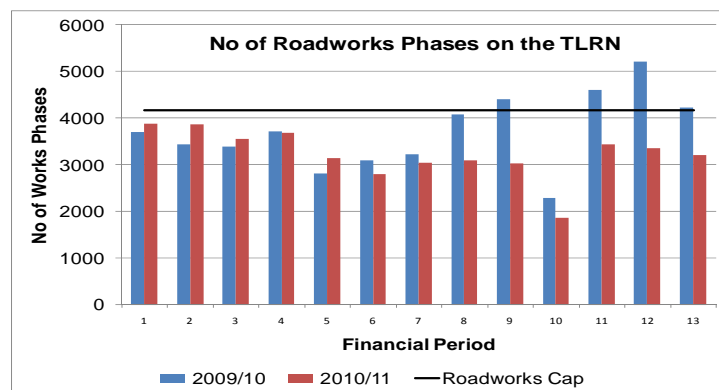
- 8.4 There were 133 unplanned serious and severe disruption hours spread across 60 separate events on the TLRN in period 13 2010/11, compared to 88 hours spread across 58 events in period 13 of the previous year. Significant incidents included a burst water main on Deptford Bridge, a gas leak on the A3 West Hill, fatal accidents on the A107 Lower Clapton Road and on the A4 Cromwell Road, as well as an oil spillage on the A12 Blackwall Tunnel Northern approach.
- 8.5 For the full year 2010/11 there has been a 3.9 per cent reduction in the hours of serious and severe disruption caused by unplanned events on the TLRN, compared to 2009/10. In addition, the average duration of serious and severe disruption caused by unplanned events has fallen by 7.0 per cent, from 2.13 hours per event last year to 1.98 hours in 2010/11.

**Disruption from Planned Events**



- 8.6 There were three planned serious and severe disruption hours over four events on the TLRN in period 13 2010/11 compared to 89.3 hours over 10 events in period 13 of the previous year. This included a student march and rally in the Westminster area on Saturday 26 March 2011.
- 8.7 For the full year 2010/11, there has been a 16 per cent reduction in the hours of serious and severe disruption caused by planned events on the TLRN, compared to 2009/10.
- 8.8 Overall, the total hours of serious and severe disruption recorded on the TLRN has reduced by seven per cent compared with 2009/10.

**Road Works on the TLRN**



- 8.9 In period 13, the total number of road works reported on the TLRN was 3,216, this is 24 per cent less than the 4,234 reported in period 13 of the previous year. The maximum number of road works allowed on the TLRN in any one period has been capped at 4,170, 20 per cent below last year's peak volume of roadworks activity. In the financial year 2010/11, the volume of peak activity occurred in period one, at 3,890 sets of works, a 25 per cent reduction on peak activity last year. There has also been a 13 per cent reduction in the total number of works undertaken on the TLRN compared to 2009/10, against a five per cent reduction target.
- 8.10 In terms of streetworks enforcement, in the financial year 2010/11, 454 Fixed Penalty Notices have been given to works promoters, including 160 for working without a permit. In addition, over £400,000 of Section 74 charges have been imposed on works undertakers for over-running works, and approximately 1,315 days of disruption have been saved through collaborative working on the TLRN.
- 8.11 TfL is extending the role of Traffic Wardens and Traffic Police Community Support Officers who undertake red route enforcement - they will now also report back to Traffic Directorate (TD) on any unsafe or disruptive roadworks on the TLRN. TD will then assess the information received, and if necessary, take enforcement action including prosecution against utility companies for failure to comply with the London Permit Scheme. Over 200 Red Route Officers have been trained to use new software on their handheld ticketing devices and reporting began in January 2011. This complements existing roadworks inspections that TfL carries out on the TLRN.

#### **Traffic Signal Timing Reviews**

- 8.12 In the financial year 2010/11, 1008 signal timing reviews were completed, achieving a 7.93 per cent reduction in stop start delays for traffic at these signals. This has been achieved alongside a 0.67 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.

#### **Blackwall Tunnel Refurbishment**

- 8.13 Construction works are progressing well. Four weekend closures are required in 2011, and two of these were combined in a single closure over the Easter holiday weekend. Effective working over the Easter weekend meant that the tunnel opened 14 hours earlier than planned.
- 8.14 Construction remains ahead of schedule with the continued installation of the cabling and containment for the permanent lighting, permanent fire main public address system, CCTV, way-finding signs and radio rebroadcast cabling. The steelwork installation within shafts one and four has also continued and the installation of the lift in shaft two has commenced.



## **9 OTHER**

### **Travel Plan Guidance for New Development**

- 9.1 Travel planning guidance for new development in London was launched on 21 March 2011. The guidance is the first in the UK to incorporate travel planning with planning for deliveries and servicing. The guidance asks the development community to evaluate and manage the holistic impact of their new developments with respect to the movement of both people and goods.

## **10 RECOMMENDATION**

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

## **11 CONTACT**

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