

# Surface Transport Panel

Date: 30 October 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 3, 4, 5 and 6 in 2014/15 (26 May 2014 to 14 September 2014) and to provide an overview of recent major issues and developments within Surface Transport.

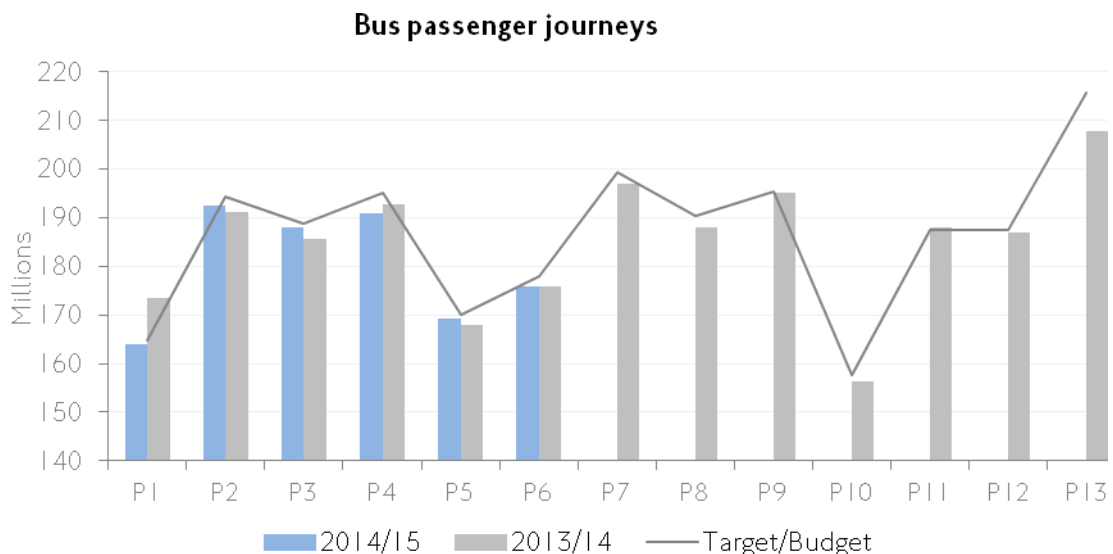
### 2 Recommendation

2.1 The Panel is asked to note the report.

### 3 Delivery

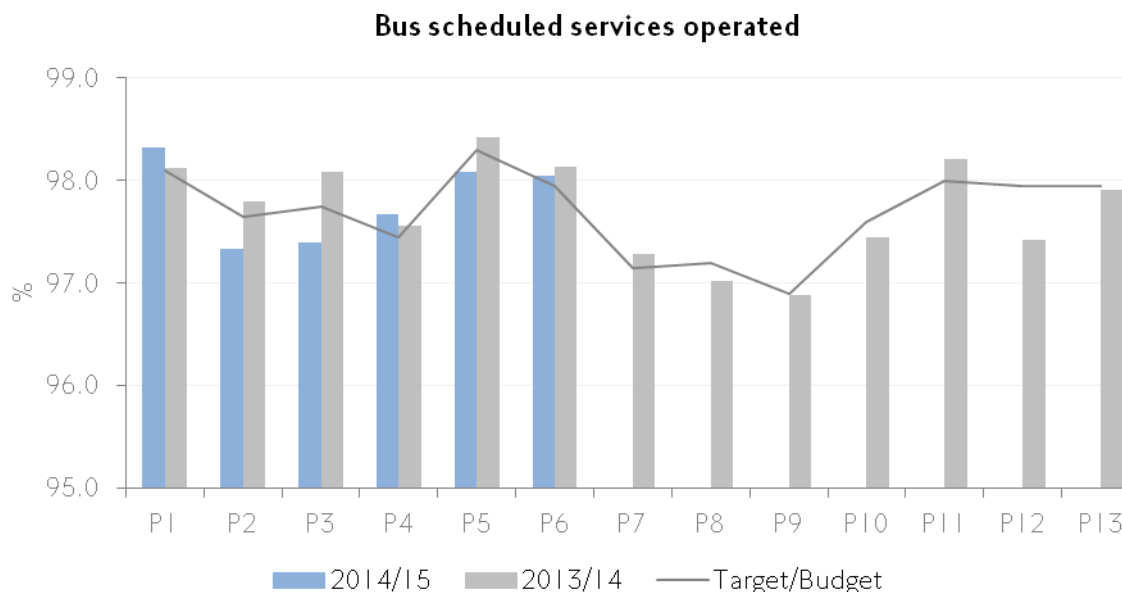
#### Buses

#### Bus Network Performance: Bus Passenger Journeys



- 3.1 Year to date passenger journeys are 10.7 million or one per cent lower than budget. Fare paying passenger journeys are one million or 0.1 per cent above budget, with non-fare passenger journeys 11.8 million or 3.2 per cent below budget.
- 3.2 The non-fare paying passenger journey reductions are mostly due to the 11-15 year old and 16+ passenger journeys. It has been discovered using the Greater London Bus Passenger Survey (GLBPS) that our previous information on the level of Oyster card validation when boarding a bus was not realistic. This has left an artificially high target that has not been met.
- 3.3 In Periods 3, 5 and 6 (2014/15) Bus Passenger Journeys were higher than the same periods in 2013/14. Journeys in period 4 were adversely affected by the public sector strike day and the Tour de France.
- 3.4 Underlying Total Passenger Journey YTD growth (incorporating the validation issue above and seasonal effects) is 1.8 per cent comprising fare paying and non-fare paying passenger journey growth of 2.0 and 1.6 per cent respectively.

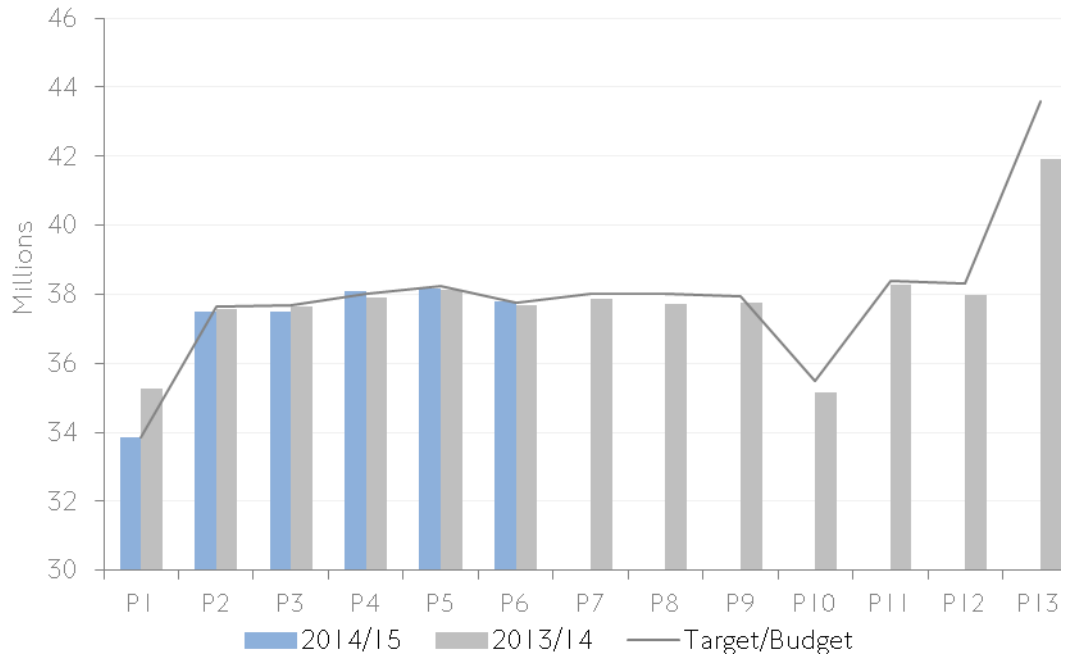
**Bus Network Performance: Percentage of Scheduled Service Operated**



- 3.5 The overall proportion of scheduled kilometres operated in Periods 4 and 6 was slightly better than forecast. This was despite serious disruption to services due to town centre improvements in Southall and Wood Green and an eastbound closure on the A406 at Edmonton in Period 6. Initiatives to minimise lost kilometres arising from the planned closure of Putney Bridge (Periods 4-6) for repairs were largely successful, although there were significant knock-on delays to services using nearby Wandsworth Bridge during the second half of the period.

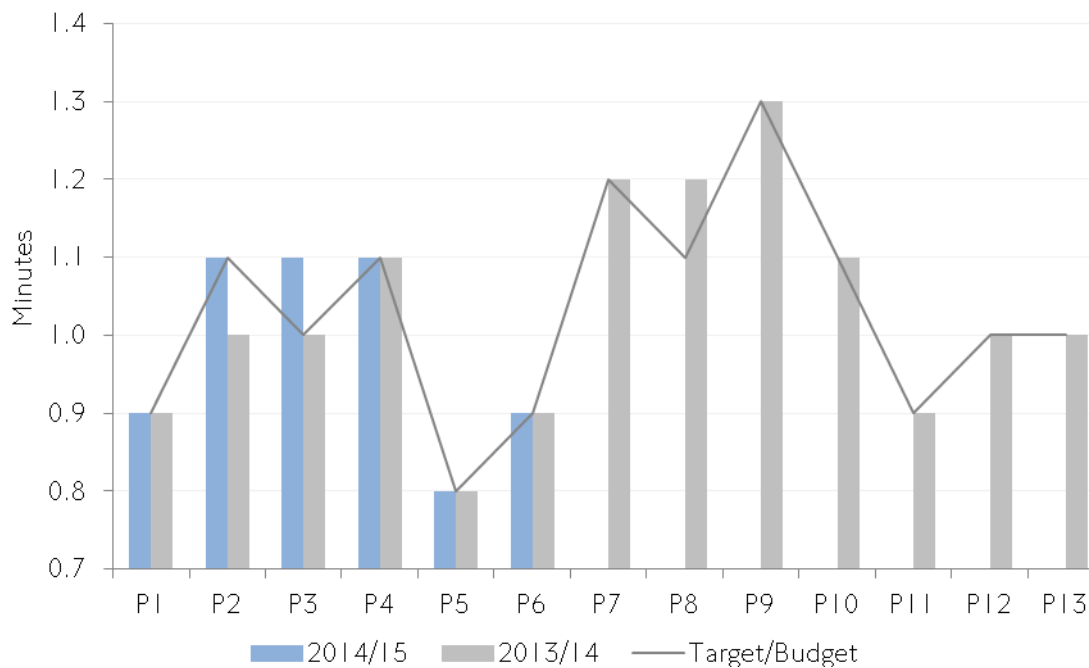
3.6 Overall results for Quarter 2 (Periods 4, 5 and 6) were on target at 97.9 per cent.

### Bus kilometres operated



3.7 Bus Excess Waiting Time (EWT) was as forecast, some deterioration was to be expected compared with period 5 due to seasonal factors.

### Bus excess wait time - high frequency routes



## **Managing London's Bus Network**

### **Route 66 switches to Double Decker**

- 3.8 Route 66, which is operated by Arriva Kent Thameside, runs from Romford Station to Leytonstone via Romford Market, Chadwell Heath, Newbury Park Station, Gants Hill Station, Redbridge Station and Wanstead Station. On 30 August the route's 60 capacity single deck buses were replaced by double deck buses that can carry 87 passengers. The number of passengers using route 66 on weekdays has grown by 15 per cent since 2012.
- 3.9 This improvement has been made by TfL to ensure that all passengers throughout the route can benefit from higher capacity vehicles. In particular the service is very busy in both directions around Newbury Park Station, where many passengers interchange with the Central line.

### **Night Bus Frequency**

- 3.10 The numbers of local night bus services in the Shoreditch area were further enhanced in September 2014, as TfL increased the frequency of the N55 to provide extra capacity at weekends to meet increased passenger demand in this busy area. The route, which operates between Oxford Circus and Woodford Wells via Old Street, Shoreditch, Hackney and Leyton, has seen weekend night frequency increase from every 15 minutes to every 12 minutes, providing a 25 per cent growth in capacity on the route at these times. These improvements are in addition to those made earlier this year, which saw the weekend service on route N26 increase to one bus every 12 minutes from a 20 minute service and the N205 increase to one bus every 20 minutes from a 30 minute service.

### **Hybrid Buses Programme**

- 3.11 The proportion of the bus fleet by low-carbon emission and quieter diesel-electric buses is now at 10 per cent. There are currently 920 hybrids in the fleet and its forecasts the ratio will grow to nearly 15 per cent by spring 2015 and 20 per cent by 2016 when 1,700 hybrids (including 600 New Routemasters) will have been introduced. Switching over to this cleaner technology has been supported by external funding from the Department for Transport. In addition, the bus fleet now has around 40 of the latest ultra-low emission Euro 6 engine vehicles.

### **Nitrogen Oxides (NOx) Abatement Programme**

- 3.12 A further 800 buses are to be fitted with selective catalytic reduction (SCR) equipment following a £500,000 contribution from the Department for Transport. It had already been planned to fit a further 400 Euro 3 buses with SCR from October but the successful bid for external partnership funding means a further 400 will be upgraded in addition to the 1,019 we have already retrofitted. This cuts individual vehicle exhaust NOx by up to 88 per cent. Other un-retrofitted Euro 3 buses in the fleet will be replaced with the new ultra-low emission buses

fitted with the Euro VI engine or better which will cut individual vehicle exhaust NOx by up to 95 per cent compared to a standard Euro 3 vehicle. The two measures will deliver a 20 per cent cut (equivalent to 1,000 tonnes) of NOx a year from the bus fleet by 2015 compared to 2012 levels.

### **Europe's Greenest Bus Fleet**

- 3.13 TfL is to expand London's bus retrofit programme, already the largest in the world, with a further 400 vehicles, bringing the total number of buses fitted with this bespoke technology up to 1,800.
- 3.14 A grant of £500,000 from the Department for Transport's (DfT) Cleaner Vehicle Technology Fund will also enable a London fire engine to be retrofitted for the first time, extending technology proven on London's buses to the London Fire Brigade. The new funds, which will be supplemented with TfL budget, will bring the total of retrofitted buses to 1,800.
- 3.15 Once complete, the full retrofit programme will make all 8,700 buses in London Euro IV for NOx emissions by the end of 2015, reducing NOx emissions by at least 800 tonnes a year.
- 3.16 The Mayor is now, for the first time, extending this retrofit work to London Fire Brigade, and following operational trials hopes to roll the technology out more widely. This world-leading retrofit programme, which we intend to roll out to more public vehicles wherever possible, has a huge part to play, creating cleaner, greener buses and cleaner, more breathable air for Londoners.

### **Year of the Bus Update**

#### **New Public Exhibition**

- 3.17 As part of Year of the Bus, TfL has teamed up with Annin Arts Gallery to launch the second 'bus stop top' exhibition. Multi-award winning American fine art and contemporary photographer David La Chapelle is the latest artist to have his work exhibited in this innovative way during London Fashion Week. 'Land Scapes' is LaChapelle's first public exhibition in London, and will feature ten images on the top of ten bus stop shelters along the Strand from 12 - 22 September.
- 3.18 Exclusively viewable to top deck bus passengers travelling along the Strand, this is the first public exhibition in London by the American artist. Images depict glowing landscapes constructed from handcrafted scale models, cardboard and recycled everyday objects such as hair curlers and tin cans.

#### **Google and Year of the Bus**

- 3.19 On 24 September 2014, the UK Google homepage, which is ranked the top web page in the UK, featured an animated 'Doodle' of a Routemaster bus to celebrate the 60<sup>th</sup> anniversary of the unveiling of the first Routemaster bus (RM1) at the Earl's Court Commercial Motor Exhibition in 1954. The 'Doodle'

used the search term 'Routemaster bus' so when people clicked on it they were directed to a list of links, including the New Routemaster page of the TfL website, which received 9,056 visits on 24 September 2014 compared with 251 on the previous day.



Google's Routemaster 'Doodle'

3.20 On 17 October 2014, Leon Daniels launched the Year of the Bus sculpture trails to the press in Trafalgar Square. 28 bus sculptures out of the 60 commissioned were on display before being installed in their on street locations over the weekend. From 20 October 2014 the first three walking trails were in place for the public to explore: around the River; around the Queen Elizabeth Olympic Park; and around Westminster. A fourth walking trail will be live from early December 2014 as part of a Christmas trail in Croydon.

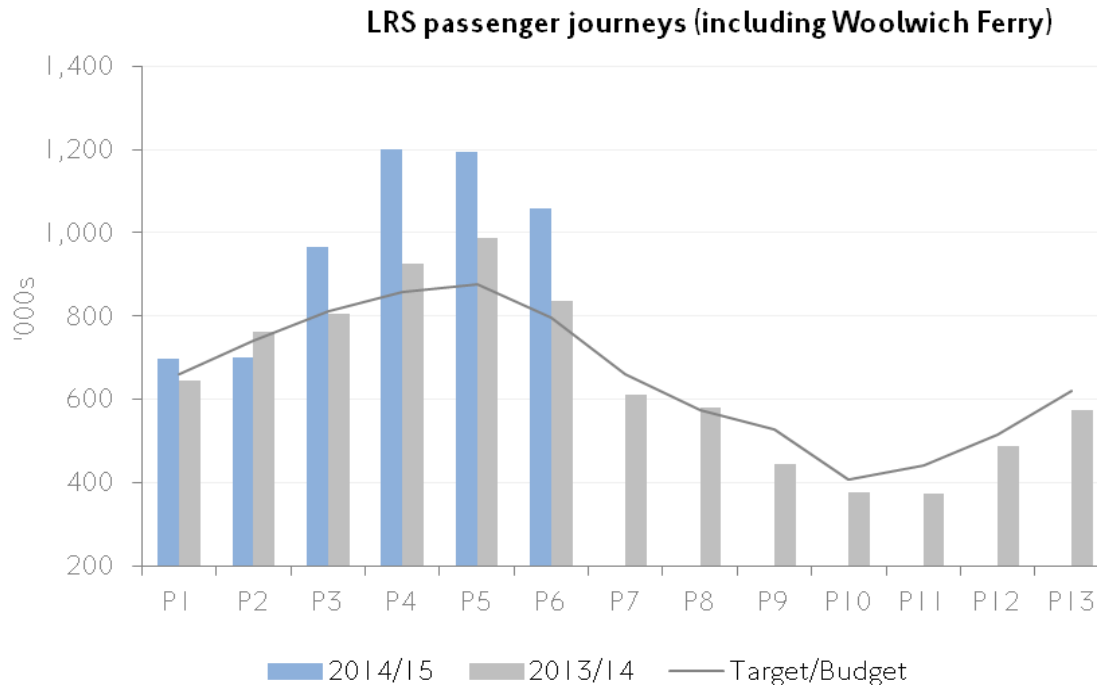
### **Christmas Day Bus Study**

3.21 The TfL bus network is scheduled to operate continuously throughout the year except Christmas Day, including the preceding and following nights. A very limited service is run by some operators on a commercial basis, mainly airport and hotel links. There have been requests from stakeholders for TfL to run a bus service. A study will be conducted in 2015 to examine the options, potential costs and patronage of running a Christmas Day service.

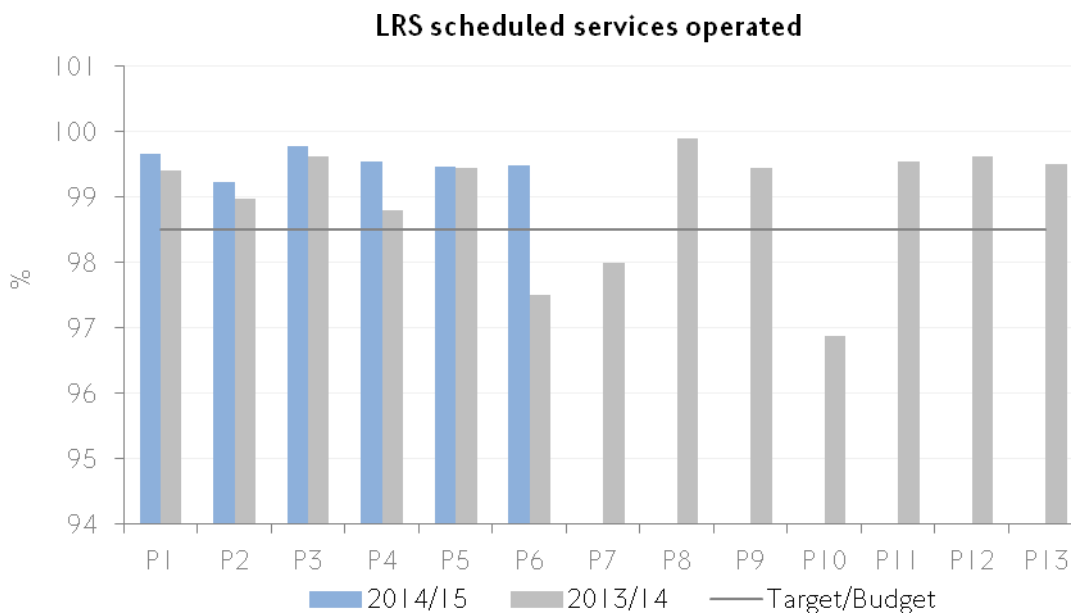
### **River**

#### **London River Services Scheduled Services Operated**

3.22 The number of passengers carried on London River Services (LRS) (inc. Woolwich Ferry) was 36.44 per cent above target for Quarter 2 2014/15. Passenger journey numbers benefited from favourable weather and increased tourist activity around the Tall Ships Festival.



3.23 LRS scheduled services operated above target in Quarter 2 2014/15 at 99.49 per cent.



### Essential Works on Ferry Loading Bridges

3.24 Works enter a second phase following improvements to the north and south piers. Working with Briggs Marine, Environmental Services have carried out

maintenance works to overhaul four movable loading bridges which provide the means for vehicles and pedestrians to get on and off the Woolwich Ferry. These works make the operation of the bridges more reliable and efficient and better able to cope with the estimated increase in vehicle weights in the next 10 to 15 years.

3.25 The four loading bridges move up and down to allow the ferries access to the pier, taking account of the wide ranging tidal variances. The loading bridges were built to the standards and requirements of the 1960's and analysis has found that, although well engineered, the bridges require strengthening for today's heavier vehicles.

## **Taxi and Private Hire**

### **Taxi and Private Hire Operational Update**

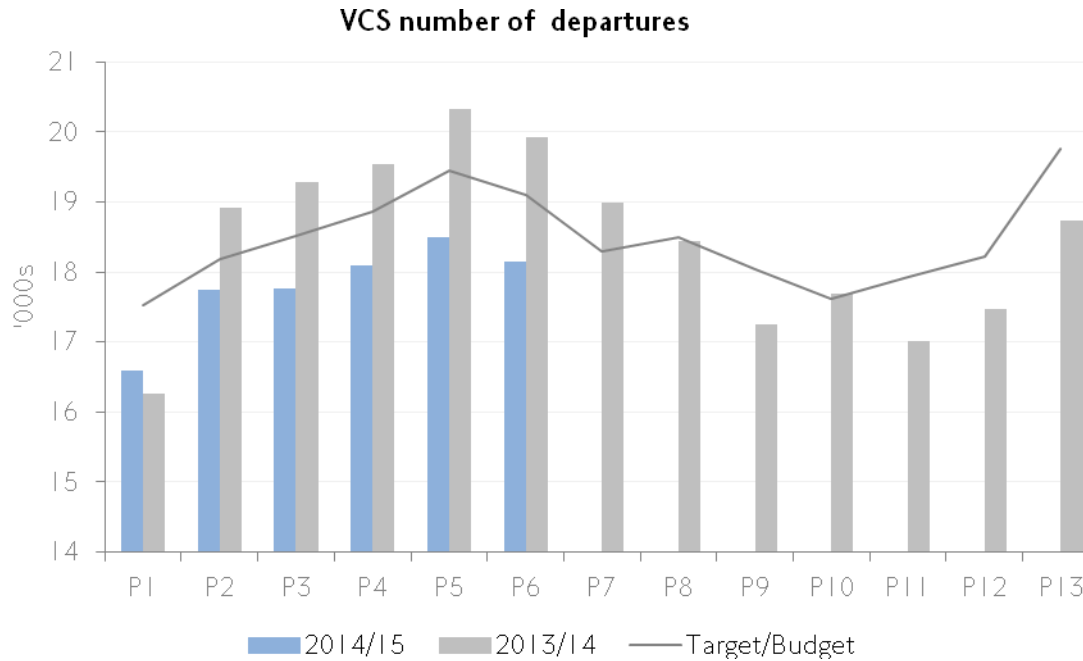
3.26 The total number of licensees at the end of Period 3 (2014/15), compared with Period 6 was:

<b>License Type</b>	<b>Taxi P3 2014/15</b>	<b>Taxi P6 2014/15</b>	<b>Private Hire P3 2014/15</b>	<b>Private Hire P6 2014/15</b>
<b>Drivers</b>	25,461	25,546	67,898	70,928
<b>Vehicles</b>	22,672	22,597	54,080	56,167

### **Victoria Coach Station**

3.27 Victoria Coach Station departures recorded in Period 6 were 18,149, slightly down from Period 5 which was 18,490. Overall Coach Departure numbers in comparison to 2013/14 for Quarter 2 were also down, due to a number of factors but especially due to the loss of one Oxford Express high frequency service; however other operator's services are providing sustained departure numbers. Overall income target is being maintained due to additional peak time departure slots, additional flexible slot allocation and extra Coach Parking activity from all coach operators.





### Dial a Ride

3.28 In Period 6 Dial-a-Ride (DaR) was 0.1 per cent higher than target after being below target previously. The period saw 111,929 scheduled trips of the 124,169 trip requests in the period (90.1 per cent).

### Cycling

#### Barclays Cycle Hire Pay As You Pedal offer

3.29 Throughout September 2014 Barclays Cycle Hire ran a campaign to rebrand the daily auto-renew membership option as a 'Pay as You Pedal' product in conjunction with an offer of free membership keys (the standard fee is £3 for a key). As a result we have seen exceptional growth in new Pay As You Pedal members in September, a 376 per cent increase compared to August 2014.

3.30 The offers were publicised with advertorials in Time Out and Evening Standard, digital media and adverts in Metro. In addition, nearly 3,000 membership keys were given away at the Barclays Cycle Hire road show, from which around 15 per cent have been registered so far.

#### Friends Life Tour of Britain conclusion

3.31 The Friends Life Tour of Britain, the UK's largest free-to-spectate sporting event, returned to London on 14 September 2014 for its final stage.

3.32 Londoners had another chance to see cycling superstars on the capital's roads this year. A peloton of champions, including 2012 Tour de France winner and reigning Tour of Britain champion, Sir Bradley Wiggins, and Mark Cavendish

the 2011 Road Race World Champion, rolled through the City of London and the City of Westminster.

- 3.33 The Friends Life Tour of Britain final stage in London consisted of both a series of time trials and a circuit race. Londoners had the opportunity to see the likes of time trial specialists such as Wiggins, and top sprinters like Kittel and Cavendish in their elements. When the Friends Life Tour of Britain was in London this summer the event attracted 225,000 spectators.
- 3.34 Up to 120 professional cyclists took part in the Friends Life Tour of Britain, as well as racing 88km on a nearly 10km circuit.

### **TfL and British Cycling Working Together**

- 3.35 Working with British Cycling TfL has further cemented London's relationship with cycling to increase numbers. We have boosted cycling culture further by tripling the number of free guided cycling rides across London. Cycling on TfL's roads hit record levels this summer.
- 3.36 Londoners are to benefit from this formal partnership with British Cycling, the national governing body for cycling. Both parties have agreed to work together more closely in order to inspire more people to cycle and to promote enjoyable, safe and responsible cycling.
- 3.37 Cycling in London has continued to grow rapidly. TfL recorded the highest levels of cycling activity during a four week period in July/August 2014 on its roads, 20 per cent higher than the same period last year.
- 3.38 On the Transport for London Road Network there has been a 173 per cent increase in cycling since 2001. Barclays Cycle Hire has contributed to the surge in cycling in London and recently hit a record for total hires in July 2014 with 1.18m hires. The scheme also had the busiest weekend ever during Saturday 16 and Sunday 17 August 2014, as part of its fourth birthday celebrations.

### **Cycle Superhighway 5 (inner)**

- 3.39 The CS5 (inner) between Oval and Pimlico will deliver a continuous, largely segregated, two-way cycle track, offering major improvements in safety and comfort for cyclists and removing risk of conflict between traffic and cyclists. The segregated track will also connect at both ends to new "Quietway" back-street cycle routes. These will allow cyclists from a wide area of south London to reach Westminster and central London on traffic-free or low-traffic routes. Consultation completed on 14 September 2014 and the consultation results report is due to be published on 10 November 2014.

### **East West and North South Cycle Superhighways**

- 3.40 The East West (EW) and North South (NS) Cycle Superhighways schemes propose two continuous largely segregated cycle routes through central

London. The EW would run between Tower Hill and Acton and the NS between Elephant & Castle and Kings Cross. The consultation material for both schemes was launched on 3 September 2014 with the journey time impact assessments published on 25 September 2014. The consultation has been extended to allow adequate time for consideration of the journey time impacts and is now scheduled to complete on 9 November 2014.

### **Upgrading London's Safety Cameras**

- 3.41 TfL has begun working on a programme to overhaul the capital's road safety camera network, replacing hundreds of old 'wet film' cameras with modern and more efficient digital safety cameras in order to help further reduce casualties on London's roads. The first of the new digital cameras are now on street, with 600 further cameras to be replaced by October 2016.
- 3.42 Safety cameras have proved successful in reducing road casualties in recent years. At locations where safety cameras operate in the capital, research shows that the number of people killed or seriously injured (KSI) fell by an average of 58 per cent, meaning that the cameras help to prevent 500 deaths or serious injuries each year. During 2013, 29 of the 132 fatal collisions that occurred in London involved speeding as a contributory factor. Last year the police commenced prosecution against 120,000 drivers for speeding and red light offences in the capital, with all fines generated passed on to Central Government.

### **Autumn Ambles**

- 3.43 Walkers explored new quarters of the capital with the 'Autumn Ambles' weekend of 40 free-guided walks on Saturday 27 and Sunday 28 September 2014.
- 3.44 The free-guided walks were spread across the capital and took in spectacular views, highlighting the contrasts of London and its ever changing landscape. Experienced walk guides led the way and provided fascinating facts that showcased London's curiosities and the cultural richness as one of the best cities in the world.
- 3.45 A wide range of walks were on offer, whether you fancied a short stroll or a challenging trek, taking in some of London's famous landmarks, parks and canals as well as many hidden gems. London Network routes included; the Capital Ring, Green Chain, Jubilee Greenway, Jubilee Walkway, Lea Valley, London Outer Orbital Path (LOOP) and Thames Path.

### **Safer Lorries Scheme**

- 3.46 The consultation report on the non-statutory consultation on the Safer Lorries Scheme, which closed at the end of September 2014, is due to be published on the TfL website by the end of November 2014. The Safer Lorries Scheme will use a combination of powers held by TfL and the London Boroughs to deliver a

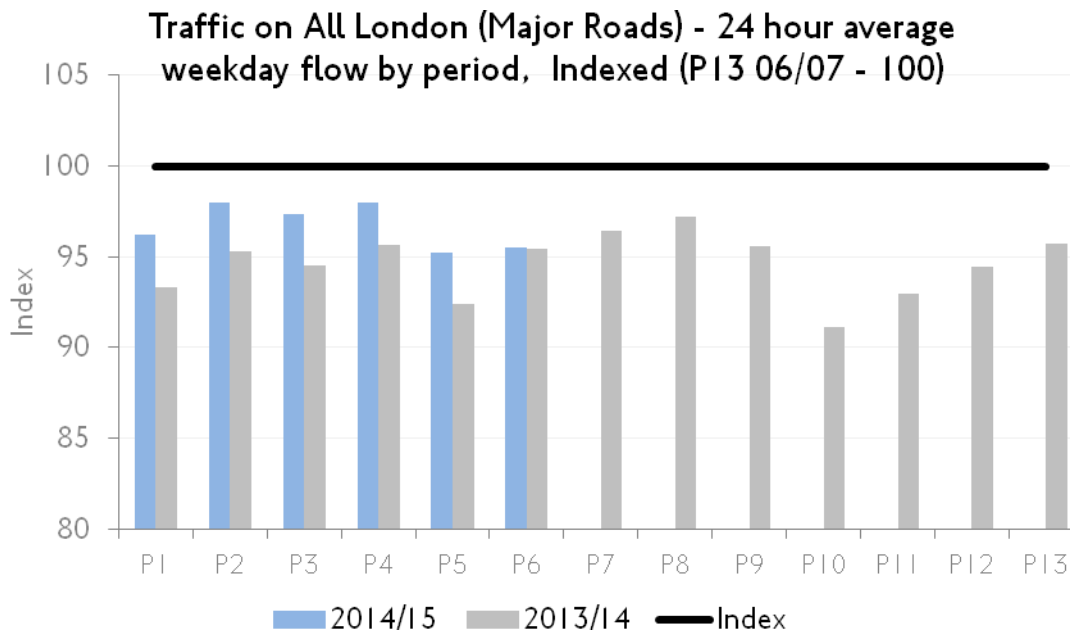
simple, quick and complete solution across all London roads. The proposed ban will require every vehicle in London over 3.5 tonnes, which are involved in a disproportionate number of fatal collisions with cyclists and pedestrians, to be fitted with sideguards to protect cyclists in the event of a collision.

### Safer Lorry Regulations

3.47 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.

## Keeping London Moving

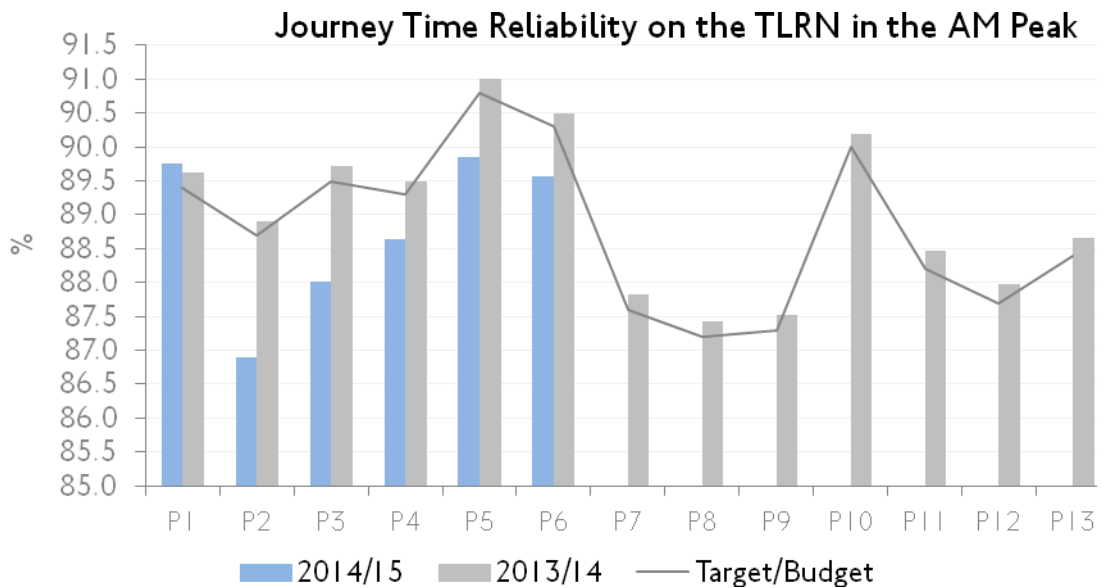
### Traffic Flows



3.48 Traffic flows in all four periods have exceeded 2013/14 levels with the highest traffic flow index in Period 4.

3.49 Period 4 stands at 98.0; this is 2.3 index points up from the same period last year. Year-to-date Pan London traffic volumes are up 2.7 index points on last year. The chart shows traffic flows relative to an index of 100 in period 1 in 2006/07.

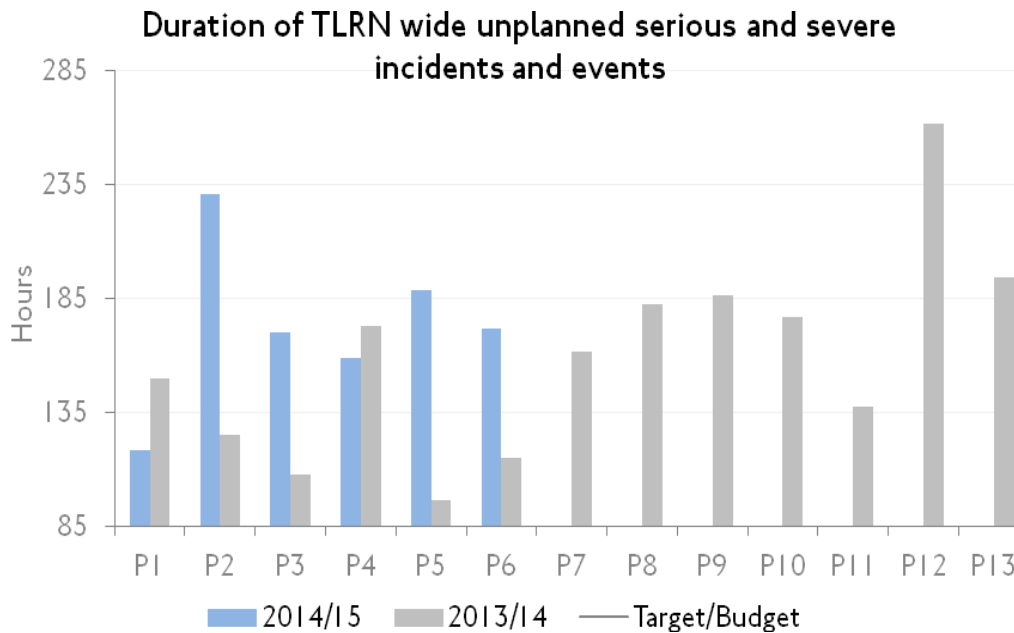
## Journey Time Reliability on the TLRN in the AM Peak



3.50 Journey time reliability (JTR) 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. Increasing traffic flows have continued to contribute to a decrease in TLRN journey time reliability.

3.51 JTR in Period 3 stood at 88.0 per cent, a decrease of 1.7 percentage points from the same period in 2013/14, whereas Period 4 stood at 88.6 per cent, a decrease of 0.8 percentage points from the same period in 2013/14. JTR then increased in Period 5 to 89.8 per cent, a decrease of 1.2 percentage points from the same period in 2013/14, while Period 6 stands at 89.6 per cent a decrease of 0.9 percentage points from the same period 2013/14. The year to date figure is 88.8 per cent, a year on year decrease of 1.1 percentage points.

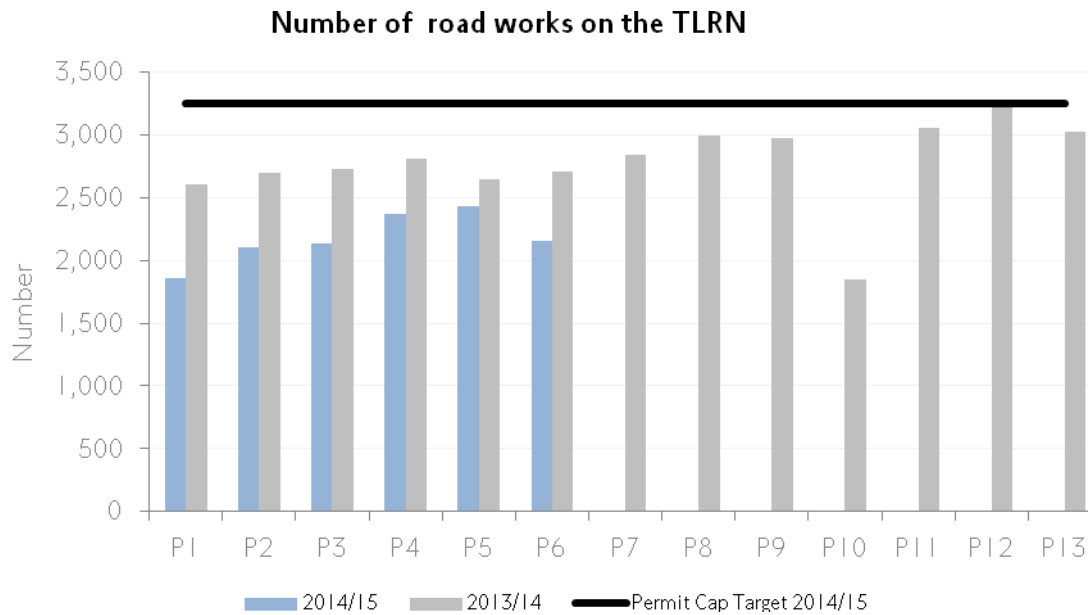
## Unplanned Disruption on the TLRN



3.52 Unplanned serious and severe disruption hours in Periods 3, 5 and 6 were higher than the same periods in 2013/14, with Period 4 comparing favourably with the same period in 2013/14.

3.53 In Period 3 2014/15 there were 170 unplanned serious and severe disruption hours over 86 events on the TLRN, compared to 108 hours over 63 events in Period 3 of the previous year. Three of these unplanned events caused five hours or more of serious or severe disruption. Period 5 saw 189 unplanned serious and severe disruption hours spread across 93 separate events on the network TLRN-wide in period 05 2014/15, compared to 96 hours spread across 54 events in period 5 of the previous year, three of these unplanned events caused over five hours of serious or severe disruption. In Period 6 there were 172 unplanned serious and severe disruption hours spread across 95 separate events on the network TLRN-wide, compared to 115 hours spread across 52 events in Period 6 of the previous year, six of these unplanned events caused five hours or more of serious or severe disruption.

## Road Works on the TLRN



3.54 The number of road works which started on the TLRN in Period 4-6 (2014/15) all fall below 2013/14 numbers, showing 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 in works activity over the quarter.

3.55 Period 5 saw a peak in the total number of road works reported on the TLRN year to date with 2,435. This is eight per cent less than the 2,648 reported in Period 5 of the previous year. In period 4 the number of road works on the TLRN was 25 per cent less than the cap.

### **Indra Appointed to Upgrade Tunnels Control Centre**

3.56 Indra has been appointed to modernise the technology for the control and operation of the 12 road tunnels in London and 90 km of approach roads. The new contract covers the design, installation, commissioning and maintenance of a new integrated system to support the London Streets Tunnels Operations Control Centre (LSTOC). Across London, there are 12 road tunnels, some of which are more than 100 years old.

3.57 This upgrade will provide a single, future proofed intelligent system which can allow for further upgrades not previously possible, along with new control room equipment.

- 3.58 The new system will improve how real-time information is presented to and used by LSTOC and the London Streets Traffic Control Centre (LSTCC), who work with other incident responders such as the emergency services to deal with traffic incidents. These improvements will also allow for real-time information about incidents in the tunnels to be obtained, allowing us to minimise the knock-on effects these can cause across London's streets.

## **Roads Investment Plan**

### **Elephant & Castle Consultation Findings**

- 3.59 Construction of the major redesign of Elephant & Castle (E&C) northern roundabout will begin in 2015 after results of the public consultation showed that more than 80 per cent of people backed TfL's and Southwark Council's plans. More than 2,000 people responded to the consultation on the scheme, which will dramatically change the northern roundabout at E&C, improving facilities for road users and local residents by converting the roundabout into a peninsular.

### **Tottenham Hale Improvement Scheme**

- 3.60 At the end of April 2014 we completed the removal of the Tottenham Hale Gyratory - 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.

## **4 Value – Efficient and Effective Delivery**

### **Traffic Control Maintenance and Related Services contract given green light**

- 4.1 On 1 October 2014 our Traffic Control Maintenance and Related Services 2 (TCMS2) contract went live. This will see the Capital's 6,000 traffic signals upgraded and maintained to the latest, greenest standards. The three service providers Siemens, Telent and Cubic, will manage the delivery of both capital works and maintenance of Traffic Signals, Over-height Vehicle Detection, and Variable Message Signs across five zones in London. This will enable collaborative working and will provide our contractors with greater flexibility and more scope to advise on the best kit to do the job, giving an overall saving of £42m. TCMS2 will help expand the use of intelligent traffic signals, as well as new crossings for pedestrian and cyclists, delivering benefits to all of London's road users.



## **5 People**

### **TfL Shows Support for Rainbow Laces**

- 5.1 Arsenal Underground station is set to host its first ever rainbow zebra crossing as part of our drive to support leading gay equality charity, Stonewall's 2014 Rainbow Laces campaign to kick homophobia out of football.
- 5.2 The rainbow crossing was in place outside the entrance to Arsenal Tube station until Sunday 14 September 2014, and Arsenal and Manchester City fans arriving at the station on that day for one of the biggest Premiership clashes of the season had the opportunity to be photographed as they walked across the colourful crossing. Stonewall's Rainbow Laces campaign saw footballers across England don rainbow-coloured laces on their boots on this weekend. The laces highlighted that homophobic, biphobic and transphobic abuse will not be tolerated in sport. People were encouraged to show their support via social media using the official campaign hashtag #RainbowLaces.

### **Metropolitan Police Service and TfL Working Together**

- 5.3 On 24 September 2014, the Managing Director, Surface Transport, hosted a welcome event at Broadway for the new MPS (Metropolitan Police Service) Roads and Traffic Policing Command (RTPC) senior team. Funded by TfL, the RTPC is due to go operationally live on 1 December 2014.
- 5.4 TfL has worked closely with the MPS to support the design of the RTPC. For the first time, London will have a single police command dedicated to ensuring all journeys across the road and surface transport network are safe, secure and reliable. With over 2,300 officers, the MPS RTPC will be the UK's largest police command.
- 5.5 The MPS RTPC further cements ten years of successful partnership between TfL and the MPS, from the early days of TOCU and Safer Transport Command, which saw an exceptional fall in the level of crime on the bus network, and a decline of 65 per cent since 2005/6. TfL is now creating the RTPC to bring the same successful formula to the road network.
- 5.6 The police play a vital role to play in keeping London moving – dealing with unplanned incidents and restoring the road network to normality as quickly as possible. During the course of the evening a protocol on 'Keeping London roads open during planned public events and public order' between the MPS and TfL was signed.

**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