

Surface Transport Panel



Date: 9 April 2014

Item 5: Managing Director's Report

This report will be considered in public

1 Summary

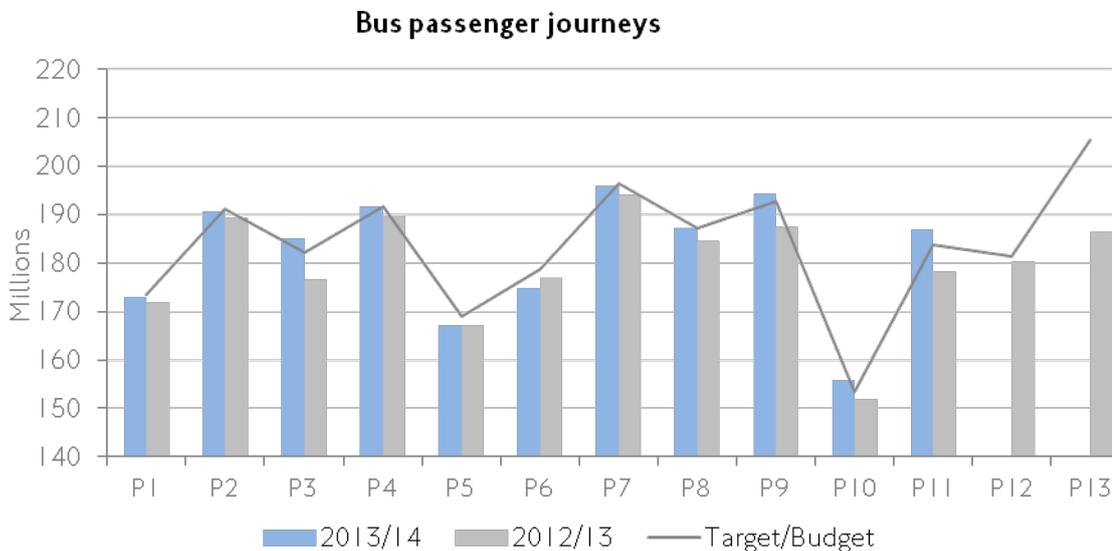
1.1 The purpose of this report is to update the Panel on Surface Transport's performance for Periods 10 and 11 (7 December 2013 to 1 February 2014) and to provide an overview of recent major issues and developments within Surface Transport.

2 Recommendation

2.1 The Panel is asked to note the report.

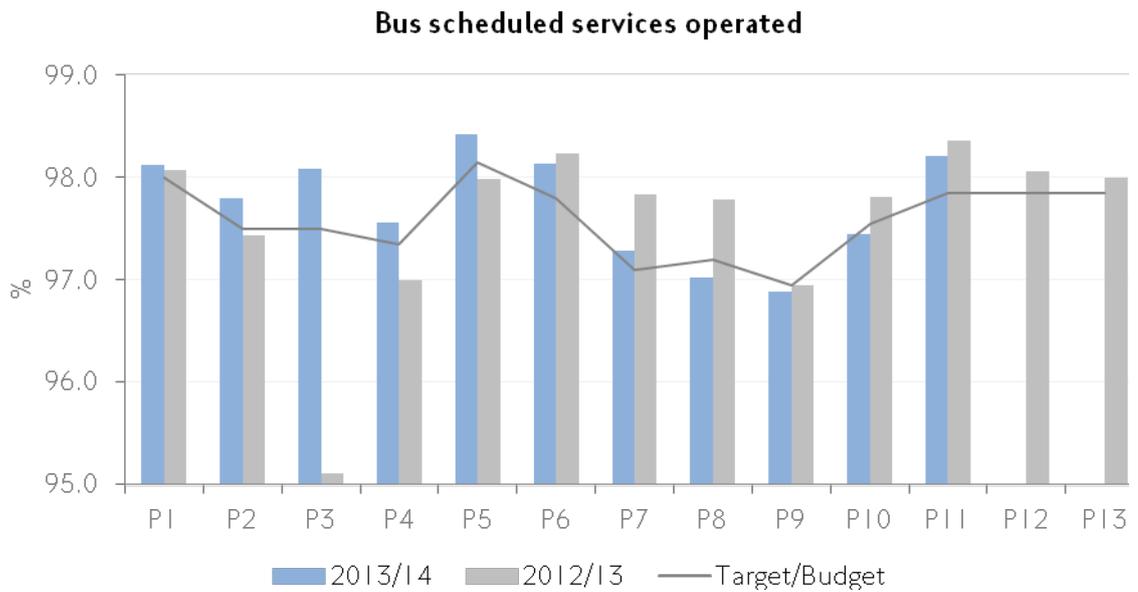
3 Buses

Bus Network Performance: Bus Passenger Journeys



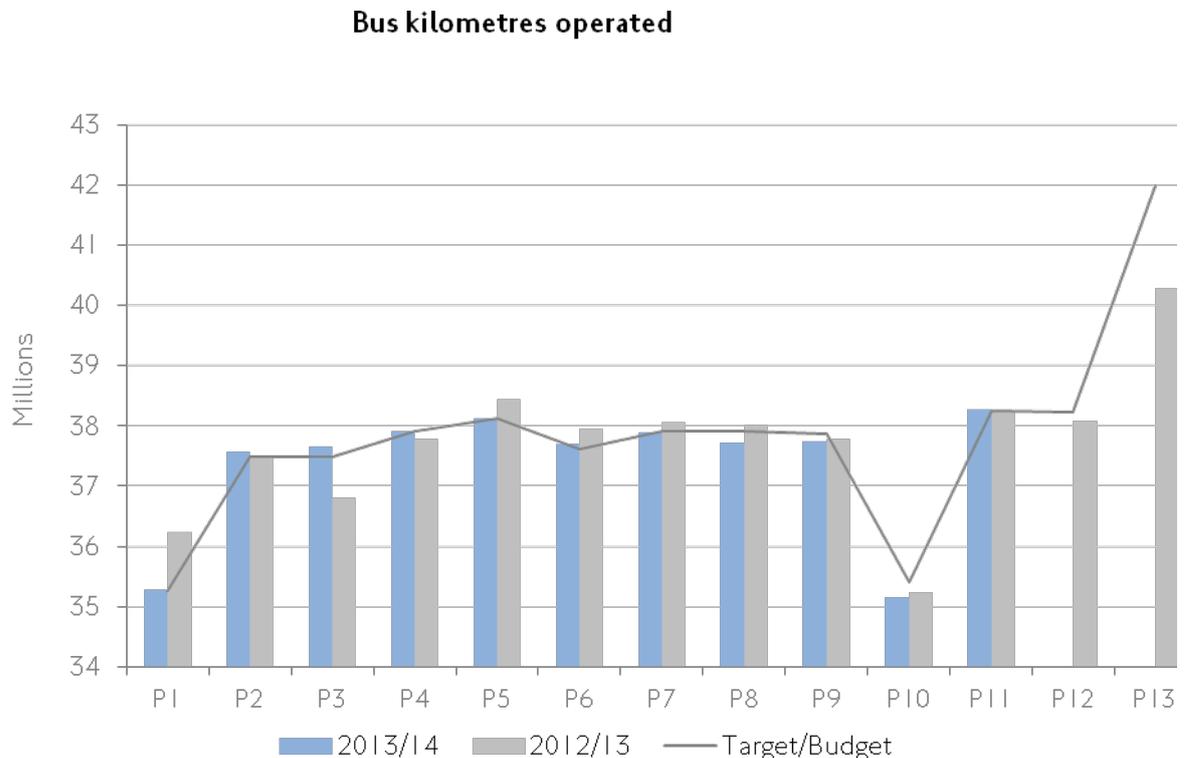
3.1 The headline year-on-year growth in Bus Passenger Journeys (PJs) were 2.4 per cent high than Period 10 and five per cent higher than Period 11 last year. Year to date figures are 1.8 per cent higher than last year. In Period 11, there were 187 million bus journeys compared with 178 million journeys in 2012/13. It is still expected that underlying growth will rise to two per cent by financial year end with the overall total bus passenger journeys of 2,390 million.

Bus Network Performance: Percentage of Scheduled Service Operated



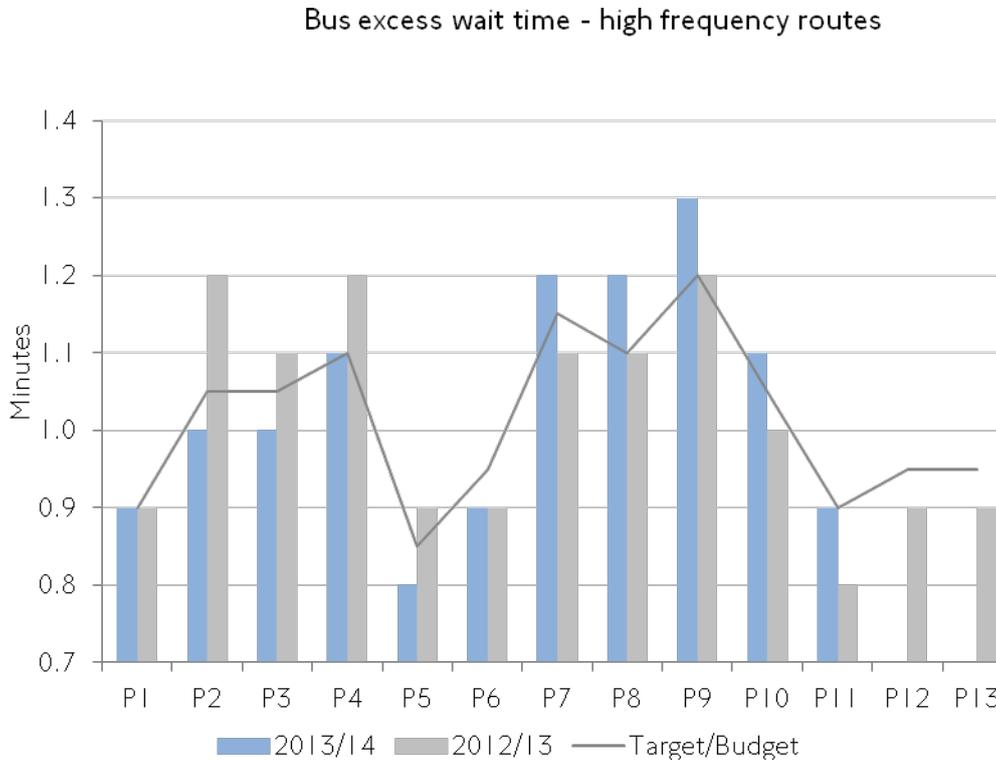
- 3.2 A reduction in bus mileage losses compared with previous periods is expected in Period 10 and 11 due to the seasonal improvements in operating conditions post Christmas. Performance was marginally lower than the same periods last year, losses due to traffic delays/road works continue to impact bus kilometres lost including works at Blackwall Tunnel northern approach road and severe delays in the Croydon area between 29 and 31 January 2014 due to the closure of Wellesley Road.

Bus Network Performance: Bus Kilometres Operated



- 3.3 Excess wait time (EWT) for high frequency routes in Period 10 and 11 were as forecast and an improvement in reliability compared to earlier this year. The budget and forecast for 2013/14 assumes EWT will be one minute.

Bus Network Performance: Excess Wait Time - High Frequency Routes



Year of the Bus - 2014

- 3.4 A programme of high profile events for 2014 has been drawn together under the 'Year of the Bus' banner to generate custom for the London Transport Museum and provide us with a platform to explain the significance of the bus network to London, past, present and future. On 4 February 2014, I launched the programme during a conversation with BBC London's Robert Elms discussing interesting anecdotes and stories on what is involved in being responsible for the UK's largest bus service.
- 3.5 On 14 February 2014, we teamed up with Annin Arts to present the first ever public photographic exhibition on the roofs of bus shelters in London. The exhibition, entitled 'Bus Stops', featured works by celebrated fashion photographer and artist Juergen Teller displayed on bus stops along the Strand during London Fashion Week (14-23 February 2014). The images included well known faces from the fashion industry, such as Kate Moss, Yves Saint Laurent and Dame Vivienne Westwood as well as musicians Kurt Cobain and Björk.

New Routemaster

- 3.6 As part of the wider programme to roll out of 600 vehicles by 2016, route 148 was converted to the New Routemaster on 15 February 2014. Route 148 runs

from Camberwell Green to White City. This will be followed by Route 10 from Hammersmith to Kings Cross on April 26 and Route 8 from Oxford Circus to Bow Church in June. This will bring the total number of New Routemasters in the capital to more than 200 – one third of the programme by the middle of 2014.

Managing London's Bus Network Capacity

- 3.7 Bus usage in London continues to grow, with an increase of around two per cent expected this financial year. The network is continually changing to support London's development. In planning these changes we carry out extensive research, engagement and measurement, including:
- (a) What passengers value in their bus services.
 - (b) How people are using the network, including journey patterns and volumes, and their level of satisfaction.
 - (c) The quality of our operational delivery.
 - (d) The factors shaping future bus demand.
- 3.8 There are over 2,300 separate route-level surveys at busy points on the network each year, plus more than 600 intensive surveys of passenger origins and destinations.
- 3.9 Around 13,000 bus passengers are interviewed each year as part of our customer satisfaction survey, looking at details such as waiting time, driving standards and vehicle presentation. Data from the iBus system is used to monitor service quality and operating speeds. We are developing new sources of information, such as using Oyster data to better understand passengers' journeys.
- 3.10 To assess future demand we review all planning applications referred to the Mayor, we work with boroughs, developers, the health service and schools to understand their plans, and we review modelling forecasts for transport and development schemes.
- 3.11 In our detailed planning we are aiming to deliver against passengers' priorities by providing a network which is:
- (a) Frequent - with adequate capacity for the peaks;
 - (b) Reliable - providing even service intervals when frequencies are high and running to time when they are low.
 - (c) Simple - easy for passengers to understand and remember, and well-integrated with other public transport;
 - (d) Comprehensive - providing service to all areas and recognising the needs of local people from all sections of the community.
- 3.12 To ensure that available funds are used in the most cost effective way we review potential schemes in TfL's standard cost/benefit framework. The overall cost of the bus network reflects operation of the peak period when the greatest number of vehicles and drivers need to be in service. Capacity is set so the most passengers can normally board the first bus to arrive where the scheduled interval between buses is every 10 minutes or more. Where the interval is less

than this, passengers should normally be able to board within 10 minutes of arriving at their stop.

- 3.13 We take into account that intervals between buses will vary from the schedule and that passenger arrival rates at stops will not be constant. Demand changes continuously and the planning system results in a mix of increases and decreases in capacity and service on individual routes.
- 3.14 In 2013, there were around 50 alterations to routes to increase capacity, including at peak time converting to double-deck services and extending routes.
- 3.15 Our service planning guidelines are available on the TfL website, together with lists of all service changes implemented since 2008. We are also going to make it easier to find out what we propose to do, and why, in the future.

South London Passengers to Benefit from Boost to P13 Bus Service

- 3.16 Bus journeys in south London have been made easier in as we have increased the frequency of the P13 bus route to meet growing demand between Streatham Rail Station and New Cross Gate. This will see the frequency of service increase by a third.

Croydon Bus Station Proposals

- 3.17 In February 2014 we submitted plans to the London Borough of Croydon to redevelop and completely transform West Croydon Bus Station. The bus station, which is used by eight million passengers a year and 150 buses per hour, will be totally redeveloped as part of the proposed plans, complementing the London Borough of Croydon's urban realm improvements nearby.
- 3.18 The plans focus on customer and passenger needs, with a significant improvement in the bus station environment, which will be more light and airy with better customer information and fully accessible bus stops. The plans will change the way buses use the station, removing operational inefficiencies currently caused by buses having to wait to pass through the bus station. It will also future-proof the station for the anticipated increase in passenger demand. We await the outcome of the planning application from London Borough of Croydon.

Recent Fatalities

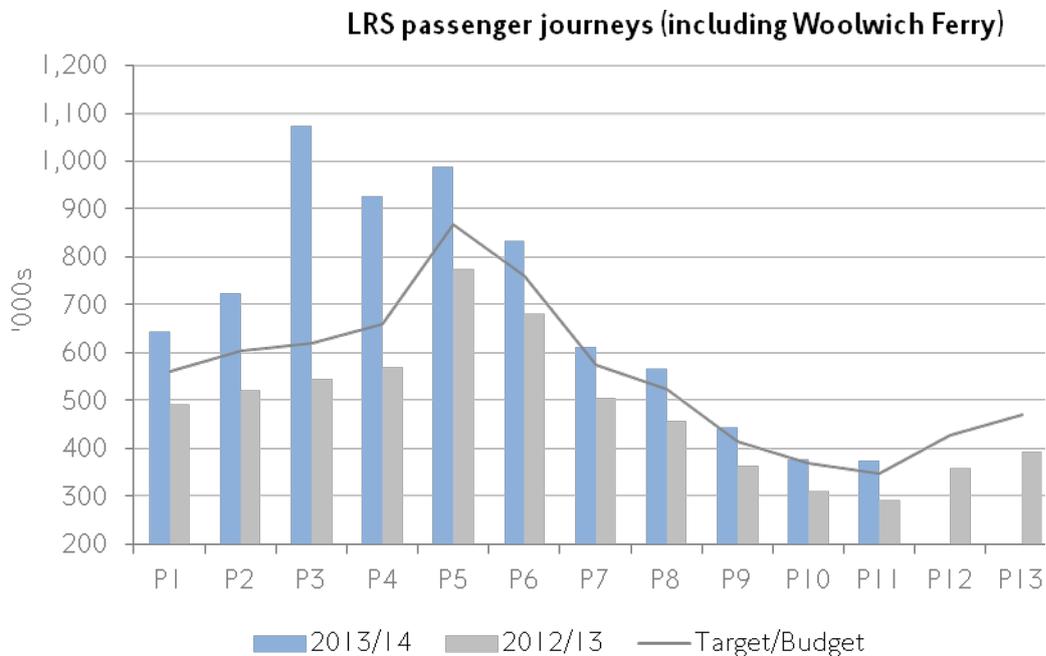
- 3.19 On Tuesday 11 March 2014 at approximately 21:04 a man was fatally injured following a collision with a route 253 bus as it was entering Euston bus station. CCTV footage shows the man using the pedestrian crossing point at the entrance to the station. Unfortunately he began to cross against a red signal, which brought him into conflict with the bus as it was entering the bus station. Emergency services arrived very quickly but sadly he succumbed to his injuries and passed away at the scene. The investigation into the incident continues.
- 3.20 On Saturday 22 March 2014 at approximately 16:30 a woman was fatally injured following a collision with a route 71 bus within Kingston-Cromwell Road bus station. CCTV footage shows the woman disembarking a bus operated by a non-TfL operator, and then proceeding across the vehicle operating area before being struck by a route 73 bus as it was reversing out of a parking bay. Despite

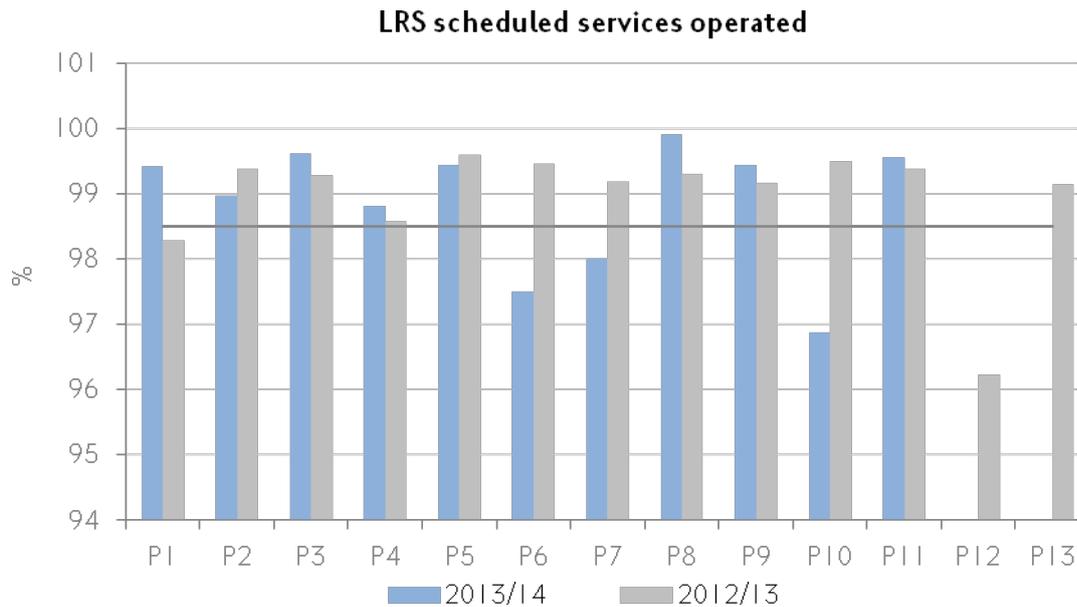
emergency services arriving quickly, she sadly succumbed to her injuries and passed away. In normal circumstances, buses entering the bus station would have disembarked passengers prior to parking, and the reason as to why this did not happen in this instance is one of the main focus points of the investigation. The investigation into this incident continues.

4 River

London River Services Scheduled Services Operated

- 4.1 The rate of increase in passenger journeys on the river continues to be on course to exceed eight million by the end of 2013/14. Performance in periods 10 and 11 remained healthy. Fog and wind impacted on the reliability of both river bus and Woolwich Ferry during Period 10, whilst Period 11 operations were impacted by the exceptional tidal conditions.





Jetty Works Commence at Woolwich Ferry

- 4.2 Together with Briggs Marine and Environmental Services we are carrying out maintenance works on the Woolwich Ferry jetty, which provides traffic access between the North and South Circular.
- 4.3 The jetty was first constructed in the mid-1960s and is being refurbished to ensure continued safety and reliability of the service. To allow this essential work to take place safely some temporary lane closures are necessary, which may cause delays for vehicles using the Woolwich Ferry, but we will try and keep the disruption to a minimum.
- 4.4 These works will ensure that this important service can continue to provide a link across the River Thames for years to come, and are expected to be completed by the end of May 2014.

5 Taxi and Private Hire

Taxi and Private Hire and Operational Update

- 5.1 The total number of licensees at the end of Period 11, compared with Period 9 (previously reported at STP in February 2014) was:

License Type	Taxi P9	Taxi P11	Private Hire P9	Private Hire P11
Drivers	25,197*	25,491**	66,529	66,528
Vehicles	22,705	22,661	55,271	52,516
Operators			3,025	

* All London 'Green' Badge – 21,458 and Suburban 'Yellow' Badge – 3,739

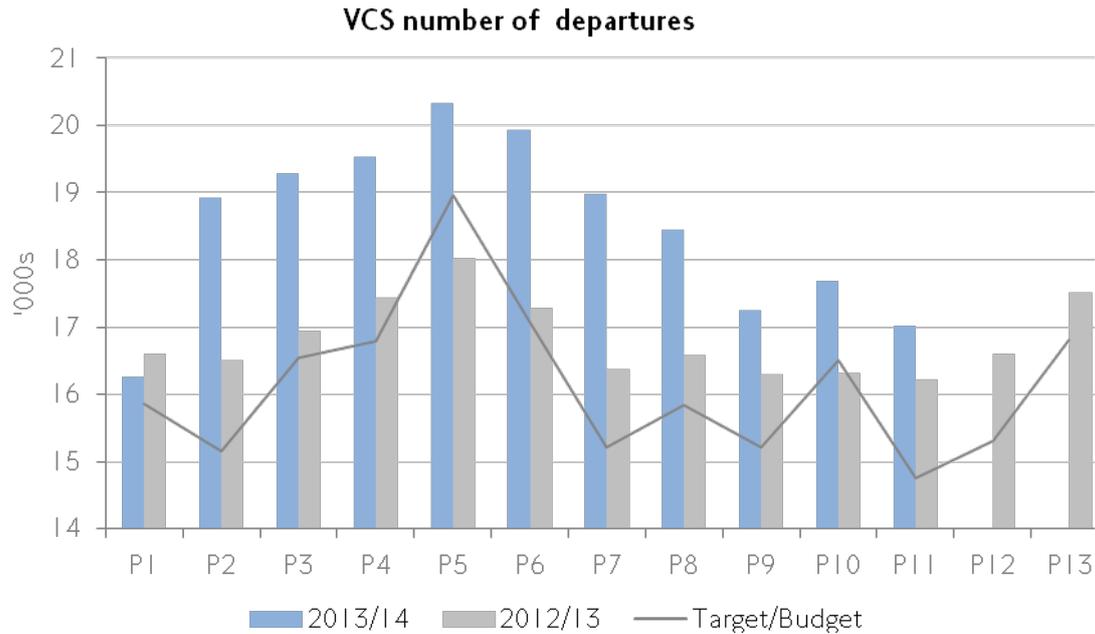
** All London 'Green' Badge – 21,754 and Suburban 'Yellow' Badge – 3,737

Licensing Service Update

- 5.2 Since last August two issues have seriously affected TfL's ability to deliver an efficient taxi and private hire licensing service; the Disclosure and Barring Service (DBS) decision to restrict access to an applicant's disclosure, and the introduction of the new Taxi and Private Hire (TPH) IT system.
- 5.3 The DBS change went live in June 2013 after only two weeks notice, and the changes led to a significant increase in calls to the TPH contact centre and affected the processing time of other 'non-urgent' applications. In tandem, the new IT system was introduced. While a short term deterioration in service was expected, the impact of the new system combined with the DBS changes have had a much more serious effect than anticipated.
- 5.4 Key to getting the service back on track is to tackle the backlog of applications, as this will reduce the number of calls received. Existing staff are working overtime and 15 additional temporary staff have been hired to help deal with the backlog. Ten additional temporary staff, based in TfL's main contact centre, have also been brought in to help reduce call waiting times. Early results are encouraging; during the week commencing 17 March 2014, the overall total of items to be processed had fallen by nearly 1,000, 1,097 applications were processed (813 by the 10 additional staff, who significantly exceeded their target of 500 applications processed) and the additional contact centre staff are now being trained. Progress on reducing call volumes should be seen in the next few weeks.
- 5.5 TPH are also working with NSL, the IT system provider, to address the system defects. New reconciliation processes are being implemented, to ensure the accurate receipt and timely scanning of applications to the system; system issues that prevent or slow down application processing have been identified and TPH are implementing suitable workarounds while waiting for permanent fixes. Good progress is now being made in this area.
- 5.6 Once the defects have been fixed with the new system, TPH will introduce the previously promised on-line application process. This will give drivers the ability to apply and renew their licenses on line, and to track the progress of their applications. TPH expect this will significantly reduce the volume of calls received in the longer term and speed up the process for applicants.

6 Victoria Coach Station

- 6.1 Victoria Coach Station remains well ahead of target in 2013/14, with Period 10 17,693 departures and Period 11 17,019 departures. The continuing positive trend is the result of a rise in patronage and services across all operators using our facilities.
- 6.2 Coach services have responded to ongoing disruptions on the rail network by providing boosted services and emergency timetables as appropriate.



Facelift for Victoria Coach Station

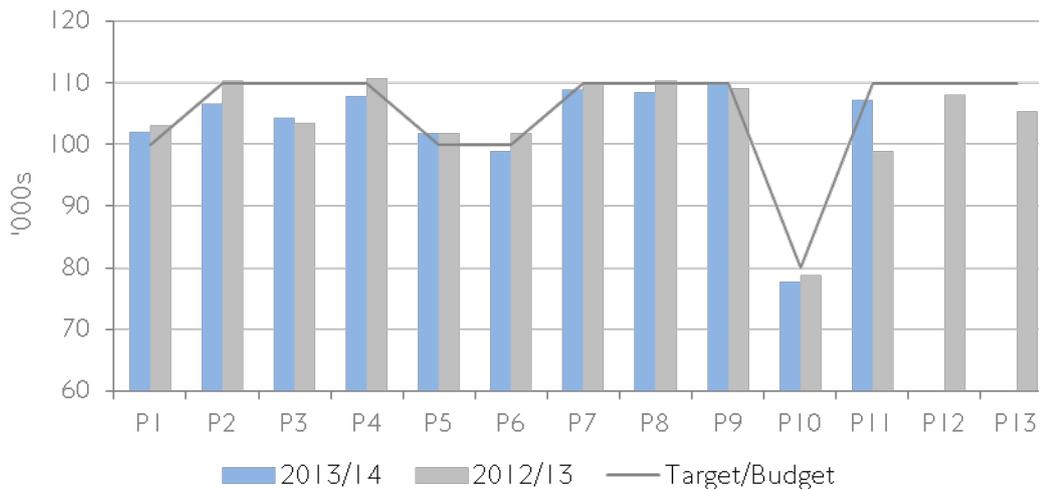
- 6.3 The arrivals hall at Victoria Coach Station has been refurbished. Within the engineering facility we have removed old fuel pumps, filled in the old underground fuel tanks, which have been there for nearly 60 years, and made good the ground above to allow for easier access for coaches.
- 6.4 Inside the passenger terminal we have now completed the final phase of refurbishment, with new seating and a striking wall vinyl, featuring familiar sights of London. This follows the refurbishment of the terrazzo floor and the repainting of the whole passenger terminal.
- 6.5 These works have created a much brighter, more comfortable and welcoming place for the 12 million customers who use the station each year.

7 Dial-a-Ride

Dial-a-Ride Passenger Journeys

- 7.1 Dial-a-Ride delivered 77,663 trips in Period 10, which included 956 trips on Christmas Day when over 70 buses operated throughout London. In Period 11 Dial-a-Ride delivered 107,346 trips, this was 1,271 above target.

DaR passenger journeys



8 Cycling

'Mini-Hollands' Announcement

- 8.1 At a 'Cycling Vision One Year On' event, hosted by the Mayor on the 10 March 2014 TfL announced the successful 'Mini Hollands' Boroughs who will receive funding to work up their proposals in more detail. The three successful boroughs are Kingston, Enfield and Waltham Forest. Funding for implementation will then be awarded following completion of detailed design, traffic approvals and an agreed business case. The successful boroughs will share up to £100m of funding to deliver transformational change, providing exemplar facilities for cyclists in outer London.
- 8.2 Enfield's proposal includes a redesign of Enfield Town Centre including the provision of segregated cycle lanes which will link key destinations, delivery of three cycle hubs and greenway routes and a range of measures to promote cycling to hard to reach groups.
- 8.3 Kingston's plans include an ambitious number of key network projects including Kingston station plaza, Kingston station cycle hub and Thames Riverside Broadwalk - a landmark project which could see a new cycle broadwalk delivered on the banks of the River Thames.
- 8.4 Waltham Forest's submission included a range of measures focused on residential areas and town centres creating 'villages' with road closures and filtered permeability.
- 8.5 We will continue to work with the boroughs to develop their proposals. The boroughs will be requested to prepare detailed project plans and delivery phasing.

First Quietways Announced

- 8.6 We also announced route details of the first two Quietways routes. The proposed route alignments run between Waterloo and Greenwich via South Bermondsey and between Bloomsbury and Walthamstow via Hackney. They

will be mainly on quiet back streets, and through 20mph zones and green spaces. The route will use a mix of off-street and on-road cycling provisions, helping to provide better cycling facilities to new and less confident cyclists. Work on the proposed routes, which is currently being developed by us in partnership with the London boroughs with Sustrans, will begin later this year.

Improvements to Junctions for Pedestrians and Cyclists

- 8.7 In conjunction with the Mayor we have announced plans to improve some of the worst junctions for cyclists in London. This includes improvements at gyratories such as Archway, Swiss Cottage and Wandsworth and Elephant and Castle roundabout, which is London's highest cycle casualty location. The proposals will see improvements such as segregated cycle tracks and new crossings. These improvements will be developed as part of TfL's Better Junctions, Cycle Superhighways and Major Schemes Programmes.

TfL Launches Road Safety Commitments

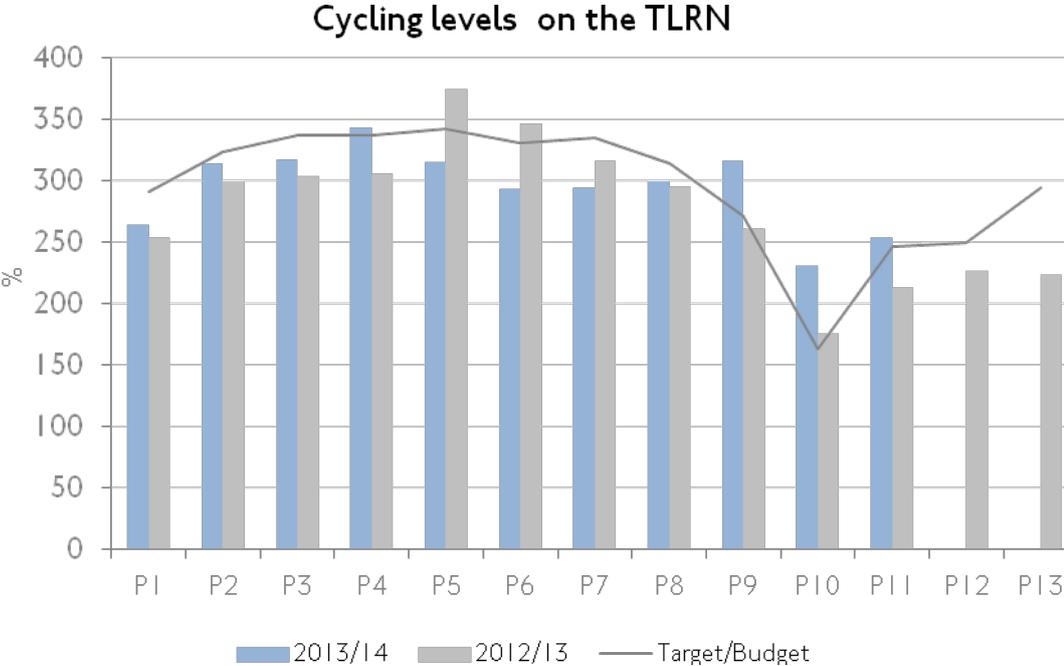
- 8.8 On 7 March 2014, we jointly announced with the Mayor our six key commitments to deliver road safety improvements across the Capital. These commitments underpin the 56 actions outlined in the Safe Streets for London plan (published in June 2013) to ensure the capital remains at the forefront in cutting the number of people killed or seriously injured in road collisions. Our commitments are:
- (a) To lead the way in achieving a 40 per cent reduction in the number of people killed or seriously injured on the Capital's roads by 2020 – with a longer term ambition of freeing London's road from death and serious injury;
 - (b) To prioritise safety of the most vulnerable groups – pedestrians, cyclists and motorcyclists, which make up 80 per cent of serious and fatal collisions;
 - (c) To provide substantial funding for road safety, invested in the most effective and innovative schemes;
 - (d) To increase efforts with the police, boroughs and enforcement agencies in tackling illegal, dangerous and careless road user behaviour that puts people at risk;
 - (e) To campaign for changes in national and EU law to make roads, vehicles and drivers safer; and
 - (f) To work in partnership with boroughs and London's road safety stakeholders to spread best practice and share data and information.
- 8.9 These actions combine engineering, education and enforcement, together with greater investment and collaboration, to create a street environment that is safer for all road users.
- 8.10 On 21 March 2014 we published the first Motorcycle Safety Action Plan designed to directly reduce the number of collisions involving motorcyclists and scooter riders. The plan, the creation of which was a key deliverable in the wider Safe Streets for London road safety plan, was compiled by TfL working with representatives from the motorcycle industry and is based on detailed analysis of the risks and challenges faced by riders in London.

8.11 We have also outlined plans for trialling ‘intelligent’ pedestrian sensors to make it easier for people to cross the road from summer 2014. The technology, called Pedestrian Split Cycle Offset Optimisation Technique, or ‘pedestrian SCOOT’, is the first of its kind in the world which works by automatically detecting how many pedestrians are waiting at crossings, adjusting the timings automatically to extend the pedestrian green invitation to cross phase when needed in order to give waiting pedestrians more ‘green time’. The first trials will take place on crossings outside Balham and Tooting Bec Underground stations and will allow TfL to fully test the pedestrian sensors and how they integrate with the existing vehicle SCOOT system. The Draft Pedestrian Safety Action Plan was launched for consultation on 31 March 2014.

Cycling Flows on the TLRN

8.12 Cycle flows on the TLRN in Period 11 were 19.4 per cent higher than the same period last year. This is the highest level of cycling seen in Period 11 since the index began in 2000/01 and 2.9 per cent above target for Period 11 of 2013/14.

As reported at the meeting of the Surface Transport Panel held on 18 February 2014, we have developed a new cycling key performance indicator (KPI) to measure the growth in cycling across London. The new KPI will measure the daily average number of kilometres cycled per day in thousands, which is in line with the methodology use by Department for Transport (DfT) in their national traffic counts. The new KPI will be trialled during 2014/15 to allow an evaluation of its robustness; we will continue to report the existing TLRN cycling index in parallel.



Barclays Cycle Hire Customer Satisfaction

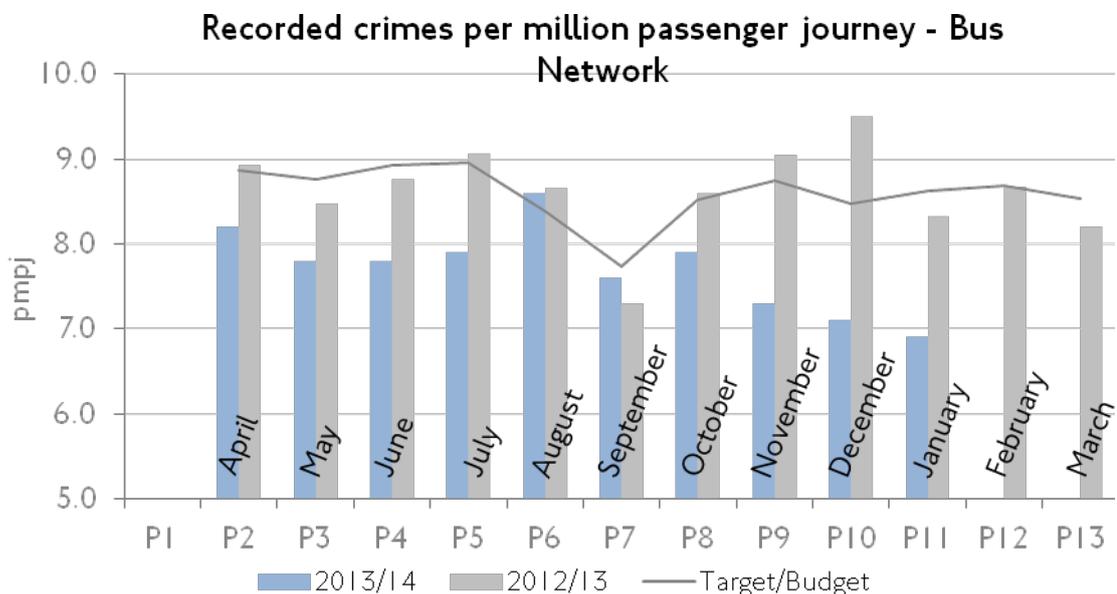
8.13 The latest Barclays Cycle Hire Customer Satisfaction survey (carried out in December 2013) shows that customer satisfaction for both members and casuals exceeded their targets, with the member score reaching its highest ever rating of 79 for the last trip. Customer advocacy rate was also up to 78 against a target of 75.

9 Safety

Crime on the Bus Network

9.1 The January 2013/14 bus crime rate, at 6.9 per million passenger journeys, is a significant improvement on both target (20 per cent) and previous year (17 per cent).

9.2 The latest bus-related crime figures for 2013/14 (April 2013 – January 2014) showed a decrease of 9.4 per cent (1,609 fewer offences) compared to the same period in 2012/13. On the bus network there have been some notable reductions in the number of robbery offences (down 25.5 per cent, 495 fewer offences), criminal damage (down 18.5 per cent, 238 fewer offences) and theft (down 6.2 per cent, 506 fewer). These improvements have been the result of our intelligence led approach and improved deployment of resources.



Enhanced HGV enforcement activity

9.3 The new joint Driver and Vehicle Standards Agency (DVSA, previously known as VOSA) and Police Industrial HGV Task Force, funded by TfL and the Department for Transport, has been set up to increase enforcement of the regulations for construction HGVs, especially waste lorries and take action against dangerous lorries and their drivers.

9.4 In the first five months of operation (1 October 2013 – 28 February 2014), the Task Force stopped 1,692 vehicles (including 305 high risk vehicles). Just over

a quarter of those (27 per cent) were satisfactory stops where no offences were detected. Please note that the enforcement is highly targeted so the proportion of unsatisfactory stops is not representative of the HGV sector as a whole.

- 9.5 Officers issued 741 prohibitions relating to the roadworthiness of the vehicle and another 118 for driver's hour offences. 467 Fixed Penalty Notices were issued for a variety of offences including mobile phone use, insurance and driving licence offences, and load security. 19 vehicles were seized for serious defects and for insurance related and other offences.
- 9.6 On 29 February 2014, TfL's Directorate of Enforcement and On-street (EOS), along with colleagues from the DVSA and the TfL Fleet Operator Recognition Scheme, facilitated a seminar for 'at risk' operators. Hosted by the Traffic Commissioner for the South East and Metropolitan area, the seminar aimed to provide advice and guidance to commercial vehicle operators identified as being non-compliant to give them the information they need to improve their operations. This forms part of TfL and the Police and DVSA's wider efforts to improve the safety of vulnerable road users by reducing the number of non-compliant and dangerous commercial vehicles on London's roads. Nineteen of the 31 operators invited attended, and received presentations from Freight Operator Recognition Scheme, the Traffic Commissioner and DVSA. Each operator filled in a pledge card on how they will improve their practice and DVSA will be following up with them in a month's time. Operators that failed to attend will be targeted for additional roadside enforcement activity and may receive visits to their operations by officers from the Industrial HGV Task Force, DVSA or the Metropolitan Police Service (MPS).

Operation Safeway

- 9.7 The combined strengths of the TfL funded MPS Safer Transport Command, MPS Traffic Operational Command Unit and City of London Police (CoLP) – over 2,500 officers – have been mobilised for Operation Safeway which aims to reduce risks to cyclists and other vulnerable road users by enforcing the rules of the roads.
- 9.8 A total of 13,792 Fixed Penalty Notices (FPN) and 502 process notices were issued between 25 November and 9 January including 4,197 FPNs and 20 summons issued to cyclists and 9,595 FPNs and 482 summons issued to motorists. Officers made 224 arrests for a range of offences, including seven for driving while disqualified and 13 where the offenders were wanted.
- 9.9 There was a significant reduction in observed – and penalised – non-compliance at Safeway junctions over the course of the operation – an 85 per cent reduction between week 1 and week 7.
- 9.10 Operation Safeway activities are being embedded into day to day activities and a number of Safeway type operations will run throughout 2014. This will include two dates in every month for full Safeway deployment (similar to that seen during the first phase of the operation) and weeks of action to coincide with peaks in cycle and pedestrian killed and seriously injured (KSI) and other factors such as end of British Summer Time.

- 9.11 TfL and the MPS are further assessing the impact of the operation – on road user behaviour, on KSIs, on journey times and on crime – and are looking at how we can best sustain the benefits of high visibility traffic enforcement at ‘hotspots’ into the day to day activities of all traffic and transport officers.

European Union Vote on Lorry Safety

- 9.12 On Tuesday 18 March 2014 the European Union (EU) voted in favour of proposed changes to the vehicles Weights and Dimensions Directive. This would mean lorry cabs can be redesigned to reduce blind spots and therefore improve the vision of the driver. Both TfL and the Mayor have been lobbying the EU Parliament on this issue and welcome this vote. HGV manufacturers will have the possibility to improve designs straight away and the EU Parliament’s Transport Committee wants these life-saving features to become mandatory for all new HGVs by 2022. We now propose to work alongside the DfT to agree a road map in order to ensure all new HGVs have compulsory direct-vision requirement in the shortest possible time.

10 Improving The Urban Environment

Elephant and Castle Northern Roundabout Consultation

- 10.1 On 12 March 2014 we launched a consultation on our proposals for the Elephant and Castle Northern Roundabout. We want to reduce the impact traffic has on the area and make it more attractive while improving facilities for road users. The consultation will run until 30 April 2014.

King’s Cross Interim Scheme Consultation

- 10.2 On 24 February 2014 we commenced consultation on our interim proposals for roads in the King’s Cross area. We have developed the interim proposals with stakeholders and the proposals include provision of controlled crossing facilities for pedestrians and cyclists on Euston Road. These proposals are interim, as further improvements are proposed in the longer term, including the north-south cycle route.

11 Freight

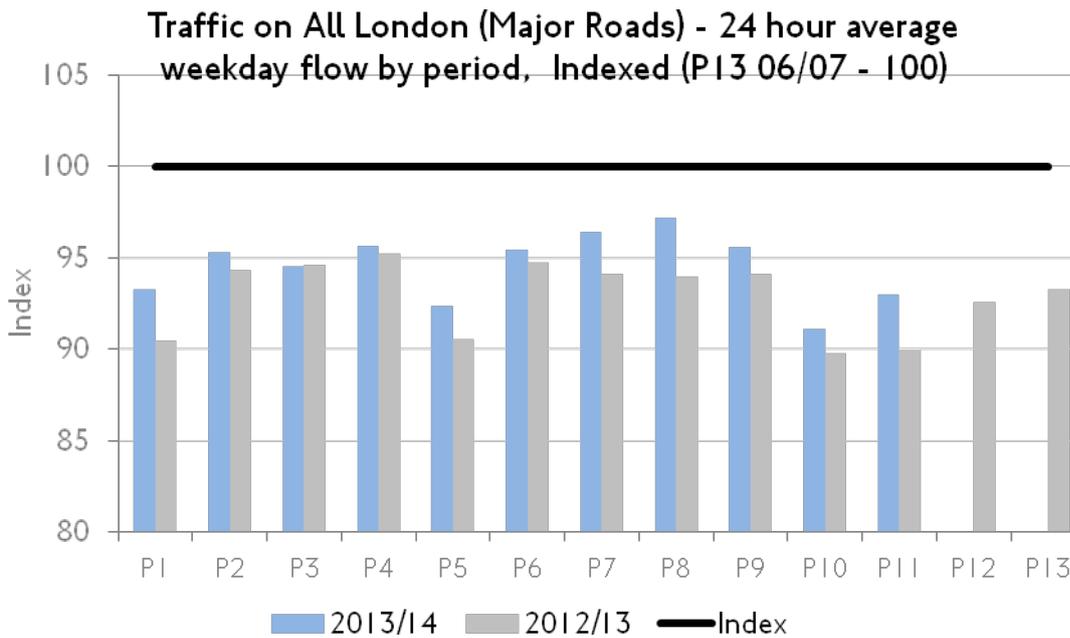
Safer Lorries Scheme (SLS) – Removal of Exemptions for Fitting Safety Equipment

- 11.1 Some vehicles, such as tipper trucks, along with others such as waste lorries, are exempt from national regulations that require side-guards to be fitted. Under the same exemptions, some older vehicles are not required to fit extended view Class V and Class VI mirrors. In view of ongoing concerns regarding cyclists safety in London, the Mayor and TfL has proposed a London-wide ban on HGVs not fitted with the appropriate safety equipment.
- 11.2 London Councils’ Transport & Technology Committee (TEC) agreed in March 2014 to work with TfL to deliver a pan-London traffic regulation order (TRO), banning vehicles over 3.5 tonnes without side-guards and additional mirrors. TfL and London Councils now plan to launch a non-statutory public

consultation at the end of May and will work with stakeholders, including the freight industry, and London's boroughs to agree operational details e.g. enforcement, signage. Our statutory consultation will run in late summer and we expect to ratify the TRO at TEC in the autumn. TfL is also continuing to discuss changes to national legislation with DfT and the removal of existing exemptions on side-guards and mirrors, as this would deliver benefits nationally as well as in London.

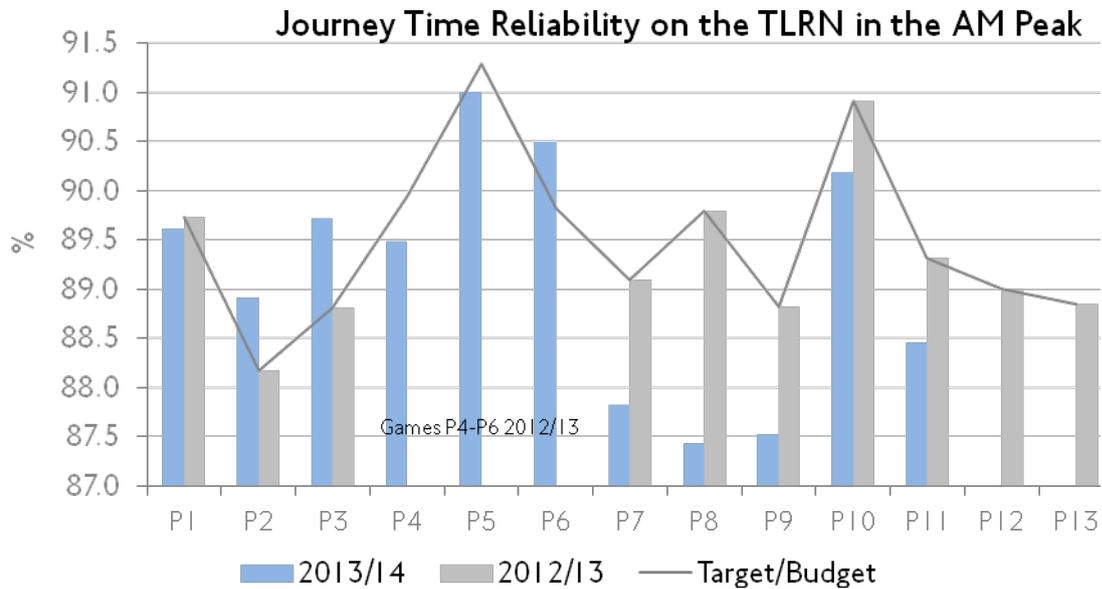
12 Keeping London Moving

Traffic Flows



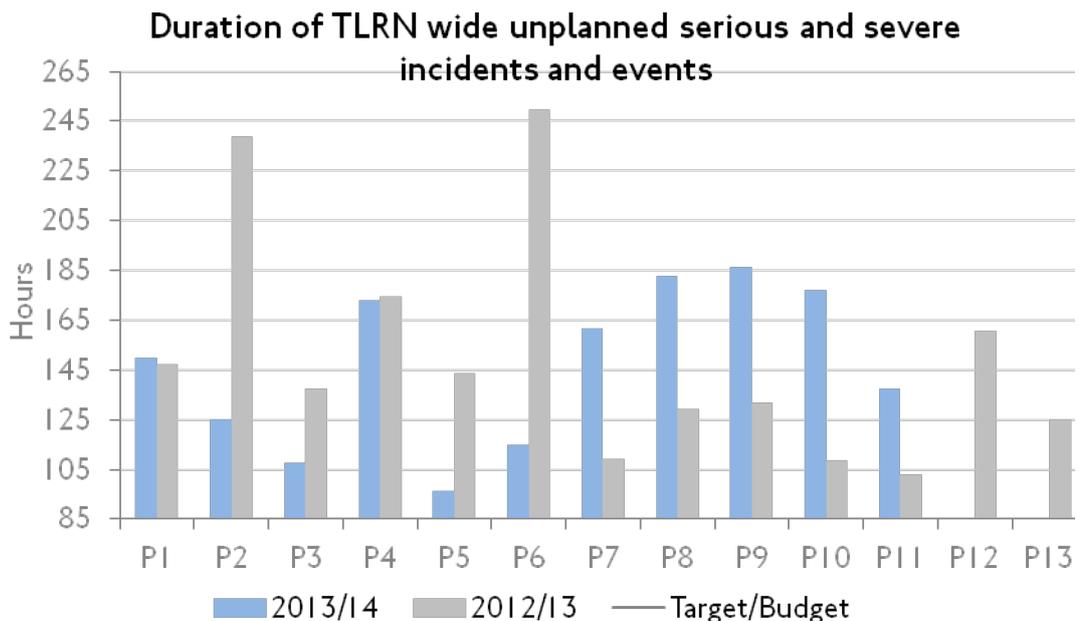
12.1 The pan London traffic flow index continues to be higher than the previous years data, with Period 10 recorded at 91.1 index points (1.4 index points up from the same period last year) and Period 11 standing at 93.0 (3.0 index points up from the same period last year). Year to date Pan London traffic volumes are up 1.6 index points on last year. The chart shows traffic flows relative to an index of 100 in Period 1 in 2006/07.

Journey Time Reliability

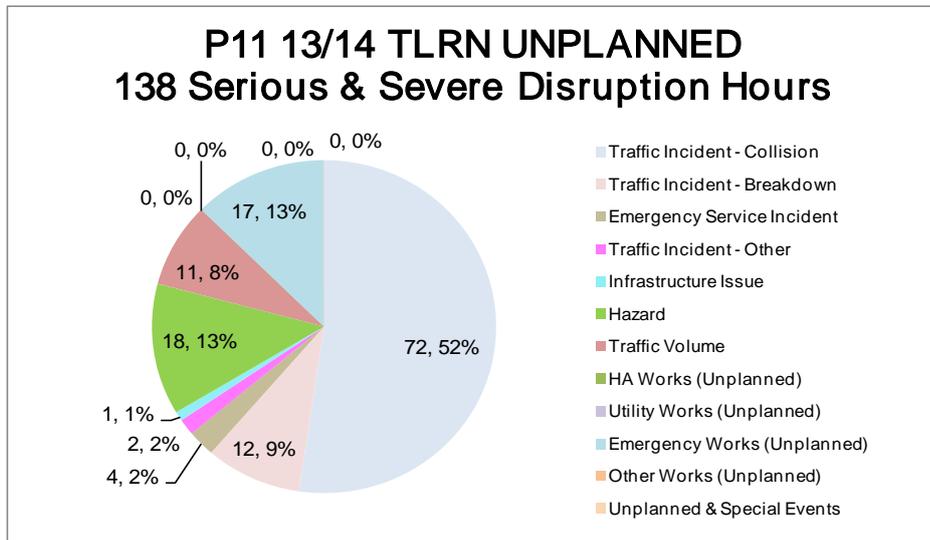


12.2 The increasing traffic flows (discussed above) are a significant factor on the TLRN journey time reliability, which at Period 11 stood at 88.5 per cent for the AM peak, a 0.9 percentage point decrease compared to the same period in 2012/13. The year to date figure is 89.1 per cent, this is 0.5 percentage points below target. Increased traffic flows between 06.00 – 07.00 continue to be the key reason for the deterioration, however there has been an improvement in performance compared to Periods 7, 8 and 9. This is a result of the traffic management responses which we implemented in Period 10, such as starting the peak-time signal timing earlier.

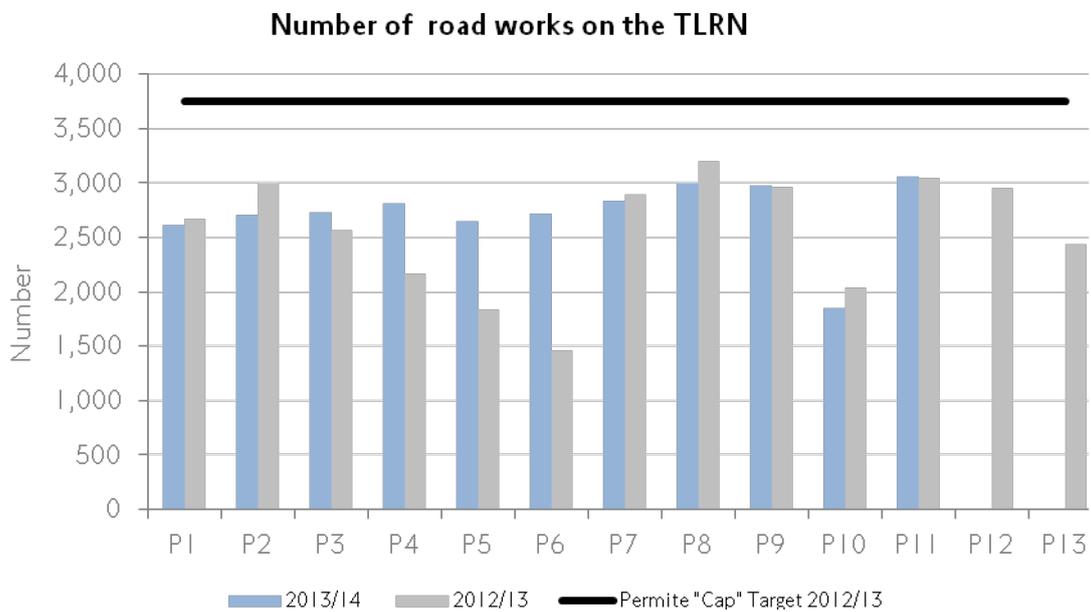
Unplanned Disruption on the TLRN



12.3 On the TLRN network there were 138 unplanned serious and severe disruption hours spread across 90 separate events during Period 11. The number of unplanned serious and severe incidents and events is higher than 2012/13 due to increased traffic volumes and associated collisions/ breakdowns and emergency unplanned works. A breakdown of the events is shown below.



Road Works on the TLRN



12.4 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. In Period 10 the total number of road works reported on the TLRN was 1,844 and in Period 11 there were 3,053, this is 0.3 percentage points higher than the same period last year.

Virgin Media's Roadworks Cause Chaos to London's Roads

- 12.5 Thousands of people had their journey into London disrupted on Wednesday 19 February 2014 following the emergency closure of the A316 Chertsey Road towards London as a result of poorly managed roadworks by Virgin Media.
- 12.6 The works which began on Tuesday 18 February 2014 should have been carried out one lane at a time overnight to ensure that the works were completed efficiently and without causing traffic disruption. However contractors working for Virgin Media opted instead to dig all five lanes across the road, and to make matters worse, left the site on Wednesday morning without completing the work, instead opting to place inadequate plating across the trench. The condition of the road was so dangerous that the police were forced to close the road due to safety concerns. We continue to collate necessary information and evidence with a view to prosecuting any streetworks offences identified.

Police Support Management of Events, Protests and Demonstrations

- 12.7 To improve the Police's understanding of TfL's role in managing the road network and the impact of events on traffic in London, we provided training for almost 150 senior public order officers. This will help to ensure smooth operations in future. We continue to develop a joint TfL/MPS protocol which is aimed at minimising the impact of events, protests and demonstrations on traffic in London.

Caterham Bourne Major Incident

- 12.8 We supported the London Borough of Croydon and the London Fire Brigade following the declaration of a major incident at Caterham Bourne on 6 February 2014. A major incident was declared due to the risk to properties by flooding in the Kenley area and water treatment works on the A22 Godstone Road. There was also a risk of flooding extending to Purley Cross (TLRN) and Brighton Road (non TLRN). We provided the London Borough of Croydon and the Fire Service with pumps, sand bags and traffic management and allowed flood water to be pumped into the Purley Cross subways to reduce risk of flooding to properties.

13 People

Donation of V8 Engine

- 13.1 We have donated a V8 engine from an impounded limousine to the University Technical College (UTC) Royal Greenwich. This will provide the students with an opportunity to learn the engineering skills they need in their future using modern equipment. It also demonstrates the importance of team working, as the engine was obtained through a joint enforcement campaign by the TfL, DVSA and Vehicle Standards Agency, London Fire Brigade and Metropolitan Police.

London Highways Alliance Contract Apprentice Forum

13.2 As part of the National Apprenticeship Week over 60 highways service related apprentices and managers from TfL and the London Highways Alliance Contract (LoHAC) family came together for the third LoHAC Apprentice Forum. The Forum was initially set up in 2012 to ensure the continued development of apprentices in highways related disciplines, and to provide a networking opportunity for the apprentices to come together as a group. The forum was followed by a visit to the London Transport Museum where apprentices were treated to a guided tour of the museum.

Surface Scoops London Transport Awards

13.3 At the 11th Annual London Transport Awards ceremony we received awards which recognised the people making a real difference to transport across London:

- (a) Amy Nicholson, Revenue Protection Inspector, was joint winner of Frontline employee of the Year;
- (b) TfL won the Excellence in Technology category for Digital sign; and
- (c) TfL and Barclaycard were highly commended for Contactless payments on Buses.

List of appendices to this report:

None

List of Background papers:

None

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