

Transport For London
Surface Transport Panel

Subject: Managing Director’s Report

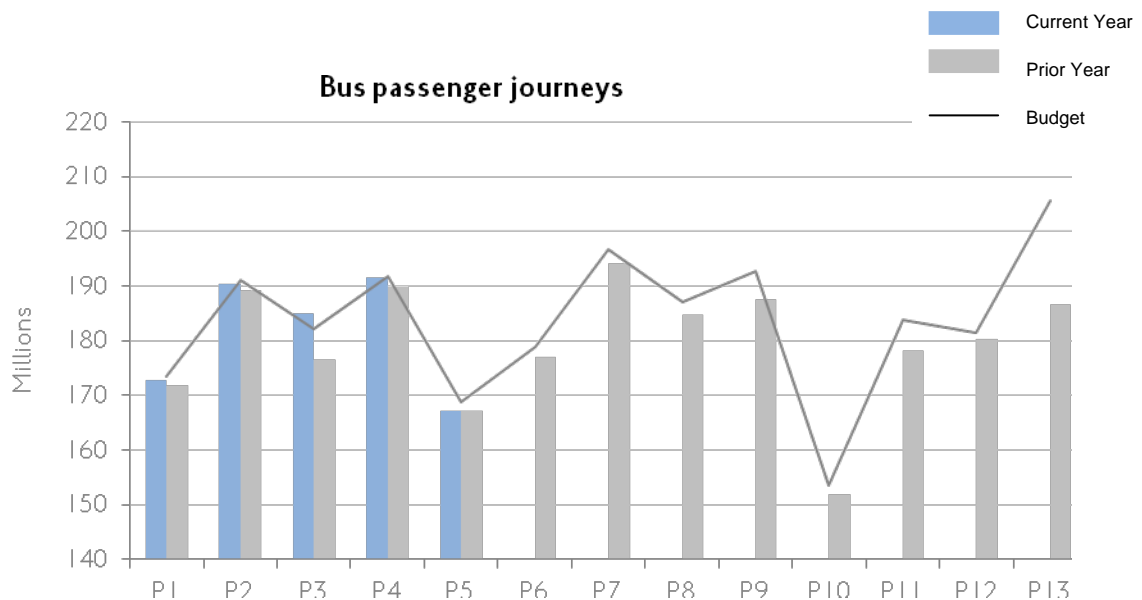
Date: 22 October 2013

1 Purpose

- 1.1 The purpose of this report is to update the Panel on Surface Transport’s performance for Periods 3, 4, and 5 (26 May 2013 – 5 September 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.

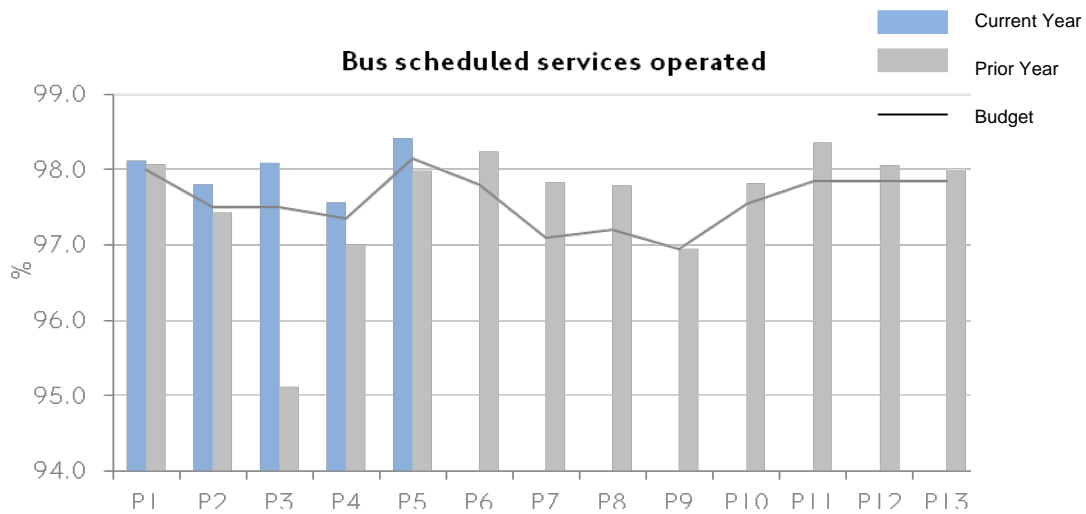
2 Buses

Bus Network Performance: Bus Passenger Journeys



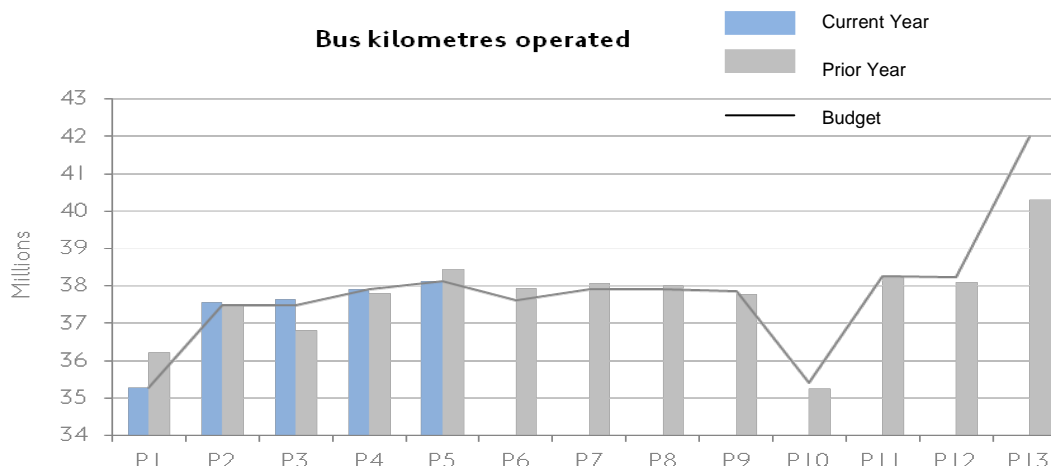
Overall Bus Passenger Journeys were 1.4 million higher than target in Period 3 but were 0.7 million and 1.8 million below target in Periods 4 and 5 respectively. Compared to year to date at Period 5 2012/13 overall passenger journeys were 7.4 million higher, principally non-fare paying passenger journeys, mainly because Period 3 last year included the Jubilee Bank Holiday and a bus strike.

Bus Network Performance: Percentage of Scheduled Service Operated



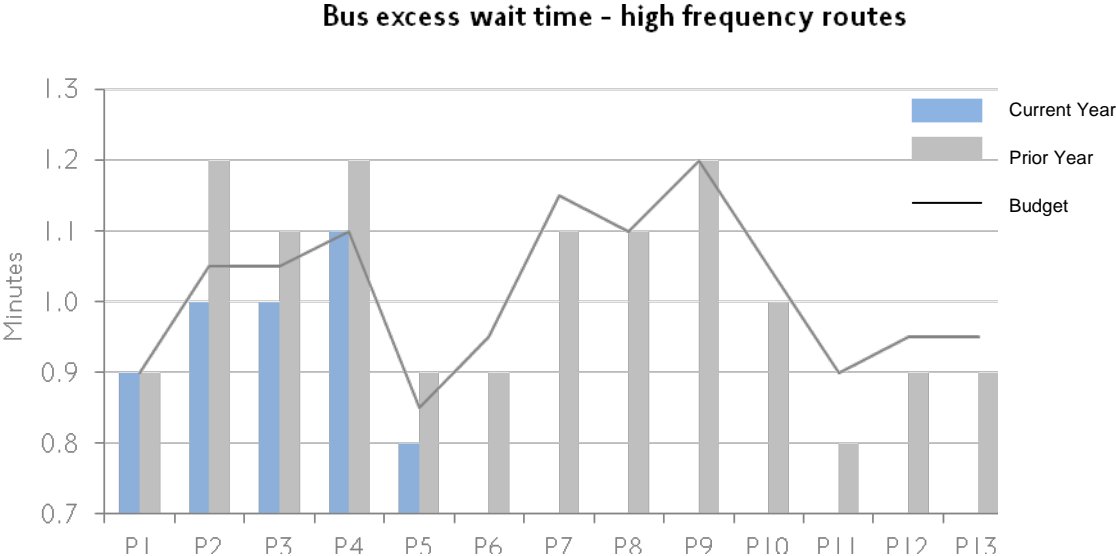
2.1 The percentage of scheduled services operated in Periods 3, 4 and 5 were better than forecast and exceeded the previous years data; this was despite significant disruption caused by ongoing roadworks and scheduled events. Kilometres lost due to traffic delays are normally at their lowest in Period 5 as operating conditions ease during the summer holidays. Nevertheless, the proportion of scheduled kilometres operated in Period 5 was significantly better than target and significantly better than a year ago. This was despite serious disruption to services due to the Ride London event on the weekend of 3/4 August which resulted in diversions and curtailed services in central and south-west London. The Freecycle event on the previous day also caused some disruption in the central areas. Excluding these two events, it is estimated that the proportion of scheduled kilometres operated would have been 98.56 per cent over the period as a whole, compared with a forecast of 98.05 per cent. The proportion of kilometres lost due to staffing and mechanical reasons was also better than forecast.

Bus Network Performance: Bus Kilometres Operated



2.2 Bus Kilometres operated during periods 3 to 5 as a whole were better than budget and a year ago for reasons outlined above.

Bus Network Performance: Excess Wait Time - High Frequency Routes



2.3 Excess wait time for high frequency routes was better than forecast and improved significantly from the previous years in Periods 3, 4 and 5. Period 5 is normally one of the best periods for reliability. The budget and forecast for 2013/14 assumes excess wait time will be one minute. The enhanced service control facilities available to Bus Operators through iBus have helped maintain the high levels of reliability currently being achieved.

New Bus for London

2.4 On 21 September 2013, Route 11 became the second route to fully convert to the New Bus for London (NBfL) vehicles. The route, which is operated by Go Ahead, runs from Liverpool Street Station to Fulham Broadway, via Bank, Mansion House, St Paul’s, Ludgate Circus, Fleet Street, Aldwych, Trafalgar Square, Westminster, Victoria, Sloane Square and Chelsea. The NBfL vehicles will be responsible for carrying the 23,000 people who travel on the route each day. It follows the first bus route to be converted to operate entirely with NBfL vehicles, the 24, which runs between Hampstead Heath and Pimlico.

2.5 On 6 August 2013, the Mayor announced the third and fourth routes to be served by NBfL. Route 9 is operated by London United and runs between Hammersmith and Aldwych, via Olympia, Kensington, Knightsbridge, Hyde Park Corner, Green Park, Piccadilly, Pall Mall and Trafalgar Square. Route 390, which is a 24-hour bus route, is operated by Metroline and runs between Notting Hill Gate and Archway, via Queensway, Lancaster Gate, Marble Arch, Oxford Circus, Tottenham Court Road, Euston, King's Cross and Tufnell Park.

2.6 The NBfL will appear on route 9 from Saturday 26 October 2013 and route 390 by the end of the year. Buses on both of these routes will operate with the rear door open and a conductor on the rear platform, except during weekends.

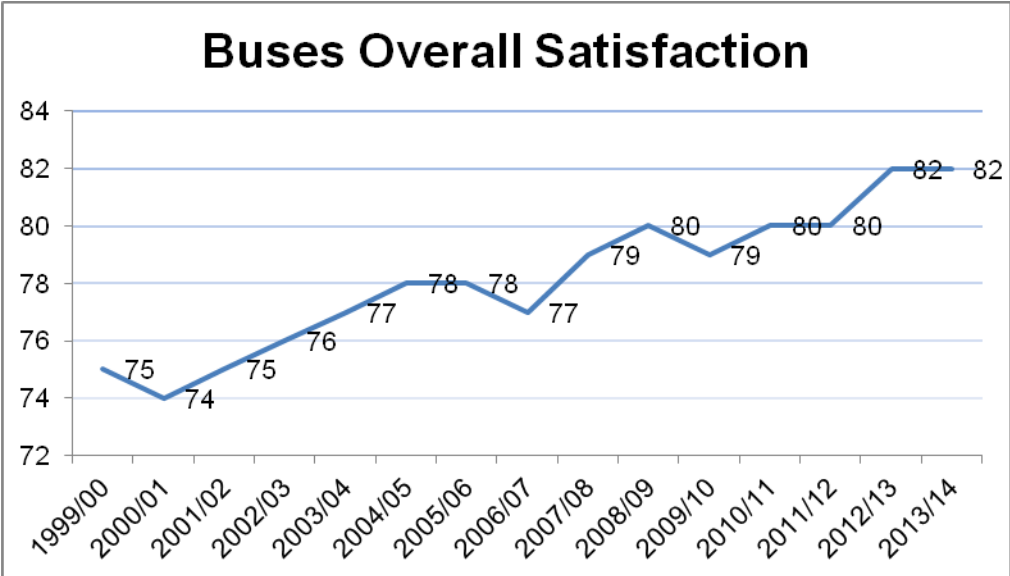
2.7 On Sunday 22 September 2013, a NBfL was involved in a road traffic accident on Chelsea Bridge Road. A thorough investigation into this accident is currently being undertaken.

Going Cashless on TfL Bus Services

2.8 Since the introduction of the Oyster card in 2003 and the launch of contactless payment cards on London buses last year, more and more passengers are now appreciating the convenience and value for money these options offer. This year cash fares are expected to fall to less than one per cent of total bus journeys, down from 20 per cent ten years ago. With such low levels of cash use and the cost to TfL of providing cash payment, alongside the cheaper alternative payment options. On the 19 August TfL commenced consultation on this proposal. This closed on 11 October 2013, responses are currently being considered.

Bus Customer Satisfaction Survey

2.9 Overall satisfaction with bus services has been on a general trend of improvement since Quarter 4 2011/12. It is now at the highest levels since the survey began in 1999/2000. Improvements in areas such as ‘journey time’ and ‘time waited to catch bus’ seem to be the main drivers of increasing satisfaction.



Use of Harrow Town Centre Bus Stop for Accessibility Vehicles

2.10 On 6 August, we announced that Harrow Community Transport’s accessible vehicles would be able to pick up and drop off passengers with mobility issues at a Harrow Town Centre Bus Stop. Working in collaboration with the London Borough of Harrow and Harrow Community Transport, we identified a suitable location to pick up and drop off elderly and disabled residents on College Road. The initiative marks the first time we have agreed to install a bus stop for passengers who find it difficult to use mainstream bus services and demonstrates our commitment to improving transport accessibility in the Capital.

3 River

Putney to Blackfriars River Service

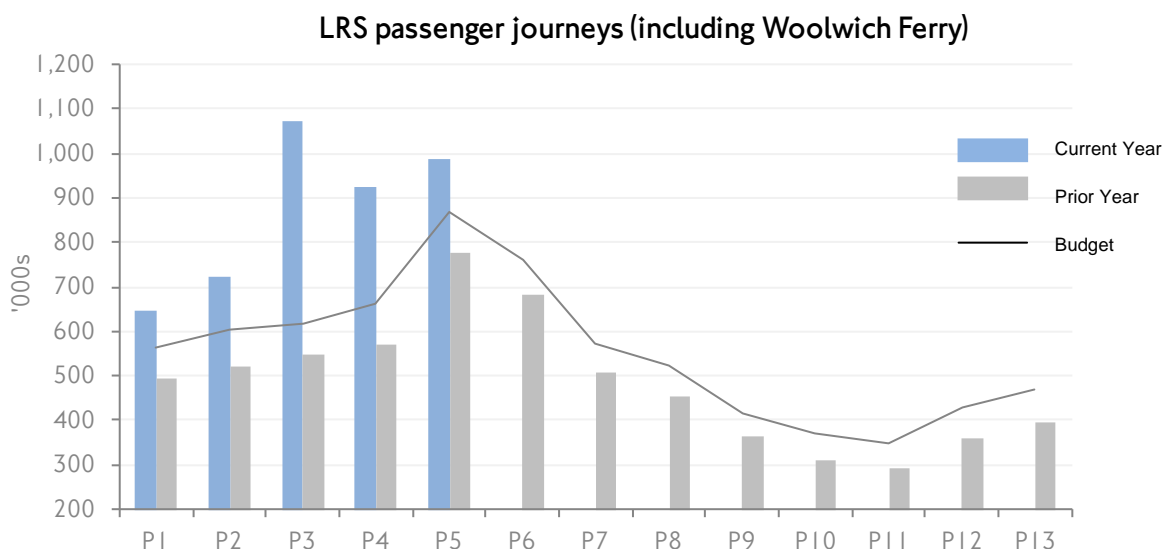
- 3.1 On 9 September 2013, we launched a new timetable to provide extra journeys to customers on the Putney to Blackfriars river bus service. Patronage on the recently retendered service has continued to exceed forecasts, boosted by quicker journey times, an increased number of departures and more modern vessels. KPMG Thames Clippers were appointed as the new operator of this route in April of this year.

Plantation Wharf

- 3.2 We have signed an access agreement to enable an additional stop to be made on the Putney to Blackfriars river bus service. Plantation Wharf Pier, in Battersea, is expected to be in operation by April 2014, with construction of the privately-owned and funded pier commencing in the autumn of this year subject to consents being granted. Plantation Wharf Pier is the first of three new piers to be implemented, as detailed in the Mayor's River Action Plan, under the 'better piers' theme.

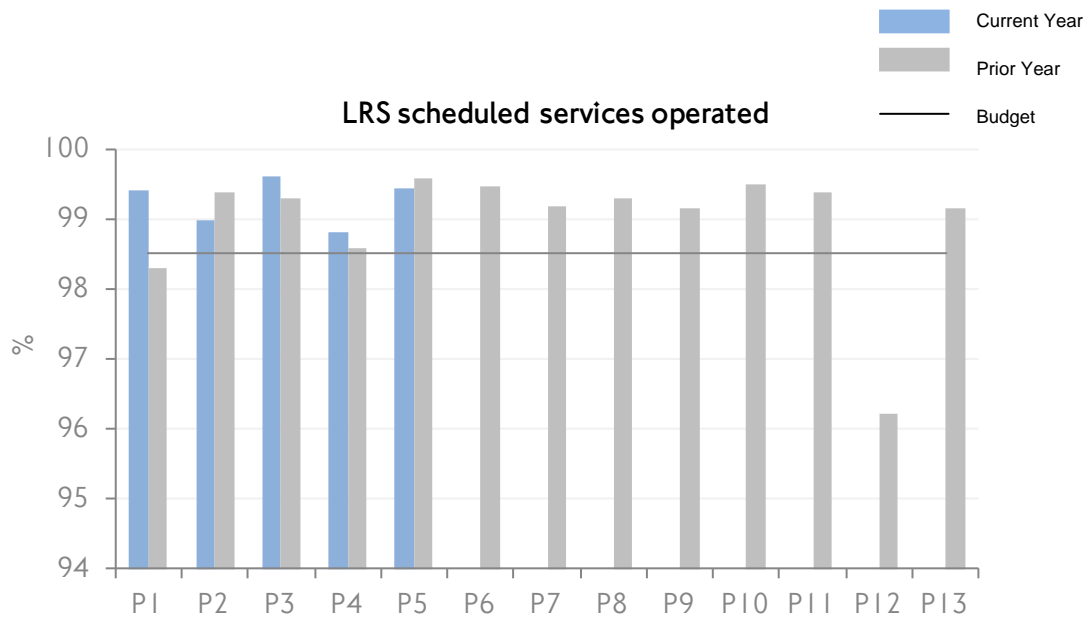
River Action Plan

- 3.3 The rate of increase in passenger journeys on the river continues to be on course to achieve around nine million journeys by the end of 2013/14. Overall the passenger journeys have remained above target in Periods 3, 4 and 5. In Period 5 passenger journeys were 31.03 per cent above target, the main contributory factors were improved passenger counting methodology which captures multi-modal ticket travel, buoyant leisure travel and the spur to tourism provided by the 2012 Games.



London River Services Scheduled Services Operated

- 3.4 Overall reliability of scheduled services has continued to be above target in Periods 3, 4 and 5. In Period 5 scheduled services operated at 99.44 per cent, with good services on all non contracted routes and a few cancellations on the Thames Clippers contracted service. The full year forecast for the overall percentage of scheduled services operated is in line with the target.
- 3.5 The percentage of planned service hours operated on Woolwich Ferry was 100 per cent in Period 5, compared to a target for 9.5 per cent.



4 Taxi and Private Hire

Disclosure and Barring System

- 4.1 The recent changes introduced by the Disclosure and Barring System (DBS) have caused delays with the processing of renewal applications, resulting in many taxi and private hire drivers being unable to work as their existing licenses have expired.
- 4.2 We have implemented a new system with our service provider who manages the DBS process on our behalf, to ensure that disclosures where a 'trace' is recorded against a driver are dealt with within 24 hours of receipt. We have also set up a number of processes to help get the driver back to work as quickly as possible once their criminal records check is complete.

Taxi and Private Hire and Operational Update

- 4.3 The total number of licensees at the end of Period 5, compared with Period 4 was:

License Type	Taxi P4	Taxi P5	Private Hire P4	Private Hire P5
Drivers	25,579*	25,524**	67,361	67,504
Vehicles	22,503	22,500	51,229	51,400
Operators			3,110	3,112

* All London 'Green' Badge – 21,828 and Suburban 'Yellow' Badge – 3,741

** All London 'Green' Badge – 21,789 and Suburban 'Yellow' Badge – 3,735

Compliance

- 4.4 In Period 5, in addition to regular compliance visits to Private Hire Operators and routine patrols undertaken by Compliance Officers, there were a total of 16 joint on street operations, 11 with the MPS (Metropolitan Police, Safer Transport Command, Safer Transport Teams and the Cab Enforcement Unit), five with the City of London Police, inclusive of the Department of Work and Pensions, and 20 Taxi and Private Hire operations.
- 4.5 The joint operations conducted, in addition to normal compliance activities, have a positive impact on the licensed trade and the disruption and dispersion of illegal drivers at known hotspots.
- 4.6 All the above operations have resulted in the inspection of 136 Private Hire Vehicles and 234 Taxis and the checking of 517 Private Hire Drivers and 1,177 Taxi Drivers (the higher number of taxi drivers checked is attributable to the Paddington operation, discussed below).
- 4.7 Compliance Officers have conducted 44 Operator Licensing inspections and 253 Compliance Inspections in Period 5. Of the 253 compliance inspections conducted, 202 Operators attained a Category 1 pass which equates to a rate of 80 per cent, which is higher than the average rate attained of 74 per cent.

Paddington Operation

- 4.8 A three week enforcement activity in and around Paddington Station, Harrow Road and St Mary's Hospital commenced on 21 July 2013 and included the following activity:
- a) week 1 – leaflets given out to taxi drivers to raise awareness of their obligations to comply with road signs, 'over ranking' and plying for hire; and

- b) weeks 2 and 3 – active compliance of on street enforcement, to ensure that drivers were complying to the advice provided and to stop over ranking which has caused problems with access for emergency vehicles to St Mary’s Hospital.

Cab Enforcement Operation

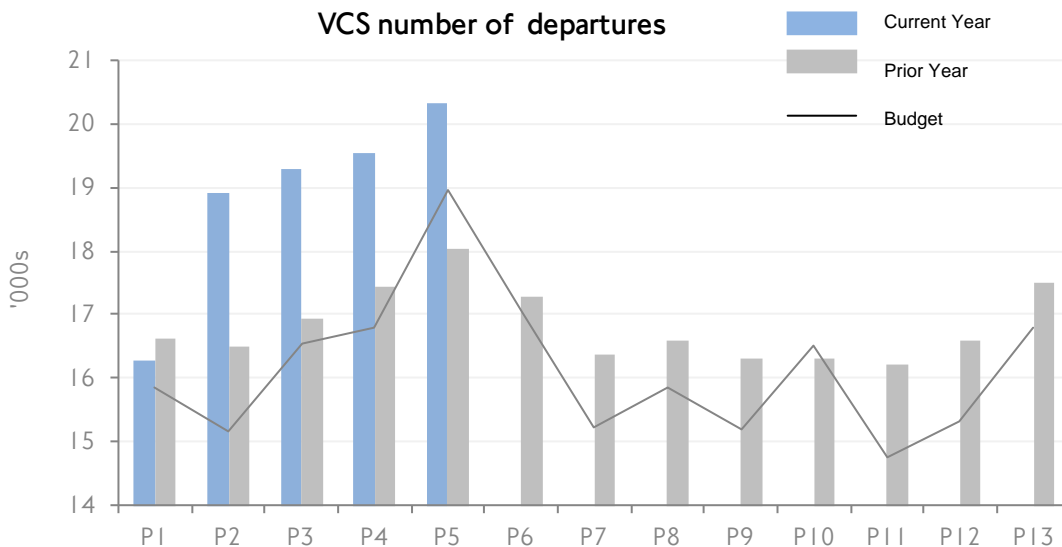
4.9 On 9 August 2013, the Commissioner took part in a plain clothes operation with Eddie Nestor from BBC Radio and the MPS Cab Enforcement Unit. “Operation Arizona” targets illegal cab drivers (unlicensed drivers and licensed drivers touting or plying for hire illegally) in cab-related sexual offence hotspots in central London. The operation, which took place over two nights, resulted in 16 arrests for touting, one summons for Taxi Touting, one summons for plying for hire, one arrest for Drink Driving and four cash seizures made under the Proceeds of Crime Act.

Taxi and Private Hire Vehicle Licensing and Inspection Service

4.10 The vehicle licensing service has now been live since February 2013 and the service is being delivered by NSL in line with agreed service levels. While customers appear very satisfied with the service, a customer satisfaction survey has commenced to gauge reaction across all six inspection centres.

5 Victoria Coach Station

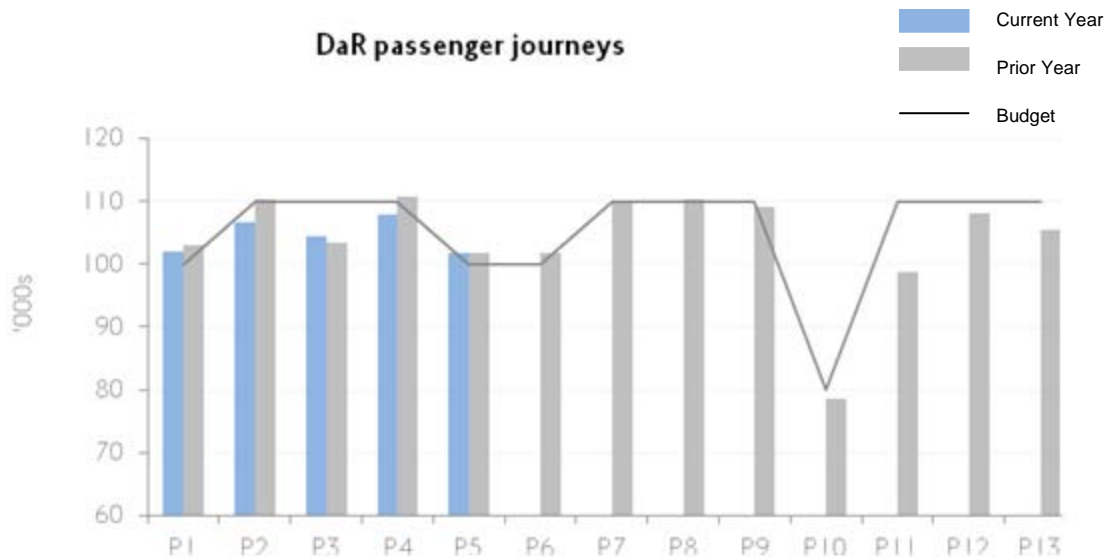
5.1 Victoria Coach Station remains well ahead of target in 2013/14 with a further record breaking 20,324 departures in Period 5. The continuing upward trend is the result of a rise in patronage and services across all operators, particularly for airport, daily tours, cruise passenger transfers and European services.



6 Dial a Ride

Dial a Ride Passenger Journeys

- 6.1 Dial a Ride delivered 101,784 trips in Period 5, 26 trips more than the number recorded in the same period, last year. Demand for the service compared to the first five periods last year remains fairly static across London, but continues to vary significantly across boroughs.



7 Cycling

Eight London Boroughs Shortlisted for “Mini-Hollands” Funding

- 7.1 On 2 September 2013, the Mayor announced the eight outer London boroughs shortlisted for a £100m “mini-Hollands” fund. An exceptionally high response was received with submissions from 18 of the 20 boroughs. The three or four winners will benefit from very high levels of spending to make them, over time, into places every bit as cycle friendly as their Dutch equivalents.
- 7.2 The shortlisted boroughs (in alphabetical order) were; Bexley, Ealing, Enfield, Kingston, Merton and Newham. Richmond and Waltham Forest were also shortlisted, subject to addressing certain gaps in their initial proposals. The boroughs which did not make the shortlist, and those which are not chosen at the final stage, will still receive substantial funding to achieve many of the objectives they set out in their submissions.
- 7.3 More intensive discussions will now be held with the shortlisted boroughs about the shape and detail of their plans. Following these discussions, the Mayor and TfL hope to be able to make an announcement of the three or four winners in early 2014, allowing work to begin on detailed designs and consultation by summer next year.

Prudential Ride London

- 7.4 The Prudential Ride London weekend took place on 3 and 4 August 2013 with 50,000 people taking part in the Prudential Ride London FreeCycle (a free and family-friendly event) and over 16,000 participants crossing the finish line of the Prudential Ride London-Surrey 100. The two days attracted 200,000 spectators and gained positive press coverage, watched by a television audience of two million people.
- 7.5 To ensure the Sunday, London's largest ever one-day road closure, was implemented successfully, over 50 staff (involving TfL, London Surrey Cycle Partnership, emergency services, Surrey County Council and London Boroughs) worked the full weekend from the Palestra Event Liaison Facility. Over 3,500 people were also on the ground for the event, from stewards and volunteers to race officials and event staff. These included members of the Barclays Cycle Hire team, ensuring hire bikes were made available at the start and end of the event route along with additional support in the City of London. The initiative proved hugely successful, with non-registered customer usage 20 per cent higher than the weekend average for the previous month.
- 7.6 The event was safely delivered to an exceptional standard and the roads reopened quickly and to schedule. Active engagement with the freight industry and the business community ensured that the Ride London event was a success and did not pose any significant stakeholder issues. Feedback following the event has been extremely positive and the lessons learnt process and planning for 2014 is already under way.

Tour de France (2014)

- 7.7 In mid July 2013, TfL agreed to a UK Sport request for TfL to manage the delivery of Tour de France 2014's Stage 3, from Cambridge to London (finishing on The Mall). On the 4 October an event management company was awarded the contract to deliver event planning for the full stage. First draft event plans are expected at the end of January 2014.

Tour of Britain (2013)

- 7.8 The final stage of the Tour of Britain was held in central London on 22 September. London experienced the largest ever crowds for this cycling event since its inception in 2004, with high attendance numbers for the women's race in the morning. Over 100,000 spectators and 27 million TV viewers throughout Europe witnessed Bradley Wiggins complete overall victory, while Mark Cavendish won the final Stage, including the stage winners jersey presented by myself. Indicative figures provided by Prudential RideLondon show that 61 per cent of spectators are motivated to start cycling or cycle more as a result of watching cycle racing events.

Barclays Cycle Hire

- 7.9 In July 2013, Barclays Cycle Hire reached a milestone with over 24.5 million journeys made. The total number of hires in July 2013 was only 1.5 per cent below July last year, the height of the 2012 Games period, which recorded some of the highest ever daily trip numbers. Latest customer satisfaction

reports also reveal that overall satisfaction with the scheme is at 71 per cent, its highest ever level.

- 7.10 On 12 August 2013, a two day period of industrial action was called by the Rail Maritime and Transport Union (RMT), involving approximately 40 Serco staff members from both the redistribution and mechanics workforce. Serco instigated a contingency plan throughout the duration of the strike to ensure on-street impact was minimised. Using additional resources, the impact was negated with no impact to service levels nor customer disruption. Despite industrial action, 20,000 more hires were recorded than for the same two-day period in the previous week.

Barclays Cycle Hire Systems Upgrade

- 7.11 On the weekend of 14/15 September 2013, the Cycle Hire software system was upgraded to allow for the expansion in December 2013 and to introduce some improvements for customers. This necessitated a planned 24 hour outage for non-members. Improvements since the upgrade mean that members can now hold different access periods on each of their keys, meaning greater flexibility and convenience. Non registered users can now obtain up to four bikes having only swiped their payment card once, saving time and fixing a known frustration with the scheme. The upgrade also allows more flexible accounts and payment schemes, paving the way for corporate and group accounts next year.

Barclays Cycle Hire Expansion and Intensification (CHEI)

- 7.12 Installation of additional Barclays Cycle Highway stations commenced in September as part of the scheme expansion to new areas within Wandsworth, Hammersmith & Fulham, Lambeth and Kensington & Chelsea.
- 7.13 While the scheme is generally well-supported, some sites have been withdrawn and others refused in response to local concerns. Where this has the potential to impact the viability of the network, we continue to work with London boroughs to agree new suitable locations, or in some cases, to appeal the original site's planning refusal.
- 7.14 We continue to be on track for CHEI launch in December, the launch will be supported by a marketing and communications plan.

Barclays Cycle Superhighway 2 Extension in Newham

- 7.15 TfL began work in June 2013 to extend Barclays Cycle Superhighway 2 (CS2) to Stratford. The extension of CS2 from Bow Roundabout to Stratford Town Centre will contribute towards TfL's ongoing work to make cycling safer and more accessible to all. The route is scheduled to complete at the end of October 2013.

Barclays Cycle Superhighway 5

- 7.16 TfL began work to construct the next phase of its Barclays Cycle Superhighway programme in June 2013.

- 7.17 Barclays Cycle Superhighway 5 (CS5), from central London to New Cross Gate, will include junction improvements, more semi-segregation and two new 20 miles per hour speed limits, in line with the Mayor's Vision for Cycling.
- 7.18 The introduction of CS5 will contribute towards TfL's ongoing work to make cycling safer and more accessible to all and will help to double the number of people cycling in London every day over the next 10 years.

8 Safety

Plans Unveiled to Tackle HGV-Cycle Safety in the Capital

- 8.1 On 4 September 2013, The Commissioner joined the Mayor, Transport Minister Stephen Hammond and the Mayor's Cycling Commissioner Andrew Gilligan in unveiling a number of measures to tackle Heavy Goods Vehicle (HGV) safety as part of a joint effort to boost cycling in the Capital.
- 8.2 Following the event, media were invited to attend an enforcement operation on Millbank involving TfL, MPS and Vehicle Operator Services Agency (VOSA) to target dangerous construction and waste vehicles and those not fitted with cycling safety equipment.
- 8.3 In collaboration with the Department for Transport (DfT), we unveiled plans to strengthen the enforcement of HGV standards by dedicating more VOSA and MPS officers to this activity in the Capital. A dedicated London-based industrial HGV task force has been established to raise awareness of safety requirements for vehicles and drivers and to take enforcement action against the minority of dangerous operators, vehicles and drivers.
- 8.4 Transport Minister Stephen Hammond announced that DfT will review exemptions to current vehicle regulations, which mean some construction and waste carrying lorries do not have to be fitted with side guards. The DfT will also review the way regulations applying to specialised mobile equipment such as volumetric concrete mixers and mobile cranes are enforced.
- 8.5 We will also continue to press for improved vehicle design through active engagement with manufacturers and the European Union, this will look to improve the visibility of cyclists from lorry cabs.
- 8.6 The Mayor also announced plans to investigate a 'safer lorry charge' on any HGV which is not fitted with basic safety equipment to protect cyclists. We will develop proposals for this scheme, partly modelled on the successful Low Emission Zone.

Intensified Enforcement of Advanced Stop Lines

- 8.7 On 12 August 2013, we worked with the MPS and City of London Police (CoLP) to increase enforcement of Advanced Stop Lines (ASL) to help further improve safety for cyclists on the Capital's roads. ASLs, also known as "bike-boxes", are common at signalised junctions and provide a dedicated area for cyclists to wait in front of other road traffic. However, significant numbers of drivers are increasingly encroaching into ASLs, reducing the visibility of cyclists and increasing the risk of collision.

- 8.8 The start of the increased enforcement of both drivers and cyclists was supported by a seven-week intensive phase of engagement and education run by the MPS and CoLP. The engagement programme included speaking with drivers and cyclists at key junctions and handing out flyers with information to help improve compliance around ASLs, explaining both motorist and cyclist obligations and the reasons for the rules. Results from the enforcement operation included:
- (a) over 1,620 road users given verbal warnings for various traffic offences;
 - (b) over 5,260 road users given verbal warnings in relation to ASL offences;
 - (c) over 460 Fixed Penalty Notices (FPNs) issued for ASL related offences – including 200 cyclists for going through a red light;
 - (d) over 785 FPNs issued for offences that were not ASL related but detected as part of the operation;
 - (e) 20 road users were issued with a summons to appear at court;
 - (f) nine people were arrested including one for drink driving, two wanted on warrant, three for refusing to give their name and address details, one for assault on police and two arrests for other offences;
 - (g) 30 vehicles seized for having no insurance; and
 - (h) 23 prohibitions given for mechanical defects.

Reducing Unwanted Sexual Behaviour on the Transport System

- 8.9 Between 22 July and 27 July 2013, we took part in an operation, led by the British Transport Police (BTP) and the MPS, to crack down on unwanted sexual behaviour on the transport system. The operation, named Project Guardian, is an initiative involving BTP, MPS Safer Transport Command, City of London Police and TfL, to increase the confidence in reporting of sexual offences which occur on London's public transport system, reduce the risk of becoming a victim, challenge unwelcome sexual behaviour and target offenders.
- 8.10 The operation involved 185 plain clothes and uniformed officers stepping up patrols each day between 7am and 8pm. During the week of action the police made nine arrests for sexual offences, gathered intelligence and gave reassurance and crime prevention advice to thousands of travellers.

9 Improving The Urban Environment

Hydrogen Buses

- 9.1 The first two of three additional hydrogen fuel cell buses successfully joined the existing fleet of four on route RV1 between Covent Garden and Tower Hill in May 2013. The third vehicle achieved Vehicle Certification Agency (VCA) approval in July, has been delivered and will be in service by week commencing 21 October.

Hybrid Buses Programme

- 9.2 The number of diesel electric hybrid buses in the fleet rose to 519 in period 5 with a further 100 on order. The introduction programme anticipates this figure rising to 1,700 by 2016.

Nitrogen Oxide (NOx) Abatement Programme

- 9.3 Orders have now been placed to fit selective catalytic reduction (SCR) equipment to 900 buses of Euro 3 engine generation by April 2014. Currently 277 vehicles have been converted in addition to the 60 vehicles retrofitted in 2012 for the Games programme.
- 9.4 To bring a similar number of older buses in the fleet up to the same standard, funds have been allocated to accelerate their replacement with new Euro 6 vehicles from 2014 when the latest engine emission standard will come into force. Both programmes will contribute to a cut of more than 20 per cent in fleet NOx emissions, equal to 1,000 tonnes reduction in NOx a year.

Buses Element of Mayor's Clean Air Programme

- 9.5 The plan to retrofit diesel particulate filters (DPFs) to 117 Scania buses to cut their exhaust particulate matter by up to 75 per cent is nearing completion, with one garage left to modify vehicles. The modification scheme supports the Mayor's Clean Air Programme and targets emission focus areas. New buses entering the fleet from 2014 will be of the Euro 6 engine generation and will be fitted with DPFs as standard.

Electric Bus Operations

- 9.6 The first two pure electric buses to enter service will be Build Your Dreams (BYD) 12 metre buses leased by Go Ahead London for trial on routes 507 and 521 this autumn. These will be joined by four Metro city electric 10.6 metre single deck buses, likely to operate on suburban routes, from spring 2014.
- 9.7 TfL are also engaged in a partnership funding bid for a project to demonstrate the potential for electric buses as urban public transport in eight cities across Europe. The project includes a large consortium of partners, coordinated by the International Association of Public Transport and part funded by the European Union FP7 grant programme. A range of pure electric and hybrid vehicle technologies are proposed across the consortium, including different charging technologies and techniques. TfL is one partner in the consortium who will represent the City of London in delivering up to four range-extended diesel-electric hybrid double deck buses and associated wireless (induction) charging infrastructure. The buses will be operated for a period of at least 12 months on a London bus route. The demonstration of the buses will enable detailed evaluation of their performance and the feasibility of further roll out. The project's description of work has been finalised and grant and consortium agreements will shortly be drafted.

A Greener and More Efficient Congestion Charge Scheme

- 9.8 In Period 5, there were 323,381 vehicles registered for Congestion Charging Auto Pay, compared with 317,889 in Period 4.
- 9.9 On 26 July, we removed the option to pay congestion charges in shops and petrol stations as a result of fewer customers paying using this method. Only 6 per cent of Congestion Charge payments were paid in cash with the vast majority of customers favouring online and auto-pay methods. Removal of the retail payment channel has reduced the cost of operating the Congestion Charging scheme and will allow reinvestment in other TfL initiatives to improve the road network.
- 9.10 Since the removal of retail as a payment channel, and the resolution of initial queries and complaints, there have been no further issues or significant complaints, and customers have shifted to alternative payment channels.

Ultra Low Emission Discount

- 9.11 On 1 July, we introduced the Ultra Low Emissions Discount (ULED), providing a 100 per cent discount from the Congestion Charge for all electric vehicles and ultra-low emission cars and vans. To qualify for the new ULED, vehicles will have to either be electric or be cars and vans that emit 75g/km or less of CO₂ and meet the Euro 5 emission standard for air quality.
- 9.12 Since its introduction, volumes of registrations for the ULED continue to increase slowly, with approximately 20 successful new applications each month. This is expected to continue at such a rate because only electric vehicles currently meet the qualifying criteria.

School Travel Accredited and Recognised (STAR) Programme

- 9.13 There has been a record increase in the number of accredited STAR schools this academic year. 1,226 schools have achieved accreditation this year, a 14 per cent increase on last year and our largest intake since 2009. The STAR Programme rewards schools in London for their commitment to encourage safer and sustainable travel.

Hornchurch LIP Major Scheme

- 9.14 The £3.35m scheme, completed in July 2013, has received £2.5m Local Implementation Plan Major Scheme funding and £450k Outer London Funding for complimentary works such as seating and planting. Entrances to the town centre have been improved and links have been opened to nearby green spaces and other destinations including the Queens Park and Ingrebourne Valley. The changes have resulted in a self enforcing 20mph zone, with initial indications that traffic congestion has reduced considerably due to the informal pedestrian crossings replacing the previous signalised arrangements.

Willesden Junction

- 9.15 The junction improvement project was completed, on budget and one week early, with operations commencing from 13 July. The £750k scheme was funded by TfL, Network Rail, London Borough of Brent and WesTrans and includes wider footways, new covered cycle parking, new street lighting and accessible bus stops.

Consultation Commences To Make It Easier to ‘Stop and Shop’

- 9.16 On 20 August 2013, we commenced consultation to increase free parking on some of London’s busiest roads from 20 to 30 minutes. It is hoped that these changes will help revitalise high streets, provide a boost for small businesses across the Capital and provide more flexibility for people who wish to park and shop. The plans would affect around 600 parking bays on TfL’s red route network across London. The proposal has already been subject to informal consultation with 22 affected London boroughs (of which 19 welcome the plans). The consultation concluded on 11 October 2013 and responses are being considered.

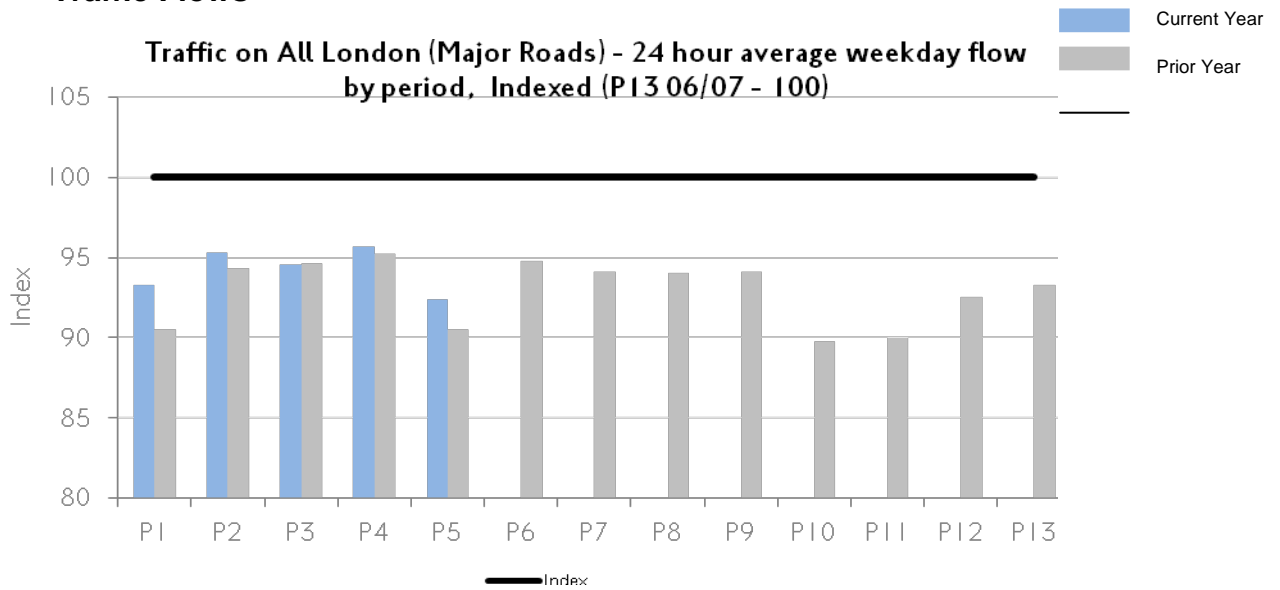
10 Freight

Fleet Operator Recognition Scheme (FORS)

- 10.1 The FORS standard has achieved a significant milestone in working towards its adoption as the industry benchmark for commercial fleet operations in London and beyond. DHL have recently been awarded FORS certified Body status and will independently assess and award FORS across its 450 supply chain depots in the UK and Ireland.
- 10.2 TNT has achieved FORS Bronze across its national supply chain representing 53 depots and a fleet of 2,000 vehicles, and they are now working towards Gold status.
- 10.3 Both achievements help raise operating standards in London and strengthen the proposition to secure a national FORS delivery partner.

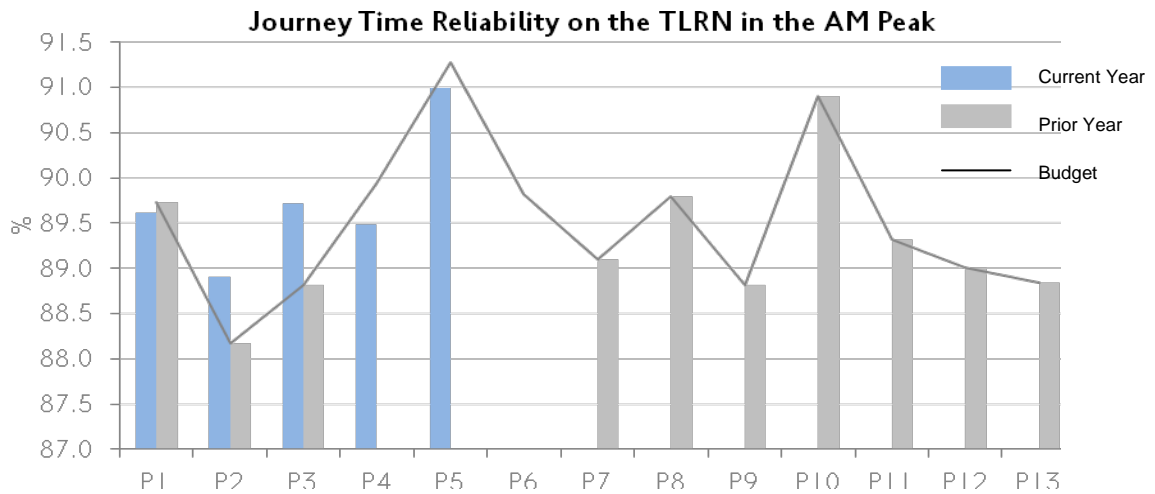
11 Streets

Traffic Flows



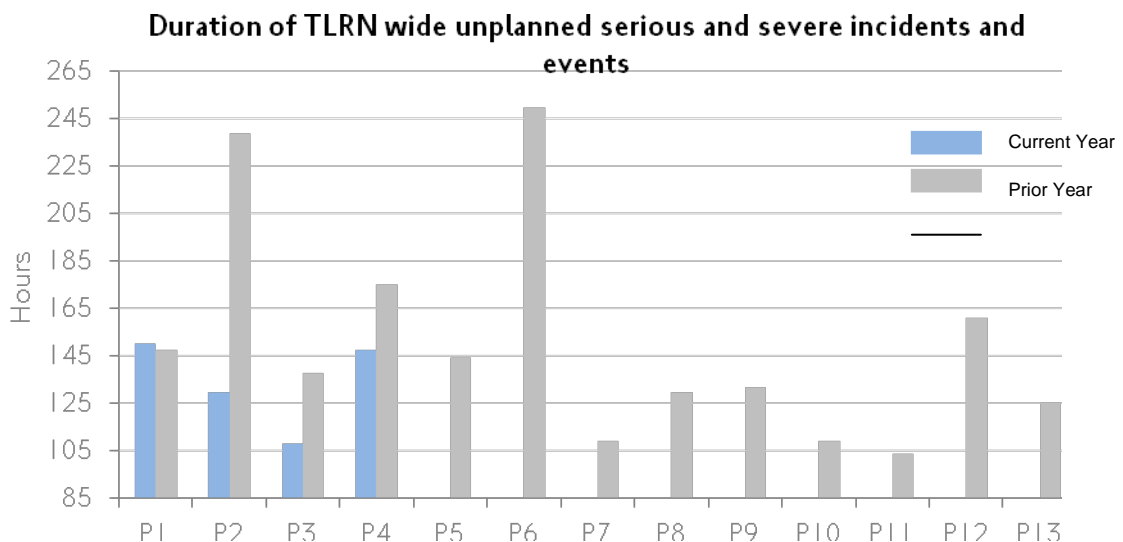
- 11.1 The pan London traffic flow index at Period 3 was 94.5, Period 4 recorded 95.7 (0.4 index points up from the same period last year) and 92.4 in Period 5 (1.9 index points up from the same period last year). Year to date Pan London traffic volumes are again up 1.2 index points on last year. The chart shows traffic flows relative to an index of 100 in Period 1 in 2006/07.
- 11.2 The Signal Timing Review programme allows us to maintain London’s traffic signals at optimum settings, thereby minimising unnecessary vehicle stops and delay, reducing congestion, smoothing traffic flow and in doing so, contributing to reductions in emissions. As of 17 August 2013, 442 signal timing reviews had been completed, delivering on average an 8.48 per cent reduction in delays for traffic at these sets of signals, alongside a 0.14 per cent increase to the number of occasions when all pedestrians waiting to cross the road will have cleared the kerb during the first green man period.

Journey Time Reliability



- 11.3 The journey time reliability on the Transport for London Road Network (TLRN) in the AM peak in all directions for Period 3 stood at 89.7 per cent (an improvement of 0.9 percentage points from the same period last year). In Period 4 it stood at 89.5 per cent (a decrease of 0.5 percentage points from the same period in 2011/12) and in Period 5 it was 91 per cent, a decrease of 0.3 percentage points from the same period 2011/12. The year to date figure is 89.7 per cent. * Note Periods 4, 5 and 6 2012/13 were not reported during Games 2012 period.

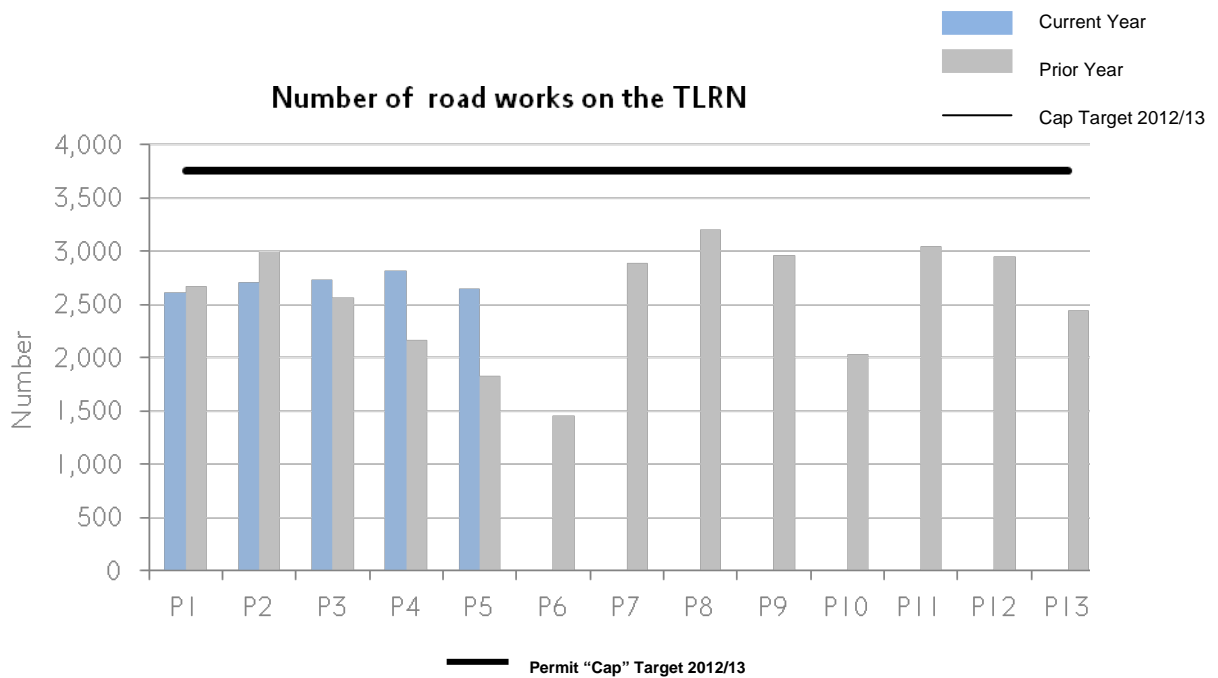
Unplanned Disruption on the TLRN



- 11.4 On the TLRN network there were 108 unplanned serious and severe disruption hours spread across 63 separate events during Period 3. In Period 4 this increased to 147 unplanned serious and severe disruption hours spread across 73 separate events. Period 5 data has not been recorded due to a

problem with the calculations generating the Traffic Information Management Systems (TIMS), the problem is being resolved and data will be republished in Period 6. The chart includes comparative numbers for 2012/13, but as the new system for recording incidents (TIMS) has been introduced, effective from the start of the financial year 2013/14, a like for like comparison is not possible until Period 1 2014/15.

Road Works on the TLRN



11.5 The maximum permissible total number of road works allowed on the TLRN has been capped at 3,250 in any one period from Period 1 of 2013/14 until the end of the financial year 2013/14, a reduction of 13.4 per cent from the cap of 3,753 that applied from Period 7 2011/12 to the end of financial year 2012/13. In Period 3 the total number of road works reported on the TLRN was 2,729. This was 6.4 per cent greater than the 2,566 reported in Period 3 of the previous year. In Period 4, the total number of road works reported on the TLRN was 2,813; this was 29.8 per cent greater than the 2,167 reported in Period 4 of the previous year. In Period 5 the total number of road works reported on the TLRN was 2,648. This is 44.5 per cent greater than the 1,833 reported in Period 5 of the previous year. The prior year number of works began to decrease in Period 4 due to the 2012 Games.

Lane Rental Scheme

11.6 On 6 August, 2013 we published our first annual report on London's lane rental scheme. The report showed that serious and severe disruption from roadworks in lane rental areas were cut by more than a third compared to the same period the previous year.

Successful Prosecution of Cable & Wireless for Unauthorised Street Works

- 11.7 On 10 July 2013, we successfully prosecuted Cable & Wireless for executing streetworks in breach of permit conditions. Cable & Wireless were fined £2,000 and ordered to pay our costs of £1,975. In passing sentence the Court commented that it was concerned that Cable & Wireless' decision to execute works outside of the permitted time may have been taken for commercial reasons which then resulted in significant traffic disruption. Following the prosecution, Vodafone have subsequently implemented steps to reduce the risk of future unauthorised streetworks.
- 11.8 Streetworks offences by utility companies cause significant disruption to all road users, as well as having a knock-on effect to local businesses across London. We continue to take robust action against utility companies carrying out unauthorised streetworks in order to reduce roadworks disruption across London. We are currently prosecuting Thames Water in response to 12 separate streetworks offences committed on various parts of the TLRN. The offences range from working without a permit to failing to serve mandatory statutory notices necessary for effective coordination of the works by the permit authority. Thames Water has pleaded guilty to nine of the 12 offences, the matter has been adjourned to 28 October 2013 for consideration of appropriate fines and costs. The remaining three offences will be considered in due course.

Split Cycle Offset Optimisation Technique (SCOOT)

- 11.9 The milestone to install and optimise SCOOT at 1,000 locations was achieved on 24 July 2013, one week ahead of schedule. This major achievement completed a four year programme of significant investment, innovation and improvement in real-time operational capability with proven measures benefits, such as an average 13.5 per cent reduction in delay compared with the fixed time signals SCOOT has replaced.

Roads Task Force

- 11.10 On 10 July 2013, the Mayor's Roads Task Force (RTF) report - "The Vision and direction for London's streets and roads" - and TfL's response to it - "Delivering the vision for London's streets and roads" - were published. The documents were launched by the Mayor at an event in Elephant & Castle, attended by over 130 stakeholders from the public and private sector. The launch attracted positive media coverage and both documents were well received by stakeholders.
- 11.11 Londoners make 80 per cent of all trips on the roads, while 90 per cent of all goods moved take place on the Capital's roads. Streets also account for 80 per cent of London's public spaces. With London's population set to rise by a further 1.7 million to around 10 million by 2031, the demands on London's roads and streets from all users is only set to grow.
- 11.12 The RTF report sets out a bold new vision for the future of London's roads and streets. We welcomed the report and its vision for a 21st century road and street network, to ensure the Capital can cope with major population growth,

support jobs and thousands of new homes, while remaining one of the most vibrant, accessible and competitive world cities.

- 11.13 We have pledged to work with partners, including London's boroughs, developers, businesses and the representatives of all road users, to build on the improvements seen in the recent investment and management of London's roads, streets and public spaces and to take forward the RTF recommendations.

12 Recommendation

- 12.1 The Panel is asked to note the report.

13 Contact

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