

**TfL Report to the Mayor  
on the  
Readiness of Public Transport  
for  
Central London Congestion Charging**

**September 2002**

# Contents

<b>1</b>	<b>Introduction</b>
<b>2</b>	<b>Transport Trends</b>
<b>3</b>	<b>Accommodating Central London Congestion Charging</b>
<b>4</b>	<b>Bus Capacity</b>
<b>5</b>	<b>Terminal Capacity and Streetworks</b>
<b>6</b>	<b>Liaison With Bus Operators</b>
<b>7</b>	<b>Other Bus Service Improvements</b>
<b>8</b>	<b>Bus Priority Schemes and BusPlus</b>
<b>9</b>	<b>Customer Information</b>
<b>10</b>	<b>Safety and Security</b>
<b>11</b>	<b>Fares and Ticketing</b>
<b>12</b>	<b>London Underground</b>
<b>13</b>	<b>Docklands Light Rail</b>
<b>14</b>	<b>National Rail</b>
<b>15</b>	<b>Co-ordination of Streetworks</b>
<b>16</b>	<b>Conclusion</b>

## **1. Introduction**

- 1.1. Congestion charging will be complemented by a range of measures designed to make public transport easier to use, cheaper, faster and more reliable. These measures were outlined in the Mayor's Transport Strategy in July 2001; the congestion charging Scheme Order consultation pack sent to stakeholders in July 2001; the report on proposed bus network enhancements complementary to congestion charging issued to the Greater London Assembly and the London Boroughs on 31 August 2001; and, TfL's Report to the Mayor of London submitted in February 2002. The measures have been developed and progressed over the period since congestion charging was first proposed.
- 1.2. The congestion charging Scheme Order, as confirmed by the Mayor on 26 February 2002, provides for a starting date of 17 February 2003. In the Mayor's statement accompanying his decision to confirm the Scheme Order, he said that he would review the date for the start of congestion charging in Autumn 2002. In a letter from the GLA, TfL was accordingly requested to provide an assessment of the progress of complementary public transport measures to the Mayor, and to provide this document to the London Boroughs and the Corporation of London to give them an opportunity to comment. TfL is also sending this document to Members of the Greater London Assembly and the London Transport Users Committee (LTUC).
- 1.3. This document therefore considers the progress of public transport measures complementary to congestion charging and is intended to inform the Mayor's review. It provides a summary of the position at August 2002, paying particular attention to the development of bus service improvements.

## **2. Transport Trends**

- 2.1. The Central Area Peak Count (CAPC) is a traffic survey that has been conducted in the autumn of each year since 1956. It is a census of people entering central London during the weekday morning peak period 7:00am to 10:00am, which is taken at locations approximately equivalent to the boundary of Fare Zone 1, an area somewhat larger than the congestion charging zone.
- 2.2. In 2001, approximately 1.09 million people entered the CAPC area in the morning peak period. Estimates of people coming into central London reached a low of 0.98 million in 1993. The highest recorded number entering central London was 1.26 million in 1962.
- 2.3. Table 1 below shows the data for public transport for 1998 to 2001<sup>1</sup>. Travel by rail in this period is at historically high levels. Travel by Underground is close to historically high levels. The data indicates that the figure for local bus passengers in 2001 is 81,000. This is well below historic levels: in 1981 105,000 people arrived in central London by bus. This indicates that there is

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<sup>1</sup> Since TfL's Report to the Mayor of February 2002, figures for National Rail for 2000 and 2001 have been revised, following advice from the SRA on Central London rail arrivals, and the estimate of rail passengers transferring to London Underground has been recalculated.

considerable scope to carry more people into central London by bus by expanding bus network capacity.

	1998	1999	2000	2001
National Rail (SE)	422	434	438	441
National Rail (Inter City)	25	26	27	26
<i>Total National Rail</i>	448	460	465	467
Gross London Underground	547	555	568	572
Less also counted on National Rail /Docklands Light Railway	196	201	196	204
Net London Underground	351	354	372	368
Docklands Light Railway	9	9	11	11
<i>Total Rail</i>	808	822	848	847
T/L local Bus	68	68	73	81
Coach/Minibus	17	15	15	10
<b>Total Public Transport</b>	<b>892</b>	<b>905</b>	<b>935</b>	<b>936</b>

**Table 1: People entering central London by public transport during the 7am to 10am morning peak period, 1998 to 2001 (000s)**

### 3. Accommodating Central London Congestion Charging

- 3.1. Modelling results show that the net transfers to public transport of inbound car users into the central London congestion charging zone in the critical period 7.00am to 10.00am (under the projection based on high sensitivity to the charge) could be up to 20,000 additional public transport passengers across the boundary of the charging zone. This figure involves car users transferring to rail and Underground services for longer journeys and partially replacing some rail and Underground passengers who are expected to transfer to the bus for shorter distance journeys. This ‘cascade’ will be supported by public information campaigns to promote the bus network and significant improvements to bus services.
- 3.2. The overall scale of change across all public transport modes entering central London in the morning peak period is relatively modest: a 1 or 2% increase – perhaps up to 3% in some geographical sectors. The 5,000 expected net additional rail and Underground passengers represent an increase of only 0.5% on existing levels (less than one extra passenger per carriage). By comparison, the most recent data suggests that total passenger journeys on the Underground are down by about 2% compared to the same time a year earlier, and current Underground demand trends are flat or slightly downwards.
- 3.3. About three-quarters of the total additional passengers are expected to travel by bus. This is an additional 14,000 or so bus passengers travelling across the boundary of the central London congestion charging zone, which represents a 15-20% increase in bus patronage in the morning peak period. About half of these – perhaps 7,000 – would be expected to arrive in the peak hour, 8.00am to 9.00am. The figures discussed in this report reflect upper range estimates for the numbers of people transferring to public transport when congestion charging is introduced.

- 3.4. Given that there is very little spare capacity on many rail and Underground services, it is important to ensure that there is sufficient bus capacity to cater for the changes in travel described above. Central London congestion charging will itself effectively increase bus capacity by reducing congestion and allowing quicker and more reliable bus services. This will improve the relative attractiveness of the bus, which is being further enhanced by TfL's programme of bus priority measures and other improvements. Nevertheless, TfL is providing new additional bus capacity to coincide with the introduction of central London congestion charging to ensure that bus services will provide a more attractive alternative to many former car users.
- 3.5. To manage the increase in demand expected as a result of congestion charging, London Buses are introducing more than 11,000 extra spaces on buses entering central London in the morning peak hour. The capacity being provided is more than sufficient to carry the forecast number of passengers using the bus service following the introduction of central London congestion charging (approximately 7,000 additional passengers in the morning peak hour) and, as outlined in section 4, also allows for continued growth in patronage.
- 3.6. The progress of a number of other complementary public transport measures, as well as increases in bus capacity, is also discussed in this document. These are largely measures that were outlined in the Mayor's Transport Strategy. They are delivering significant benefits to Londoners and will be of value to car drivers transferring to public transport. However the success of congestion charging is *not* directly related to these measures.
- 3.7. Apart from the specific measures outlined in this document, congestion charging is supportive of, and supported by, the public transport network serving central London. Already 85% of people coming into central London in the morning peak are travelling by Underground, rail or bus. Central London Congestion charging will itself bring improvements to public transport. 40% of all bus journeys within London are on routes which serve central London, and their journey times and reliability are severely impeded by traffic congestion. With the predicted reduction in traffic delays of 20-30%, bus journeys as well as journeys by other vehicles will be quicker and more reliable.

#### **4. Bus Capacity**

- 4.1. It is intended to provide over 11,000 additional spaces on buses into the central London congestion charging zone in the critical morning peak hour (relative to capacity at Spring 2002) before the introduction of congestion charging. As outlined in paragraph 3.1, TfL's modelling of the effects of central London congestion charging predicts that an additional 7,000 or so passengers will transfer to bus to travel into the charging zone in the peak hour. Plans to provide for this increase were published in a London Buses consultation document in April 2002 ('Major Improvements Proposed for Inner London Bus Services'). The proposals were designed to meet a range of objectives, and were developed using London Buses' long established processes for planning bus network alterations. They include new direct links, improvements to evening and

weekend services and services to areas not previously served by buses. The bus improvements therefore go beyond what is needed to complement central London congestion charging.

- 4.2. Consultation on the overall bus service improvement proposals closed on 24 May 2002, although late responses have been considered. Most consultees welcomed the general approach of network expansion. Westminster City Council wished to obtain more information before making formal comments and discussions have been continuing. London Buses' formal responses to representations have been completed. The final plan for peak-hour capacity increases is largely as proposed in the consultation document. The total extra capacity to be provided is shown in Table 2 below. It is important to note that the capacity increases are not solely related to congestion charging but also cater for current growth and demand trends. The bus service changes will be closely monitored following their introduction and provision could be quickly adapted to actual passenger usage, if required.

	<b>Forecast transfer to bus AM peak hour</b>	<b>Capacity increase planned (plan as at August 2002)</b>	<b>Capacity increase planned (proposal as at February 2002)</b>
North-West	975	2500	2050
North	1700	2900	3130
East	700	1200	1150
South	2450	2800	2660
West	1350	1900	2180
Total boundary	7175	11300	11170

**Table 2: Forecast demand and planned increase in bus capacity provision in the peak hour.**

- 4.3. The bus service plans take account of the current strong growth in demand. Currently approximately 48,000 spaces on buses are provided in the morning peak hour into the congestion charging zone. The autumn 2001 Central Area Peak Count (CAPC) recorded 81,000 inbound bus passengers between 0700 and 1000. This implies 40,500 passengers in the peak hour. For 2003, if a further 10% growth is assumed and the forecast effect of central London congestion charging is taken into account this number rises to 52,000 peak-hour passengers. The total capacity provided will be over 59,000 spaces.
- 4.4. Priority in introduction is being given to the bus enhancement schemes directly complementary to central London congestion charging. The extra capacity is being provided in three main ways: new routes, frequency increases on existing routes and the introduction of larger buses. New contracts are in place where necessary and routes 205, 705 and RV1 have commenced operations. Frequency enhancements have been introduced on routes 4, 19, 38, 40, 42, 46, 82, 141 and 521. Double-deck buses have replaced single-decks on routes 156, 344 and C2. Routes 507 and 521 are now using articulated buses. It is currently anticipated that by the end of 2002 there will be capacity increases in place on 41 routes and that the capacity increases for the remainder of the 73 routes involved will be implemented by February 2003.

## **5. Terminal Capacity and Streetworks Affecting Bus Services**

- 5.1. Bus terminal capacity issues were identified by a TfL working group which has been meeting since early 2002. The call on additional stand space on Borough and TfL roads has been minimised. Discussions are continuing with the London Boroughs including Westminster City Council regarding schemes to enlarge stand capacity where needed.
- 5.2. Streetworks are underway in a number of central London locations. This impacts on bus service reliability. For example, routes 35, 47 and 78 have been temporarily shortened during the implementation of the Shoreditch traffic management scheme so that the remainder of the service can operate reliably. Gas mains are being replaced in Kensington Church Street during autumn and winter 2002 which will delay the provision of additional capacity on route 52.

## **6. Liaison With Bus Operators**

- 6.1. A general re-organisation of the way in which London Buses liaises with bus operators was implemented during early summer 2002. Each operator now has a nominated Account Manager at London Buses. This individual is responsible for managing all aspects of the relationship with their operator, ensuring that London Buses' requirements can be communicated clearly and effectively. This system is being used in managing the introduction of the inner London enhancements described above.
- 6.2. Operators report that sufficient staff are being recruited and placed in training programmes. Although the TfL Bonus and the general improvement in terms and conditions for bus operational staff are proving effective, turnover of operating staff remains relatively high. Therefore it is essential for operators to ensure a sustained recruitment effort through the autumn and winter if services are to be fully-staffed. Both London Buses and the operators are confident that this can be achieved.
- 6.3. Vehicle-sourcing plans are in place with all operators. All newly-introduced buses will be fully accessible. The number of new buses required as part of the planned bus service improvements for central London congestion charging is well within the annual replacement programme for London. Operators are retaining existing buses for further use where necessary. The plan to introduce articulated buses on new route 436 in early 2003 will release Routemasters from route 36 to enhance other services.
- 6.4. All operators have sufficient garage space in existence, or are progressing schemes to enlarge their premises. Both the operators and London Buses are confident that there is sufficient garage space to accommodate the service expansion and the planned dates of introduction for each enhancement have been set in line with the garage expansion programme.

## 7. Other Bus Service Improvements

- 7.1. As well as bus capacity increases directly complementary to central London congestion charging, London Buses has continued to implement a programme of enhancements across the network. Major improvements have been introduced since April 2001. In particular, extensive enhancements to **local networks** in Sutton, Orpington, Ealing, Kingston and Ilford have been implemented. Benefits include improved frequencies, better connections at rail stations, new local links and new accessible buses.
- 7.2. Additionally the improvements to central area routes go well beyond providing the extra central area peak capacity needed to complement congestion charging. A significant programme of **inter-peak, evening and weekend improvements**, included in the April 2002 consultation, will be introduced at the same time as the peak capacity enhancements.
- 7.3. Improvements to bus **service reliability** continue to be made, resulting from investment in additional resources to operate routes, extra service control and supervision, rollout of quality incentivisation in contracts, and deployment of the Automatic Vehicle Location system (a management information tool used to improve the control of bus services and give buses priority over other traffic).
- 7.4. Bus services have improved substantially over the last 2 years. Table 3 sets out this improvement in the performance of the network in the year to June 2002, as compared to the previous year.

Key Performance Indicator	Year to June 2001	Year to June 2002
High Frequency Services: Excess Wait time (mins)	2.14	1.94
Low Frequency Services: % on time % early	68.1 4.6	69.8 4.3
Night Bus services: % on time	72.2	75.4
% scheduled kms operated:	95.59	96.44
% scheduled kms lost to :		
traffic	1.81	1.73
staff	1.67	0.92
mechanical	0.55	0.51
other causes	0.38	0.40
Operated kms (millions):	359	377

**Table 3: Improvements in bus key performance indicators, 2001-2002**

- 7.5. The implementation of **Quality Incentive Contracts (QICs)** commenced in April 2001. QICs require bus companies to improve the quality and reliability of services and to give greater consideration to the needs and comfort of

- passengers. The new contracts are firmly based on quality and value for money, and include incentives and deductions based on reliability targets, raising the profile of performance monitoring at route level. Currently there are around 100 routes on QICs and this number is rising by 20-30 per quarter. Furthermore, operators and London Buses are keen to implement incentivised payment regimes on existing contracts by negotiation and around 40 routes currently have these incentivised schemes.
- 7.6. Enhanced **driver training** programmes for bus drivers, to improve driving standards and customer service, are being agreed with all operators. From September 2002, all newly employed drivers will be registered on a BTEC course towards a level 2 vocational qualification. Improving the rate of recruitment and retention of operational staff has been a key focus in the past year. Improvements in **pay and conditions** for staff are being implemented, with measures such as the TfL Bonus and greater provision of facilities for drivers at terminals, aimed at addressing shortages in bus operating staff numbers. This is being complemented by other network-wide initiatives that should help ease the pressure of the job, for example simpler fares and off-bus ticketing, more bus priority and better service management.
  - 7.7. TfL is working with the bus operators to introduce new tougher standards for cleanliness and presentation of vehicles, creating improved conditions for passengers. Enhanced **cleaning** has been introduced on 19 bus routes, and programmes covering all the routes at major terminals are being planned.
  - 7.8. **Faster boarding** has been achieved on routes 507 and 521 using articulated buses, where passengers may board or alight at any door and cash fares must be paid off the bus. Initial observations are that there has been a significant decrease in the marginal boarding time per passenger. This is especially beneficial during peak times at the major rail stations. It is planned to use the same system on new routes 436 and 453 in early 2003.
  - 7.9. The trial of **conductor operations** on route 55 will finish shortly. The results are being analysed and compared to results from the open-boarding system on routes 507 and 521 and the cashless bus trial on route W7. The recommended way forward to reduce boarding times will be based on an expansion of cashless operation, with open-boarding where articulated vehicles are used. Timescales for delivering this are being developed.
  - 7.10. **Fully-accessible low-floor vehicles** are being progressively introduced on all bus services. Low-floor buses have ‘kneeling’ suspension and step-free access, making it easier for everyone to get on board. Seventy per cent of London’s buses are now accessible; all of London’s buses except Routemasters will be accessible by 2004/5.
  - 7.11. London Buses is providing more, and more frequent, **night bus services**. As well as new night bus routes, improvements in frequency or reliability on night routes and earlier start times/ later end times for day routes have been implemented. Nine new services have been introduced over the last year, and a

further eleven night bus routes serving the central area are planned to start at the end of 2002 and in spring 2003.

- 7.12. 1050 on-bus cameras, and over 440 roadside/CCTV **bus lane enforcement cameras** are being installed to help protect bus lanes, including those on approach routes to the central London congestion charging zone. Good progress has been made on this programme: 790 of the planned bus-mounted cameras are installed and 610 are commissioned and operational; and 19 of the 43 static cameras are operational, as are 33 CCTV cameras. The remaining on-bus cameras, 263 more CCTV cameras and 24 static cameras are planned to be installed or made operational by March 2003, with the remaining 105 CCTV cameras to be completed by the end of 2003. Agreements with London Boroughs to allow enforcement of bus lanes are being prepared. **Selective vehicle detection (SVD)** is another measure designed to secure priority for buses by allowing buses and traffic lights to 'talk' to each other. 325 out of a programme of approximately 480 junctions have been commissioned as at July 2002, and it is expected that the programme will be complete by the end of March 2003.

## 8. **Bus Priority Schemes and BusPlus**

- 8.1. The **BusPlus** programme is a package of measures designed to make the experience of travelling by bus more attractive to more people by delivering a real change to the quality of London's key bus routes. The overall objectives include:
- Reducing bus delays and making bus journeys more reliable
  - Providing a cleaner, safer and more comfortable environment inside buses
  - Providing clearer and more up-to-date journey information
  - Creating a more pleasant, comfortable and safe bus stop environment
  - Making it easier for all passengers, especially those with mobility problems, to get on and off the bus.
- 8.2. The first phase of BusPlus is upgrading 27 bus routes, of which 12 complement central London congestion charging. This phase is expected to be complete by the end of September 2002; with the exception of one scheme which is dependent on the development of a site on Tooley Street and is expected to be completed by December 2002. By the end of July, 75% of the planned 1200 or so individual schemes have already been completed, including but not limited to the following measures:
- 64 new bus lane installations
  - 73 extensions to bus lane lengths or hours/days of operation
  - 267 of 384 planned traffic signal schemes
  - in addition, 1,100 of 1,500 planned bus stop improvements have been completed (some stops have several measures introduced).
- 8.3. The second phase of BusPlus deals with 43 routes. 20 of the 43 routes which run in or near the central London congestion charging zone have been

prioritised for implementation in 2002/03. The more beneficial individual schemes to complement congestion charging have been programmed for early implementation.

- 8.4. A number of bus priority schemes in Westminster outside the congestion charging zone have been developed, including schemes at Maida Vale, Harrow Road, Kensington Road and Bayswater Road. It is now understood between TfL and Westminster City Council that these four schemes will be implemented expeditiously using experimental traffic orders, with a view to them being operational before the start of congestion charging.
- 8.5. The effects of these bus priority measures in Westminster have been assessed using the latest SALT traffic models. The modelling shows that on these radial routes congestion charging by itself is expected to slightly improve conditions for buses, and at worst will not have an adverse impact for buses. Adding the bus lanes to the traffic model showed that they could provide very useful time savings to buses and taxis in addition to their role in protecting bus reliability.
- 8.6. In conclusion, while beneficial, these bus lanes are not vital to maintaining bus service levels when central London congestion charging starts. However their early introduction is considered highly desirable, and complementary to congestion charging.

## **9. Customer Information**

- 9.1. The Countdown system, which provides real-time service information at bus stops, has been provided at 1686 stops throughout Greater London. 2000 Countdown signs are planned to be installed by February 2003. In total, Countdown signs are planned for 4000 of London's busiest bus stops, ensuring up-to-the-minute information for more than 60% of total daily bus journeys – a total of 750 million bus trips each year.
- 9.2. "Spider" maps, a new format for bus route maps serving key locations have been rolled out to around 270 interchanges, with a total of 2300 maps posted. For night routes, around 90 maps have been posted at 15 key locations and 2500 night-route maps for quadrants of London (NE, NW, SE, SW) have been posted across the network. The rollout of stop-specific timetables has started, prioritised towards BusPlus routes and the congestion charging zone, and is due to be completed across Greater London by the end of 2004.
- 9.3. In addition a multi-modal interactive journey planner for all public transport services in Greater London was installed on the TfL website on 28 July 2002, providing improved travel information and planning services for customers. WAP, SMS and PDA versions will become available progressively through late summer and early autumn 2002, allowing customers to access the planner while on the move.

## **10. Safety and Security**

- 10.1. In association with the British Transport Police and the Metropolitan Police Service, TfL are undertaking a number of demonstration projects to improve personal security in and around seven key public transport interchanges - Mitcham Junction; Shadwell; Seven Sisters; Clapham High Street; Wembley Central; Hounslow Bus station and Lambeth North. Local stakeholder groups have now been established to identify appropriate security measures for implementation.
- 10.2. The Transport Operational Command Unit is a joint initiative between TfL and the Metropolitan Police Service. It has three key objectives: to make the public and transport staff feel safe when using bus services and stops on the designated corridors; to help the efficient flow of buses on these corridors, and to enforce the law relating to taxi and private hire vehicles.
- 10.3. The unit is now operating on three major corridors radiating from the central area (Victoria-Baker Street-North Finchley; Marble Arch-Brixton-Streatham-Croydon; and Victoria-Camberwell-Dulwich-Lewisham). In its first two months of operation, almost 250 arrests have already been made, and 12 enforcement operations to clamp down on illegal minicab touts have been carried out. The programme is planned to cover 27 routes by March 2003, and further extension of the scheme is being considered.
- 10.4. A TfL / Metropolitan Police Service 'Community Bus' has been launched, for crime reporting, crime reduction and community safety initiatives, the BusWise schools programme and driver and police recruitment facilities to communities across the capital.
- 10.5. CCTV has now been made part of the specification for all new London buses. Additionally there is a programme to retrofit the equipment to existing buses. This will mean that the current total of over 650 buses fitted with CCTV will rise to approximately 1600 by March 2003. The whole fleet will be fitted by March 2005.

## **11. Fares and Ticketing**

- 11.1. Bus fares have been frozen in absolute terms, and Underground fares capped in real terms, since 2001. A number of other measures to reduce bus fares and meet the needs of bus users better have also been implemented, including:
  - The introduction of a bus carnet of tickets for single bus journeys (costing 65p each for adults and 35p for children) known as the 'Saver'
  - The replacement of the two current zonal One Day Bus Passes by a single ticket valid across London
  - Reductions in the price of the All-zones Bus Pass season ticket
  - The reduction of adult cash night bus fares to daytime levels and the acceptance of day tickets on night buses
  - The introduction of a new All Day Travelcard.

- 11.2. Further initiatives are also being considered. All of these changes are aimed at making public transport more attractive and accessible. Smartcard ticketing, to be introduced in phases during 2003, will make fares easier and quicker to pay, respond to customers' needs, and reduce queuing and boarding times.

## **12. London Underground**

- 12.1. New timetables designed to improve reliability have been implemented on four Underground lines in 2002. This has produced a more regular service on the Central line since January 2002, with up to a 15% improvement overall in journey times. The set of new timetables recently introduced on the Bakerloo line has improved run times by approximately 2 minutes in conjunction with other improvements on the line. On the Northern line, peak shoulders have been improved and interpeak service levels increased from 13 to 15 trains per hour. Enhanced Saturday services have been implemented on the Victoria line, with service levels increased from 18 to 20 trains per hour, and weekday inter-peak improvements are planned for Autumn 2003. Similar measures are being implemented on the Piccadilly and sub-surface lines at the end of September with the intention of providing more regular and robust services.

## **13. National Rail**

- 13.1. New trains are planned for introduction by a range of operators: Silverlink, South West Trains, c2c Rail, Chiltern Railways, New Southern Railway and Connex South Eastern. These measures are aimed at improving capacity and frequency and updating the rolling stock. The delivery dates vary, but some new trains are already in service under c2c Rail and Connex South Eastern.

## **14. Docklands Light Rail**

- 14.1. Twenty-four new rail cars are being delivered, and the train control system upgraded, to improve reliability and capacity. In addition Heron Quays station is being rebuilt to provide higher capacity, and will be reopened in late 2002. The service improvements introduced in August 2002 include:
- More trains in the morning peak between Bow Church and Canary Wharf (bringing additional capacity to the Stratford service)
  - Extended morning and evening peaks (now between 06.30-10.00 and 16.00-19.00)
  - No longer than 10 minutes between trains during the weekend (previously 15 minutes)
  - Eight additional trains on the Bank/Lewisham service during morning and evening peak periods.

## **15. Co-ordination of Streetworks**

- 15.1. In order to reduce congestion caused by streetworks, a dedicated taskforce has been established to improve the co-ordination and planning of streetworks on the TfL Road Network (TLRN). A detailed staffing and work programme is to be approved in September 2002, and establishment of a long-term central

London co-ordination programme is expected at the end of this year. Better enforcement of parking and loading restrictions to reduce traffic congestion is being achieved through the Transport Operational Command Unit on key bus routes.

## **16. Conclusion**

- 16.1. An extensive public transport network already exists in central London. TfL is implementing a wide range of capacity and operational enhancements to ensure that public transport capacity is sufficient to accommodate new customers as a result of central London congestion charging.
- 16.2. The predicted transfer to public transport approaching the congestion charging zone represents only a 1 to 2% increase in public transport patronage overall. Bus improvements are expected to deliver an effective increase in overall public transport capacity and initiate a 'cascade', attracting passengers making short journeys from Underground and rail services. The net effect is that most of the additional public transport passengers will be carried by bus.
- 16.3. The bus network in London is being enhanced and expanded to ensure that there will be more than sufficient new capacity to accommodate people switching from their private vehicle, as well as the expected ongoing growth in bus patronage. More than 11,000 extra spaces on buses entering central London in the morning peak hour are being introduced. The process for implementing these capacity increases is well advanced and on-track for delivery before the start of central London congestion charging.
- 16.4. A range of other improvements to public transport services have been and continue to be implemented, to make public transport easier to use, cheaper, faster and more reliable. While the success of central London congestion charging is not directly related to these measures, they are bringing important benefits to customers. A great deal has been achieved over the last few years to improve the experience of customers on public transport.
- 16.5. In summary, TfL confirms its view that sufficient public transport capacity will be available by February 2003 to more than accommodate the additional customers expected to transfer to public transport as a result of the introduction of central London congestion charging, as well as allowing for continued growth in patronage. Therefore with respect to the 'readiness' of public transport, TfL does not consider that there is any need to alter the start date of 17 February 2003.