

## Transport for London

### Surface Transport Panel

**Subject: Managing Director's Report**

**Date: 3 July 2012**

## 1 Purpose

- 1.1 The purpose of this report is to update the Panel on Surface Transport's performance for Period 2 (29 April – 26 May 2012) 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 191.4 million passengers in Period 2 of the 2012/13 financial year. This is 3.1m higher than the target for the period and 5.3 million passengers more than were carried in the same period last year. The current full year forecast is 2,356 million passengers.

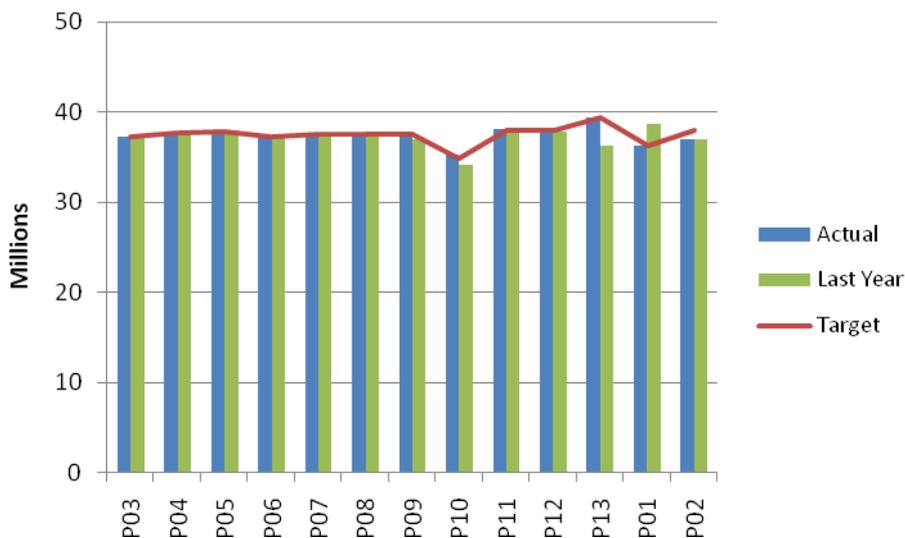
## Bus Network Performance: Percentage of Scheduled Service Operated



2.2 The percentage of Scheduled Service Operated in Period 2 was 97.4 per cent. This is 0.2 per cent less than the target for the period and also 0.1 per cent less than the same period last year.

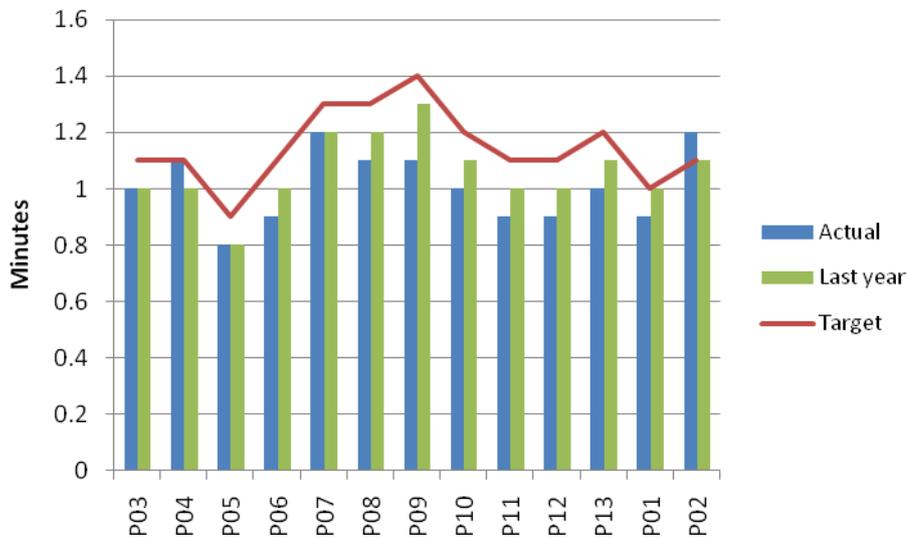
2.3 Losses due to traffic delays normally rise in Period 2 compared with the previous period due to a seasonal deterioration in operating conditions. However, the increase was larger than expected this period. Significant delays were caused by the gas main replacement works in Kings Road Chelsea, while the general level of unplanned incidents causing serious disruption was up by two-thirds compared with a year ago. Other incidents causing particular operational problems for buses included the State Opening of Parliament on 9 May, and large demonstrations on 28 April and 10 May 2012.

## Bus Network Performance: Bus Kilometres Operated



2.4 Buses operated 37 million kilometres in Period 2. This is 1.0 million kilometres below target and in line with the same period last year (37 million). Please refer to paragraph 2.3 for the background to this result.

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



- 2.5 Excess Wait Time (EWT) in Period 2 was 1.2 minutes. This is 0.1 minutes worse than the target and 0.1 minutes worse than the same period last year. Results for high frequency routes reflect the move to a greatly expanded Quality Service Indicators system from the start of 2012/13, with the change in EWT compared with a year ago broadly in line with expectations for this period.

### Bus Livery Checks

- 2.6 The 2012 fleet audit, which was completed on 18 May 2012, showed that 88 per cent of buses in London feature a white roof. This is in line with the current rate of fleet renewal and refurbishment. TfL's Bus Engineering team will be conducting spot checks on routes programmed for refurbishment to establish if all-red vehicles are being repainted with white roofs. Where any anomalies are identified, TfL will contact the operators involved to understand the reasons and instigate remedial action.

### Hybrid Bus Programme

- 2.7 TfL is set to have 315 hybrid buses in the London fleet by December 2012. As of May 2012, there were 294 diesel-electric hybrid buses in operation and a further 161 on order. The hybrid introduction programme anticipates a total of 455 hybrid buses being introduced by March 2013 following the award of a third Green Bus Fund grant of £5m, which contributed 104 hybrid buses.

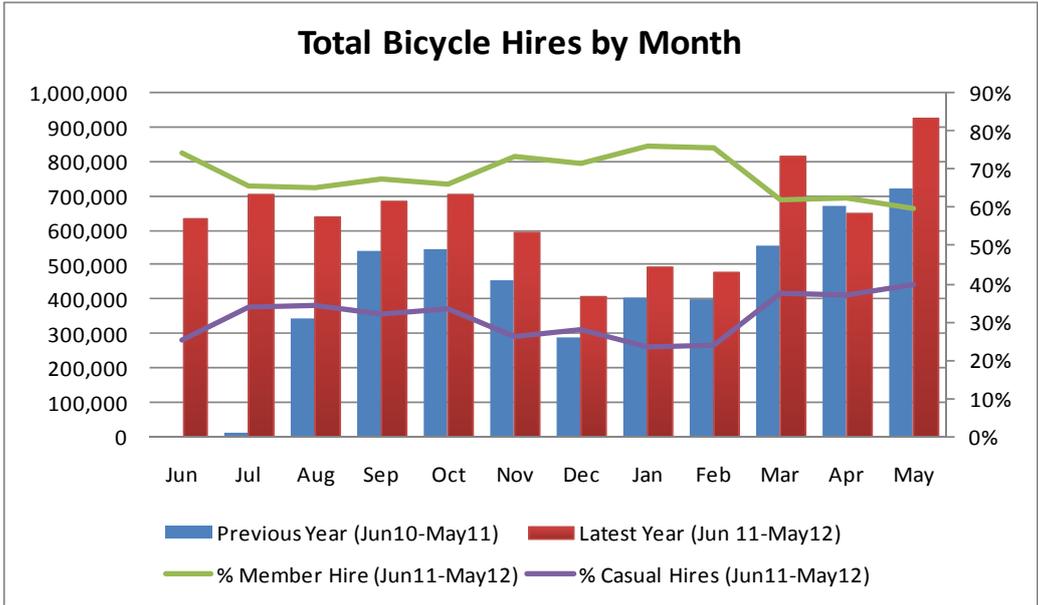
### 3 River

#### Concordat and River Action Plan

3.1 A 10-year strategy for expanding passenger services on the Thames is currently being developed. TfL has completed two principal 2012 Games legacy projects, with the opening of the Tower Pier extension and the installation of a new roof over Greenwich Pier. As part of a separate initiative to improve accessibility at Tower Pier, portable roller ramps are to be introduced to help wheelchair users board and disembark boats. Furthermore, a set of steps is being modified to link the upper waiting and berthing areas and improve overall access.

### 4 Cycling

#### Barclays Cycle Hire Scheme



4.1 May 2012 saw the highest number of hires since go-live, with over 900,000 hires, an increase of 22 per cent on May 2011. This surge in usage coincides with the recent period of good weather and the increased publicity around the Phase 2 launch. Member usage, which was up eight per cent in May 2012 compared to the same period last year, made up 60 per cent of total hires for the month and casual users 40 per cent.

## **5 Safety**

### **HGV Cycle Safety**

- 5.1 A TfL and Crossrail working group has been established to give a focus to all aspects of commercial vehicle and driving standards contracted to TfL and Crossrail. Its role is to recommend the standards to be achieved across the business, develop guidance on how those standards can be implemented and to influence external third parties to implement the standards. Membership of the working group includes TfL Surface Planning, Commercial Centre of Excellence, London Underground Commercial Procurement and Crossrail Logistics. The group agreed to develop and deliver against an agreed action plan and monitor the implementation of standards in new and existing contracts.

### **Bow Roundabout**

- 5.2 On 1 June 2012 TfL opened the new Early-Start facility for cyclists at the north-west corner of Bow roundabout. Further work was undertaken during the Queens Diamond Jubilee Weekend to iron out some initial issues on site during its first day of operation. The scheme re-opened for the evening peak on Wednesday 6 June 2012. Discussions are ongoing with stakeholders to monitor its success and some further minor changes, including new signage and information leaflets, are being provided. Police Cycle Safety Task Force officers were on site during the morning and evening peaks for the first two full weeks of operation. Formal monitoring and evaluation of the Bow Early-Start scheme will be undertaken during the coming weeks. Early meetings with the Department for Transport are now being planned to explore the trialling of cycle-specific traffic signals that will further enhance and improve this type of facility.

## **6 Improving The Urban Environment**

### **Electric Vehicles and Source London Operations**

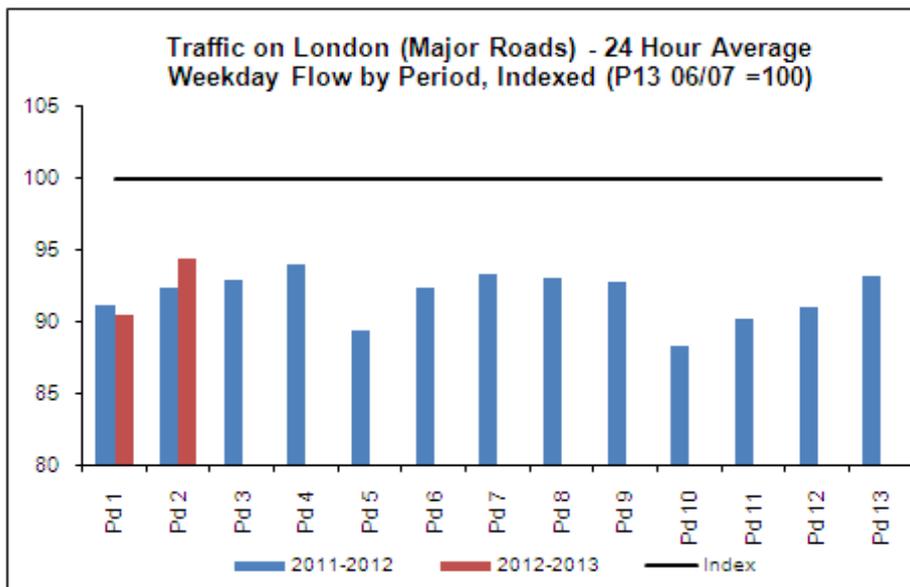
- 6.1 There are now 699 (622 in Period 1) charge points in the Source London Network, including 221 fast points. The 2012 Games charge point installations are now complete with only final testing to be undertaken at the Main Media Centre of the Olympic Park. Installations of the 48 City of London charge points have been completed, with the final six charge points planned to be commissioned by the end of June, following the resolution of snagging issues.
- 6.2 Work is progressing well to identify new charge point locations with both existing and potential partners in order for the target of 1,300 charge points to be achieved by March 2013. TfL currently has 46 pan-London Scheme Partners including POLAR, with whom it is looking at opportunities to install a further 200 charge points across London that will be accessible to users of both schemes. Source London is also investigating opportunities to provide on-street residential EV charging to London residents who do not have access to off-street parking.

## London Bridge Interchange

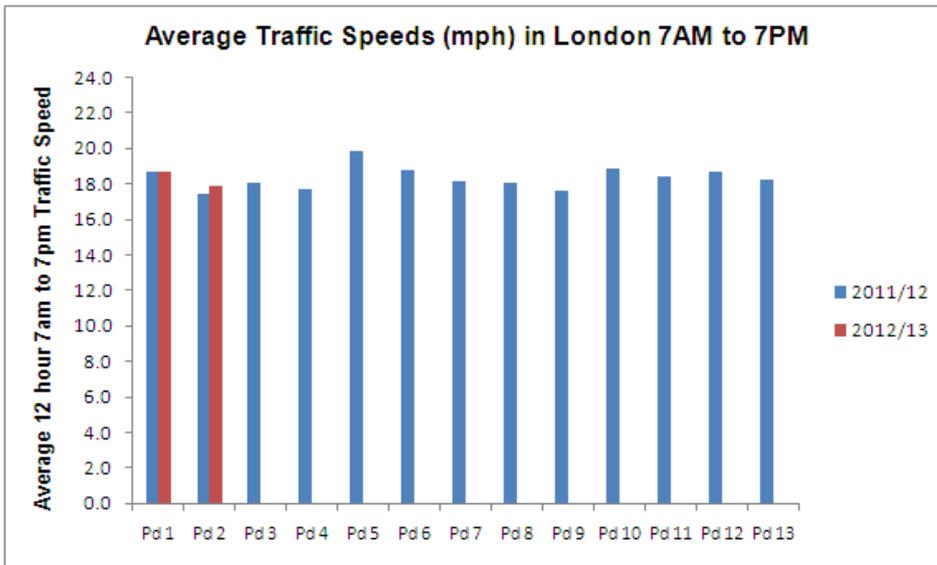
- 6.3 The new London Bridge bus interchange is now operational, ahead of the 2012 Games and the opening of the Shard in July 2012. The bus interchange, designed by French Architect Renzo Piano, has been greatly improved and now incorporates a new reconfigured bus station, taxi stands, enhanced pedestrian walking routes and public space. The project was delivered by Mace and funded by Sellar Developments through Section 106 agreements. Post the 2012 Games, Network Rail will start redevelopment of the main station including connecting the new Thameslink viaduct over Borough High Street into the station.

## 7 Streets

### Traffic Flows

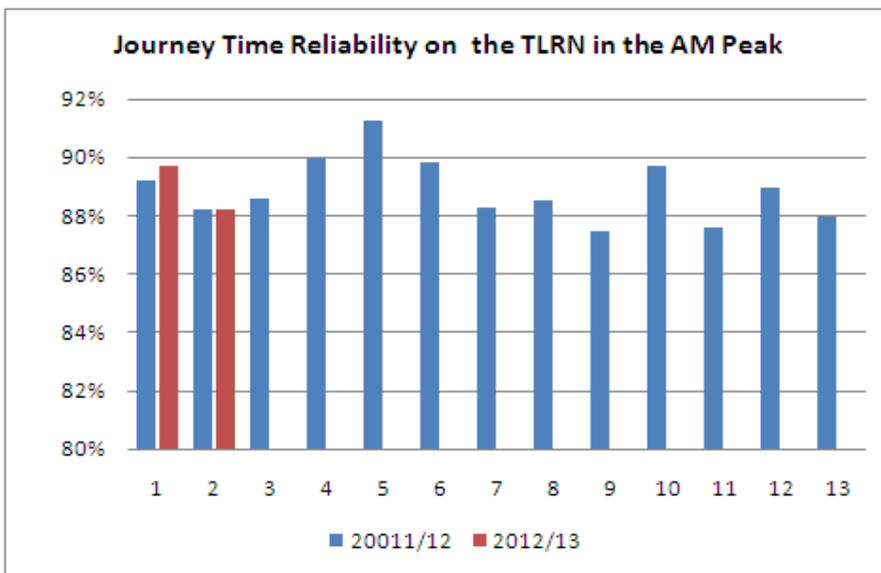


- 7.1 The pan-London traffic flow index at Period 2 stands at 94.4. This is 2.0 index points up from the same period last year. Year-to-date (YTD) pan-London traffic volumes are up 0.6 index points on last year's. The chart shows traffic flows relative to an index of 100 in Period 1 in 2006/07. The YTD figure for 2012/13 is 92.42, meaning flows are 0.62 index points greater than the YTD figure in 2011/12.



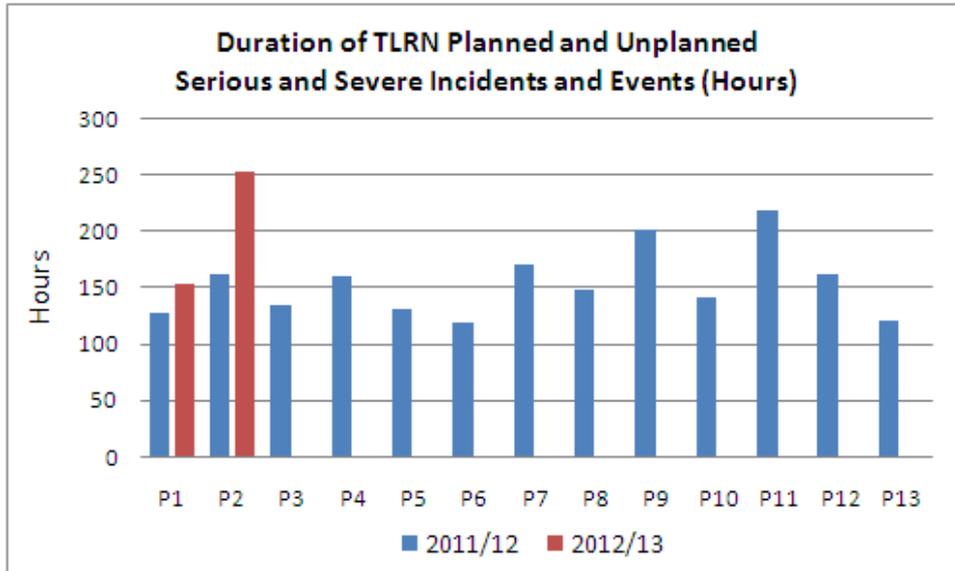
7.2 Average traffic speed for the 12 hours between 7.00am to 7.00pm across London in Period 2 was 17.91mph. This is on average 0.51mph faster than the average traffic speed of 17.40mph observed in Period 2 last year. The YTD figure for 2012/13 is 18.29mph, which is 0.26mph faster than the YTD figure from 2011/12.

### Journey Time Reliability



7.3 The journey time reliability (JTR) on the TfL Road Network (TLRN) in the AM peak in all directions for Period 2 stands at 88.2 per cent, which is in line with the same period last year. The YTD figure is 89.0 per cent, a year on year improvement of 0.3 percentage points.

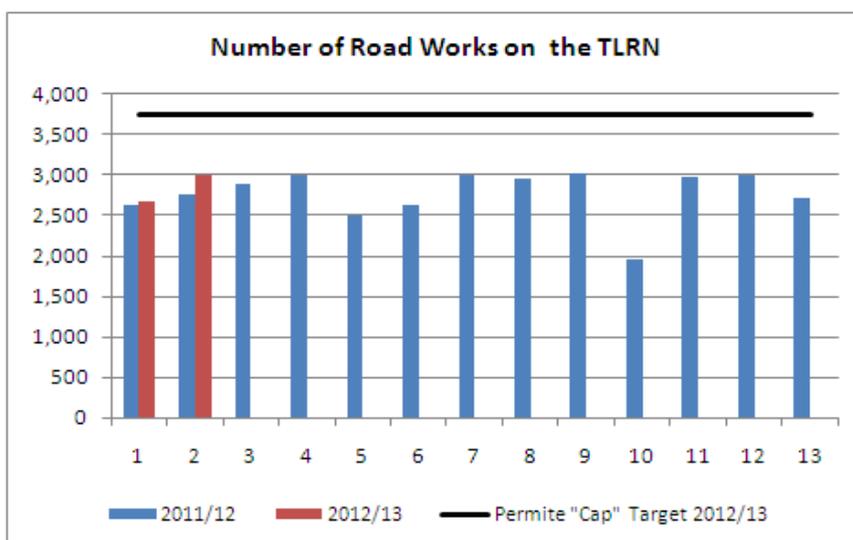
## Planned and Unplanned Disruption on the TLRN



7.4 There were 252 serious and severe disruption hours over 72 events on the TLRN in Period 2 2012/13, compared to 162 hours over 66 events in Period 2 of the previous year. Compared to the same period last year, there were more disruption events and the overall duration of disruption was higher. YTD, there have been 407 serious and severe disruption hours, which is 118 hours more than the YTD figure for the same period in 2011/12 (a 40.8 per cent increase).

7.5 The primary driver of the year-on-year difference in hours of serious and severe disruption was 108 hours recorded against the emergency roadworks on the A4 Hammersmith Flyover (43 per cent of the total increase). These works required a single lane to be open in both directions with a width restriction in place to allow light vehicles only. The wider implications of this were managed by TfL through providing driver information and adjusting signal timings as appropriate to mitigate disruption. The Flyover reopened on 28 May (the start of Period 3) with two lanes of traffic in both directions.

## Road Works on the TLRN



- 7.6 In Period 2, the total number of road works reported on the TLRN was 2,998, which is 8.5 per cent greater than the 2,763 reported in Period 2 of the previous year. The number of works undertaken by TfL rose by 21 per cent in this period compared to 2011/12, while the number of utility company works decreased by 15 per cent. The increase in TfL works is attributed to the additional works in preparation for the 2012 Games, while the decrease for utilities is in reaction to the embargo on works on the Olympic Route Network (ORN).
- 7.7 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 6 periods of 2011/12. In Period 2, the number of road works on the TLRN was 20 per cent less than the maximum number allowed by the cap.
- 7.8 TfL has recorded 5,669 sets of roadworks on the TLRN so far this year (Periods 1-2), which is a 5.2 per cent increase in the total number recorded in the same period during the last financial year (5,389). Also within this period, 91 Fixed Penalty Notices have been given to works promoters, including 23 for working without a permit. Furthermore, 33 Section 74 charges have been imposed on works undertakers for over-running works. Through good planning, collaborative working and early engagement with promoters, approximately 848 days of disruption have been saved on the TLRN.

### **A12 Corridor**

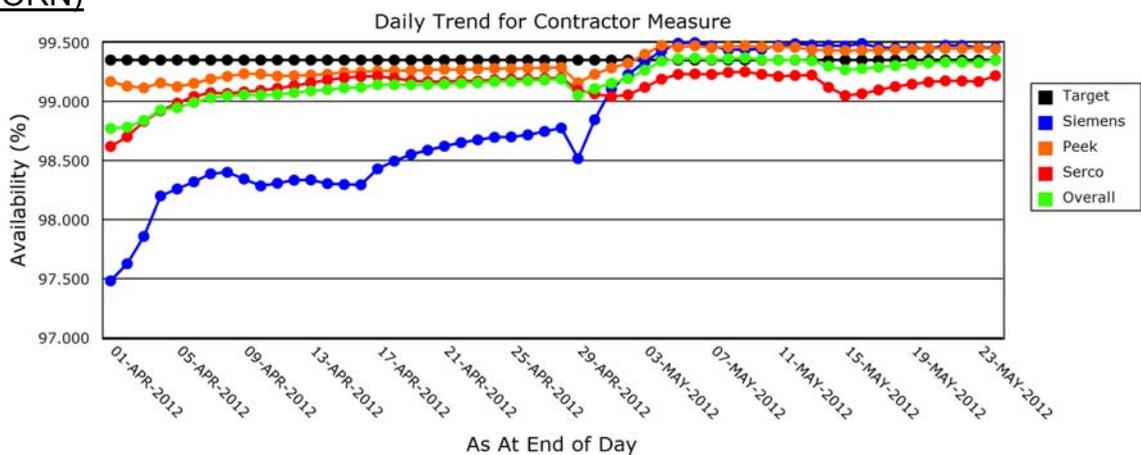
- 7.9 The A12 is one of the 23 Mayoral corridors on the TLRN for which Network Performance are committed to improving Journey Time Reliability (JTR). As the A12 is one of the longest of the 23 corridors and subsequently has some of the heaviest flows, it contributes significantly to total JTR on the TLRN. The current YTD JTR performance is 86 per cent for the AM period.
- 7.10 The corridor stretches from the M25 near Brentwood to the Blackwall Tunnel, encompassing four major gyratories, including Redbridge Roundabout and the Bow Roundabout. In 2011/12, a number of signal timing changes were made along the corridor as part of the Timing Review Programme and scheme implementations. These include:
- (a) Greenman Roundabout was upgraded to SCOOT control. This incorporated 14 signals onto a dynamic control as part of the Mayoral SCOOT Programme; and
  - (b) the Bow Roundabout was also upgraded to SCOOT control and has seen an average improvement in delay of approximately 15.5 per cent throughout the peak periods. This region has also been highlighted as the first location for the Cycle Early-Start facility, which was implemented on the 1 June 2012.
- 7.11 As part of the Congestion Relief Programme for the A12, the junction of Eastern Avenue (A12) and King George Avenue was highlighted as a site of potential capacity enhancement. A full modelling efficiency study was undertaken, which found that a rationalisation of the junction design would reduce delay for general traffic. This scheme has subsequently been implemented and has provided eight seconds back to the A12 movement each cycle.

7.12 Overall customer satisfaction with the A12 has increased to a score of 75, up from 73 in 2010. Customer satisfaction with the traffic light timings also increased from 76 to 77 from 2010 to 2011. In the same time period, customers who were satisfied with estimating how long their journey would take rose from 72 to 73.

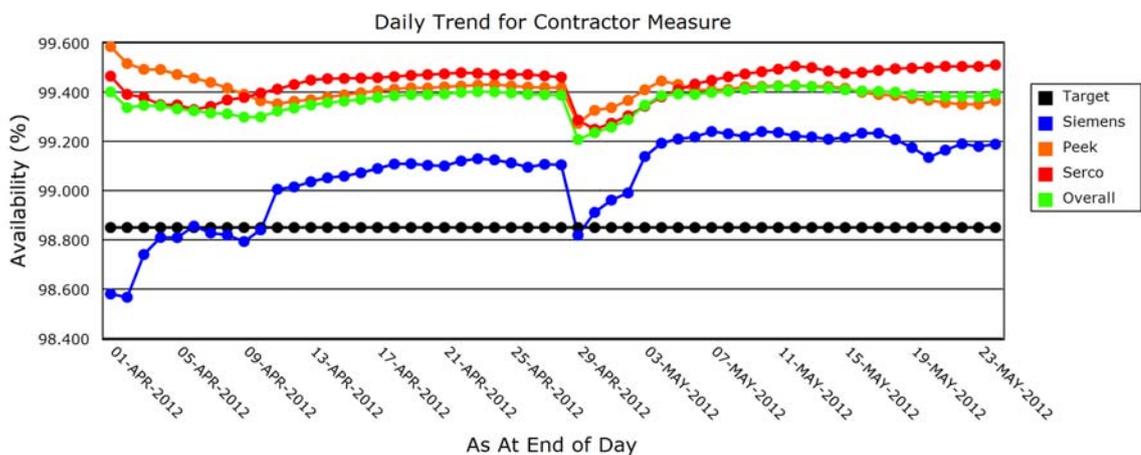
### Traffic Control Maintenance and Relates Services (TCMS) availability

7.13 Period 2 saw a marked improvement on TCMS availabilities, with virtually all systems now performing to new 2012 Games measures. The graphs below show the Automatic Traffic Signals' performance:

#### Olympic Route Network (ORN)



#### Non-ORN



7.14 Analysis of congestion caused by traffic signal faults reported in the London Traffic Information System is detailed below. These findings are split into three categories – Moderate, Serious and Severe – and show the total number of hours impacted:

7.15 Year – 2009/10  
 Traffic Availability: 98.5 per cent  
 Total Moderate hours: 979,940  
 Total Serious hours: 6,938  
 Total Severe hours: 1,646

7.16 Year – 2010/11

Traffic Availability: 98.4 per cent  
Total Moderate hours: 922,309  
Total Serious hours: 4,685  
Total Severe hours: 973

7.17 Year – 2011/12

Traffic Availability: 98.7 per cent  
Total Moderate hours: 692,756  
Total Serious hours: 3,096  
Total Severe hours: 458

7.18 Year – (Last 12 months)

Traffic Availability: 99.4 per cent  
Total Moderate hours: 722,456  
Total Serious hours: 2,641  
Total Severe hours: 609

7.19 With reference to 2009/10, the traffic signal availability is up by 0.9 per cent. The current total moderate congestion hours are down by 26 per cent, the current total serious hours are down by 62 per cent and the current total severe hours are down by 63 per cent.

**Twitter – @TfLTrafficNews**

7.20 The TfL Traffic News twitter service launched in January 2012, and at the end of Period 1 (28 April), the milestone of 10,000 tweets had been reached. This represents an average of 45 tweets a day for 221 days of tweeting. As the service has developed, London Streets Traffic Control Centre has continued to look at improving the information to followers and, in line with other TfL services, diversion information is added to tweet content where appropriate, as are estimates of road reopening/incident duration, not an inconsiderable challenge given the nature of this form of communication and its 140 character per tweet limit. The service and its recent changes have been well received. Additionally, by 25 June 2012 the number of followers had passed the 10,000 mark (10,615) and continues to rise daily.

**Traffic Signal Timing Reviews**

7.21 This financial year, up until the end of Period 2 (26 May), 129 signal timing reviews have been completed, which has so far brought a 5.3 per cent reduction in delays for traffic at these sets of signals. This has been achieved at no disbenefit to pedestrians.

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

7.22 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 2, SCOOT optimisation has now been completed at 615 sites and the benefits captured during the main peak periods. SCOOT is delivering a 12.8 per cent reduction in delay and a 5.0 per cent reduction in the number of times vehicles have to stop as they travel through the network.

## **Lane Rental**

- 7.23 On 11 June 2012, the TLRN Lane Rental Scheme was launched allowing TfL to charge utility firms up to £2,500 per 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.
- 7.24 TfL is not exempt from the rules and the new scheme will also ensure that its works are delivered with minimal disruption. Currently, around 70 per cent of TfL works are carried out outside of peak hours, compared to around 20 per cent of utility works. By encouraging companies to carry out their work overnight or during off-peak hours, all road users – including drivers, cyclists and bus passengers – will benefit from more reliable journey times and less disruption.
- 7.25 More than 270 Metropolitan Police Service Traffic-trained Police Community Support Officers, who are funded by TfL, will play a key role in monitoring works under the Lane Rental scheme. Together with TfL officials, they will monitor roadworks to ensure promoters are working during operational hours and take any action required should they spot bad practices by the companies responsible for the works. Any additional revenue raised by the scheme once operating costs have been recovered will be put towards measures that could reduce disruption from roadworks, to be jointly overseen by TfL and the major utility companies.
- 7.26 The introduction of this groundbreaking scheme is the latest strand of work to be introduced in London to reduce the disruption caused by roadworks. By April 2012, serious and severe disruption caused by roadworks on London's red routes was down by almost 40 per cent since permitting was introduced in January 2010. This is a result of closer working with the boroughs and utility companies, the introduction of the roadworks permitting scheme, a reduction in the roadworks cap, which restricts the number of works that can be carried out at any one time, and the Report IT system which enables Londoners to name and shame bad practice. The lane rental scheme will further build on this, with the target of reducing disruption by a further 33 per cent or 165 hours of disruption a year by 2015.

## **8 2012 Games**

### **Queen's Diamond Jubilee**

- 8.1 TfL operations on the Queen's Diamond Jubilee weekend (2 – 5 June 2012) proceeded well generally and there were no major issues concerning planned parallel events, which included the Belgium versus England friendly football match and Coldplay at the Emirates Stadium.
- 8.2 Traffic on the road network was generally light throughout the weekend, with significant reductions observed at various sites. Hourly flows were measured for the Sunday, Monday and Tuesday based on a sample of 10 automatic traffic counters in central London, and compared to a baseline of the average of the prior two Sundays. Sunday and Tuesday both had significant road closures in place for events, and all Royal Parks' roads were closed for the duration of the Bank Holiday weekend.

- 8.3 An enhanced command and control structure as well as technical engineering support were put in place for the entire weekend to strengthen system management and liaison both within TfL and also with other organisations such as the British Transport Police.
- 8.4 A key transport success factor was the excellent provision of information, allowing people to plan their journeys beforehand to enable safe and successful return trips, as well as dynamic messaging on the day through the TfL website and Variable Message Signs displays. A comprehensive piece of work is now underway to ensure that all lessons learnt are acted upon in time for the London 2012 Olympic and Paralympic Games.

### **Olympic Route Network**

- 8.5 On 12 June 2012, TfL announced detailed plans for implementation and operation of the Olympic Route Network (ORN). The ORN, a 109-mile network of roads linking Games venues on one per cent of the Capital's roads, is a requirement of the Host City contract and is vital in ensuring all athletes, officials and the world's media get to their Games events on time. All motorists can use the ORN, and 30 miles of it will include Games Lanes, alongside lanes for general traffic, available only to vehicles carrying the 'Games Family' – the athletes, officials, media and some sponsors.
- 8.6 Operation and enforcement of the ORN, including the Games Lanes, will commence on Wednesday 25 July 2012, two days before the Opening Ceremony and will end two days after the Games. The ORN will not be in operation between the end of the Olympic and the start of the Paralympic Games. The smaller Paralympic Route Network will also come into operation two days before the Paralympic Games. Once Games events are completed at a venue, the ORN will be removed.
- 8.7 A large programme of temporary changes to the road network needs to be implemented. Due to the scale of the physical preparatory works, and in order to carry them out safely and with minimal disruption to local residents and road users, they will be carried out over four nights from the weekend before the Games begin.
- 8.8 From 1 July 2012, road markings will start to be put down along the ORN but these will not change the operation of the roads. Adjustments to over 1,300 sets of traffic signals will also begin from 1 July. These adjustments will have minimal impact on road users as they will be balanced out by the complete ban on all planned road works along the ORN and on all A and B roads.

### **Changes to bus routes for the London 2012 Games**

- 8.9 During the Games, the majority of London's 700 bus routes will be unaffected. Meticulous planning has gone into ensuring that disruption to bus passengers is kept to a minimum. A number of services will be diverted or use different terminals as a result of temporary road changes that are needed to help the Games run smoothly, or during Olympic and Paralympic events taking place on the Capital's roads. Some bus stops will also be moved or temporarily suspended.

- 8.10 The frequency of some services will be increased to provide extra capacity during Games time. Furthermore, some single deck buses will be temporarily replaced with double deck buses. Changes to services vary in duration depending on requirements. The timings of diversions have been designed to keep disruption for the travelling public to an absolute minimum. The first of the changes has already taken place with the closure of Stratford City Bus Station at Westfield shopping centre requiring the diversion of routes 97, 241, 339 and D8 to Stratford town centre, but most changes will not be needed until closer to Games time.
- 8.11 In order to keep London moving and help deliver a great Games, TfL is advising those travelling by bus to plan ahead this summer using all the tools and information at [GetAheadoftheGames.com](http://GetAheadoftheGames.com).

### **Games Time Road Safety**

- 8.12 TfL has now developed a communications plan to ensure young people, pedestrians and drivers are aware of the key road safety messages during the Games. The plan includes a briefing to borough road safety officers containing key messages to cascade to relevant stakeholders. Messaging will also feature in the summer edition of the Transport for Young London schools newsletter. Finally, 250 schools in Games boroughs and within 50 metres of the Olympic and Paralympic Road Network have attended briefing workshops.

### **Olympic freight by water**

- 8.13 The first containers have been transported in a water freight trial jointly funded by TfL and LOCOG. The trial involves the movement of furniture and equipment to the Olympic Village from Tilbury Docks to Northumberland Wharf (opposite the Millennium Dome). With freight being transferred to the Olympic Village by road for only the final three miles, the trial will reduce journeys by 2,200 road miles over a two week period. The University of Greenwich is monitoring the trial and will produce a report on findings for emissions, logistics and lessons learned with a view to publishing a case study on freight movement by water in London.

### **Get Ahead of the Games**

- 8.14 The Get Ahead of the Games website was updated with additional highways impact information on 21 May 2012. Additional information, including a Travel Advice for Business film, was also added to the website. The website continues to receive media coverage and has had almost four million page views, over one million visits and an average dwell time of nearly four minutes. The Get Ahead of the Games campaign has been continuing successfully. Messaging for Phase 3 of the campaign is currently being updated to reflect the latest research findings.

### **Central London Zone and Road Events**

- 8.15 Work is ongoing to fulfil TfL's obligations in the Central London Zone. This includes pedestrian/traffic management around the recently installed closures of The Mall and Marlborough Road. TfL has been appointed 'Last Mile' coordinator for three central London venues, Horse Guards Parade, The Mall and Hyde Park, as well as the Live Site in Hyde Park. Crowd management plans have been prepared for all routes from the transport hubs to each of the venues. These plans include the provision of three temporary footbridges at Hyde Park Corner.

A planning application for permission to construct the bridges was submitted to Westminster City Council and was passed in the week beginning 18 June 2012.

- 8.16 In addition, TfL has responsibility for the provision of the 'field of play' for each of the Games road events (road cycling, marathon, triathlon etc). Detailed plans for both traffic and crowd management have been prepared for all road events. Furthermore, a number of road closures will be required to facilitate each of the events. Details of these closures will be available at [www.getaheadofthegames.com](http://www.getaheadofthegames.com).

## **9 Recommendation**

- 9.1 The Panel is asked to NOTE the report.

## **10 Contact**

- 10.1 Contact: Leon Daniels, Managing Director, Surface Transport  
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