

# Investing the revenue – early years

- Improvements:
  - bus network, including night services
  - network accessibility
  - safety and security
  - for pedestrians and cyclists
- Accelerating road and bridge maintenance
- Freight Partnerships



# Investing the revenue - long term

- Expanded Underground and rail capacity: new services across and around London
- New river crossings of the River Thames
- Improved access to London's town centres
- Tram or segregated bus schemes
- Selected improvements to London's roads

# LONDON CONTEXT 2000/01

- **Greater London - largest urban area in Europe**
- **Central London - 1 million workers**
- **Worst traffic congestion in the UK**
  - **average traffic speeds 15km/hr**
  - **vehicles typically spent half their time in queues**
- **Congestion was costing time and money**
- **General acceptance from public and businesses - 'something had to be done'**



# Part of a wider strategy

- **Congestion charging part of London-wide Strategy - No.1 priority 'tackling congestion'**
- **Integrated approach: public transport; parking & loading enforcement; congestion charging**
- **Extensive public consultation over 18 months**  
**Public transport improvements in advance**
- **Associated traffic management**
- **Commitment to monitoring and adjustments**



# Traffic changes

- ➔ **Traffic delays inside the charging zone down 30%**
- ➔ **Traffic levels into zone down 18% during charging hours (30% down for cars, van & lorry down 20%, cycles up 20%, motor cycles up 10-15%)**
- ➔ **15% less traffic in the zone**
- ➔ **No evidence of any significant adverse traffic impacts of traffic volumes on the boundary or outside the charging zone**

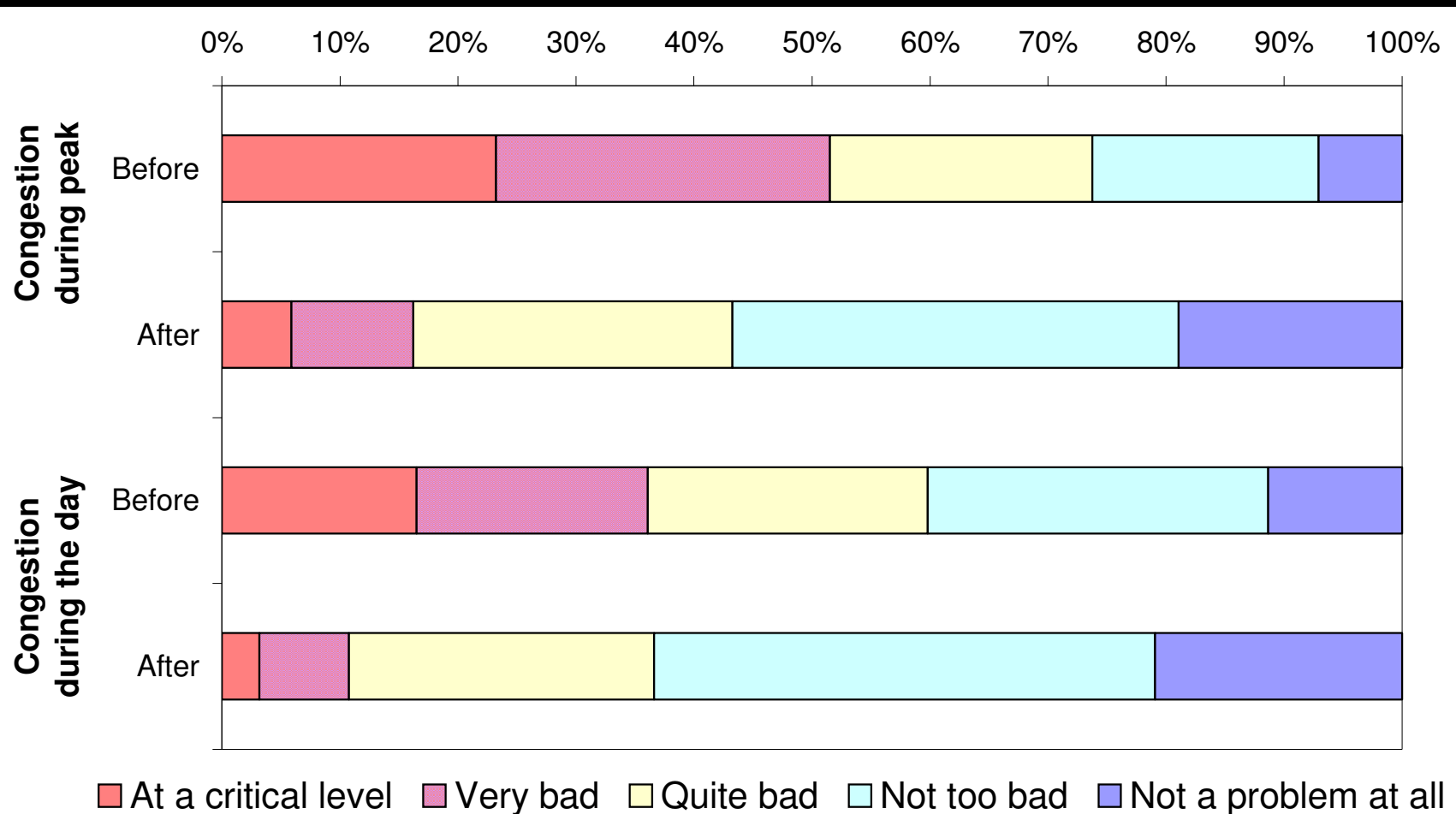
# Supply meets demand

- ➔ **Passenger increases: 29,000 additional passengers, an increase from 77,000 to 106,000 in Morning Peak Period**
- ➔ **Bus capacity increased by an extra 560 buses entering the zone in morning peak**

# **Improved reliability and quicker journeys**

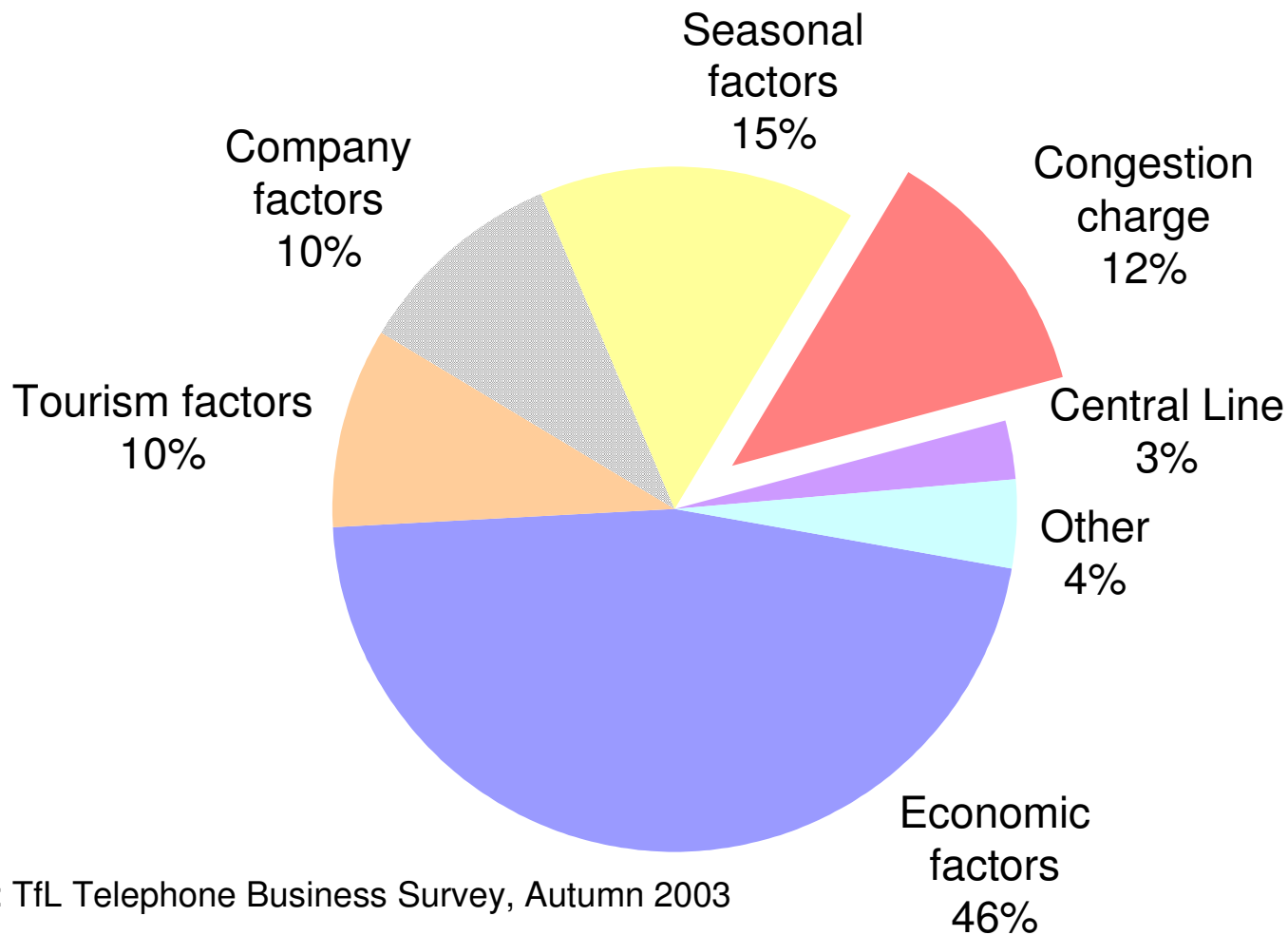
- Level of disruption caused by traffic delays has fallen by 60%**
- Bus journey speeds have risen by 7%**

# Changes in the business' viewpoint of congestion in central London



Source: TfL Telephone Business Surveys, Autumn 2002 compared with Autumn 2003

# Influence on retail business performance in zone



Source: TfL Telephone Business Survey, Autumn 2003

# Service Improvements

- ➔ Phase programme of IT, process, management, training and staffing improvements
- ➔ Following improvements to the enforcement service, PCNs issued average 165,000 p/month
- ➔ Representation to PCNs fallen from 64% to 22%
- ➔ Charging contributes £50 million of net transport benefits to London's economy per year, mainly through quicker and more reliable journeys

# Support for the Scheme

- 57% of Londoners strongly support or tend to support congestion charging compared to 46% in 2002 (YouGovPOI, Autumn 2003)
- Mori Survey (Oct/Nov 2003) shows that 73% of London businesses believe that congestion charging has been effective or fairly effective in reducing traffic congestion