

# Surface Transport Panel



**Date:** 22 October 2015

**Item:** Actions List

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## This paper will be considered in public

### 1 Summary

1.1 This paper informs the Panel of progress against actions agreed at previous meetings.

### 2 Recommendation

2.1 The Panel is asked to note the Actions List.

#### List of appendices to this report:

Appendix 1: Actions List

Appendix 2: Press Release on Speed Safety Technology

Appendix 3: Information on Take up of Taxi and Private Hire Counter Service and Customer Satisfaction Survey on Night Buses.

#### List of Background Papers:

Minutes of previous meetings of the Panel

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**Surface Transport Panel Actions List (reported to the meeting on 22 October 2015)**

**Actions from the Last Meeting**

Minute No.	Item/Description	Action By	Target Date	Status note
16/07/15	<b>Managing Director's Report</b> That a press release with details of the Bus Intelligent Speed Assistance trial be circulated.	Ben Plowden	Following the meeting.	Information previously circulated (attached at Appendix 2). Completed.
	Figures for the take up the new Taxi and Private Hire Counter Service be provided.	Peter Blake	Following the meeting.	Information previously circulated (attached at Appendix 3). Completed.
11/05/15	Members to be consulted as part of future target setting.	Patrick Doig	22 October 2015 meeting.	Scheduled. On agenda. Completed.
	A report on TfL's Reopening Roads Protocol be submitted to a future meeting and include an update from the Metropolitan Police.	Steve Burton	22 October 2015 meeting.	On Forward Plan..
	Additional information on the construction phasing and associated restrictions on Power Road Bridge would be circulated to Members when available.	Garrett Emmerson	25 February 2016 meeting.	
20/07/15	<b>Taxi and Private Hire Vehicle Inspection Rates</b> Officers to consider potential improvements to the information provided to customers prior to inspections taking place.	Peter Blake	Closed	Additional information was provided in the Taxi and Private Hire magazine 'OnRoute' and information updated on tfl.gov.uk. Completed.

Minute No.	Item/Description	Action By	Target Date	Status note
21/07/15	<b>Bus Customer Satisfaction</b> A paper to be submitted to a future meeting on benchmarking customer satisfaction across different modes of transport and identifying acceptable levels of satisfaction for each.	Ben Plowden	25 February 2016 meeting.	On Forward Plan..
	Details of customer satisfaction surveys for night buses be provided.	Mike Weston	Following the meeting.	Information previously circulated (attached at Appendix 3). Completed.

#### Actions from previous meetings

Minute No.	Item/Description	Action By	Target Date	Status note
12/05/15	<b>Road Modernisation Plan:</b> Update reports on large project schemes would be submitted to future Panel meetings.	Secretariat	22 October 2015 meeting.	Items scheduled on all future agendas.
38/04/14 44/07/14	<b>Matters Arising and Actions List</b> A note to be circulated on the outcome of the further consideration of providing Christmas Day bus services.	Leon Daniels	22 October 2015 meeting.	On agenda. Completed.
06/02/15	<b>Enhancing Advertising Board Enforcement</b> The list of zero tolerance areas to be reviewed and an update report to be submitted to a future Panel meeting.	Steve Burton	25 February 2016 meeting.	Processes have been developed and implemented to enhance enforcement against A Boards in zero tolerance areas on the TLRN. This is a phased approach, with the initial focus on Camden High Street and Stoke Newington/Kingsland and then extending to other zero

Minute No.	Item/Description	Action By	Target Date	Status note
				<p>tolerance areas.</p> <p>TfL's on-street officers are engaging with the businesses, gathering intelligence and collecting the necessary evidence for the FPN, where this is needed. A report will be submitted to the meeting on 25 February 2016..</p>

## Appendix 2



PN-191  
26 June 2015

## London buses to trial speed safety technology

Cutting-edge new technology that is designed to reduce speeds and increase vehicle safety will be trialled on London's buses next month, as part of the Mayor and Transport for London's (TfL's) continuing work to halve the number of people killed or seriously injured on London's roads.

The Mayor and TfL announced today that Intelligent Speed Adaptation (ISA), an innovative technology that ensures vehicles can't exceed speed limits, will be trialled on 47 London buses in a UK-first.

The new technology, which was outlined in London's first Pedestrian Safety Action Plan last year, recognises speed limits on the route using TfL's Digital Speed Limit Map of London, and ensures that the bus is not able to go any faster.

The UK-first trials will take place on two routes - route 19 (which runs from Battersea to Finsbury Park) and route 486 (which runs from North Greenwich to Bexleyheath). These routes include a variety of different road environments, with differing speed limits, which will allow the new technology to be fully tested.

This will allow TfL to understand the effectiveness of ISA in promoting speed compliance across the road network and improving safety. The trials, which run until autumn, will also seek to understand the attitudes of drivers and passengers to the technology. If successful, ISA could be introduced across London's 8,700 bus fleet.

The Deputy Mayor of London for Transport, Isabel Dedring, said: “London’s buses are central to keeping the city moving and our fleet is one of the safest in the world. However, with nearly 9,000 buses on the Capital’s roads it’s clear they have a major role to play in continuing improvements in road safety. This trial is a great example of how we’re harnessing innovation and new technology that will aide bus drivers on the job and help to improve the safety of other road users.”

Leon Daniels, Managing Director of Surface Transport at TfL, said: “London’s bus drivers are some of the best trained in the world, carrying more than 6.5 million passengers a day. However, in a city that is becoming increasingly busy, it is important that we do everything we can to make our roads safe for all.

“Intelligent Speed Adaptation improves road safety by reducing incidences of speeding for all road users, allowing drivers to focus on looking out for potential issues on the road rather than checking their speed limit. If this trial confirms that this technology could be beneficial to the safety of London’s roads, it could be introduced across our bus fleet.”

Jack Skillen, London Director of Living Streets, said: “It’s critical that we make walking safer and easier as a way of improving people’s health and wellbeing. We are pleased to see measures like the Intelligent Speed Adaptation being implemented on London’s bus fleet and the introduction of more 20 mph limits to help reduce road danger and make our streets safer for pedestrians. We have been working closely with TfL to put the Pedestrian Safety Action Plan in place, and look forward to seeing the roll out of ISA more widely across London.”

Phillip Shadbolt Chairman of Zeta Automotive, said: “The team at Zeta Automotive are proud to be working with TfL during this trial to evaluate the impact of our Intelligent Speed Adaptation technology on speed compliance and improved road safety.”

The data informing the ISA trials will come from TfL’s Digital Speed Limit map of London, which was re-launched last year to help spur the development of the next generation of in-vehicle technologies and mobile phone apps for the road. Making

such information openly and freely available, and keeping it accurate, means existing services such as sat-navs and GPS can provide drivers with the correct information on the speed limit of the roads they are travelling on. This will give road users greater certainty and help to improve road safety.

London is continuing to lead the way in trialling innovative technology on buses. As well as developing the New Routemaster bus, the greenest bus of its kind in the world, earlier this year, state-of-the-art technology to allow passengers to know how many seats are still available on the upper deck was installed on the route 59. Last summer, TfL also carried out trials of pedestrian and cyclist detection technology on buses. Following these trials, a follow-up project is being planned to determine the role of this safety technology in preventing vulnerable road user injury on London's roads.

For more information about the work TfL is doing to make London's roads safer for all, please visit <http://www.tfl.gov.uk/roadsafety>

- Ends -

#### **Notes to editors:**

- Casualties involving buses have fallen dramatically in recent years and continue to do so. Latest figures from TfL show that killed or seriously injured collisions involving a bus or coach in London have fallen by around 60 per cent since 2000 and by 22 per cent in the last five years. However - there is no room for complacency, and TfL continues to work with stakeholders to further bear down on such incidents.
- As part of TfL's commitment to further improve transparency for customers and stakeholders, bus safety data is published on our website each quarter: <http://www.tfl.gov.uk/corporate/publications-and-reports/buses##on-this-page-1>
- Earlier this month, TfL published the 2014 Road Casualties and Collisions report which showed that KSIs in London were at their lowest record ever during 2014: <https://tfl.gov.uk/info-for/media/press-releases/2015/mayor-takes-action-to-halve-road-casualties-by-2020>
- In February 2014, the Mayor and TfL published six safety commitments, which supports the Safe Streets for London plan to reduce further the number of people killed or seriously injured on London's roads and bring focus to the

range of actions needed by us and our partners to make our streets safer:  
<http://www.tfl.gov.uk/cdn/static/cms/documents/safe-london-streets-our-six-road-safety-commitments.pdf>

- The six key commitments are:
  1. To lead the way in achieving a 50 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.
  2. To prioritise safety of the most vulnerable groups - pedestrians, cyclists and motorcyclists - which make up 80 per cent of serious and fatal collisions.
  3. To provide substantial funding for road safety, invested in the most effective and innovative schemes.
  4. To increase efforts with the police and enforcement agencies in tackling illegal, dangerous and careless road user behaviour that puts people at risk.
  5. To campaign for changes in national and EU law to make roads, vehicles and drivers safe.
  6. To work in partnership with boroughs and London's road safety stakeholders to spread best practice and share data and information.

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At the Surface Transport Panel meeting held on 15 July 2015, it was agreed that Members would be provided with the following information:

**A copy of the press release on Bus Intelligence Speed Adaption** (attached at Appendix 2).

#### **Take up of Taxi and Private Hire Counter Service**

The online application service went fully live for taxi and private hire drivers on 10 July 2015. To date 16 applications for assessment have been received, however it should be noted that this channel hasn't yet been promoted other than via senior trade representatives to allow time for the service to bed in and for any issues to be ironed out. Once feedback has been received from trade representatives and we are confident any issues have been addressed this service will be promoted to encourage drivers to use the online application portal to apply for a new or renewal licence.

The taxi and private hire counter service opened on 1 June 2015 and to date has received 135 visitors. Most appointments have been made for assistance with completing an application form. We are now fully promoting this channel via twitter and the TfL website to encourage people to book an appointment to use the service and expect that volumes will increase in the coming months.

#### **Customer Satisfaction Survey on Night Buses**

London Buses Night Bus Services Customer Satisfaction Survey (CSS) is conducted by TNS. The survey enables both London Buses and London's bus operators to monitor customer satisfaction with the quality of services provided, and identify any areas for improvement.

Night Bus CSS interviews approximately 800 customers every year on board a night bus. The survey is conducted on a carefully selected sample of bus routes throughout Greater London between the hours of 23:30 and 05:30. Interviews are administered by a team of specially trained market research interviewers. Satisfaction is scored on an eleven point scale (0 = Extremely Dissatisfied and 10 = Extremely Satisfied) which is then converted to a score out of 100 for ease of understanding.

The latest results show that overall satisfaction with night buses in London reached a new peak (82) in Quarter 1 2015/16.

The rise in overall satisfaction has been driven by improvements in satisfaction for several aspects of the bus service including:

- a) Stops and shelters specifically safety, cleanliness and freedom from graffiti,

## Appendix 3

### Surface Transport Panel: Actions Update



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- b) condition, crowding, and lighting;
  - c) Bus vehicle specifically information, cleanliness, and state of repair both for the exterior and interior of the bus;
  - d) Bus journey aspects including time waited, boarding/alighting, crowding on bus, availability of seats, comfort, smoothness and freedom from jolting, journey time and ease of making journey;
  - e) Ease of paying for journey; and
  - f) Reliability of buses being on time.

Following the meeting, Charles Belcher requested that Panel Members also be sent information on New Routemaster batteries (attached a Appendix 2).