

Transport for London

Surface Transport Panel

**Subject: Managing Director’s Report**

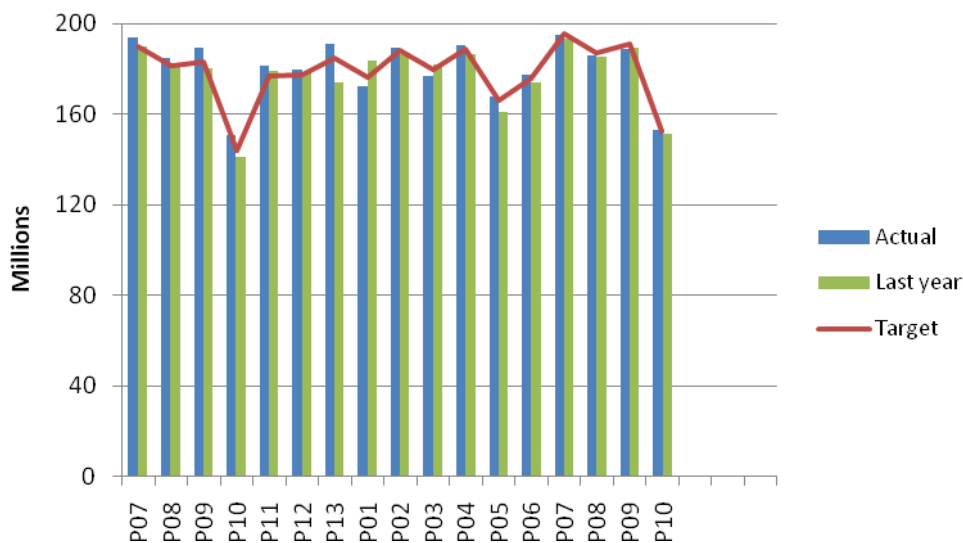
**Date: 26 February 2013**

**1 Purpose**

- 1.1 The purpose of this report is to update the Panel on Surface Transport’s performance for Period 10 (9 December 2012 – 5 January 2013) and to provide an overview of recent major issues and developments within Surface Transport.
- 1.2 The Panel is asked to note the report.

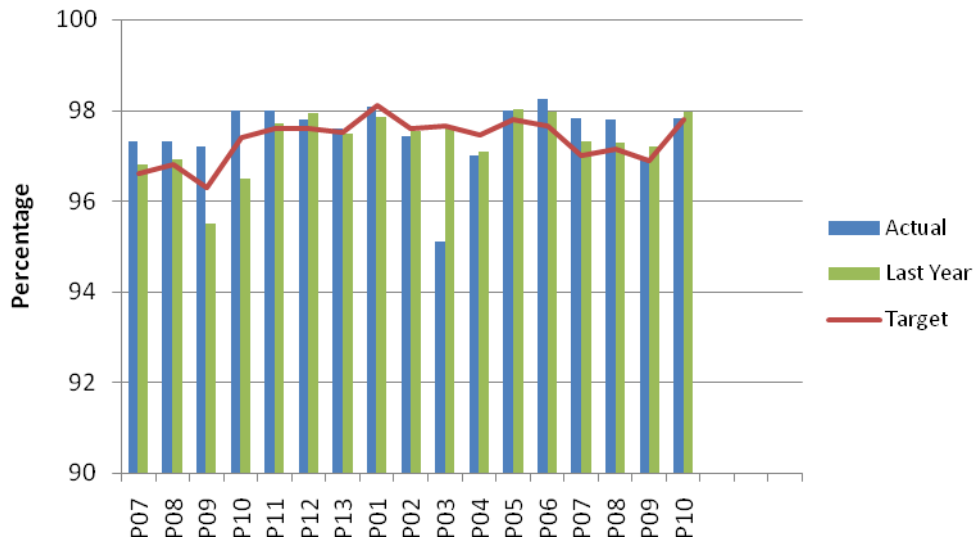
**2 Buses**

**Bus Network Performance: Bus Passenger Journeys**



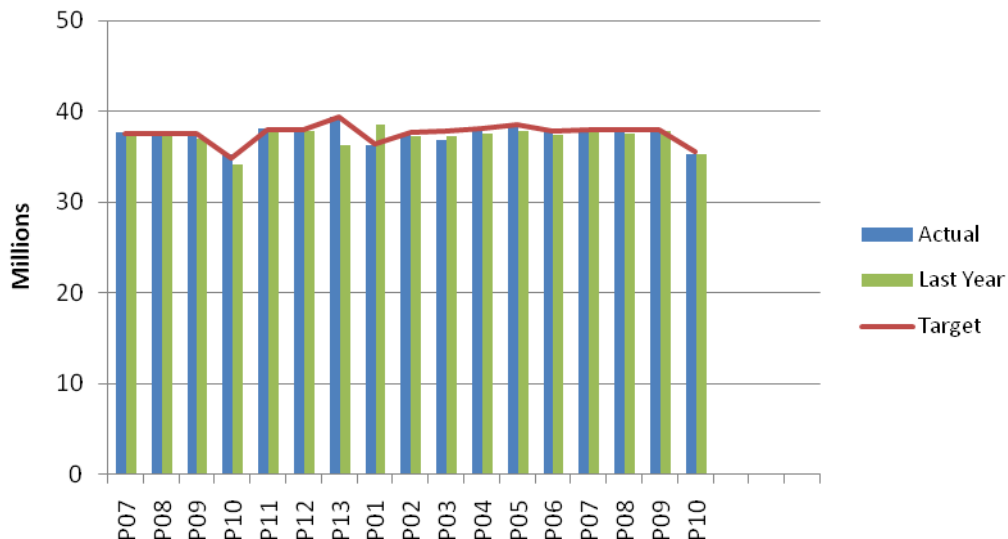
- 2.1 Buses carried 153 million passengers in Period 10 of the 2012/13 financial year. This is on target for the period and 2 million passengers more than were carried in the same period last year. The current full year forecast is 2,349 million passengers.

## Bus Network Performance: Percentage of Scheduled Service Operated



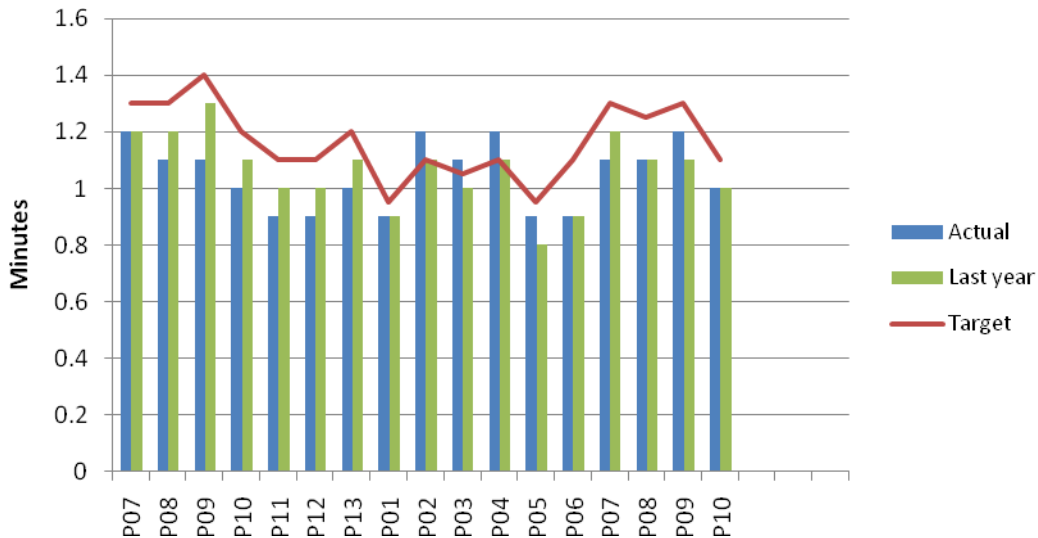
- 2.2 The percentage of scheduled service operated in Period 10 was 97.8 per cent. This is on target for the period but 0.2 per cent lower than the same period last year. Overall results for Quarter 3 were on target at 97.5 per cent. A reduction in mileage losses compared with the previous period is to be expected in Period 10 due to the seasonal improvement in operating conditions after Christmas.

## Bus Network Performance: Bus Kilometres Operated



- 2.3 Buses operated 35 million kilometres in period 10. This is in line with the target for the period and the same period last year.

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



- 2.4 Excess Wait Time (EWT) in Period 10 was 1.0 minute. This is 0.1 minute better than the target and in line with the figure for the same period last year (1.0 minute). EWT in quarter 3 as a whole was also in line with the target.

### New Bus for London

- 2.5 On 25 January 2013, the Mayor of London announced that the Route 24 will become the first bus route in the capital to be served entirely by a fleet of New Bus for London vehicles. The route, runs from Hampstead Heath to Pimlico, via Camden, Trafalgar Square, Parliament Square, and Victoria and operates 24 hours a day. The new buses will cut carbon emissions significantly and improve air quality, as well as create jobs and boost the UK economy.
- 2.6 The New Bus for London incorporates iconic design, echoing the historic and popular Routemaster. It uses innovative and cutting edge hybrid technology and is the most environmentally friendly bus of its kind, benefiting air quality and reducing carbon emissions.
- 2.7 Progress is on track. Delivery of 600 New Bus for London vehicles over the next four years has been approved by the TfL Board on 20 September 2012, in line with the Mayor's election manifesto. This represents the largest order of hybrid buses ever placed in Europe and will deliver significant environmental benefits - reducing CO<sub>2</sub> emissions in the capital by around 20,600 tonnes a year. The new bus emits less than half the CO<sub>2</sub> and NO<sub>x</sub> of a current diesel bus.

## 3 Cycling

### Barclays Cycle Hire Scheme

- 3.1 There have been over 19.2 million hires since the Scheme launched, of which 70 per cent were made by members and 30 per cent were casual hires. The promotion of casual hires is growing steadily, accounting for 39 per cent of all

hires from January to December 2012. Although this includes peaks associated with higher visitor numbers and good weather over the summer months, there is evidence of an underlying shift in the proportion of casual hires compared with members. From October to December 2012, casual users accounted for 33 per cent of all hires, an increase of three per cent over the same period in 2011. Casual users make more leisure trips, which are operationally less challenging to support than commuting trips and, being of longer duration, are more likely to be chargeable.

- 3.2 Usage patterns over the holiday period reflected different behaviours and trip types, with a marked reduction in commuting trips and an increase in leisure trips exploring different parts of London, as well as enjoying cycling in or near London's parks. There were 15,000 hires on Christmas Day, averaging 47 minutes in duration.
- 3.3 The new Barclays Cycle Hire access fees became effective on 2 January 2013, the first increase since the Scheme launched in July 2010. Access fees remain affordable at £2 for 24 hours access, £10 for seven days and £90 for a year. There has been no increase in usage charges or reduction in the 30 minute free period. There was a small increase in the number of memberships purchased in the two weeks prior to the 2 January 2013 increase and a small, but temporary, increase in call volumes.
- 3.4 Analysis of performance data for the first four weeks after the increase has shown a dip in casual usage in January 2013 compared with the previous month, but an increase in average daily hires by members. The number of active memberships has grown by one per cent. It is too soon to draw any robust conclusions, but there is no evidence of the new tariff having a significant impact on hires.

### **Barclays Cycle Hire Expansion and Intensification (BCHEI)**

- 3.5 Expansion of the Barclays Cycle Hire scheme in the boroughs of Wandsworth, Hammersmith & Fulham, Lambeth and Kensington & Chelsea continues to progress towards a December 2013 launch. Additional docking stations will be introduced to the existing operational areas to improve customer availability. All docking stations are expected to be in place by spring 2014, providing capacity for an additional 2,400 bicycles and supporting an increase in hires of around 250,000 – 300,000 per month.
- 3.6 The new area is expected to support a greater proportion of local and leisure trips and encourage trial and take-up by a wider demographic. In parallel to the delivery of new docking stations, BCHEI will be working with boroughs on localised take-up plans to encourage more local people to cycle more often. Public information sessions held in October 2012 were well received and planning applications are progressing without significant objections. The BCHEI team is working closely with the boroughs to address concerns in some sensitive and high profile areas, as there is a risk of gaps in the network if these sites are refused.
- 3.7 Subject to consent, docking stations will be constructed over the summer by contractors sourced via the new pan-London Highways Contract. This

approach is expected to deliver savings compared with previous phases and provide a sustainable route for future docking station delivery.

## **4 Safety**

### **The Latest Crime Statistics**

- 4.1 The latest bus-related crime figures for 2012/13 (April-December 2012) show a decrease of 6.2 per cent (1,017 fewer crimes) compared to the same period in 2011. On the bus network, there have been large reductions in the number of robbery offences (363 fewer offences – down 17.4 per cent), violence against the person offences (460 fewer offences – down 10.6 per cent) and criminal damage (212 fewer offences – down 15.3 per cent). The only bus-related crime categories that saw an increase were drug offences (an additional 36 offences – up 6.5 per cent), largely a result of pro-active police activity on the network and theft offences (an additional 80 offences – up 1.1 per cent). Measures are in place to deal with the increase in theft offences.
- 4.2 The latest British Transport Police crime figures (April to November 2012) from London Underground/DLR show that crime rose by 2.4 per cent (200 additional offences). The increase is largely attributable to an increase in theft of passenger property offences compared to last year when levels were significantly lower because of the concerted efforts by TfL and the police to reduce theft on the transport system in preparation for a safe and secure 2012 Olympic and Paralympic Games. Plans are in place to tackle the increase.

### **Operation Safer Travel at Night (STaN)**

- 4.3 Phase two of Operation STaN, co-ordinated by TfL and the TfL funded Safer Transport Command ran throughout December 2012. Activity was carried out across London. The Cab Enforcement Unit focused on the priority boroughs for cab-related sexual offences while Safer Transport Teams focused on the hotspots within their boroughs. Types of activities included high visibility patrols, plain clothes officers detecting and apprehending touts, education and crime prevention advice, vehicle and licence checks with Taxi and Private Hire officers and Automatic Number Plate Recognition. In December 2012, 115 arrests were made for touting. A total of over 210 arrests for touting were made during Phase one (September/October 2012) and Phase two (December 2012).

### **Project Guardian**

- 4.4 The internal launch of the London Transport Community Safety's Project Guardian began on 1 February 2013. This pan-London project involves the British Transport Police, City of London Police, Metropolitan Police Service and TfL working in partnership to tackle sexual offences across London's public transport system. TfL's Safety & Security surveys show that 15 per cent of women said they had experienced unwelcome sexual behaviour while travelling on, waiting for or heading to or from public transport in London in the last 12 months, but 91 per cent did not report it to the police. The project aims to increase confidence in the reporting of sexual offences, reduce the risk of

victimisation, challenge and target unwelcome sexual behaviour and sexual offenders on the network.

### **Bus Fare Evasion Survey**

- 4.5 The latest bus fare evasion results from Greater London Bus Passenger Survey (GLBPS) show that the level of irregularity between October and December 2012 was 1.2 per cent, representing a decrease of 0.1 percentage points on the September 2012 level (1.3 per cent) and no change compared to November 2011 a year before (1.2 per cent), meaning the more usually quoted 12 month rolling average rate remained at 1 per cent.
- 4.6 In October 2012, data collection for the Bus Fare Evasion Survey was integrated into the GLBPS in order to deliver significant financial savings. To accommodate the additional requirements of Bus Fare Evasion monitoring, the GLBPS survey methodology was revised, primarily so that passenger interviews collected full details of ticket validity, and then tested to ensure that data collected in the revised GLBPS methodology was compatible.

## **5 Improving the Urban Environment**

### **Greener Buses**

- 5.1 The Mayor has made it a priority to reduce the environmental impact of London's bus fleet. London already has the largest hybrid fleet in Europe with more than 330 hybrid buses on the street and a further 150 on order. The introduction of specialist Selective Catalytic Reduction equipment is one of a range of measures designed to improve air quality. For example, trials showed that the equipment reduces harmful oxides of nitrogen (NOx) emissions by up to 88 per cent. The Mayor has asked TfL to look into the feasibility of an Ultra Low Emission Zone.

### **Congestion Charging (CC) & Lower Emission Zone (LEZ) Operations**

- 5.2 Congestion Charging (CC) Auto Pay continues to attract new members, with some 301,000 vehicles now registered and some 205,000 active accounts. The reduction in the CC and LEZ Contact Centre operating hours went live on 5 November 2012.
- 5.3 The final letter was sent to customers affected by the closure of the Alternative Fuel Discount closure in late December 2012. Some 3,600 customers previously registered for the discount have now signed up for CC Auto Pay and a further 1,200 for the Greener Vehicle Discount.
- 5.4 Public consultation on proposals to amend the Congestion Charging scheme ended on 8 February 2013. The proposals include increasing the value of the Penalty Charge Notice by £10 to £130; closure of the retail payment channel that is used by under 6 per cent of paying customers; and the creation of a new Ultra Low Emission Discount, to replace the Greener Vehicle and Electric Vehicle discounts.

- 5.5 LEZ compliance rates for Phase 3 (vans and minibuses) and Phase 4 (lorries, buses and coaches) remains very high at 99 per cent and 95 per cent respectively.

## **6 Streets**

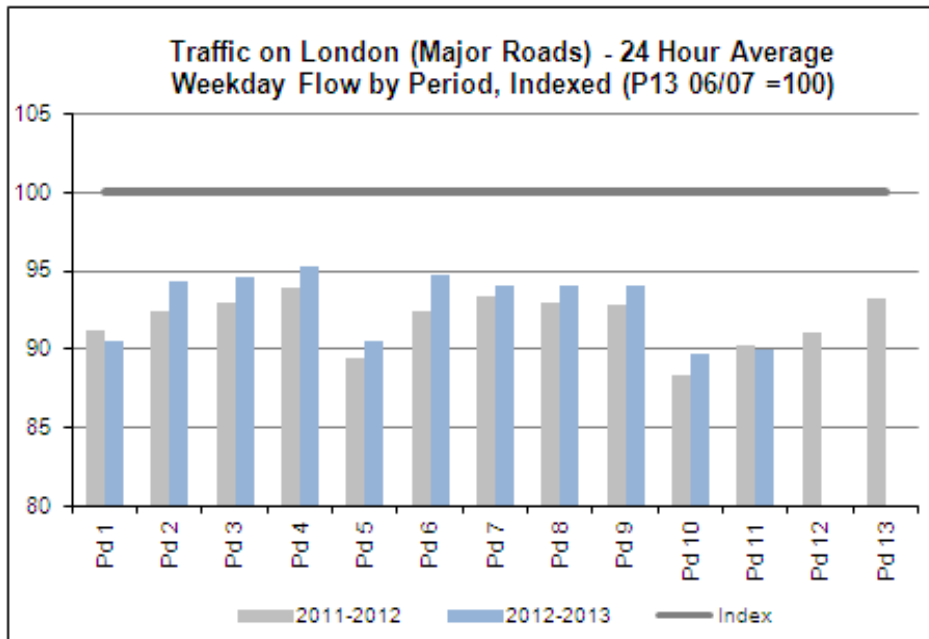
### **Structures and Tunnels Investment Portfolio**

- 6.1 TfL has appointed engineering consultancies Ramboll and Parson Brinckehoff to begin design work on TfL's Structures and Tunnels Investment Portfolio. The partnership between the two consultancy firms will see them developing designs for reconstruction and refurbishment work on a number of locations during the next few years. This innovative work will help to ensure that London's roads remain fully operational to traffic for many years to come.
- 6.2 This work is part of TfL's wider £3.8bn investment into the capital's road network in the next ten years and forms one of the six key strands of investment that will deliver vital maintenance and implement the recommendations of the Mayor's Roads Task Force.
- 6.3 The portfolio, which will cost around £200m to deliver, has been split into three work packages and will mean improvements to the following structures:
- (a) Work Package One consists of the Upper Holloway Railway Bridge and Highbury Corner Bridge on the A1, the A127 Ardleigh Green Railway Bridge and the A406 Power Road Railway Bridge;
  - (b) Work Package Two consists of the A406 Fore Street Tunnel, Chiswick Bridge on the A316 and the reconstruction of the woodlands retaining wall on the A406 near Golders Green; and
  - (c) Work Package Three consists of the second phase of improvement works on the Hammersmith Flyover, following the successful re-strengthening works during Spring 2012.
- 6.4 The construction works are currently being procured under an Early Contractor Involvement Framework contract; the contractors will be key to the success of the design process. Through early involvement, their detailed understanding of construction can be applied, enabling TfL to reduce the risks sometimes associated with this complex work. This will help drive greater value for money and more innovative thinking during the construction phase of the projects.

## **7 Streets**

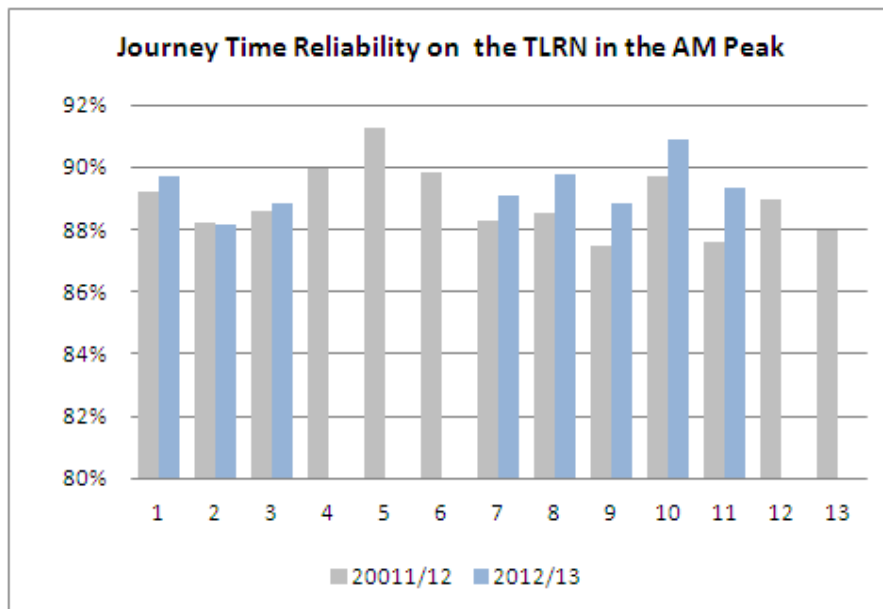
### **Traffic Flows**

- 7.1 The pan-London traffic flow index at Period 11 stands at 90.0. This is 0.2 index points down on the same period last year. Year-to-date pan-London traffic volumes are up 1.1 index points on last year. The chart below shows traffic flows relative to an index of 100 in Period 1 in 2006/07.



7.2 Average traffic speeds for the 12 hours between 7.00am to 7.00pm across London in Period 10 was 20.4mph. This is on average 0.5mph faster than the average traffic speed of 19.9mph observed in Period 10 last year. The year-to-date figure for 2012/13 is 19.5mph, which is 0.1mph faster than the year-to-date figure for 2011/12.

### Journey Time Reliability

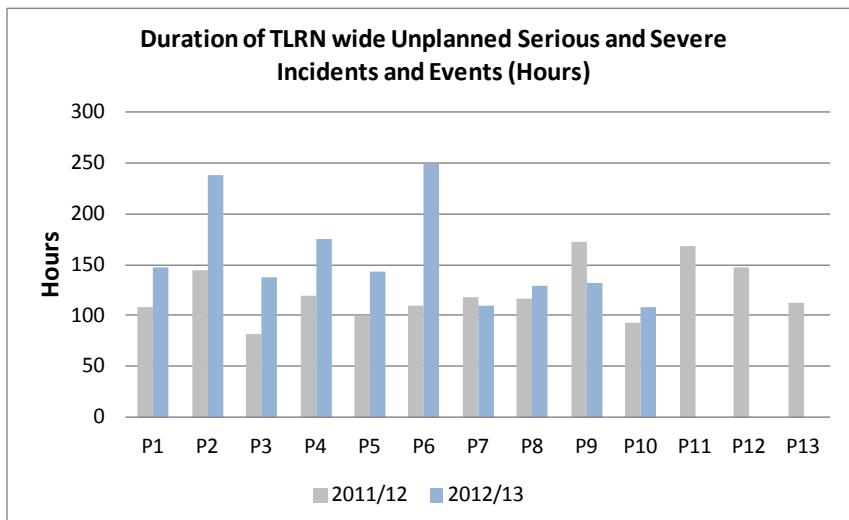


**Note 1:** Periods 4, 5 and 6 were not reported on, as they were during the Games period. A change to the core ANPR links used to measure speeds has had negligible overall effect on these figures.

7.3 The journey time reliability on the TfL Road Network (TLRN) in the AM peak in all directions for Period 11 stands at 89.3 per cent, an improvement of 1.7 percentage points from the same period last year. The year-to-date figure is 89.3 per cent, a year on year improvement of 0.9 percentage points.

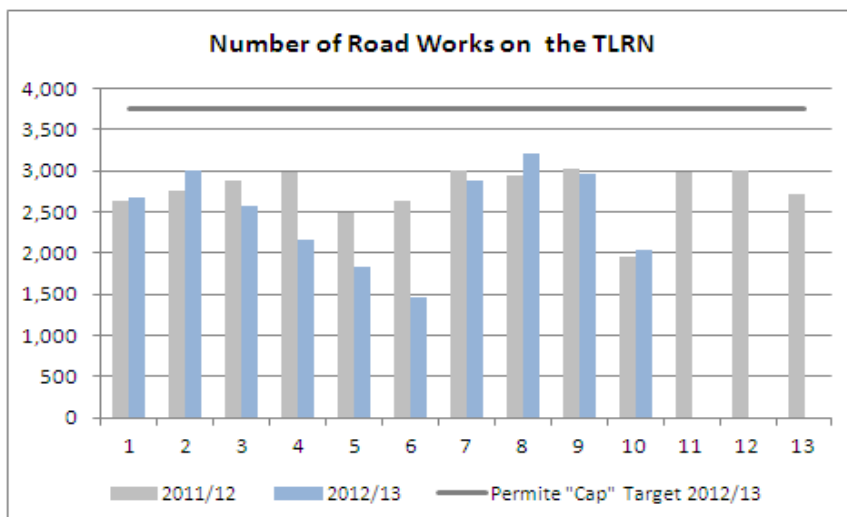


## Planned and Unplanned Disruption on the TLRN



- 7.4 There were 103 serious and severe disruption hours over 54 events on the TLRN in Period 11 2012/13, compared to 168 hours over 59 events in Period 11 of the previous year. Compared to the same period last year there is a significant reduction in the overall number of disruption hours. Year-to-date, there have been 1,673 serious and severe disruption hours, which is 343 more hours than the year-to-date figure for the same time in 2011/12. The emergency works on the Hammersmith Flyover remain a significant contributor to this increase over the year.
- 7.5 The various contributors to disruption were similar this year to last year's figures. Disruption from accidents increased from 30 hours in this period last year to 32 hours, and disruption from Utility Emergency Works remained level at two hours. Congestion decreased in other areas: Disruption from Security/police checks decreased to two hours from three hours this time last year, disruption from breakdowns decreased from 13 to eight hours, disruption from Highway Authority emergency works decreased from three to one hour, and disruption from other incidents decreased from six to five hours.

## Road Works on the TLRN



- 7.6 In Period 11, the total number of road works reported on the TLRN was 1,566, which is 47.4 per cent less than the 2,979 reported in Period 11 of the previous year. The maximum permissible total number of road works allowed on the TLRN has been capped at 3,753 in any one period from Period 7 of 2011/12 until the end of the financial year 2012/13, a reduction of 10 per cent from the cap of 4,170 that applied to the first six periods of 2011/12. In Period 11, the number of road works on the TLRN was 58 per cent less than the maximum number allowed by the cap.
- 7.7 TfL has recorded 26,338 sets of road works on the TLRN so far this year, which is a 13 per cent decrease in the total number recorded in the same period during the last financial year (30,302). This can be attributed to the reduction in road works during the Games period. From the beginning of the 2012/13 financial year up until the end of Period 11, 1,132 Fixed Penalty Notices were given to works promoters, including 379 for working without a permit. Furthermore, 188 Section 74 charges were imposed on works undertakers for over-running works. Through good planning, collaborative working and early engagement with promoters, approximately 2,922 days of disruption have been saved on the TLRN.

#### **Twitter – @TfLTrafficNews**

- 7.8 The TfL Traffic News twitter service launched in January 2012, and to date has approximately 48,000 followers. On 6 February 2013, following a new marketing campaign, followers went up by 4,000 in only one day.

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

- 7.9 In the year-to-date, 950 signal timing reviews have been completed. This comprises Health Check Operational Reviews at 700 sites that were undertaken to support management of the Olympic Route Network and 250 signal timing reviews that have been carried out post-Games. These reviews have so far brought an 8.58 per cent reduction in delays for traffic at these sets of signals.

#### **Split Cycle Offset Optimisation Technique (SCOOT)**

- 7.10 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 the end of 2012/2013. As of Period 11, SCOOT technology has now been installed at 901 sites and optimisation has been completed at 685 of these sites, with the benefits captured during the main peak periods. Installation of SCOOT at all 1,000 sites will complete by the end of March 2013 and optimisation will complete by the end of July 2013.

#### **Lane Rental**

- 7.11 On 11 June 2012, the TLRN Lane Rental Scheme was launched allowing TfL to charge utility firms up to £2,500 a day for working in congested areas and at busy times of the day. The scheme covers over 200 miles (57 per cent) of the TLRN, covering the areas most susceptible to major roadwork disruption. To

date, lane rental charges were applied to 242 utility work sites relating to 795 days of works, and to 40 TfL works sites, relating to 67 days.

## **8 Recommendation**

8.1 The Panel is asked to NOTE the report.

## **9 Contact**

9.1 Contact: Leon Daniels, Managing Director, Surface Transport  
Number: 020 3054 0178  
Email: [leondaniels@tfl.gov.uk](mailto:leondaniels@tfl.gov.uk)