

TRANSPORT FOR LONDON

SURFACE TRANSPORT PANEL

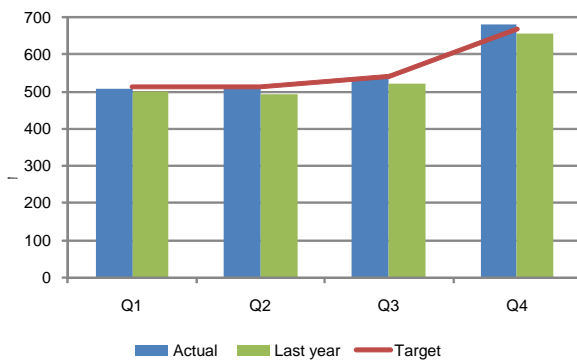
SUBJECT: MANAGING DIRECTOR'S REPORT

DATE: 19 MAY 2009

1 BUS PERFORMANCE

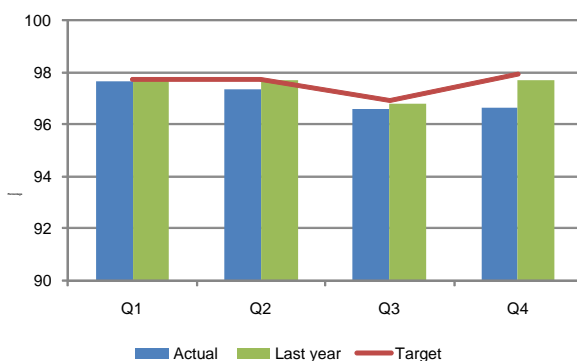
**Bus Network Performance: Bus Passenger Journeys**

1.1 Bus passengers made 681m journeys in quarter 4, 13m more than target and 22m more than last year. In February, an estimated 5.5m passenger journeys were lost due to disrupted services. However, in March, passenger journeys exceeded target due partly to Easter falling in March in 2007/08 and the staggering of school holidays through the month. Neither school holidays nor bank holidays fell in March in 2008/09.



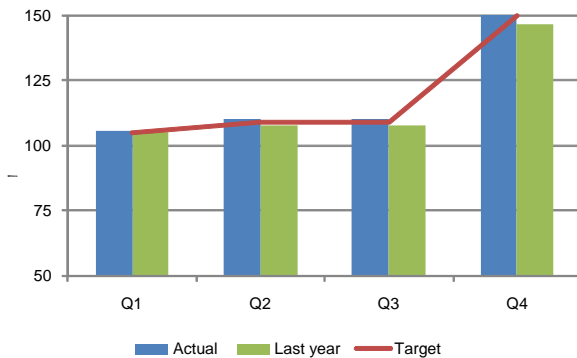
**Bus Network Performance: Percentage of Scheduled Service Operated**

1.2 During quarter 4, 96.7 per cent of scheduled kilometres were operated by buses, 1.2 percentage points lower than target and 1.1 percentage points lower than last year. This deterioration was mostly attributable to the disruption caused by the severe weather during the first part of February. Roadworks at Islington, Angel and Blackheath Hill were also particularly disruptive to services this quarter, with traffic losses 0.4 percentage points worse than target.



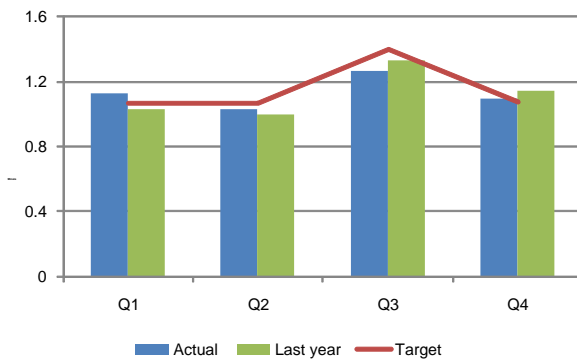
## Bus Network Performance: Bus Kilometres Operated

- 1.3 London Buses operated 150.5 million kilometres in quarter 4, an increase of 3.7 million kilometres (2.5 per cent) compared with last year and 0.5 million kilometres above target.



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

- 1.4 During quarter 4, Excess Wait Time on London Buses averaged 1.1 minutes and is on target.



## 2 BUS ISSUES

### iBus

- 2.1 On 20 April 2009, the iBus roll out was completed with the system now in operation on all 700 London bus routes. A media event took place on 22 April at Vauxhall bus station to announce the completion of the project.

### New Bus for London

- 2.2 The Invitation to Tender is due to be issued on 15 May following the completion of pre-qualification questionnaires by prospective tenderers. The technical specification for the new bus is being drawn up prior to the issue of contract documents to bidders.

### Market Testing of East Thames Buses

- 2.3 TfL issued the Invitation to Negotiate (ITN) for market testing of East Thames Buses on 4 March. Initial responses were duly received on 20 April and are now under evaluation. Due diligence is being undertaken by bidders in the form of site visits and clarification of information provided, resulting in the submissions, where appropriate being submitted by 15 May. A period of negotiation will follow to enable

final offers to be received by 17 June.

### **3 RIVERS**

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

- 3.1 On 6 April, the Mayor announced the creation of the River Concordat at Tower Pier. The announcement covered the introduction of an improved Thames Clippers timetable, a plan to extend Tower Pier, the publication of a Pier Plan and the renewal of a City Cruises boat.

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

- 3.2 A practical solution has been agreed between TfL and Thames Clippers that will enable acceptance of Oyster Pay-As-You-Go on Thames Clippers by November 2009. The commercial arrangements between the two parties will be finalised shortly.

### **4 SAFETY**

#### **London Safety Camera Partnership (LSCP)**

- 4.1 In March, a new educational resource was sent to all secondary schools for key stages 3 and 4 (11 – 16 years), focusing on the consequences of speeding or red light running on London's roads.

### **5 ENFORCEMENT & COMPLIANCE**

#### **Touting - Charing Cross Road Operation**

- 5.1 On eight occasions between 28 March and 18 April, the MPS Transport Operational Command Unit (TOCU) Cab Enforcement Unit, TfL Public Carriage Office and Westminster City Council Civil Enforcement Officers joined forces to tackle and deter touts around Charing Cross Road. The officers teamed up to patrol the area, engaging with licensed drivers, operators and nightclubs and dispersing numerous illegally parked cabs. All parties agreed that a partnership approach can deliver positive outcomes from an anti-touting perspective. The operation is being evaluated and will inform future tactics in dealing with illegal cabs.

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

- 5.2 As at the end of 2008/09 and since 1 August, a total of 59 private hire drivers have had their licences revoked and of those, 21 have appealed against the decision. In addition, 17 appeal hearings have taken place resulting in 15 decisions upholding the decision to revoke the licence, one decision to allow the appeal (which will result in the licence being re-instated) and one withdrawn appeal.

#### **Rollout of Enhanced STTs (Hub Teams)**

- 5.3 The rollout continues with a total of 23 teams now ground-assigned and operating from key transport hubs across London. Alongside the roll out, the performance of the hub teams is being monitored through the current Joint Transport Action Group (JTAG) process for Safer Transport Teams.

## February Fare Evasion Survey

- 5.4 The draft top line results from the February fare evasion survey show a continued improvement in fare evasion rates, including an improvement in articulated routes for the first time in six months. This is attributed to a revision in Revenue Protection Inspectors deployment tactics following the successful support of the Zip free travel concession implementation.

	February figure	12 month rolling average
Bendy buses	8.2 per cent	8.4 per cent
One person operated buses	1.1 per cent	1.5 per cent

## Rollout of the BTP50 Teams

- 5.5 Since the launch in January 2009, teams are now in place at the following three locations: Bromley South, Wimbledon and Croydon. Teams at the four remaining locations in the north London area were launched on 3 May. These are: Stratford, Acton Mainline, Seven Sisters and Finsbury Park.

## Workplace Violence Unit (WVU)

- 5.6 Since 1 January, the number of assaults or public order cases on the WVU database is 155, with 72 dealt with by the unit. The remainder have either been dealt with at the time of the incident or by the borough. The cases have resulted in 16 arrests, 13 charged and one warned. There are 35 ongoing investigations. In 10 cases, there was no CCTV evidence, in seven cases the victim was unwilling to report and in four there was insufficient evidence.

## Zip Concession

- 5.7 Since 1 April 2008, TfL has suspended or permanently withdrawn 2,438 youth concessions though a number may be subject to appeal. This is a small proportion of the estimated 650,000 youth concession rate cards issued.

## 6 STREETS

### Minimising Disruption

- 6.1 Urban Traffic Control (UTC) SCOOT control has gone live at traffic signals on what will be the Olympic Route Network (ORN) surrounding Wembley Stadium. In a test run on 1 March, SCOOT was used to manage and control traffic travelling to and from Wembley Stadium for the Carling Cup final (attended by a 90,000 person crowd) and two X-Factor events (each attended by 12,500 people). The test run demonstrated how SCOOT, combined with good planning and co-ordination by the London Traffic Control Centre (LTCC), can respond to very sudden fluctuations in traffic flows associated with such events, and how useful it will be in coping with similar traffic fluctuations during the Olympic Games in 2012.
- 6.2 TfL has bettered the Government's Public Service Agreement (PSA) 4 Target for urban congestion in London by more than five per cent. The target for London (measured across 18 routes) is to accommodate by 2010/11 an increase in travel of three per cent with an increase in person journey time per mile of no more than 1.5 per cent during the weekday morning peak. The DfT has provided TfL with

£3.6m in congestion relief funding and has committed a further £3.9m (the maximum possible given TfL's performance against target). To date, this funding has introduced two UTC traffic signal schemes on the A205 South Circular Road and a Parking and Loading Review on the A5. PSA funding has recently been agreed for schemes at Richmond Circus (carriageway widening), Staples Corner (UTC) and the A23 (UTC).

### **Co-ordination of Road and Street Works**

- 6.3 The consultation on the London Permit Scheme (LoPS) was launched on 12 March, with comments required by 5 June. A question has been asked of the DfT regarding the Department's proposals to amend the "Co-ordination" Code of Practice, which in turn could amend the Permits Code of Practice. We are concerned that such amendments may affect the LoPS consultation. Verification is being sought.
- 6.4 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 229 Fixed Penalty Notices (FPNs) have been given to works undertakers for noticing offences under the New Roads and Street Works Act 1991 (NRSWA). This included 122 to Thames Water, 40 to BT, 27 to EDF and 12 to Virgin Media.
- 6.5 Following work carried out by TfL, Thames Water is now using trench plates on their Victorian Mains Replacement works. Their use will be monitored. National Grid Gas has also indicated that it is incorporating information from TfL, regarding plates, in their training documentation.
- 6.6 On 16 April the Mayor announced the introduction of the Streetworks 'Code of Conduct'. The Code introduces a requirement for works promoters to erect 'courtesy boards' at works sites explaining who is doing the work, how long it will last and also the reason for any delays or inactivity (e.g. concrete setting, awaiting a part). The public will be able to contact the works promoter to raise any concerns. If there is no courtesy board in place, members of the public will be advised to report this and any other concerns to TfL, via the 'Report a Street Fault' page on the TfL website.

### **A406 Henlys Corner**

- 6.7 The funding for the A406 Henlys Corner junction improvement scheme has now been approved and TfL is working closely with the London Borough of Barnet to move this project forward. The junction is one of the busiest on the North Circular Road and the need for improved pedestrian facilities to cross it has been identified, particularly for those pedestrians accessing the nearby Finchley Synagogue. The Henlys Corner scheme will see the installation of signalised pedestrian crossings across all arms of the junction. The scheme also includes alteration to the traffic signals to introduce a dedicated right turn phase for most arms of the junction to help improve traffic flow. There are also improvements being made to the cycle network in the area.

### **Petts Hill Improvement Scheme**

- 6.8 Now that the 100-year-old Petts Hill Bridge has been widened in the first phase of the Petts Hill improvement scheme, further works have now begun on the section of road under the bridge. The works, which began on 22 April, will improve traffic flow, as well as increase safety and accessibility for pedestrians with wider

footpaths and signalised crossings. Cyclists will also benefit as cycle lanes are being implemented. The surface of the street floor will also be lowered under the bridge, increasing the headroom to allow access for larger vehicles.

### **Brixton Town Centre Phase 2**

- 6.9 The Brixton Town Centre Phase 2 project is now complete. The project has delivered a range of benefits including widened footways, additional sections of bus lanes and reduced street clutter.

### **Brixton Town Centre Phase 3**

- 6.10 The tender assessment has been completed and a recommendation to award the contract to FM Conway was accepted by the Project Board on 23 April. Site hoardings will go up on 26 May with site access given to contractors on 1 June. The project aims to develop a new square for the community, improve pavements for pedestrians and enhance the movement of traffic on the surrounding roads. Work is due to be completed in late 2010.

### **A12 Gants Hill Town Centre Redevelopment**

- 6.11 Financial assessment of the tender returns is underway and a recommendation will be made to the Project Board on 20 May. An invitation to tender for the construction supervision contract was issued to TfL's 14 Framework Consultants on 13 March and an award decision will be made shortly.

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

- 6.12 This month, TfL will begin the last phase of work on Gallows Corner flyover, with new safety railings being installed along the length of the structure. To ensure minimum safety standards for the public while this stage of works is being carried out, it will be necessary to close the entire flyover to traffic. During works, all traffic will be diverted around the Gallows Corner roundabout beneath. A meeting involving the London Borough of Havering, Metropolitan Police and other stakeholders was held on 26 March to agree a communication plan and preferred option for executing the works. The work will start on 26 May and is expected to be complete in mid-August. On completion of work, the flyover will be re-opened to two-way traffic.

### **Innovative Product of the Year Award**

- 6.13 On 10 March, the Intelligent Transport Systems (ITS UK) awarded TfL the Innovative Product of the Year Award for the 'UTC to VISSIM Interface'. This product links a non-live version of London's Urban Traffic Control (UTC) system to a computer based traffic simulator (VISSIM), which allows traffic engineers to examine the variety of sophisticated features in the UTC system in a test environment. Engineers can then fine tune these features, such as SCOOT, bus priority and System Activated Strategy Selection (SASS) and make changes to the live environment.
- 6.14 Traffic engineers can use the interface to develop the best possible live traffic control strategies. This product will bring significant benefits to the operation of the network and help improve overall network performance, consistent with the 'Smoothing Traffic Flow' agenda.

## **7 RECOMMENDATION**

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

## **8 CONTACT**

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