

Surface Transport Panel

Date: 9 July 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 12 and 13, 2013/14 and Periods 1 and 2, 2014/15 (1 April 2014 to 12 June 2014) and to provide an overview of recent major issues and developments within Surface Transport.
- 1.2 This report has been written to reflect TfL's priorities and is consistent with the structure of the Commissioner's Report to the Board. Feedback from Panel Members is welcome.

2 Recommendation

- 2.1 **The Panel is asked to note the report.**

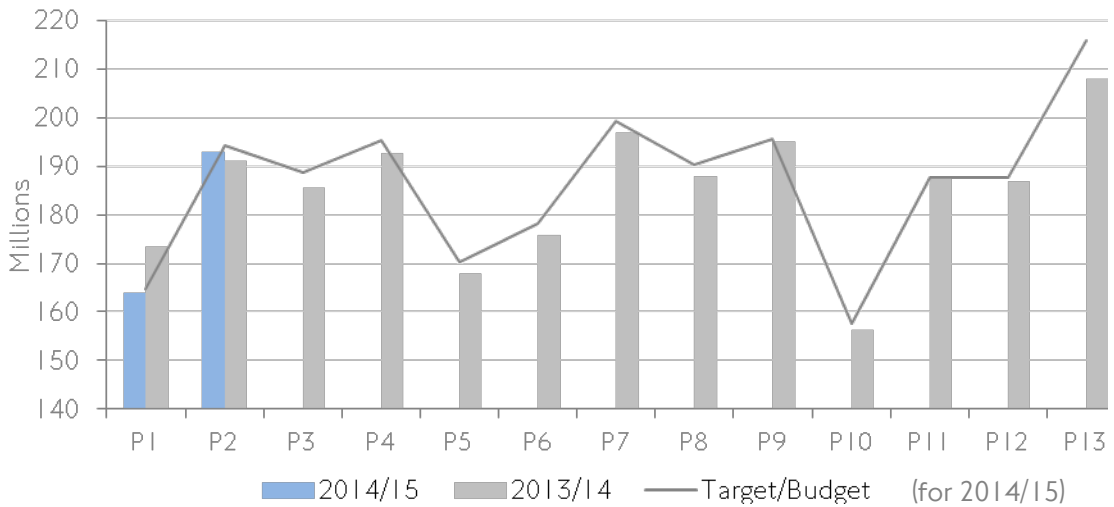
3 Delivery

Providing a Quality Bus Network

Bus Passenger Journeys

- 3.1 The number of passengers on the bus network continued to rise during 2013/14, with 2.4 billion journeys during the year, the highest number since 1959. The full year underlying growth in bus journeys was 2.4 per cent after adjusting for exceptional events such as the London 2012 Games and the Diamond Jubilee, which suppressed journeys in 2012/13.
- 3.2 In Period 1 (2014/15) bus passenger journeys were in line with budget at 165 million passenger journeys. A direct comparison with the equivalent period in 2013/14 is not possible as Period 1 last year has one extra day.
- 3.3 Period 2 bus passenger journeys were 1.8 million (or one per cent) higher than the same period last year. The industrial action on the Tube, which took place between 28 and 30 April 2014, increased bus passenger journeys by around one million in Period 2.

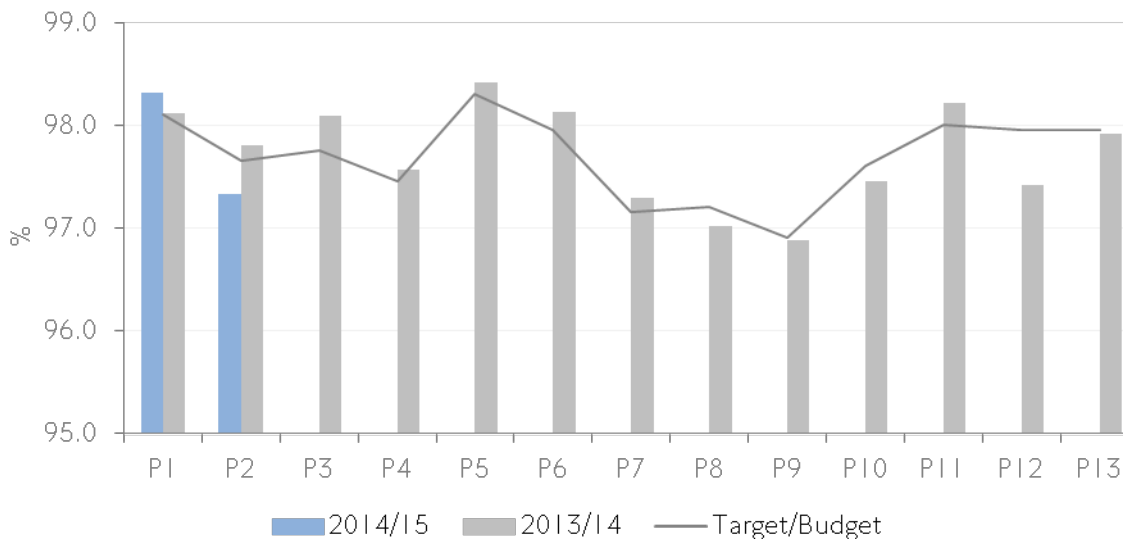
Bus passenger journeys



Percentage of Bus Scheduled Service Operated

- 3.4 The overall proportion of scheduled kilometres operated in 2013/14 improved to 97.7 per cent following two years at 97.6 per cent. This was achieved despite the seasonal deterioration in traffic conditions in autumn being worse than usual.
- 3.5 The industrial action on the Tube on 5 and 6 February 2014 (Period 12, 2013/14) and 29 and 30 April 2014 (Period 2 2014/15) impacted scheduled services due to the additional traffic disruption and exceptionally high passenger loadings. Excluding the impacted days, the proportion of scheduled kilometres operated would have been as forecast in both periods.

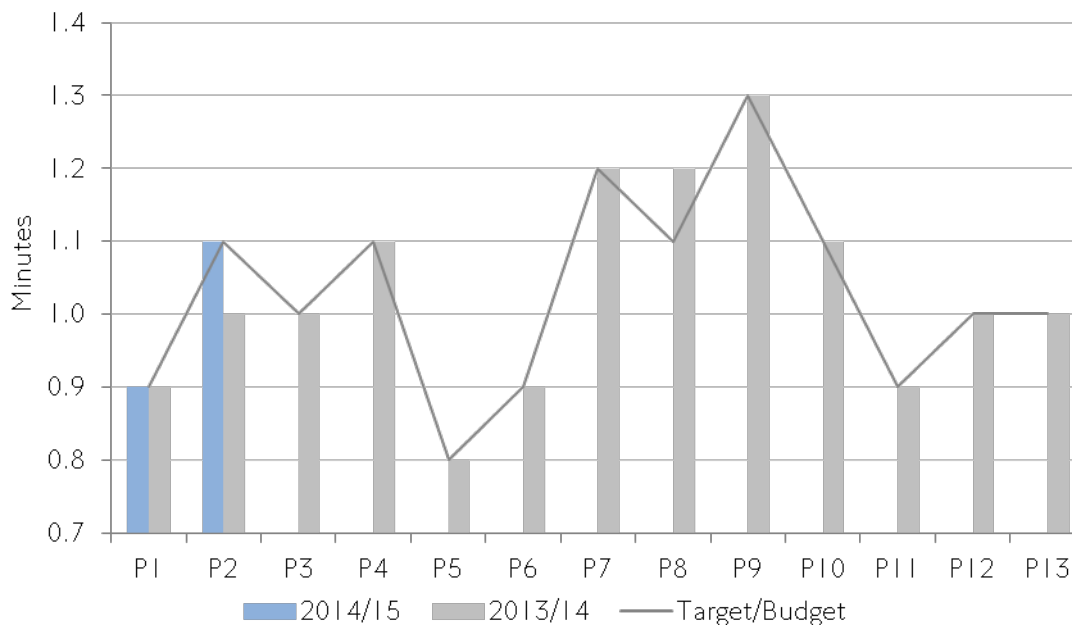
Bus scheduled services operated



Bus Excess Wait Time

- 3.6 Over the full year for 2013/14, bus excess wait time (EWT) maintained its record level of one minute which was first achieved in 2011/12. This is now the third year running this level of performance has been achieved, despite the increases in traffic flows from increased economic growth seen in 2013/14. Enhanced service control facilities available to bus operators through iBus have helped maintain the high levels of reliability.
- 3.7 The full year budget and forecast for 2014/15 EWT is one minute. Performance has been on target in Periods 1 and 2.

Bus excess wait time - high frequency routes



Managing London's Bus Network

- 3.8 TfL continues to monitor London's Bus Network and have made a number of changes to routes to increase capacity and support the Capital's development. These are:
- Route 136 extended in North Peckham to Elephant and Castle from Saturday 10 May 2014. Additional buses have been added to the route to maintain the frequency of service;
 - Route S1 extended to provide Lavender Fields (Merton) with a bus service for the first time from 12 April 2014. The route will now operate Banstead and Lavender Fields via Sutton, St Helier and Mitcham. This change has been made in response to requests from the local residents;

- (c) From 5 April 2014, increased frequency has been added to route 206. Five buses per hour now run, compared to the four buses per hour which ran previously; and
 - (d) Following temporary re-routing of routes 273 and 661, these were permanently rerouted to run via St Mary Cray following stakeholder and public requests.
- 3.9 TfL's service planning guidelines are available on tfl.gov.uk, together with lists of all service changes implemented since 2008.
- 3.10 Following public consultation, TfL has announced that the classic Routemasters will operate their final day on Heritage Route 9 on 25 July 2014.

New Routemaster Roll Out

- 3.11 There are currently 260 New Routemaster (NRM) vehicles deployed in the Capital, following the smooth conversion of route 10 from Hammersmith to King's Cross on 26 April 2014, route 38 at the end of May 2014 and route 8 at the end of June 2014. Plans for further conversions through the autumn and into 2015 are continuing. The first NRMs benefiting from the new ultra-low emission Euro 6 generation engine are now undergoing a period of in-service testing.
- 3.12 Including the NRMs, the number of low-carbon emission and quieter diesel electric buses reached 782 in Period 2, 2014/15.

Electric Bus Trials

- 3.13 Following the introduction of two electric buses on routes 507 and 521 at the end of 2013, a further four electric buses entered service on route H98 at the end of May 2014, operating between Hounslow and Hayes End. A further two buses are due to be delivered over the summer for use on route 312 in Croydon. These trials will help us develop plans for greater use of electric buses in central London, supporting the Mayor's vision of a central London Ultra Low Emission Zone.

London Buses to go Cashless from 6 July 2014

- 3.14 TfL is on schedule to make the bus network cash-free from Sunday 6 July 2014. In 2000, around 25 per cent of journeys were paid for in cash, compared to less than one per cent today. As TfL moves to a cash free bus service, which will not affect 99 per cent of bus passengers who already pay for their journeys using Oyster, prepaid tickets, contactless payment cards or concessionary tickets, a number of initiatives are being put in place to ensure a smooth transition to the new arrangements. This includes a new 'One More Journey' feature on Oyster, which enables customers who have insufficient credit for a bus fare but who have a positive balance on their card, to make one more trip. This feature went live on 8 June 2014 and is being used by around 4,000 people a day. Of these customers, over 80 per cent have

topped up their Oyster card before making a further journey. As a result of this cash fares have dropped and are now only used to pay for around 0.7 per cent of all journeys on London buses.

- 3.15 Guidance for all 24,500 London bus drivers has also been refreshed, to help drivers identify and appropriately deal with vulnerable passengers and ensure a consistent approach is taken across our network. In addition, all bus drivers will participate in an enhanced Disability Awareness training module, 'All Aboard!', which emphasises greater empathy with passengers. Future initiatives are likely to focus on improving bus driver communication with passengers, particularly around disruption and delays, and improving the passenger experience when boarding and alighting buses.

Response to London Assembly Bus Services in London Report

- 3.16 In response to the London Assembly's Transport Committee 'Bus Services in London report', TfL outlined the importance of a world class bus network to London's continued prosperity. TfL has committed to reviewing plans to expand the capacity of a cost effective bus network to absorb the significant growth in London's population. It will also look to introduce a new approach to engagement and build on the Assembly's strong support for increased bus priority, including Business Plan funding of £200m. Finally, TfL is making the bus service more transparent by publishing on tfl.gov.uk the number of passenger journeys and the level of bus kilometres operated on each route.

Bus Safety Statistics Published

- 3.17 For the first time bus safety data has been published on tfl.gov.uk. The data covers the period from January to March 2014 and gives details of incidents on London's bus network resulting in a fatality, or injury requiring hospital attendance. This data will be published on a quarterly basis and provides figures by borough, bus operator and bus route and gives details of the person's age and gender, the nature of the incident and type of road user involved (for example, bus passenger, bus driver, pedestrian, and cyclist). The data shows that there were two fatalities and 283 bus related injuries which required hospital attendance between January and March 2014. In that time, there were around 600 million journeys on the bus network and London buses travelled more than 100 million kilometres in passenger service.

Bus Technology Trials

- 3.18 TfL has called on developers to submit bids for radar and optical technology that detects vulnerable road users, so TfL can conduct a trial on buses later this summer. An initial two day trial, in August 2013, showed that this technology had significant potential. The new trial will build on this by testing the effectiveness of radar and optical technology in reducing collisions involving cyclists and pedestrians in London. Subject to the outcome of this trial, a decision will be made on whether the technology could be rolled out more widely.

Year of the Bus Update

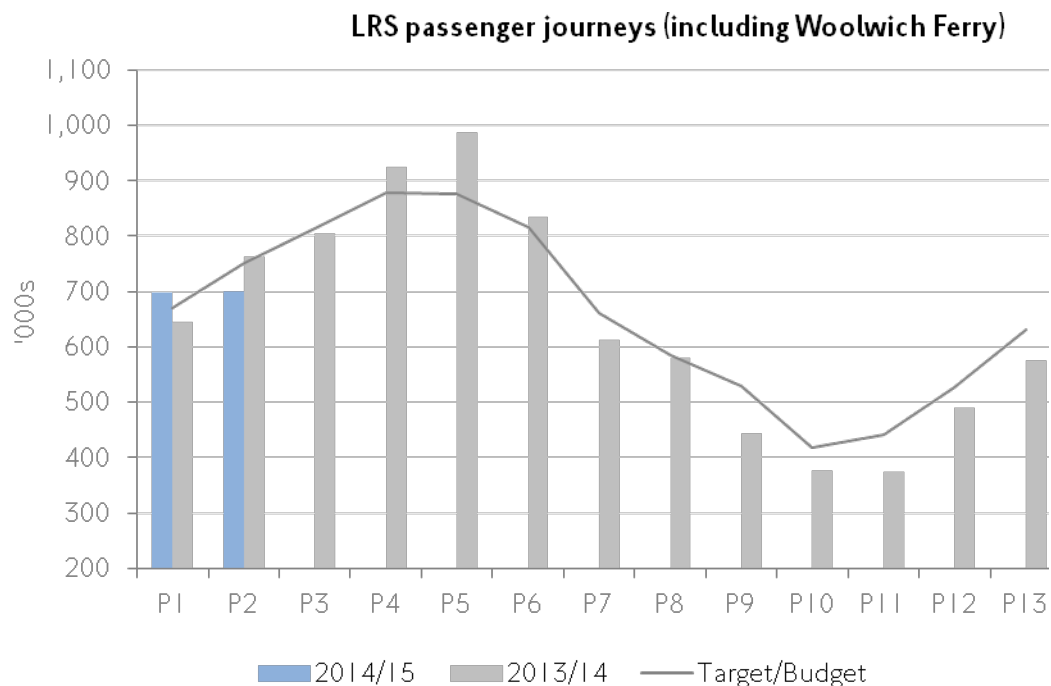
- 3.19 On 10 May 2014 TfL teamed up with Stagecoach and the London Transport Museum (LTM) to celebrate the centenary of the Catford bus garage with a free public open day. This event gave the public an unique opportunity to go behind the scenes at the bus garage, see the Year of the Bus mobile exhibition and participate in activities demonstrating how to use the bus safely and responsibly. Catford was the first in a series of garage open days that are key to the Year of the Bus campaign. Further open days were held at Alperton Bus Garage (7 June 2014), Stockwell Bus Garage (21 June 2014) and Fulwell Bus Garage (28 June 2014). Open days are planned at Potters Bar Bus Garage (5 July 2014), Walworth Bus Garage (19 July 2014) and Dartford Bus Garage (7 September 2014).
- 3.20 On 22 June 2014, a flagship Year of the Bus event was held on Regent Street. 50 vehicles from 1914 to 2014 took part in a bus display in the “Regent Street Bus Cavalcade” event, alongside a number of family supported activities, such as Lego workshops, interactive bus stops developed with University College London and community activities such as the “Don’t Let the Pigeon Drive the Bus” theatre production.
- 3.21 In addition to these events, there have been a number of public relations led initiatives, such as collaborations with the National Theatre; Pokémon; Celebrity MasterChef (an episode was filmed at West Ham Bus Garage); Bus Jam (a series of live music events on a New Routemaster in collaboration with Oxfam); and the operation of an RT heritage service on route 22 – celebrating the 75th anniversary of the vehicle.
- 3.22 The LTM’s flagship exhibition ‘Goodbye Piccadilly’ opened on 16 May 2014 and the restored B-Type ‘Battle Bus’ was launched on 12 June 2014 in the Covent Garden Piazza. In addition to this, talks were held at the LTM which included ‘From A to B and Back Again’ with Oliver Green (8 April) 2014 ‘The Bus We Loved’ with Travis Elborough (29 April 2014), and ‘Londoners and Londoners in the Great War’ with Jerry White (3 June 2014).

River

London River Services Passenger Journeys

- 3.23 Passenger journeys on the river for the full year 2013/14 reached 8.4 million. This was 1.2 million above the 2013/14 target. From 1 April 2013, a new methodology was introduced to calculate river passenger journeys as the number of passengers boarding all vessels, as recorded by the Automatic Identification System, plus the number of foot and vehicle passengers boarding the Woolwich Ferry, which is recorded manually by the ferry contractor. The new counting method gives a more accurate picture of river usage. During the year there was underlying demand growth for river services from the favourable late summer weather and high tourist demand.

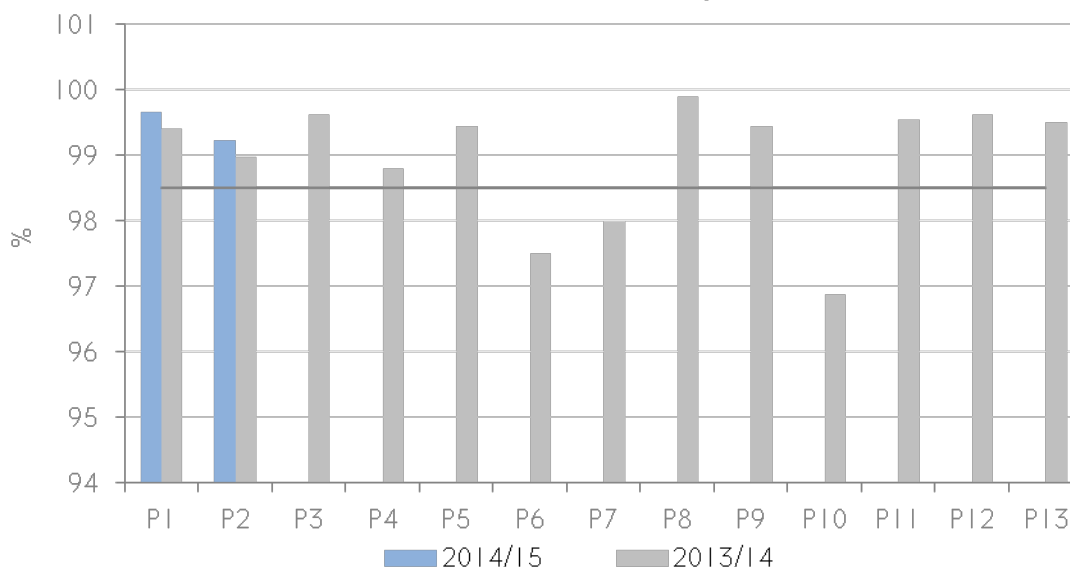
- 3.24 During the Tube Strike on 5-6 February 2014, additional peak hour river bus capacity was provided between Canary Wharf and Waterloo, with free travel offered to speed-up boarding. During these two days, a total of over 22,000 passenger journeys were made on river bus services during peak periods, compared with 6,000 during the equivalent periods the previous week.
- 3.25 Year on year river service passenger journeys (excluding Woolwich Ferry) for Period 1 (2014/15) grew by nine per cent, whilst in Period 2 they fell by 13.7 per cent compared with last year. The decrease in demand was due to a fall in off-peak leisure usage, which will be monitored closely over the next few periods.



London River Services Scheduled Services Operated

- 3.26 The percentage of scheduled services operated was above target for the full year 2013/14 at 99.5 per cent compared with the target of 98.5 per cent. This continued in Periods 1 and 2 (2014/15) with the scheduled services operated above target. Woolwich Ferry's operational performance has continued to improve with Period 2 performance remaining high at 97.9 per cent, with minimal weather and mechanical issues experienced.

LRS scheduled services operated



Putney to Blackfriars River Bus Service

- 3.27 In April 2013 TfL started running a more frequent river bus service on the Putney to Blackfriars route. The enhanced service saw passenger numbers triple from 40,411 in 2012/13 to a record 121,667 passenger journeys in 2013/14. The route now operates two thirds more services on weekdays on modern, accessible, high speed catamarans, all offering passengers a guaranteed seat, free Wi-Fi and the availability of onboard refreshments for added comfort and convenience. The enhanced service supports the Mayor's River Action Plan, which was published in February 2013.

Taxi and Private Hire

Taxi and Private Hire Operational Update

- 3.28 The total number of licensees at the end of Period 2 (2014/15), compared with Period 11 (2013/14, which was previously reported to the Panel in April 2014) was:

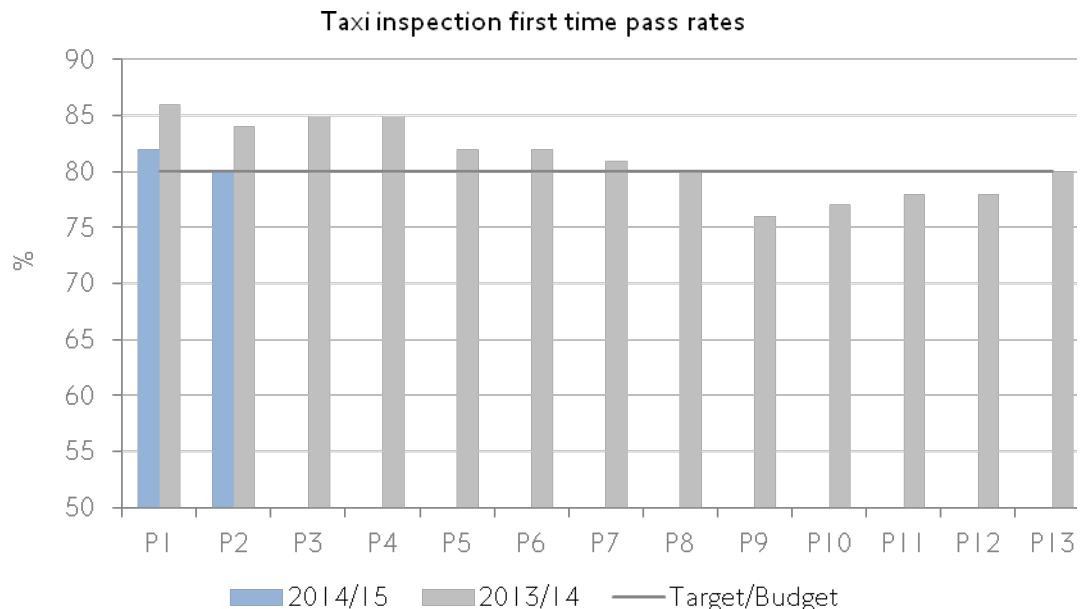
License Type	Taxi P11 (2013/14)	Taxi P2 (2014/15)	Private Hire P11 (2013/14)	Private Hire P2 (2014/15)
Drivers	25,491*	25,582	66,528	67,158
Vehicles	22,661	22,703	52,516	53,567

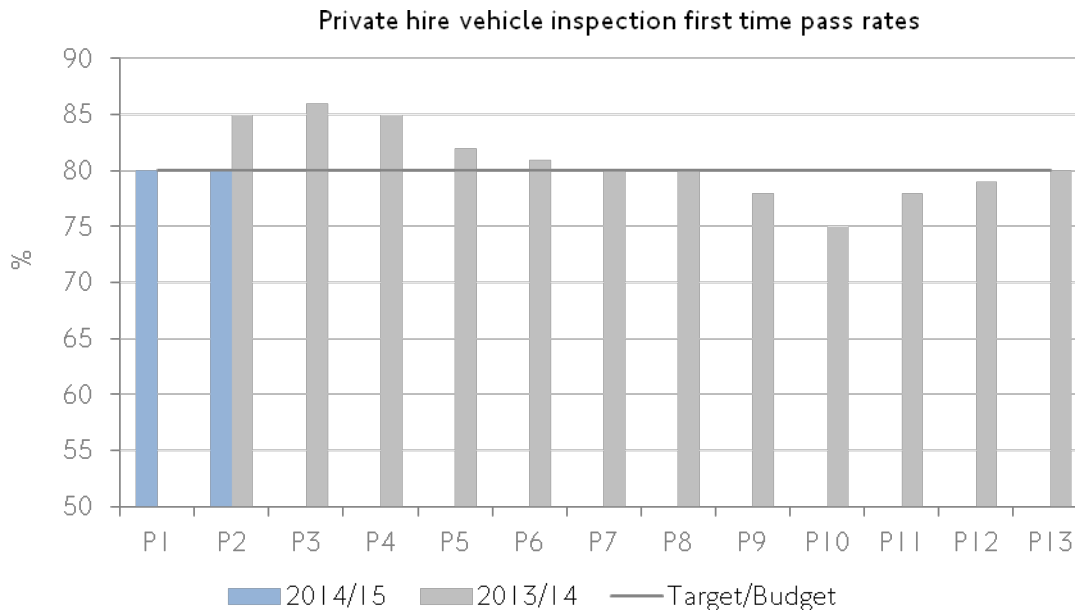
3.29 The Taxi trade has held a number of demonstrations since the last Panel meeting. On 25 April and 6 May 2014, demonstrations were held in connection with the taxi rank in St Thomas' Street and the Shard. On 11 June 2014, the Taxi trade held a demonstration around Trafalgar Square regarding TfL's response to Uber, with around 5,000 taxis taking part.

Taxi and Private Hire Operational Update

3.30 Following discussion at the last meeting of the Panel on 9 April 2014, the target for Taxi inspection first time pass rate has been brought into line with the Private Hire vehicles at 80 per cent. The first time pass rates have been on target in Periods 1 and 2, 2014/15.

3.31 The Taxi and Private Hire Contracts Team meets weekly with the contractor, NSL, to address any inconsistencies in the failure reasons and are carrying out quality assurance visits on two inspection centre sites each month going forward.





Law Commission Review of the Taxi Trade

- 3.32 On 23 May 2014, the Law Commission published its final report following its review of taxi and private hire licensing and regulation in England and Wales. The report supports retaining the fundamental difference between taxi and private hire services and recommends significant reform of the licensing framework and included a draft Taxis and Private Hire Vehicles Bill. TfL is continuing to engage with the Department for Transport (DfT) to ensure its views and the needs of London are taken into consideration. The report and draft Bill have been presented to the Government, which now has up to a year to provide a response.

London Assembly Transport Committee – Review of Taxi and Private Hire Services

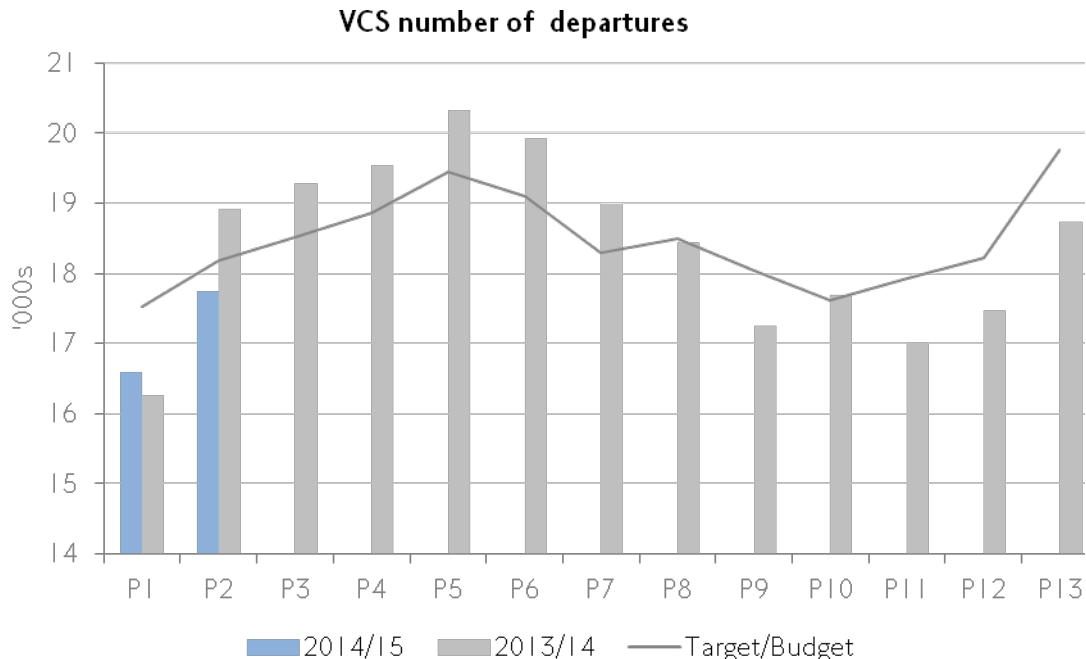
- 3.33 The London Assembly’s Transport Committee has announced its intention to review taxi and private hire services throughout the remainder of 2014. The scope of the investigation will cover issues that have an effect on passengers including availability of Taxis and Private Hire Vehicles; safety and security, including touting; fares and payment options; the Mayor’s position on Taxis and Private Hire vehicles; and the performance of TfL’s Taxi and Private Hire Unit.
- 3.34 The committee will hold public meetings in July and September 2014. TfL representatives have been asked to attend.

Suburban Taxi Consultation

- 3.35 The public consultation on the future of taxi licensing in suburban areas of London closed on 11 April 2014. During the consultation, TfL received over 4,000 responses. TfL is currently reviewing the responses and expects to complete the process in summer.

Victoria Coach Station

- 3.36 In 2013/14 Victoria Coach Station (VCS) had 239,900 departures, this was well above the target of 210,000 departures. VCS departures recorded in Period 1 (2014/15) were 16,594, which was higher than the same period last year. In Period 2 there were 17,744 departures, which although below target was higher than those recorded in Period 1.



Dial-a-Ride

- 3.37 Although requests were down by 0.7 per cent during 2013/14, Dial-a-Ride delivered 1,355,580 trips. This was 3,054 more trips than during 2012/13 and the second highest number of trips recorded in the service's 32 years of operation.
- 3.38 In Period 1 (2014/15), 107,234 trips and in Period 2, 118,973 trips were scheduled which is in line with our target.

The percentage of trip requests scheduled for Period 1 and 2 was 89.7 per cent, which is slightly below target of 90 per cent. Scheduling performance throughout Period 2 was adversely affected by the on-going 'industrial action short of a strike'. Despite the industrial action, the service cancelled just 216 scheduled trips (0.2 per cent) with the remainder cancelled by passengers.

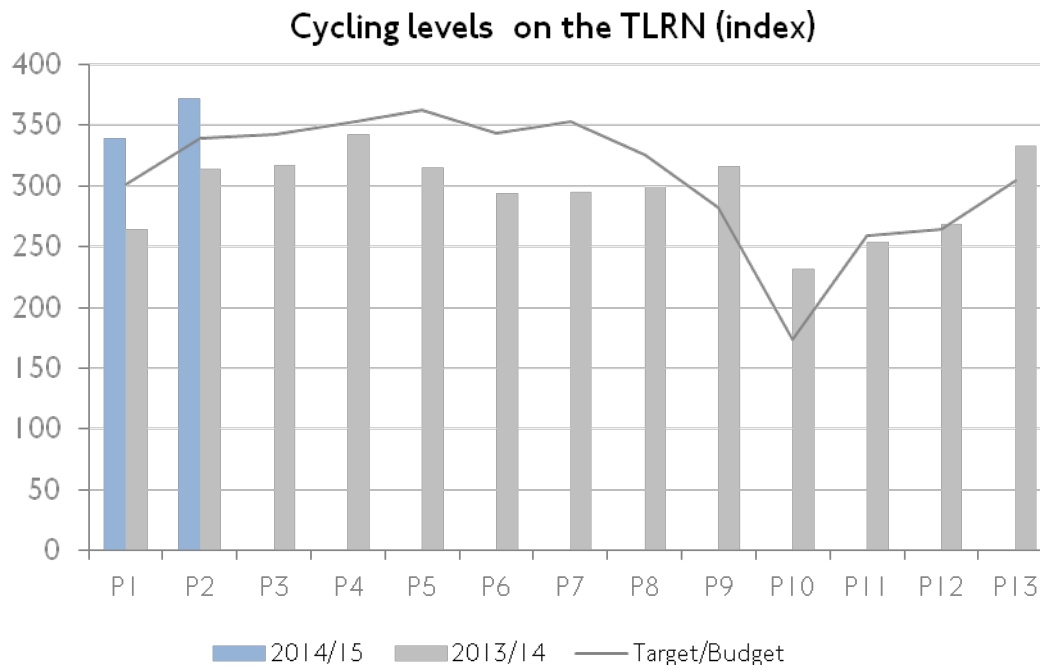
Cycling

Transport for London Road Network (TLRN) Cycling Index

- 3.39 The full-year index of cycle flows on the TLRN was above target for 2013/14, with seven per cent growth compared to 2013/14, with this growth primarily occurring in the second half of the year. Weather can have an impact on

cycling flows and the mild winter conditions may have contributed to cycling growth, compared to the winter in 2012/13 which was the coldest since 1900.

- 3.40 The growth has continued in 2014/15, with year on year growth of 28 per cent and 19 per cent in Periods 1 and 2 respectively, which may have been impacted by the warm spring conditions.



London Cycle Design Standards

- 3.41 TfL has revised the London Cycling Design Standards, which were first published in 2005. The standards set out the approach needed in London to deliver a step change in the quality of cycling infrastructure. On 13 June 2014, TfL commenced consultation on the revised version. It has comprehensively updated the standards to reflect established and emerging best practice in cycling design. The revised standards identify the design outcomes required to deliver the ambitions of the Mayor's Vision for Cycling (2013) and reflect the Mayor's Roads Task Force report, The Vision and direction for London's streets and roads (2013). Consultation is scheduled to run until 25 July 2014.

Barclays Cycle Hire (BCH) Success

- 3.42 On 7 June 2014, 30 Londoners took part in the first ever BCH race. The race took place at night around Smithfield Market and was part of the popular London Nocturne cycle event. The race follows the BCH scheme passing more than 30 million hires since it began, with the weekend of 17 and 18 May 2014 seeing the highest number of casual hires since the scheme's start - 60,614 in total over the weekend.
- 3.43 There were 1.52 million BCH trips over Periods 1 and 2, which was an increase over 1.27 million in the same period in 2013/14, reflecting the impact

of the scheme expansion to West London and the positive impact of industrial action on the Tube.

Tour de France

- 3.44 Numerous activities have taken place to mark the Tour de France coming to London and inspire more people to cycle.
- 3.45 La Fête du Tour celebrations were held on 31 May 2014 to officially welcome the Tour de France to London. Activities at the Queen Elizabeth Olympic Park included led rides, cycle security marking, the opportunity to try a range of bikes, mountain bike displays, French food stalls, cycle training taster sessions and the sale of official Tour de France merchandise.
- 3.46 The 2014 London Cycle Challenge was launched on 2 June 2014. This online and app based challenge runs throughout the summer and aims to harness the excitement of the three large scale cycling events being held in London this summer (Tour de France, Prudential Ride London and Tour of Britain) and encourage more cycling. It has a particular focus on new and lapsed cyclists.
- 3.47 There is also continuing engagement with boroughs, local businesses, schools and communities to ensure awareness of the travel disruption, alongside a high profile Travel Demand Management campaign. This will continue up until the Tour de France on 7 July 2014.

Improving the Safety of our Roads

- 3.48 One of TfL's top priorities is to reduce by 40 per cent the number of people killed or seriously injured (KSI) on London's roads by 2020. TfL has made six commitments which, working with a range of partners, are guiding a programme of work to deliver this target:
- (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 roads from death and serious injury;
 - (b) To prioritise safety of the most vulnerable groups – pedestrians, cyclists and motorcyclists – which makes 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.

3.49 As part of these commitments TfL has been undertaking intensive activity in the following areas.

Vulnerable Road User Casualties in 2013

3.50 On 11 June 2014, TfL published its annual analysis of vulnerable road user casualties in 2013. In 2013 there were 2,324 KSI casualties in London. Of these, 80 per cent were vulnerable road users. The 2013 KSI figures showed a reduction of 23 per cent compared to 2012 and a 36 per cent reduction against the 2005-09 baseline. In 2013, there was a 25 per cent reduction in pedestrian KSIs to 838, a 27 per cent reduction for pedal cycles KSIs to 489 and a 19 per cent reduction for powered two wheelers KSIs to 510.

Cycle Safety Action Plan

3.51 On 13 June 2014, TfL published the new draft Cycle Safety Action Plan (CSAP) for consultation, which builds on the original Plan, published in 2010, as well as the Cycling Vision and Safe Streets for London (2013). CSAP, which has been developed in collaboration with stakeholders, focuses on understanding the risks and challenges faced by cyclists on London's roads and uses an intelligence led approach to identify the most effective interventions.

3.52 Improving the safety of TfL's road infrastructure is a central focus, particularly in the design of junctions, roundabouts, signals and cycle lanes. TfL has championed innovations, such as the use of advanced cycle signals, advanced stop lines and blind spot safety mirrors, and will continue to invest in solutions for London. The consultation is scheduled to run until 25 July 2014.

Motorcycle Safety Action Plan

3.53 The Motorcycle Safety Action Plan was published on 21 March 2014. The plan contains 29 actions that will increase motorcyclist safety by building on best practice from across London, the UK and Europe. Actions include a commitment for TfL funded Metropolitan Police Motorcycle Tasking Team enforcement activity to be increased by 40 per cent.

3.54 TfL will undertake trials into new technologies specifically designed to make motorcycling safer, such as innovative headlights, which make motorcycles look larger to help reduce right turn collisions. TfL will also develop new hard hitting safety campaigns, designed specifically to change road user behaviour that puts motorcyclists at risk, such as drivers failing to look properly or not accurately judging motorcyclists' paths when turning into or out of side roads.

Pedestrian Safety Action Plan

- 3.55 Following public consultation in May 2014, the Pedestrian Safety Action Plan (PSAP) was published. The Plan demonstrates TfL's commitment to increase the numbers of walking trips in the Capital by a million additional trips by 2031, while ensuring that this is not accompanied by an increase in the number of pedestrians harmed on London's roads.
- 3.56 The PSAP sets out 30 key actions which will directly target the key factors in collisions and help further reduce pedestrian casualties across London, Including:
- (a) by 2016, TfL will double the number of pedestrian crossings operating Pedestrian Countdown from around 200 to more than 400 locations, roughly 10 per cent of pedestrian crossings in London;
 - (b) a new 'gold standard' for all new and upgraded pedestrian crossings;
 - (c) producing the first London Pedestrian Design Guidance to plan and design safe and comfortable walking environments;
 - (d) working with the Mayor to continue to lobby the DfT for changes in legislation to improve the safety of pedestrians on London's roads, calling for a stronger emphasis on pedestrian priority over turning vehicles at side roads in the Highway Code; and
 - (e) TfL will undertake bus technology trials to assess the potential of the technology to reduce collisions with buses, cyclists and pedestrians.

New HGV Technology Trials to Improve Road Safety

- 3.57 A new Construction Logistics and Cyclists' Safety project will independently test 'blind spot' safety technology that can be fitted to HGVs, which will help to reduce the risk of collisions between HGVs, pedestrians and cyclists.
- 3.58 The project will evaluate all types of blind spot safety technology, including camera monitoring systems, optical and radar detection systems and other sensors fitted to HGVs, in spotting pedestrians and cyclists. The findings will be used to create new and detailed performance and reliability criteria to allow these products to be independently tested and evaluated.
- 3.59 Companies will be able to use the new standard testing criteria to make better informed choices about the types of vehicle safety equipment they invest in. It will also help wider take-up of the best equipment and encourage further innovation from product developers, helping to save lives both across London and more widely across the UK.

Safer Lorry Regulations

- 3.60 TfL has been working with London's European Office to lobby the European Parliament to revise regulations to enable the manufacture of safer lorries. This culminated in a vote to change regulations passing successfully in April 2014. The change to regulations will allow vehicle cabs to be designed with increased driver visibility – it is estimated that 500 lives could be saved every year across Europe if lorry cabs were made safer and visibility improved.

HGV Task Force Continuation

- 3.61 The Industrial HGV Task Force (IHTF) is being continued following a successful six month trial. Funded by TfL and the DfT, the IHTF, which aims to crackdown on non-compliant HGV operators and drivers, is formed of officers from the Metropolitan Police Service (MPS), City of London Police, and Driver and Vehicle Standards Agency (DVSA).
- 3.62 The IHTF targets the most non-compliant and dangerous vehicles, primarily in the construction and waste industries, through roadside stops, operator engagement and enforcement action. Results demonstrate a compliance rate of only 27 per cent, meaning that 73 per cent of vehicles/drivers stopped are non-compliant. This rate partially reflects effective targeting, but also demonstrates the very serious and wide ranging issues within this sector which are a cause for concern.
- 3.63 To date, the IHTF has stopped over 2,200 vehicles and has issued over 1,000 Roadworthiness Prohibitions and over 600 fixed penalty notices (FPNs).

Operation Safeway

- 3.64 Operation Safeway was launched late last year in response to a series of tragic cyclist and pedestrian deaths on London's roads. It saw thousands of officers from the MPS's Traffic Command and Safer Transport Command deployed at key junctions across the Capital, enforcing road safety and giving advice to all road users during rush hours.
- 3.65 On 27 May 2014, the Mayor, alongside the Cycling Commissioner Andrew Gilligan, joined officers from the MPS for an Operation Safeway press event at Tooley Street/Tower Bridge Road. Operation Safeway deployments continue twice monthly, on unannounced days, with up to 1,000 police officers and staff stationed simultaneously at around 100 junctions in inner London.
- 3.66 Police officers will carry out enforcement of traffic legislation and education about the rules of the road, as well as tackle careless and dangerous road users, dealing robustly with people who commit traffic offences through FPNs. They will also be offering guidance to those whose behaviour is putting them or others at risk of harm on the roads – including pedestrians, cyclists, motorcyclists, large vehicle drivers and car drivers.

Operation Kansas

- 3.67 Since March 2012, TfL, in partnership with the DVSA and the MPS, has been undertaking enforcement activities against dangerous and non-compliant novelty vehicles such as limousines. These vehicles operate in a regulatory grey area between Passenger Service Vehicle and Private Hire Vehicle licensing, which has previously provided opportunities for operators to evade sanction. The use of officers from multiple agencies ensured that operators were unable to exploit these loopholes. Since the start of operations, 380 vehicles have been stopped and checked, resulting in 27 seizures and the issuing of 242 prohibitions.
- 3.68 Through joint enforcement and engagement work, TfL has seen large increases in compliance, from around 80 per cent of vehicles stopped having defects to less than 50 per cent.
- 3.69 The last operation, which took place on 10 May 2014 in The Mall, produced the following results:
- (a) 11 Limos/party buses were checked;
 - (b) six were clear of defects;
 - (c) two were issued with advisory for lighting issues; and
 - (d) three were issued with delayed prohibitions for a range of defects including lighting and worn steering
- 3.70 Two limousine drivers were issued with FPNs for tachograph offences. One totalled £350, with another issued with notices totalling £300.
- 3.71 A further limousine driver was found to be twice over the drink drive limit. He was arrested at the scene, and, therefore, was thankfully unable to undertake his two remaining pick ups of the night back and forth across London.

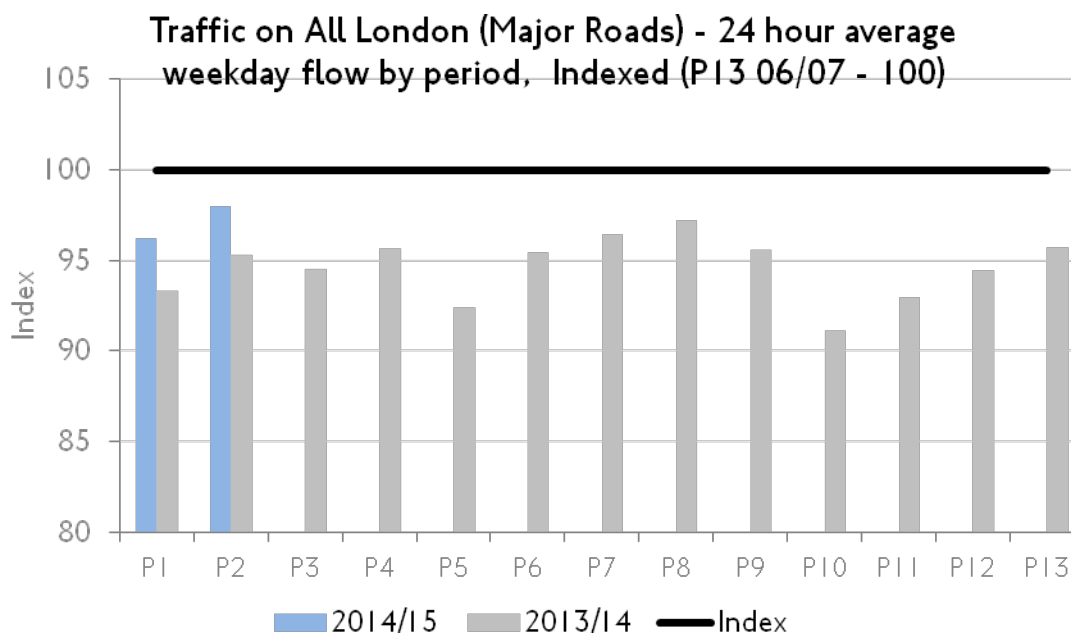
Safety Camera Data Publication

- 3.72 On 9 July 2014, TfL will be releasing data on all safety cameras locations and collision histories in London (both street names and OS grid co-ordinates). The data will cover the period 1990 to 2012 for around 1000 cameras. Both the collision and casualty histories will be published, split by severity for each year, to provide a full and complete picture of collision trends at London's safety camera sites. This data will be accessed via <http://data.london.gov.uk/>.
- 3.73 The data can be filtered by borough, or searched by road name, making it easy for users to find out information about cameras in their area. The database will be a live document. Data will be added or updated as and when necessary and will also take account of the changes brought about by the Safety Camera Replacement Project, so that it remains current and useful.

Keeping London Moving

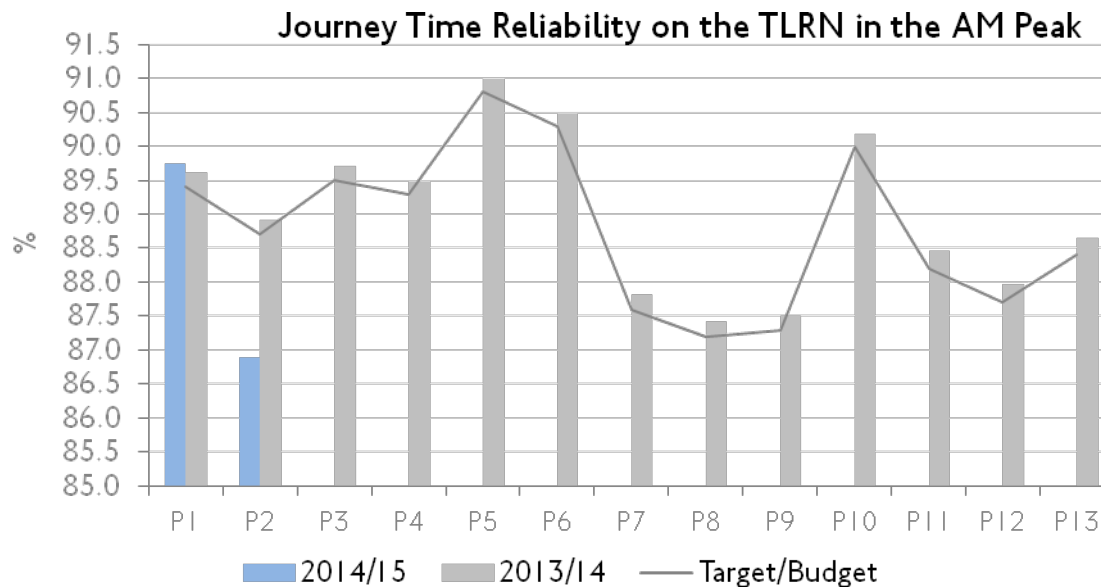
Traffic Flows

- 3.74 The pan London traffic flow index for 2013/14 was 1.7 index points above 2012/13. This growth occurred from Period 7 and is believed to be a result of the improving economy. This trend has continued with flows in Period 1 and Period 2 in 2014/15 up from the same period in 2013/14. The chart shows traffic flows relative to an index of 100 in Period 1 in 2006/07.



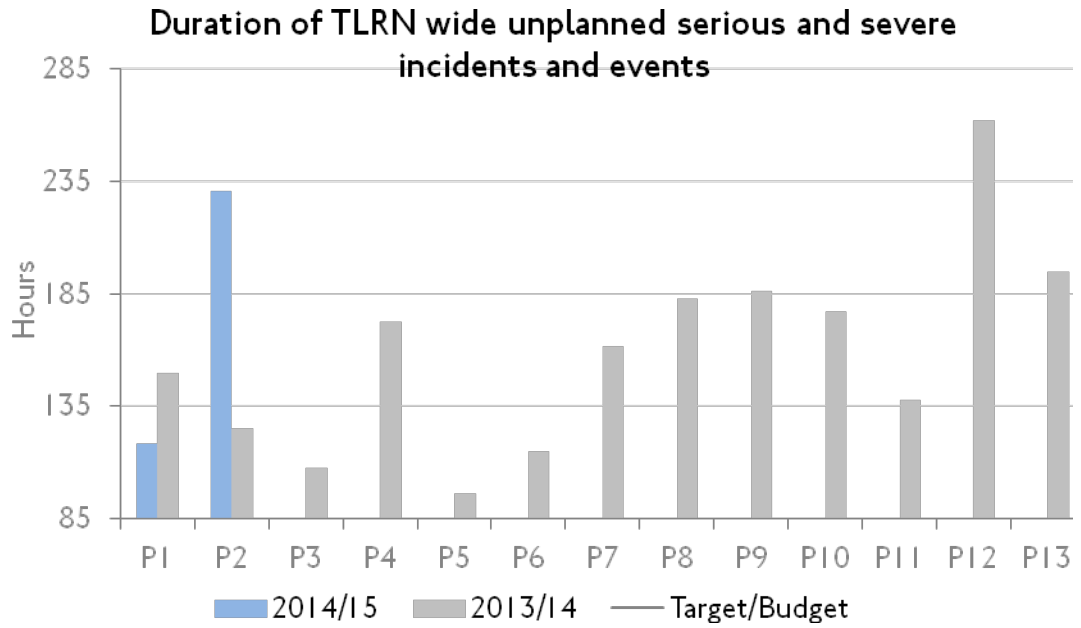
Journey Time Reliability on the TLRN in the AM Peak

- 3.75 Journey time reliability is a key measure for monitoring traffic flow and is defined as the percentage of journeys completed with an allowable excess of five minutes for a standard 30 minute journey during the AM Peak.
- 3.76 The increasing traffic flows have continued to negatively impact TLRN journey time reliability. The annual figure for 2013/14 was 89 per cent, which was a year on year decrease of 0.2 percentage points and was 0.5 percentage points below target.
- 3.77 Period 1 (2014/15) saw an improvement of journey time reliability which stood at 89.8 per cent an increase of 0.1 percentage points from the same period in 2013/14. However, this is primarily due to the timing of Easter for which both bank holidays fell in Period 1 this year.
- 3.78 In Period 2 there was a decrease of 1.8 percentage points compared to target with journey time reliability recorded at 86.9 per cent. The primary reason for this substantial fall was the industrial action on the Tube in April 2014 which significantly increased traffic flows.

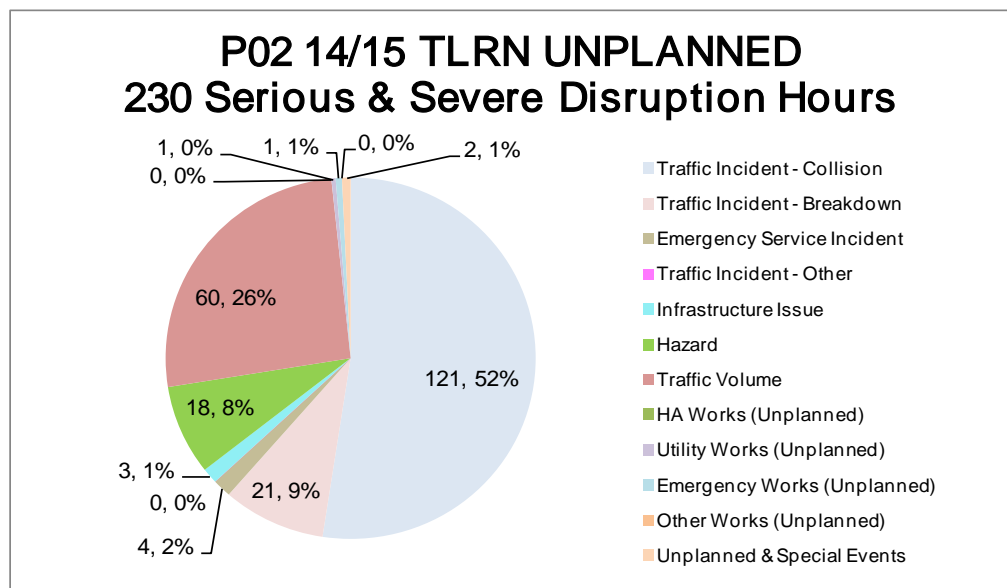


Unplanned Disruption on the TLRN

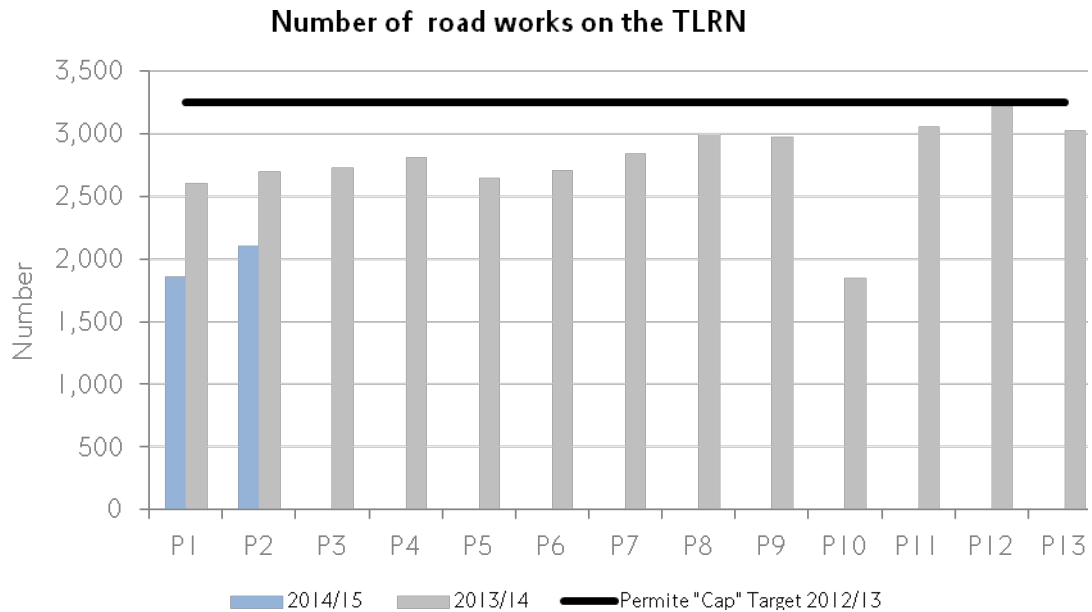
- 3.79 In the full year, serious and severe disruption on the TLRN was 2,263 hours, worse than target and slightly down on last years performance. Disruption is driven by both planned events – due to planned utility works and other improvements undertaken by TfL – and unplanned events, such as infrastructure issues (including traffic signals and signal timing), traffic incidents and hazards.
- 3.80 Disruption from unplanned works increased to 2,068 hours in 2013/14 from 1,959 hours the previous year. The number of events increased to 1,036 from 936. The average disruption per event improved to 120 minutes from 126 minutes, and improvement in disruption per unplanned event of five per cent. Despite the number of unplanned events outside of TfL’s control increasing, leading to an overall increase in unplanned disruption, the improvement in average disruption per event has resulted in lower disruption on the TLRN than it would be otherwise have been.
- 3.81 In Period 1, 2014/15 saw 119 unplanned serious and severe disruption hours compared with 79 events in Period 1 in 2013/14. Period 2, 2014/15 saw a significant increase in the number of unplanned incidents with 230 unplanned serious and severe disruption hours spread across 126 separate events on the network, this compared to 125 hours in Period 2 in 2013/14. Incidents which caused over five hours of serious and severe disruption included an incident on 13 May 2014 involving a car and a cyclist on the A406 North Circular Road at Aboyne Road and on 1 May 2014 a building fire which closed the A102 Blackwall Tunnel Approach.



3.82 A breakdown of the events for Period 2 are shown below:



Road Works on the TLRN



- 3.83 The number of road works which started on the TLRN in Period 1 and Period 2 (2014/15) show a reduction in expected levels in comparison with the permissible total number of road works allowed on the TLRN which is capped at 3,250 in any one period. The reason for the reduction is thought to be a result of works activity over the Easter break and during the Tube industrial action, when works promoters were discouraged from working on the network.

Streetworks Prosecutions

- 3.84 On 30 April 2014, TfL successfully prosecuted Virgin Media for five offences committed in the course of executing streetworks on Croydon Road, part of the TLRN. Virgin Media pleaded guilty to all five offences and was fined a total of £5,000 and was ordered to pay £3,394 towards the legal costs incurred by TfL.
- 3.85 This was TfL's first prosecution of Virgin Media since the introduction of the London Permit Scheme in 2010. However, at the time of this prosecution, TfL had issued Virgin Media with a total of 244 FPNs for various streetworks offences. This was presented to the court as evidence of previous misconduct together with the offences at Lavender Hill, which were pursued by Richmond Council in June 2013.
- 3.86 In passing sentence, the Judge stated "Cutting open a road without proper guarding in an area so close to a primary school could have led to serious safety consequences. In reaching my sentence, I take into account the fact that the Lavender Hill Magistrates Court recently convicted Virgin Media of similar offences and this in my view is the aggravating factor".

- 3.87 On 21 May 2014, TfL successfully prosecuted both Virgin Media and its contractor, McNicholas Construction Services Limited, for three offences committed in the course of executing works on the A316 Chertsey Road, part of the TLRN. Both Virgin Media and McNicholas entered guilty pleas to all offences and the court fined Virgin Media £3335 for offences of unsafe working practices and £1665 for working in breach of permit conditions. Virgin Media was also ordered to pay £2,520 towards the legal costs TfL incurred. The court fined McNicholas £1,665 for the one offence of working in breach of permit conditions and ordered McNicholas to pay a contribution of £2,520 towards the legal costs TfL incurred.
- 3.88 This was the first prosecution of contractors engaged by Works Promoters. In passing sentence the Judge said “I am horrified by the sloppiness of the works, and the danger and severe disruption that they caused”.
- 3.89 Virgin Media has been reminded of its streetworks compliance obligations and asked to adopt the Mayor’s Code of Conduct for Road Works, primarily aimed at encouraging Works Promoters to adopt all possible means of reducing road traffic congestion and to encourage their contractors to adopt good practice when executing road works.

Roads Investment Plan

Tottenham Hale Improvement Scheme

- 3.90 At the end of April 2014, the removal of the Tottenham Hale Gyratory was completed. This included the conversion of Broad Lane to two-way traffic. Introducing two-way traffic along Broad Lane will provide residents, businesses and local road users with better access to the local area. The removal of the gyratory forms part of a wider £34m scheme to improve the area around Tottenham Hale. Work is also underway to expand the bus station by Tottenham Hale station, improving the interchange between bus, underground and train services. The project remains on track for completion ahead of the final December 2014 milestone.

Hammersmith Flyover

- 3.91 As part of the continuing strengthening maintenance works, the Hammersmith Flyover was closed in one direction for 10 weekends from 30 May 2014, to allow concrete deck repairs and resurfacing works on the structure to be completed. The closures also allow TfL to carry out waterproofing works which cannot be carried out while traffic is using the structure. This work will help extend the life of the flyover, ensuring this vital part of the road network can continue serving London for years to come.
- 3.92 The weekend closures are in place from 22.30 on Friday until 05.00 on Monday morning, with affected traffic diverted via the road network beneath the flyover and the A40 Western Avenue. The repairs have been carefully designed to be carried out in the shortest timeframe possible, helping to keep disruption to road users to a minimum. The works have also been coordinated

around other works planned in the local area including works to Hogarth Flyover, Chiswick Bridge and Putney Bridge.

- 3.93 In recognition of TfL's work, these works have been shortlisted for the Innovation Award at the Constructing Excellence in London and the South East Awards 2014.

Refurbishment of the Grade II Listed Chiswick Bridge

- 3.94 Work commenced in April to restore the 80 year old structure. The bridge, which crosses the River Thames in West London, was opened in July 1933 and carries around 40,000 vehicles, as well as hundreds of cyclists and pedestrians each day. Sections of the bridge parapet and internal structure have deteriorated and required repair and replacement to ensure that the structure can remain a key landmark for years to come.
- 3.95 TfL has been working with adjacent boroughs, English Heritage and the Port of London Authority to develop a programme of works to restore the heritage features and repair the structure of the bridge. The bridge is reduced from two lanes to one in both directions between 10.00 and 16.00, to provide a safe working zone on the footway. There will also be occasional night time lane closures between 22.00 and 05.00 and a full weekend closure will be required in autumn 2014, to carry out work to replace the bridge expansion joints, as well as waterproofing and resurfacing. A segregated cycle lane will be created on the footway to improve facilities for cyclists and lighting will be upgraded with new energy efficient units in heritage style. Works will be completed by spring 2015.

Fore Street Tunnel Upgrade began in May 2014

- 3.96 Built in 1998 and inherited from the Highways Agency, the 300m dual carriageway tunnel forms part of the A406 North Circular Road. Part of the tunnel is located underneath Silver Street rail station, which will become part of the London Overground rail network next year. Since the tunnel opened, ground water has continually leaked into it from the surrounding area. A full refurbishment is now being carried out to manage the water seepage problem and replace damaged mechanical and electrical equipment. This will bring the tunnel into a good state of repair and the lighting will be replaced with an LED system that lowers energy consumption and the need for routine maintenance.
- 3.97 During the works, which began in May 2014, there will be night time closures of the tunnel in both directions between 22:00 and 05:30, Monday to Friday. Four full weekend closures will also be required during winter 2014/15 to allow more lengthy activities to be completed.

Lane Rental Scheme Cuts Roadworks Disruption by 50 per cent

- 3.98 Since the introduction of London's Lane Rental scheme in June 2012, the amount of serious and severe disruption on the Capital's busiest roads caused by planned roadworks has been cut by 46 per cent, reducing delays for all road users. The scheme is designed to encourage utility companies to avoid digging up the busiest roads at peak traffic times. Following the introduction of the scheme, around 90 per cent of utility works and 99 per cent of works carried out by TfL in the lane rental areas have avoided disrupting these busy roads at peak times.
- 3.99 All the main utility companies are now signed up to the use of rapid drying materials, considerably reducing the amount of time required to open roads and helping to save approximately 2,700 days of disruption across London. All surplus money raised through the Lane Rental scheme is reinvested into measures to further reduce disruption, which includes Automatic Roadwork Monitoring cameras and Automatic Number Plate Recognition cameras and Automatic Traffic Counters.

Holborn Circus Major Scheme Launched

- 3.100 Holborn Circus Local Implementation Plan Major Scheme was officially launched on 29 April 2014. Holborn Circus previously had one of the highest cyclist and pedestrian casualty rates of any junction in the City and Borough of Camden. However, the works have seen a radical redesign of the junction layout, reallocating road space, improving visibility and reducing traffic conflicts. The Prince Albert statue was also cleaned and relocated to the western arm of the junction as part of the scheme in order to improve visibility of users at the junction.

4 Customer Experience

Customer Satisfaction at Record Levels

- 4.1 Customer satisfaction results were strong across almost all Surface modes:
- (a) Buses: score of 83 over the full year is the highest since the survey began this score was one point higher than last year and the target. A key driver of the improvement has been satisfaction with waiting times, which has increased.
 - (b) London River Services: score of 89 over the full year is also the highest since the survey began and two points above the prior year and target of 87, with most aspects of the customer experience improving over the year.
 - (c) Dial-a-Ride: overall satisfaction of 92 for the full year is the second highest in TfL, with only the Emirates Airline scoring higher (93). This score was in line with target and prior year.

- (d) Cycle Hire: the latest customer satisfaction survey, carried out in December 2013, showed results for customer satisfaction for both members (71) and casuals (82) exceed their target scores, with the member score reaching its highest ever rating. The overall score for the year of 75 was significantly above target of 67.
- (e) Victoria Coach Station: the overall satisfaction of 79 for the full year was one point lower than last year and target. However, satisfaction levels improved during the year linked to the improvements in the station facilities and cleaning regime. In Quarter 4 customer satisfaction reached 81, which is the joint highest ever.
- (f) TLRN overall: the customer satisfaction on the TLRN for 2013/14 decreased by one point to 75, which is the same level as in 2011/12 and one point below target. Congestion is the primary driver of satisfaction on the road network and operating conditions were more challenging during 2013/14.
- (g) Congestion Charging: the overall satisfaction has increased significantly from 84 in February 2013 survey to reach a record high level of 87 in the October – November 2013 survey. Satisfaction is high with almost every aspect of the service, with most aspects having reached historically high levels. Satisfaction with the website has also improved significantly.

London's New Routemaster Book

- 4.2 In May 2014 TfL launched a fully illustrated book 'London's New Routemaster'. Released during the Year of the Bus, it charts the evolution of buses as far back as the first horse-drawn double-deckers in the 1880's. It recognises the key role buses play in providing transport in London and TfL's purpose of keeping the city working and growing and making life here better.
- 4.3 The book has been authored by Tony Lewin and published by Merrells. It includes contributions from key personnel involved in the design and manufacturing process, fabulous behind the scenes photography and a foreword by Thomas Heatherwick, who designed the New Routemaster.

BAFTA Nomination for Route Masters: Running London's Roads

- 4.4 The TV documentary series, 'Route Masters: Running London's Roads' was nominated for a BAFTA this year. The collaboration, between us and Blast! Productions, was nominated for best factual series, alongside Bedlam, Educating Yorkshire and Keeping Britain alive. The series ran in June and July 2013 and went 'behind the scenes' to show how we and our contractors manage the Capital's complex road, bus and surface transport networks.

Travel Mentoring Service Launched in Croydon

- 4.5 In spring, TfL helped coordinate a travel mentoring service for disabled Londoners in Croydon, which aims to help disabled people make the most of the Capital by using London's bus network – one of the most accessible systems anywhere in the world. The 'Bus Days', which provide disabled Londoners with the opportunity to experience independent travel on a London bus in a safe and controlled environment, are delivered in collaboration between TfL, the MPS Safer Transport Team, bus operator Arriva, Croydon Care Solutions and Croydon Council. This scheme is one of nine similar projects already in place across the Capital and is part of the work we are undertaking to make the transport network more accessible to everyone.

Providing Personalised, Real-Time Information

Tweet the Managing Director

- 4.6 Social media is an important way of communicating with customers. On 18 June 2014, Leon Daniels took part in a 'Tweet the Managing Director'. This was to raise awareness of the Bus Cavalcade as part of the Year of the Bus celebrations. The aim is to respond to every question and any that are not answered immediately are responded to within 24 hours.

Digital Technology Utilised to Make Bus Passenger Journeys Easier

- 4.7 On 14 April 2014, TfL announced a range of customer information improvements for bus passengers, which aim to help make it easier for passengers to travel on the bus network. Large digital screens providing 'Countdown' real-time bus arrival information have been installed at three bus stations – Vauxhall, Hammersmith and Harrow. Other improvements include the installation of state of the art interactive digital screens on Regent Street (delivered in partnership with Clear Channel) and on Eden Street in Kingston (delivered in partnership with JCDecaux) which provide live bus arrival information alongside real-time updates on other public transport options. The screens also include local area information including maps, local news and details about local events.
- 4.8 In addition, the London Borough of Ealing has worked with TfL to bring bus arrival and Tube status information to customers on a borough funded information screen outside Ealing Broadway Tube station. TfL has also introduced digital clocks onboard every bus in its 8,700-strong fleet, displayed on the 'iBus' screen on both the upper and lower deck.
- 4.9 TfL is also trialling location announcements on two night bus routes – the N9 and N15 – to help passengers identify where they are, for example 'you are entering Knightsbridge'. These announcements will be extended to all night bus services in the Capital by the end of the summer.

End of Year Crime Statistics

- 4.10 Crime on the Surface transport system has continued to fall – down 11.2 per cent on last year. End of year figures for 2013/14 show the rate of transport crime has fallen to eight crimes per million passenger journeys, which is the lowest rate of crime seen on all transport services. This means the risk of becoming a victim of crime while travelling on our network is now at its lowest level ever.

Bus-Related Crime

Overall Reduction in Bus Related Crime

- 4.11 Levels of bus related crime in 2013/14 was 9.9 per cent lower (1,982 fewer offences) than in 2012/13 and the rate of crime for the bus network has fallen to 7.5 crimes per million passenger journeys (from 8.6 in 2012/13).
- 4.12 There has been a 45.2 per cent reduction in bus-related crime between 2007/08 and 2013/14 (14,987 fewer offences). In addition, over this time period there have been huge reductions in:
- (a) criminal damage down 79.3 per cent (4,638 fewer offences);
 - (b) robbery down 60.9 per cent (2,596 fewer offences), and between 2012/13 and 2013/14, all boroughs have seen a reduction in robbery offences;
 - (c) violence against the person down 41.8 per cent (3,507 fewer offences); and
 - (d) theft and handling down 30.3 per cent (3,843 fewer offences).
- 4.13 The only bus related crime categories to see an increase between 2012/13 and 2013/14 were sexual offences (up 6.2 per cent, 30 additional offences) and other notifiable offences (up 17.9 per cent, 35 additional offences). The rise in sexual offences is related to Project Guardian and in line with London-wide rises of reported sexual offences to the MPS (up 13.2 per cent, 1,303 additional offences).

Unofficial Congestion Charge Websites

- 4.14 Google continues to decline advertisements in Google Adwords from the “copycat” websites and, as a result, payments via these sites have continued to reduce significantly. One site has created a “content farm” website that is designed to improve its rankings in Google’s organic search results. TfL is taking appropriate action to limit the use of its information by this website. At the same time, TfL continues to work with Google and other search engines and regulators including Trading Standards regarding such unofficial sites.

5 Value – Efficient and Effective Delivery

London Highways Alliance Contracts (LoHAC) Year One Performance

- 5.1 LoHAC is a joint initiative between TfL and the London boroughs, which aims to deliver a reliable, reputable and cost-effective highways service across the Capital. Since its launch in April 2013, Year one saw continuously improving performance, 12 London boroughs signed up and the following outputs were achieved:
- (a) 1,330,000m² carriageway resurfaced across TfL and borough roads – equivalent to resurfacing the Queen Elizabeth II Bridge 100 times;
 - (b) 218,000m² footway resurfaced across TfL and borough roads – equal to repaving Trafalgar Square nine times;
 - (c) 720,000 tonnes of site waste recycled, equivalent to more than 50 times the amount of steel used in constructing the Shard;
 - (d) 2,050 low energy streetlights installed; and
 - (e) 11,600,000m² of grass cut – equivalent to mowing the six London Premier League pitches, plus Wembley, over 230 times each.

6 People

Transport Workers Recognised in Queen’s Birthday Honours

- 6.1 Amy Nicholson was honoured for bravery shown during events in Woolwich on 22 May 2013. Amy, a Revenue Protection Inspector, has been awarded a BEM (British Empire Medal) for her bravery, passion and commitment to TfL and the local community.
- 6.2 Amy had just finished her shift and was on her way home when traffic, including the bus she was on, came to a standstill with her bus stopped next to the Royal Artillery Barracks. Amy made contact with the TfL control room to understand more about the incident and was told there were two individuals armed with knives and guns, it was a highly dangerous situation and she was advised she should leave the area immediately. However, seeing that other bus passengers were all leaving the bus and there was no one stopping them from heading towards the trouble, Amy bravely and selflessly took control of the situation. She liaised with bus staff in the area and kept passengers calm. She ensured all buses were evacuated and then led passengers to safety beyond the police cordon.

Celebrating Pride in London 2014

- 6.3 On 28 June 2014, TfL celebrated Pride in London 2014 with the installation of a temporary ‘Rainbow Crossing’ on Pall Mall East. In addition to this, the

event is another opportunity to celebrate the 'Year of the Bus', with an open top bus featuring in the parade. Pride in London, which is the third largest event in the Capital, celebrates diversity and Lesbian, Gay, Bisexual and Trans (LGBT) culture, and is in its 44th year.

- 6.4 While similar style crossings have been installed in Tel Aviv and Sydney, this was a first in Northern Europe. The implementation of the crossing reflects nearly two years of great partnership working between the TfL LGBT+ Network, Mike Freer MP, Westminster City Council, the MPS, the event organisers and our sub-contractor Applied Outdoor Media.
- 6.5 In addition to the crossing and open top bus, there were also 75 'Ride with Pride' branded Barclay's Cycle Hire Bikes available for use in the run up to and during the event. Each bike carried the hashtag '#RidewithPride' logo, which was promoted in advance on social media to encourage users to interact with the LGBT+ Network.

World Road Association Hosted 2 May 2014

- 6.6 During the week of 28 April 2014, delegates from transport organisations across the world visited London for the meeting of the World Road Association Performance of Transport Administrations Committee. Surface Transport supported this event by presenting to the Committee, whose objective is to promote international cooperation and sharing of best practice. This was an opportunity to share our best practice and experience.

The Children's Traffic Club

- 6.7 The Children's Traffic Club is a free road safety education programme for children aged between three and four and their parents or carers. The programme helps parents and carers teach their children how to stay safe when they are out walking, playing or travelling in cars and buses. In 2013/14, the Club enrolled almost 90,000 pre-schoolers, over 41,000 were from our targeted Black Asian Minority Ethnic or high deprivation boroughs, some of the most vulnerable road users in London. Further information is available at <http://www.childrenstrafficclub.com> .

Safer Streets for London – Shortlisted for Road Safety Award

- 6.8 TfL and the Mayor's 'Safe Streets for London' plan is one of three submissions shortlisted by the Chartered Institute of Highways and Transportation (CIHT) for the John Smart Road Safety Award CIHT. The submission, commended by the Parliamentary Advisory Council for Transport Safety, centred on the ambition, innovation and outcome focus of the plan, explaining how the powerful end-product for London's road safety programme is using cutting-edge evidence to deliver a casualty reduction.

‘Spring into Summer’ walking weekend

6.9 On 24 May 2014, Walk London’s ‘Spring into Summer’ walking weekend took place. The weekend, which was funded by TfL, was made up of activities that encouraged Londoners to explore the city on foot. 35 walks took place in the best of the Capital’s world-famous landmarks and a wealth of parks, rivers, canals, open spaces and hidden gems across the city. The walks included sections of the city’s seven most popular walking routes:

- (a) Capital Ring Walk: a 78 mile circular route around inner London – attractions includes Eltham Palace, Richmond Park, Wimbledon Common, the Queen Elizabeth Olympic Park and the Thames Barrier;
- (b) Green Chain Walk: 50 miles of linked parks and open spaces including Severndroog Castle, Crystal Palace Park and Oxleas Woods;
- (c) Jubilee Walkway: 15 miles of path designed to connect London’s key attractions and many of the city’s most famous sights including Buckingham Palace, Trafalgar Square, the Tower of London, Tower Bridge and St Paul’s Cathedral;
- (d) Lea Valley Walk: 18 miles of path following the river and canal in North-East London taking in Tottenham Hale Marshes, Enfield Lock and Waltham Abbey;
- (e) LOOP Walk (London Orbital Path) – 152 miles of parks and paddocks including Hall Place, Wilberforce Memorial and Kenley Aerodrome;
- (f) Thames Path Walk: 40 miles of level walks from Hampton Court Palace, through the heart of London to Erith Marshes. Sights include the Houses of Parliament, Albert Bridge, Syon Park and Kew Gardens; and
- (g) Jubilee Greenway Walk: 37 miles of path connect all the central London Games venues including the North Greenwich Arena, Greenwich Park, Horse Guards Parade, Hyde Park and Regent’s Park.

Mayoral decisions relating to Surface Transport

Congestion Charging Mayoral Direction

6.10 On 27 May 2014, the Mayor confirmed, with some minor modifications, an Order made on 19 December 2013, which increased the daily congestion charge level in response to inflation with effect from 16 June 2014. The full daily charge increased from £10 to £11.50 and there was a comparable increase for charges made via other payment channels.

- 6.11 As a result of inflation, real-term costs of entering the congestion charging zone have decreased since the charge was last increased in January 2011. Therefore, the financial deterrent effect of the charge has eroded over time and it was necessary to increase the charge in order to maintain the effectiveness of the scheme. For the period ending 2017/18, an estimated £82.7m in additional gross income would be generated from the charge increase, which is included in the Business Plan.
- 6.12 In addition, the Variation Order contained a number of minor amendments to update the scheme and to make it more efficient and in keeping with recent developments. These other changes, which will all come into effect on 1 November 2015, will allow discount applications and renewals to be made online rather than by post; direct debit payments to be made for Congestion Charge Auto Pay; and National Health Service reimbursement for journeys paid for by Congestion Charge Auto Pay. These changes have been proposed in the context of the new service provision contract for the congestion charge and the opportunity this presents to respond to customer feedback, achieve cost savings and reduce the overall administrative burden on us and our customers. Some other more minor administrative amendments to the scheme came into effect on 28 May 2014.
- 6.13 The Order was subject to public and stakeholder consultation between 6 January and 14 March 2014.

List of appendices to this report:

None

List of Background papers:

None

Contact Officer: Leon Daniels, Managing Director, Surface Transport
Number: 020 3054 0178
Email: LeonDaniels@tfl.gov.uk