

**Transport For London**  
**Surface Transport Panel**

**Subject: Managing Director's Report**

**Date: 18 February 2014**

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**1 Summary**

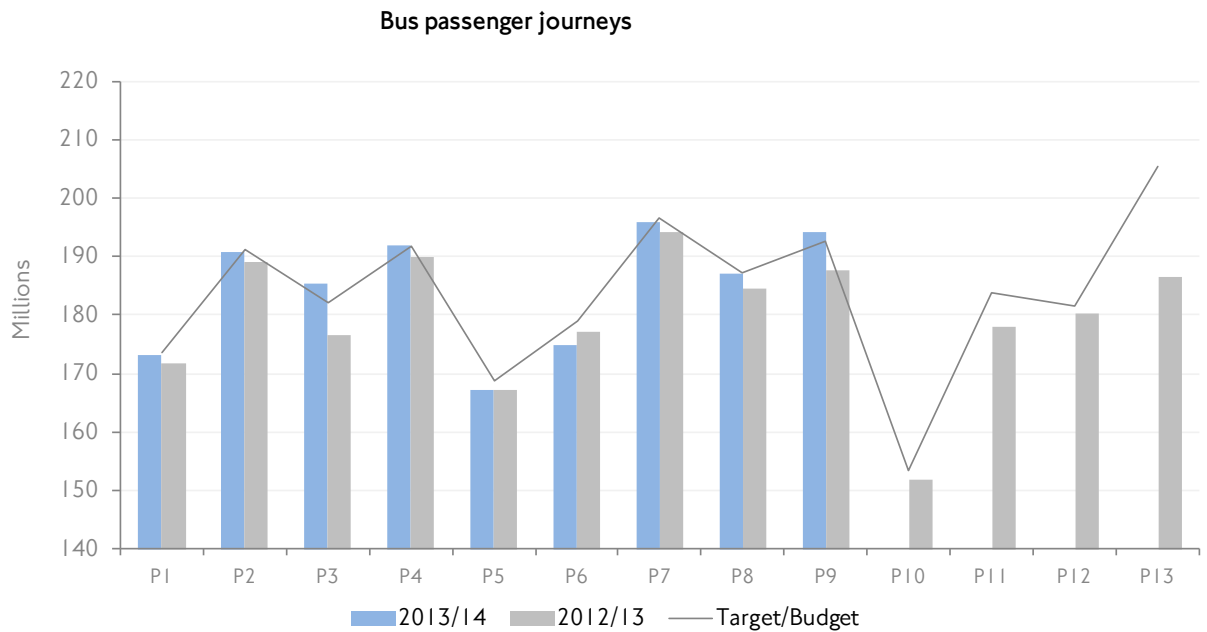
1.1 The purpose of this report is to update the Panel on Surface Transport's performance for Periods 6, 7, 8 and 9 (6 September to 7 December 2013) and to provide an overview of recent major issues and developments within Surface Transport.

**2 Recommendation**

2.1 The Panel is asked to note the report.

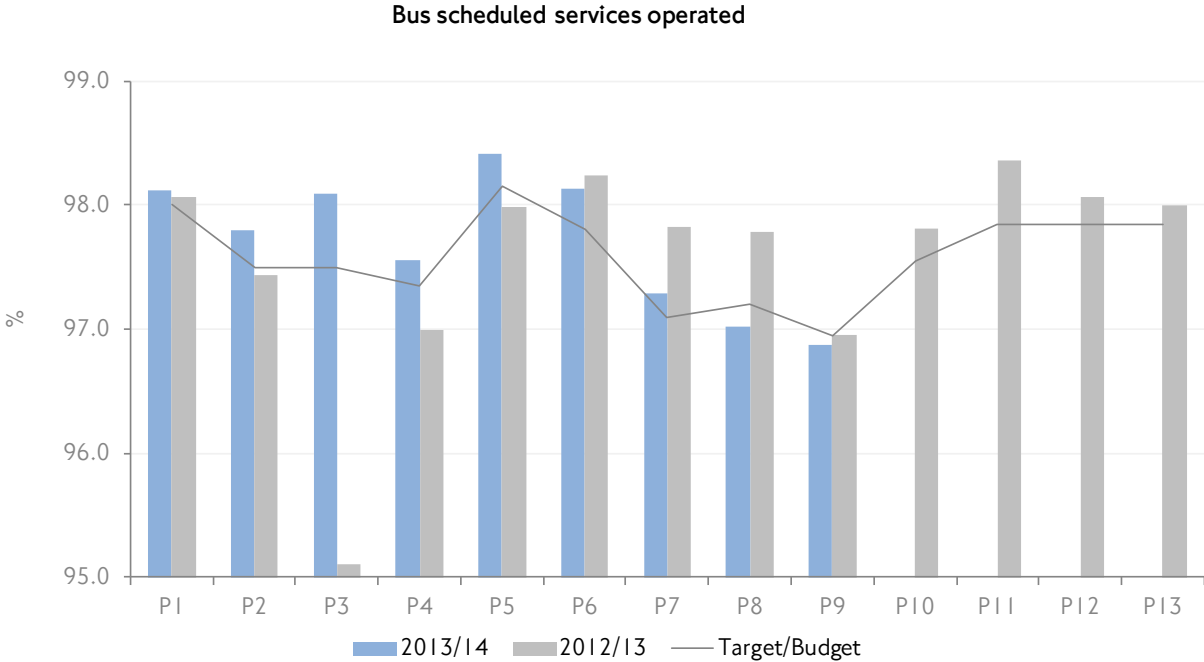
**3 Buses**

**Bus Network Performance: Bus Passenger Journeys**



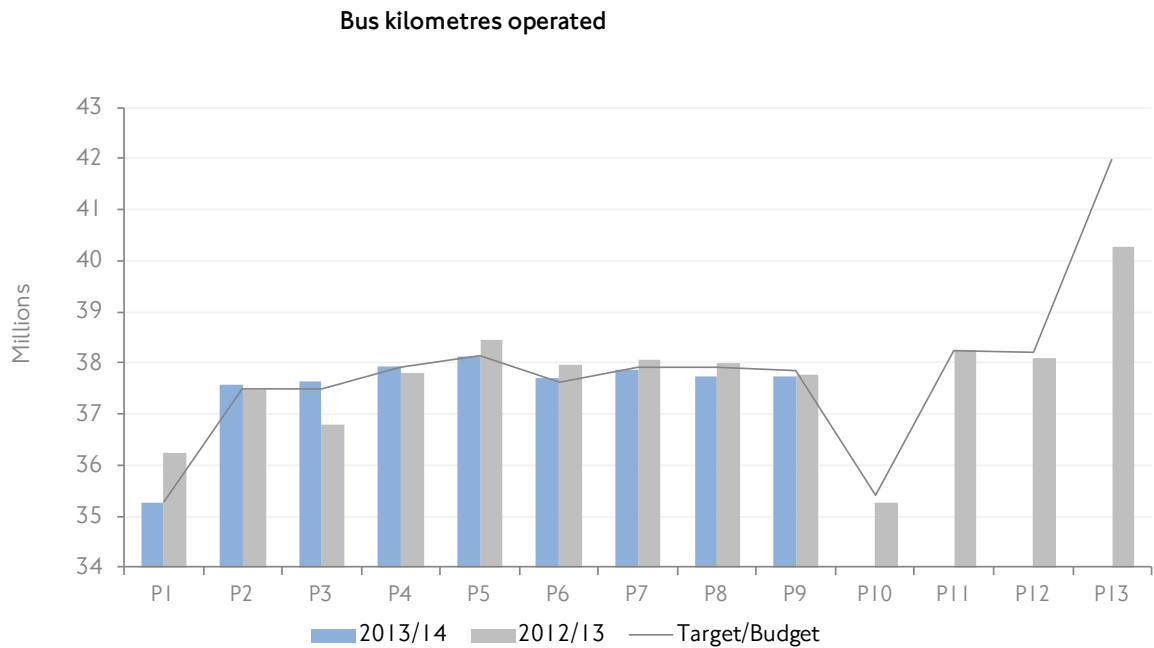
3.1 Bus Passenger Journeys were 2.3 per cent below target in Period 6 equating to 2.4 million journeys lower than the same period last year, mainly due to the higher bus passenger journeys in 2012/13 associated with the Olympic and Paralympics. In Periods 7, 8 and 9 bus passenger journeys were higher than the same periods last year. In Period 9, there were 194 million bus journeys which was 3.5 per cent higher than last year. Adjusting for exceptional factors, the current underlying growth in journeys for the year is 1.4 per cent. It is expected that this underlying growth will rise to 2 per cent by financial year end with an overall total bus passenger journeys of 2,390 million.

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



3.2 The overall proportion of schedule bus services operated was slightly below budget in Period 7, 8 and 9; this was due to the increase in kilometres lost due to traffic delays compared to the periods last year. This is linked with the increased level of traffic flows (see Section 12), which are believed to be driven by the improving economy. Roadworks causing particular delays to buses included various ongoing works in the Tottenham Court Road to Camden Town corridor, closure of Whitehall for 3 days and burst water main repairs at Sloane Square.

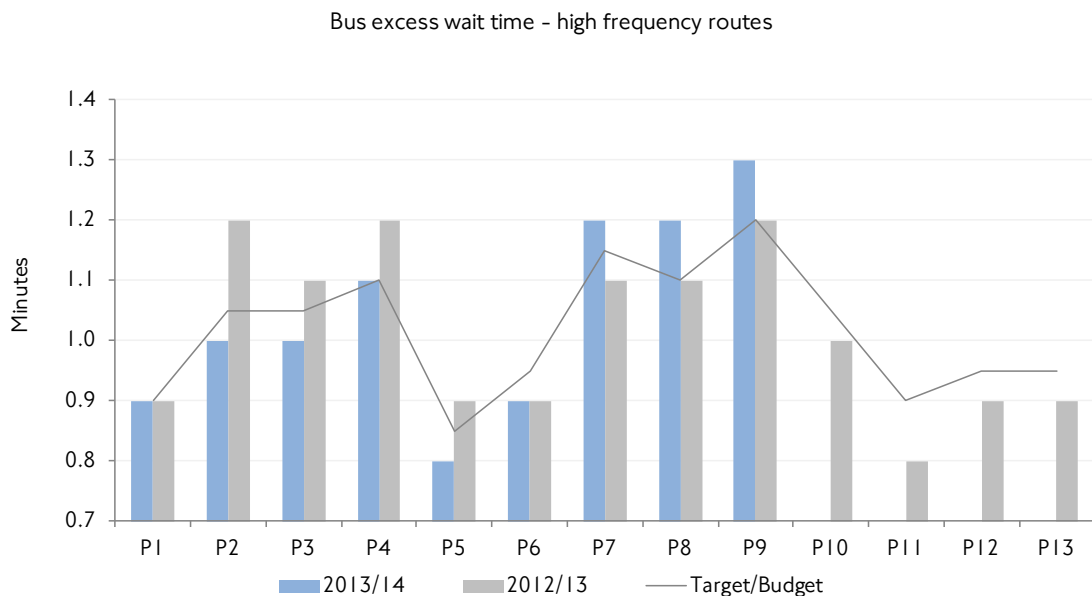
## Bus Network Performance: Bus Kilometres Operated



Bus Kilometres operated during periods 6 to 9 as a whole were slightly below forecast for reasons outlined above.

- 3.3 An increase in bus kilometres lost, impacting bus excess wait time and scheduled services operated, due to traffic delays compared with the previous period is to be expected due to increased volumes of general traffic. However, Period 9 was the third consecutive period when losses due to traffic delays were worse than forecasts resulting in bus excess wait time (1.3 minutes) and scheduled services operated (96.9 per cent) being slightly below target.

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



- 3.4 Excess wait time for high frequency routes was higher than forecast due to the increase in kilometres lost (as discussed on page 3). Operating conditions for buses are normally at their worst in Period 9, so some deterioration in excess wait time is expected. The budget and forecast for 2013/14 assumes excess wait time will be one minute.

#### **Year of the Bus - 2014**

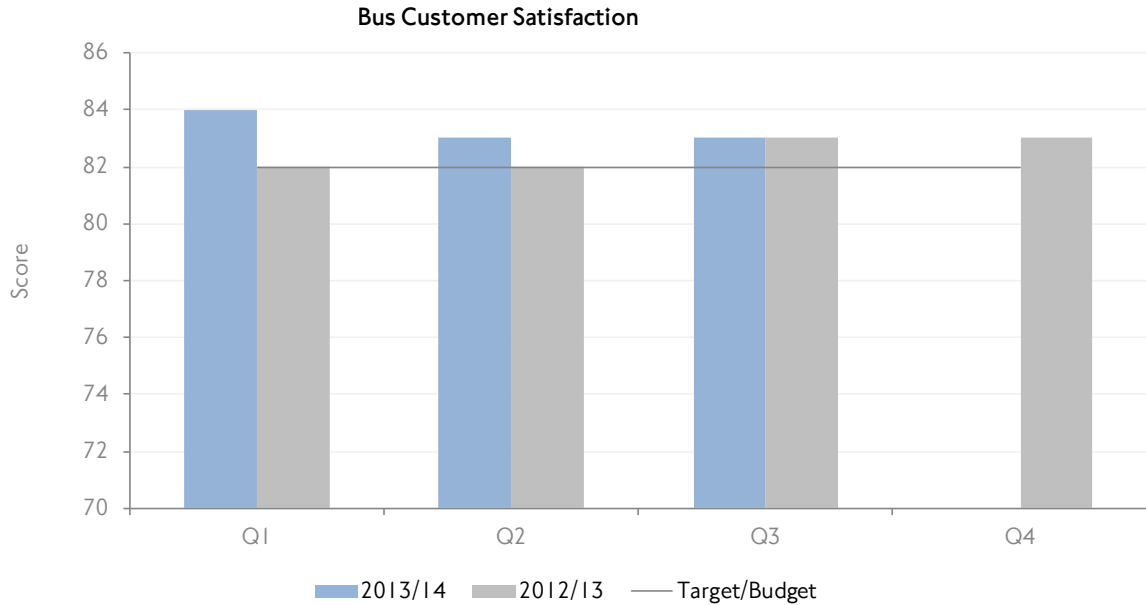
- 3.5 On 27 January 2014, we launched the “Year of the Bus”. TfL and the London Transport Museum are using 2014 as an opportunity to mark a number of significant milestones for the bus industry and communicate the vital role the bus plays in providing people with access to employment, education, services and social opportunities, as well as highlighting the economic significance of the bus and advances in bus technology.
- 3.6 There are three key milestones reached in 2014, providing the opportunity for commemoration, celebration and engagement. These are:
- a) 100 years ago the B-Type bus carried troops to the frontline at the start of the First World War (1914);
  - b) 75 years ago the first RT-Type bus was taken into stock (1939); and
  - c) 60 years ago one of the most iconic and popular buses of all time, the Routemaster, was unveiled at the Commercial Motor Show at Earls Court (1954).
- 3.7 The year will see us showcase the London Bus and highlight its role in keeping London moving alongside its contribution to the UK economy, while also allowing our staff, bus operators and the public to take part in events throughout the year. I will update on activity in my reports throughout 2014.

#### **New Routemaster**

- 3.8 On 7 December, Route 390 was converted to New Routemaster vehicles. Route 390, which is a 24 hour bus route and operated by Metroline, runs between Notting Hill Gate and Archway. This route will operate with just a driver in the evening and at weekends.
- 3.9 The conversion of route 390 follows the successful operation of New Bus for London vehicles on routes 24, 11 and 9. As part of the wider programme to roll out 600 vehicles by 2016, route 148 will be converted on 15 February 2014.

#### **Bus Customer Satisfaction Survey**

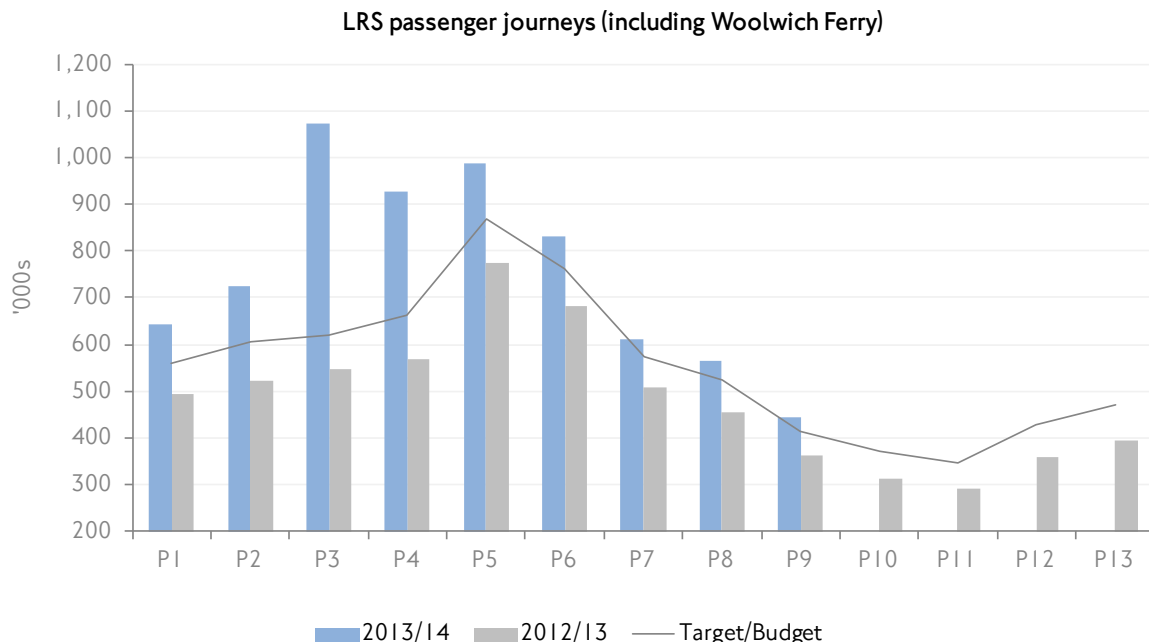
- 3.10 Bus customer satisfaction continues to be above the 2013/14 target, Quarter 3 2013/14 results remained consistent with Quarter 3 last year.



## 4 River

### River Action Plan

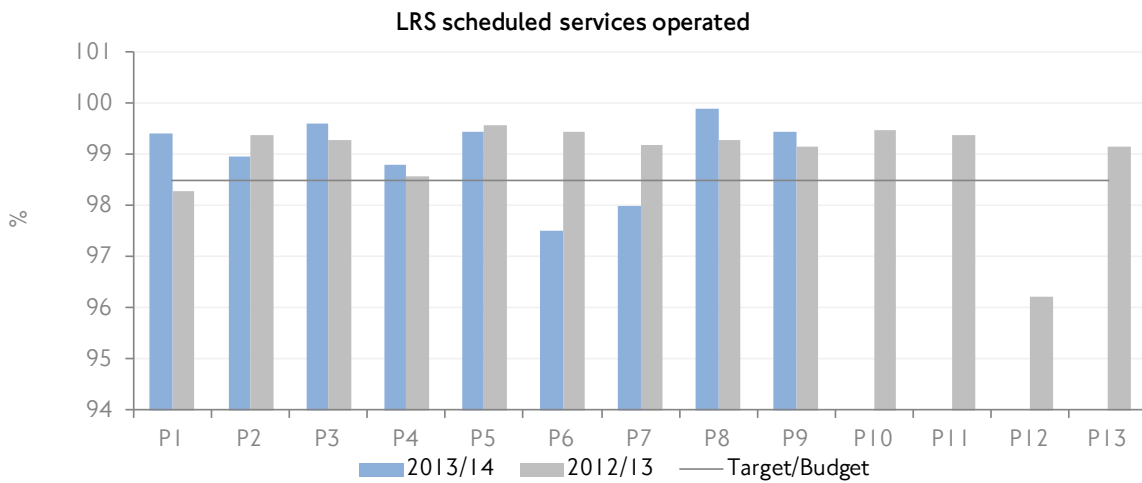
- 4.1 The rate of increase in passenger journeys on the river continues to be on course to exceed 8 million by the end of 2013/14. Performance in periods 6, 7, 8 and 9 remained slightly above forecast. In Period 9 overall passenger journeys were above budget by 2.92 per cent.



### London River Services Scheduled Services Operated

- 4.2 Overall reliability of services operated remained above target. Thames Clippers slightly dipped below target in Periods 6 and 7 due to a higher than average number of mechanical issues coinciding with vessels dry docked for planned maintenance. In Periods 8 and 9 their services operated were back above

target. Woolwich Ferry’s scheduled services remained above target throughout the quarter.



## 5 Taxi and Private Hire

### Taxi and Private Hire and Operational Update

5.1 The total number of licensees at the end of Period 9, compared with Period 5 (previously reported at STP in October 2013) was:

License Type	Taxi P5	Taxi P9	Private Hire P5	Private Hire P9
<b>Drivers</b>	25,524*	25,197**	67,504	66,529
<b>Vehicles</b>	22,500	22,705	51,400	55,271
<b>Operators</b>			3,112	3,028

\* All London ‘Green’ Badge – 21,789 and Suburban ‘Yellow’ Badge – 3,735

\*\* All London ‘Green’ Badge – 21,458 and Suburban ‘Yellow’ Badge – 3,739

### Zero Emissions Capable Taxi

5.2 A ‘New Taxi for London’ event took place on 16 January 2014, where the Mayor announced his proposal to introduce a more challenging deadline – January 2018 - for all newly licensed taxis to be zero emissions capable. The taxis of the future will continue to deliver the iconic service while reducing the environmental impact of the vehicles in the capital. Five vehicle manufacturers intending to produce zero emissions capable taxis in advance of the Mayor’s deadlines were present at the event, three of them showcasing their vehicles.

The event featured a media session, a stakeholder event and a drop-in session for taxi drivers.

## 6 Congestion Charging

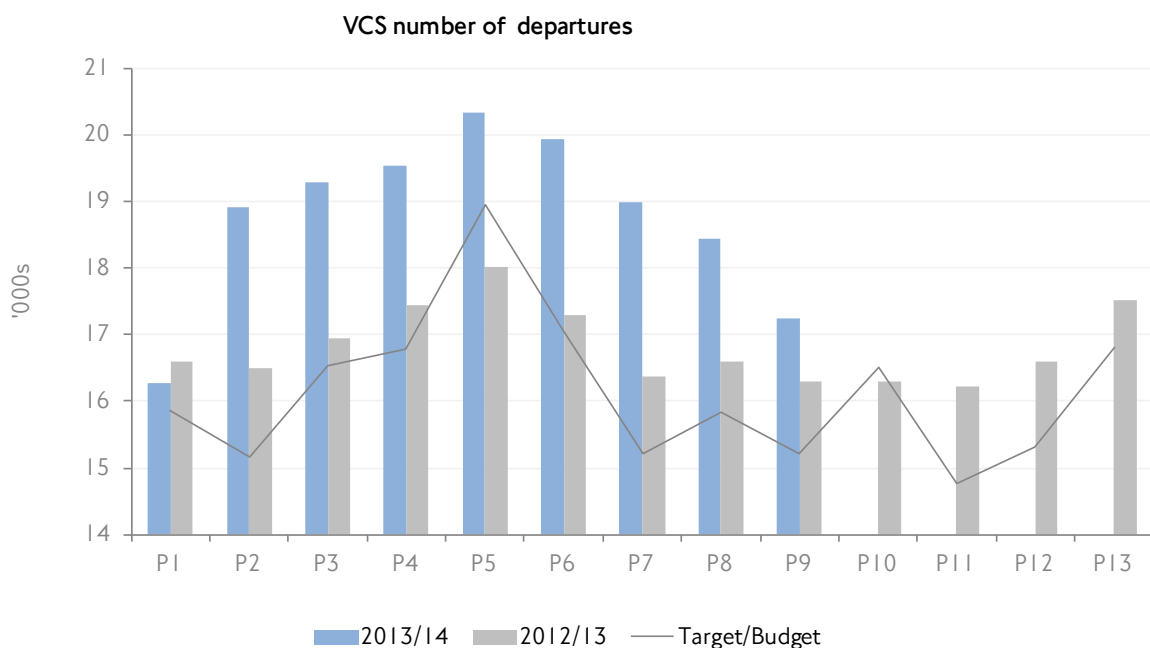
### Congestion Charging Unofficial Website

- 6.1 Around 1,000 people per day may unwittingly be using unofficial sites to pay the London Congestion Charge and are being charged up to £6 premium for the same services which TfL provides for free. In December a number of activities took place to remind motorists to take extra care and to ensure they use the official Congestion Charge website. In early January 2014 we renewed our warnings to motorists following an Advertising Standards Agency ruling (A13-245584) that one site [paylondoncongestion.co.uk](http://paylondoncongestion.co.uk) was 'likely to lead consumers to believe that the web page was an official method of paying the congestion charge'. We are continuing to talk to organisations including Google and the DVLA to see what more can be done to tackle the issue. The official TfL site is available at:

<http://www.tfl.gov.uk/cc>

## 7 Victoria Coach Station

- 7.1 Victoria Coach Station remains well ahead of target in 2013/14 in Periods 6, 7, 8 and 9 departures were well above budget and in comparison to last year. The continuing positive 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 departing from the Coach Station. We continue to work with all our service delivery partners to explore further opportunities for additional innovative services to both domestic and European destinations.



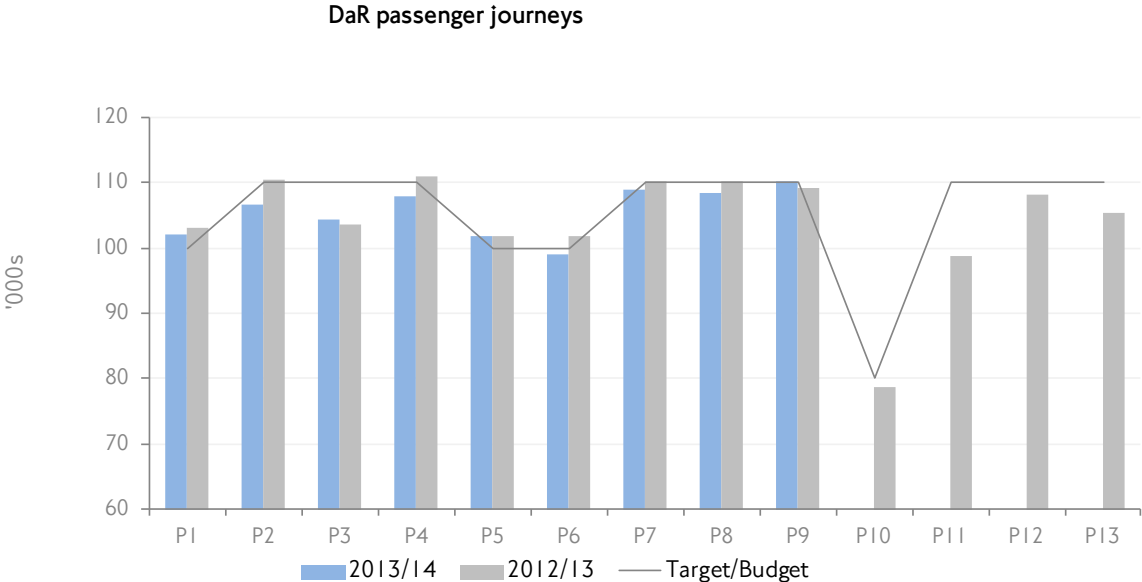
## 8 Dial a Ride

### Social Needs Transport Review

- 8.1 TfL funds a range of door to door transport for Londoners who find mainstream transport difficult or impossible to use. In addition to our services there are a range of other statutory and non-statutory door to door services available for this sector of the travelling public. Given the changing demographics of our customer base in this area, including an increasing population of older people with long term conditions that limit their mobility, we have commissioned an independent review of the our contribution to the wider Social Needs Transport Sector and how it might be improved going forward and our overall business activity in this area.
- 8.2 In addition to potential growth in demand for travel, this review will also consider how demand might be affected in the future by other service-related factors including improvements in the accessibility of the public transport network, and changes to local transport services offered to vulnerable people by agencies other than TfL. We will also take into account the potential effect of attitudinal and behaviour change in future customers – changing travel horizons amongst users and an increase in the use of internet-based health diagnostics, shopping and social activities.
- 8.3 We have asked Transport for Communities, independent specialists in the development of socially- needed transport services, to act as our special advisers and to assist with this work. Initial results are expected in spring 2014.

### Dial a Ride Passenger Journeys

- 8.4 Dial a Ride delivered 110,175 trips in Period 9, 978 trips more than the number recorded in the same period, last year and 1,124 (1.0 per cent) above target.





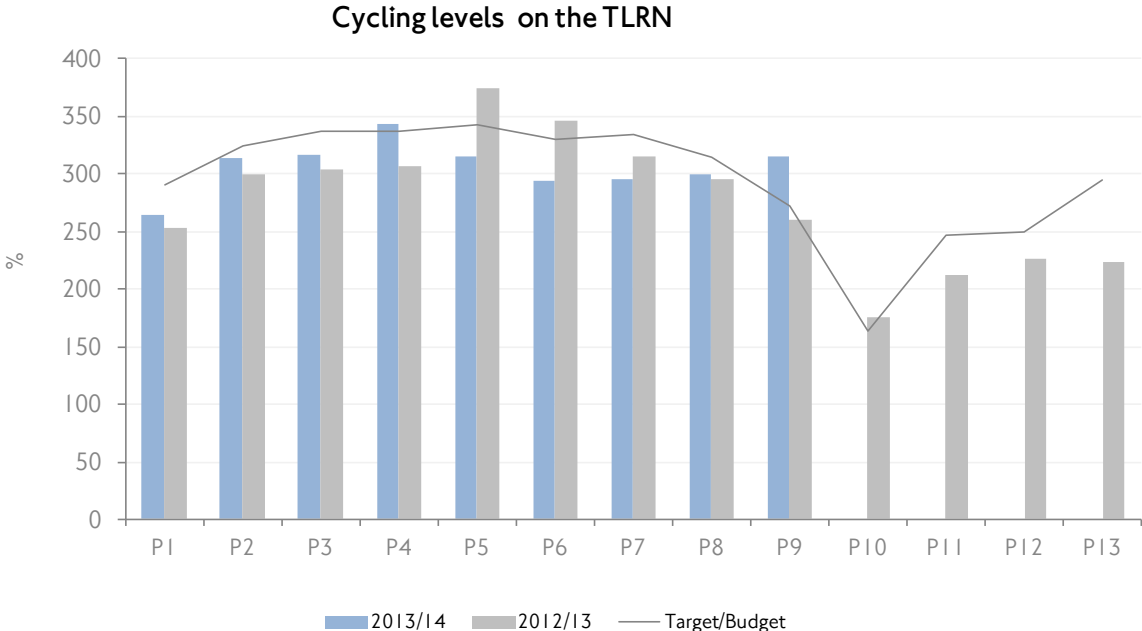
# 9 Cycling

## New Cycling Metric Used to Measure Cycling Performance

- 9.1 Growth in cycling is expected to take place not only on the TLRN, but across London. It is therefore essential that we have a methodology which records the level of cycle journeys across the capital.
- 9.2 We have developed a new cycling key performance indicator (KPI) to measure this growth. The new KPI will measure the daily average number of kilometres cycled in central London each quarter and will be presented as the number of kilometres cycled per day in thousands, which is in line with the methodology used by Department for Transport (DfT) in their national traffic counts. The KPI will capture the outcomes of the investment in cycling infrastructure as set out in the Mayor’s Vision for Cycling. The new KPI will also be able to report all cycle journeys on those parts of the Barclays Cycle Superhighways that fall within central London, the Central London Grid and the Quietways.
- 9.3 The number of journeys cycled will be measured by quarterly on-street manual counts at 200 sites in central London, starting in January 2014. 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.

## Cycling Flows on the TLRN

Cycle flows on the TLRN in Quarter 3 of 2013/14 were 4.6 per cent higher than last year which represents the highest Quarter 3 since the index began.



## ‘Central London Grid’ Published

- 9.4 On the 19 December 2013, in partnership with the seven Central London boroughs, the City of London, the Royal Parks and the Canal and River Trust

we published for public comment the draft cycle network for Central London, the 'Central London Grid'.

- 9.5 The Central London Grid is a key component of the Mayor's Cycling Vision and will be a mixture of 60 miles of Quietways and around 20 miles of Superhighways in the City and West End. Superhighways are mostly segregated and on main roads, while Quietways, will be lower intervention and mainly on streets with less traffic. The proposed Grid is available from TfL's website:

<http://www.tfl.gov.uk/roadusers/cycling/29172.aspx>

- 9.6 The routes contained in the Grid are not fixed or unchangeable, but are our suggestions; we would welcome comments on the Grid network from all groups, not just cyclists. Stakeholders have been asked to e-mail any comments to [grid@tfl.gov.uk](mailto:grid@tfl.gov.uk) or contact their local authority.
- 9.7 We will continue to develop the Grid proposals with our delivery partners and a revised Grid will be published in 2014.

#### **"Mini-Hollands" Update**

- 9.8 Following the announcement in September 2013 regarding the eight shortlisted boroughs (Bexley, Ealing, Enfield, Kingston, Merton, Newham, Richmond and Waltham Forest) for a £100m 'Mini-Hollands' fund, we have continued to work with the boroughs on their proposals. The shortlisted boroughs submitted their updated bids in mid December and on 20 and 21 January 2014 we held review panel sessions with the boroughs. This offered an opportunity for the shortlisted boroughs to present their programme proposals to a panel which consisted of representatives from TfL, the Mayor's Cycling Commissioner and members of the Mayor's Design Advisory Group. We hope to announce the winners in spring 2014.

#### **Barclays Cycle Hire Busiest Casual Hires**

- 9.9 Cycle Hire had its busiest casual hire day of the year on Christmas Day 2013, with 26,024 casual hires out of a total of 27,715 on the day.

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

- 9.10 Barclays Cycle Hire extended to southwest London on 13 December 2013, and now covers over 100km<sup>2</sup> of London – a 50 per cent increase in the scheme area. There are 2,000 new bikes serving London, with 150 new docking stations in areas including Clapham Junction, Hammersmith, Fulham and Putney, encouraging even more people to cycle for work or pleasure.

#### **Extension to Serco contract for BCH**

- 9.11 Serco Group plc has signed a two year extension to its contract to manage and operate BCH until July 2017. A number of improvements made last year to the operation of BCH means that the scheme is now easier to use, and recent survey results show that overall satisfaction of members has reached the highest satisfaction score since the scheme was launched.

## **Barclays Cycle Superhighway 2 Extension to Newham**

- 9.12 On the 6 November 2013 the Mayor launched the first fully segregated section of Barclays Cycle Superhighway 2 (CS2) between Bow and Stratford. The extension includes just under two miles of new cycle track, almost entirely physically separated from traffic, along with 'bus stop bypasses' to protect cyclists. As part of the launch we also announced our plans to upgrade the existing CS2, we will look to include additional segregation and cycle separated junctions.
- 9.13 The Mayor also announced plans for a substantially segregated cycle route through central London, connecting Elephant and Castle and Kings Cross via Blackfriars Road and Blackfriars Bridge. It is planned that the north/south route will use a combination of full segregation and additional provision for cyclists. This route will connect at Blackfriars with the east/west 'Crossrail for the Bike' which was announced as part of the Mayor's Vision for Cycling. Detailed designs for both the north-south and east-west cycle routes will be published for public consultation in summer 2014.

### **Low level signals to boost cyclists' safety**

- 9.14 New low-level traffic lights designed for cyclists have been authorised for use by the DfT following off-street safety trials. More than 80 per cent of cyclists favoured the use of low-level signals during the track-based trials of the system, which work by repeating the signal displayed on the main traffic lights at the eye level of cyclists.
- 9.15 The system has been installed at Bow Roundabout following extensive safety trials. This is the first time the lights have been used in the UK. We are working with the DfT to extend the pilot to a further 11 sites in London. The lights will give improved, clearer signals to ensure cyclists have the information they need at the junction.

## **10 Safety**

### **Construction Logistics and Cycle Safety Event**

- 10.1 On the 9 December 2013 the Mayor hosted a Construction Logistics and Cycle Safety event, which reaffirmed the Mayor's commitment to the Cycling Programme set out in his Vision for Cycling. This includes proposals to improve infrastructure and safety for cyclists in the capital. The event also highlighted the progress which has been made by the construction industry in improving road safety. Over 130 executive level industry representatives were in attendance to view a low-entry, high-vision concept tipper vehicle which aims to challenge manufactures to design safer construction vehicles.
- 10.2 The industry led 'Standard for construction logistics: Managing work related road risk' was also launched at the event. The standard is a groundbreaking approach, facilitated by TfL, that will ensure construction vehicles are fitted with side guards and blind spots vision equipment and that drivers are trained on the safety of vulnerable road users. It will also ensure that safety considerations no longer end at the construction site boundary but extend to all parts of the construction process.

- 10.3 Along with a number of major UK developers, TfL, the Greater London Authority and Crossrail and their supply chains have all signed up to the standard and both the Mayor and TfL will continue to champion the standard as part of our work to improve safety for all road users.

#### **TfL Trial a New Construction Vehicle**

- 10.4 We have announced that we will be trialling a new construction lorry with vastly improved driver visibility and safety equipment. The Laing O'Rourke vehicle will be used to transport commercial waste away from the Crossrail project. It has a cab with larger front and side windows, significantly reducing the blind spot compared to similar vehicles. TfL will also be working with the industry to identify other models of vehicles with similar high-visibility cabs to help construction industry further adopt them in their fleet and press manufacturers to adopt these designs for vehicle of the future.

#### **Industrial Heavy Goods Vehicle (HGV) Task Force**

- 10.5 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, was set up to increase enforcement of the regulations for construction HGVs, especially waste lorries and take action against dangerous lorries and their drivers.
- 10.6 In the first 81 days of operation (1 October – 20 December 2013), the Task Force stopped 1,061 vehicles. Only 25 per cent of those were satisfactory stops where no offences were detected. Officers issued 255 prohibitions and warnings for driver's hours offences, 295 Fixed Penalty Notices for a variety of offences including mobile phone use, insurance offences and driving licence offences, 375 prohibitions relating to the roadworthiness of the vehicle, 141 prohibitions for load security and seized 16 vehicles. In the opinion of Task Force officers, only 55 vehicles had the full range of cycle safety equipment installed.
- 10.7 A key priority for the Task Force over the coming months is to build up an intelligence picture based on information from the police, DVSA, TfL, environment agency and other partners on the most dangerous lorries and operators so they can target their activities accordingly. They will be undertaking more in-depth investigations of operators and running a series of seminars to encourage operators to comply, or face the legal consequences through the office of the Traffic Commissioner.

#### **Safer Travel at Night**

- 10.8 The Safer Travel at Night (STAN) initiative, a programme of integrated activities including industry regulation and licensing, police enforcement, education and delivery of improved late night travel services, has been extremely successful in reducing demand for un-booked private hire vehicles (also known as bogus cabs and touts). Activity was stepped up over the festive period to help keep the travelling public safe.
- 10.9 The STAN marketing campaign went live in late November 2013, and included posters in bars, clubs and late night venues; a cinema advert; coverage in magazines such as Cosmopolitan; and media including ITV

Daybreak and Radio 4 women's hour and social media activity. The campaign aims to raise awareness of the dangers of un-booked private hire vehicles and encourage and make it easier for people, particularly women to make safer travel choices.

- 10.10 In addition to regular anti-touting enforcement activity, Operation STAN coordinated by TfL and the TfL funded Safer Transport Command (STC), ran over the festive period to detect, deter and disrupt illegal cab activity and get people home safely. The operation involved the STC Cab Enforcement Unit, all 32 Safer Transport Teams, City of London Police and TfL's Taxi and Private Hire compliance officers. Activities included high visibility patrols, plain clothes officers detecting and apprehending touts, education and crime prevention advice, vehicle and licence checks. The Police made almost 100 arrests for touting during the Operation STAN in December 2013 and almost 2,000 private hire vehicles and taxis were stopped and checked by police.
- 10.11 Combining the results for the September/October phase (to coincide with the new academic term) and festive phase of STAN the police made 172 arrests for touting and stopped and checked around 4,700 private hire vehicles and taxis during phases 1 and 2 of Operation STAN.

### **Operation Safeway**

- 10.12 The combined strengths of the TfL funded STC, MPS Traffic Operational Command Unit and City of London Police – over 2,500 officers – have been mobilised for Operation Safeway which aims to reduce risk to cyclists and other vulnerable road users by enforcing the rules of the roads. In addition to enforcement, officers have been engaging with all user groups – cyclists, motorists and pedestrians – on how they can contribute to making London's roads safer. Hundreds of officers have been deployed during the morning and evening rush hours, Monday to Friday, to key junctions and routes across London. They have been enforcing against behaviour that creates risk and danger on London's roads. This includes driving while using a mobile phone; parking/stopping in mandatory cycle lanes; careless driving; failure to comply with an Advanced Stop Line (ASL); cycling on the footway; cycling without lights at night and cycling through red lights. Initial results show that a total of 13,524 Fixed Penalty Notices (FPNs) and 484 process notices were issued between 25 November 2013 and 7 January 2014 including 4,110 FPNs and 20 process notices issued to cyclists and 9,414 FPNs and 464 process notices issued to motorists.
- 10.13 The most common offences committed by cyclists for which they were given FPNs or were processed for were for having no lights (1,608), failing to comply with red traffic lights (1,209) and cycling on footway (1,031).
- 10.14 The most common offences committed by motorists for which they were given FPNs or were processed for were mobile phone use (2,492) and seat belt non compliance (2,413). 234 FPNs were issued to motorists for ASL related offences and 840 for failing to stop at red traffic signals.

- 10.15 Operation Safeway will continue to help keep road users safe as they resume commuting to work following the festive break.
- 10.16 TfL and the MPS are assessing the impact of the operation and looking at how we can best sustain the benefits of high visibility traffic enforcement at 'hot spots' into the day to day activities of all traffic and transport officers.

## **11 Improving The Urban Environment**

### **Funding for London Boroughs to Deliver Transport Improvements Confirmed**

- 11.1 On the 16 December 2013, the Mayor confirmed TfL's financial support to local transport projects through the Local Implementation Plan (LIP) Fund. £147.8m funding a year will be available over the next three years to 2016-17.
- 11.2 TfL recognises the vital role the boroughs play in local delivery of the Mayor's Transport Strategy, therefore LIP funding has been protected through TfL's savings and efficiencies programme, despite the reduction in TfL's Central Government funding.
- 11.3 The funding will be used by the boroughs to support projects that will create safer cycling infrastructure, improve roads, high streets and neighbourhoods and tackle air pollution. Transport projects to benefit from the funding include:
- (a) Over £9m to contribute to the cost of removing the Aldgate Gyratory and create a new public space and cycle routes.
  - (b) £750,000 for a range of local road safety measures in advance of the opening of Barking and Dagenham's Riverview Secondary School in September 2013.
  - (c) £250,000 for the Lea Valley Road Traffic-Free cycle route in Enfield to encourage more and safer cycling.
  - (d) £320,000 to improve air quality in Walthamstow town centre by planting trees and introducing other greenery in heavily polluted areas to mitigate the impact of emissions. This will also include a green corridor with a segregated pedestrian/cycle path.
  - (e) £500,000 for continued improvement works of the Grand Union Canal to increase cycling along the canal as well as to provide cycle training and promotion of cycling events.

### **Introduction of Energy Efficient Lighting on Major Roads**

- 11.4 As part of the Mayor's draft Climate Change Mitigation and Energy Strategy we are actively seeking to reduce the electricity consumption of street lighting, and thereby reduce their associated CO2 emissions. TfL has begun implementing an Energy Efficient Street Lighting Programme across the

TLRN, to be substantially delivered over the next three years and resulting in significant environmental benefits and cost savings.

- 11.5 The programme comprises two specific strands: the introduction of a Central Management System (CMS) for street lighting on the TLRN, and a programme to replace conventional lighting with Light Emitting Diodes (LED) which over the next three years will see 22,000 street lights updated through both targeted investment and TfL's 'business as usual' replacement programme.
- 11.6 Introducing a CMS for lighting will allow TfL to remotely monitor and manage street lighting, actively controlling levels of lighting depending on use. By adjusting the lighting levels to align with traffic flows and road usage at different times of night, TfL will significantly reduce its energy consumption and CO2 emissions without compromising road user safety or security. CMS will also remotely record lighting failures, enabling maintenance crews to ensure that lighting levels are restored without delay.
- 11.7 In parallel, there is an eight year programme to upgrade all TLRN tunnel lighting to LEDs. There are substantial energy reduction and maintenance cost savings to be achieved from this. Upper Thames Street tunnel was the first UK tunnel, in 2011, to be fitted with LED lighting. It has delivered a 60 per cent reduction in energy consumption as well as reduced maintenance costs. The LED lighting in Eltham Tunnel was completed this year.
- 11.8 The new LED technology will be rolled out to 70 per cent of TfL's applicable street lights by 2016, with the remainder captured during the following ten years.

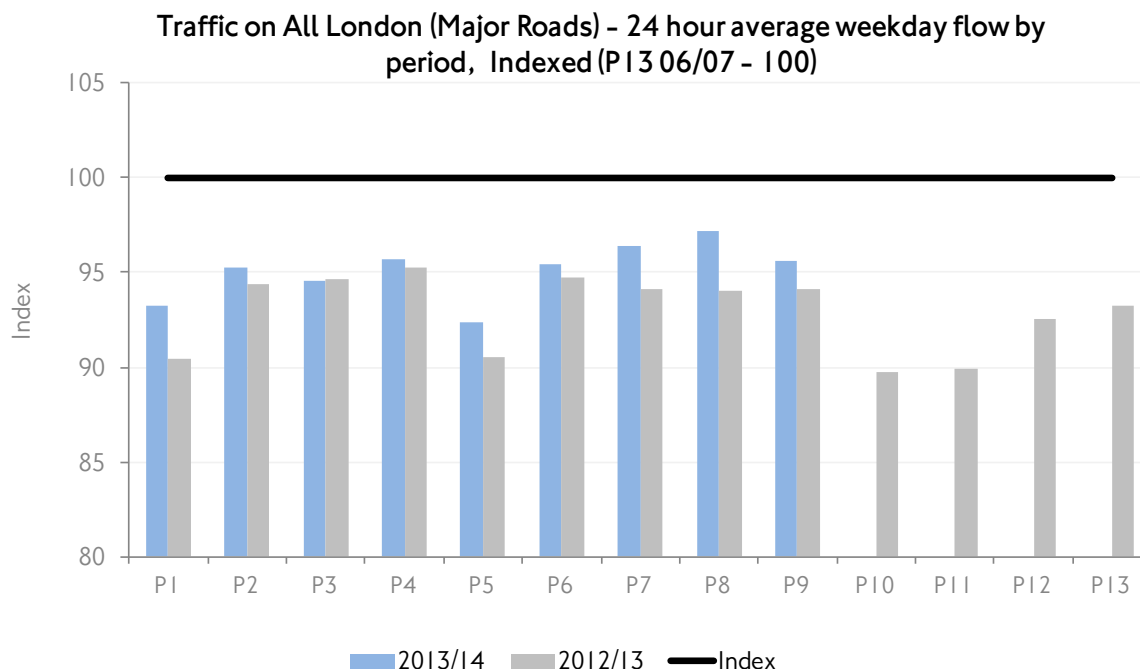
## **12 Freight**

### **TfL Hold HGV Technology Event**

- 12.1 On 13 January 2014, we held a vehicle safety technology engagement event with known developers, providers and distributors of vehicle technology designs to improve vehicle safety and reduce blind spots on larger vehicles. As part of our wider safety trials that the Transport Research Laboratory (TRL), we have been investigating potential devices for detecting cyclists and other vulnerable road users around large vehicles, with the aim of reducing the number of collisions resulting in people being killed or seriously injured. The engagement event provided a forum to bring together technology providers who are interested in engaging with TfL and allow them to hear about our road vehicle safety programmes as well as discuss the role of various technologies in improving safety.

## 13 Keeping London Moving

### Traffic Flows



13.1 The pan London traffic flow index continues to be higher than the previous year data, with Period 9 recorded at 95.6 index points, 1.5 index points up from the same period last year. Year to date Pan London traffic volumes are again up 1.5 index points on last year. The chart shows traffic flows relative to an index of 100 in Period 1 in 2006/07.

#### Traffic Signal Timing Reviews

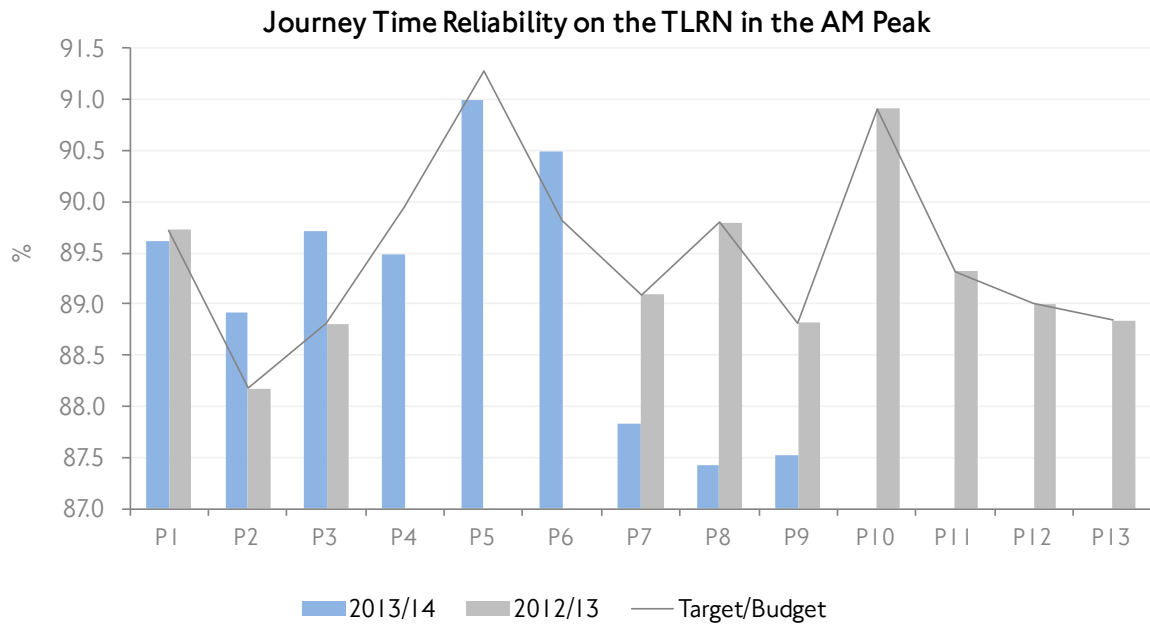
13.2 We have continued to complete our review of Traffic Signal Timings. To date, this financial year (to mid December 2013) 681 signal timing reviews have been completed, which has brought a 7.71 per cent reduction in delays for traffic at these signals with no detriment to pedestrians.

13.3 This reduction in delays for traffic has been achieved alongside a 0.13 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 and that pavements do not become overcrowded.

13.4 A traffic signal timing review of Victoria Embankment, including the key junction of Whitehall and Horse Guards Avenue has resulted in an average reduction in pedestrian delay of 10 per cent. Similarly in Lisson Grove the average pedestrian delay was reduced by 11 per cent. Improvements have also been realised at Regents Park Outer Circle for pedestrians accessing Regents Park and London Zoo, where the number of opportunities to cross has increased by 25 per cent.

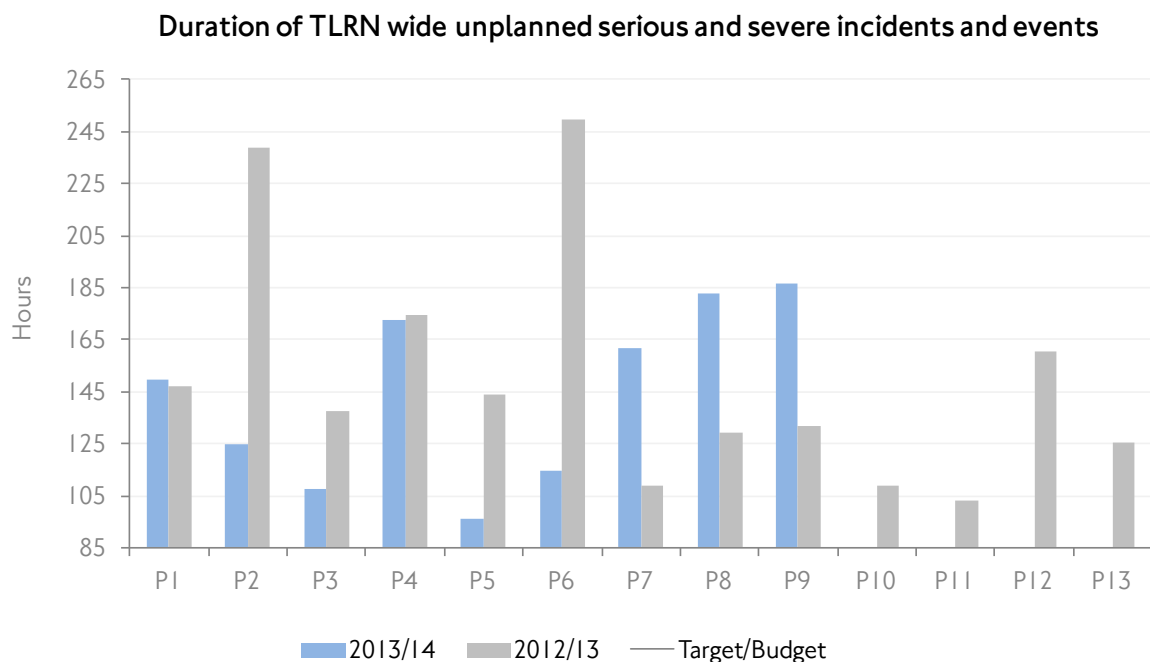


## Journey Time Reliability



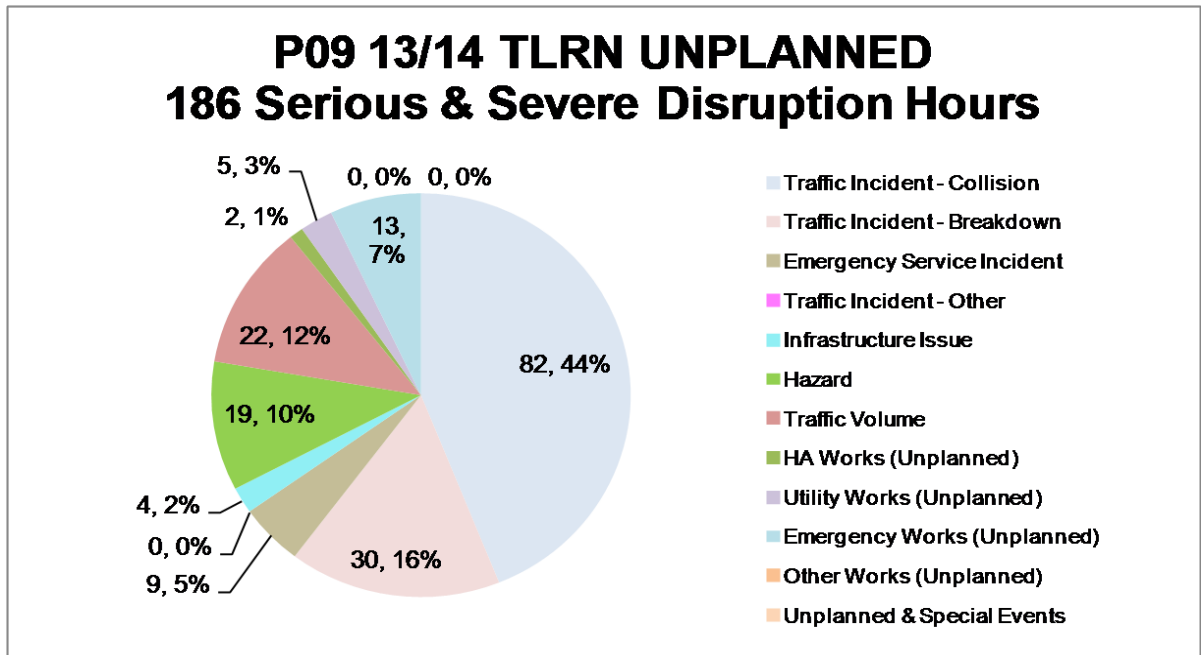
13.5 The increasing traffic flows (discussed above) are a significant factor on the TLRN journey time reliability, which at Period 9 stood at 87.5 per cent for the AM peak, a 1.3 point decrease compared to the period target. Increased traffic flows between 06.00 – 07.00 appear to be the key reason for the deterioration, which is a trend over the past three periods, and is believed to be linked with the improving economy.

### Unplanned Disruption on the TLRN

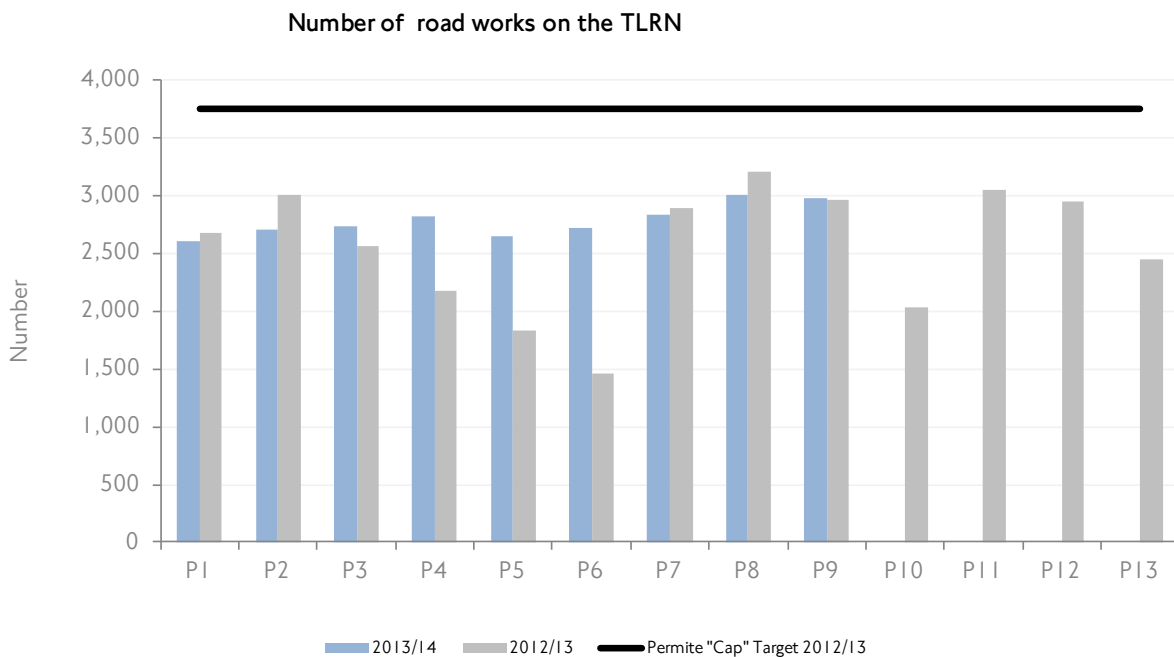


13.6 On the TLRN network there were 186 unplanned serious and severe disruption hours spread across 89 separate events during Period 9. The number of

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



13.7 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 9 the total number of road works reported on the TLRN was 2,978.

## **Reducing Disruption to London Road Users**

- 13.8 Network Rail proposed to carry out refurbishment works on a rail bridge on the A11Bow Road Tower Hamlets, the works were due to take place over three phases, lasting approximately three months with works proposed to take place during the day with a two lane closure to traffic. Following discussions with TfL, Network Rail agreed to work at night which not only avoided 68 days of peak disruption on a major route on the TLRN but also saved Network Rail £54,400 in lane rental charges.
- 13.9 TfL also challenged Network Rail's work methodologies offering alternative approaches, which in turn saw Network Rail reduce the duration of works by 16 days. As a result the total length of works were reduced, working hours were changed and a total of 168 peak periods avoided, therefore reducing disruption to London road users.

## **London Highway Alliance Contract (LoHAC)**

- 13.10 A new pan-London agreement has been reached for supporting out of hours response to reports of structural problems on the TLRN, with each of the four LoHAC contractors supporting all of London for one in every four weekends. This will lead to more efficient use of resources and better response times across the network.

## **14 Contact**

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