

Bella Svizzera: Wege zu einer zukunftsfähigen Mobilität UmverkehR-Symposium vom 26.09.03

Für die Gestaltung einer zukunftsfähigen Mobilität brauche es mutige Schritte, lautet das Fazit einer vom Verein UmverkehR durchgeführten Fachtagung. Was dies in der konkreten Umsetzung heisst, zeigten insbesondere zwei wirkungsvolle Beispiele aus dem Ausland: Das erfolgreiche Road Pricing in London (GB) sowie der kostenlose öffentliche Verkehr in Hasselt (B).

Referate:

- Denkanstösse zur Mobilität (Dieter Steiner) / Investitionen in Bürger oder Konzerne (Hermann Knoflacher)
- Road Pricing London (Derek Turner)
- Kostenloser öffentlicher Verkehr Hasselt (Sabin S'heeren)
- Vergleichstudie öffentlicher Nahverkehr in der Schweiz (Christian Harb)

Weitere Informationen:
UmverkehR

www.umverkehr.ch

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Impact of the Central London Congestion Charging Scheme so far: Has it Achieved its Objectives?



**Street
Management**



Derek Turner

Principal, Derek Turner Consulting

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What I will talk about today

- Strategy
- Objectives of Congestion Charging
- Overview of scheme performance
- The Scheme
- Traffic conditions
- Public transport
- Scheme Operations
- Monitoring
- Lessons

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Strategy and policy issues

- Congestion charging vs workplace parking levies
 - legal powers granted in 1999/2000
 - ROCOL report for London (2000)
- Political issues
 - congestion charging key part of first Mayoral elections (2000)
 - Ken Livingstone elected in May 2000 for four-year term

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Delivery issues

- Assemble project team
- Integrate in-house and management consultancy teams
- Procurement for £230m project
 - IT
 - Enforcement
 - Communications
 - Monitoring

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Congestion charging zone in the context of London as a whole



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Objectives of Congestion Charging

- Reduce traffic levels inside charging zone by 10-15%
- Cut traffic delays by 15-25% & increase speeds by 10-15% inside zone
- Improve conditions elsewhere
- Improve bus operations
- Produce net revenue of £130m P.A.

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Public reaction

- **RAC "Making the most of Britain's roads" report 2003**
 - 56% think CC will cut traffic in central London
 - 2/3 in London believe CC will deliver some benefits
 - 1/3 less will use their car less in central London
- **Traffic congestion is Londoners' top transport issue**
 - 93% want action on congestion (January 2000)
- **Opinion polls show support for charging**
 - 46% in favour
 - 43% against
 - (Evening Standard, September 2002)*

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What people said at the beginning

- "It will be many years before the plans will come into effect - if at all."
– Evening Standard
- "It's going too far too fast."
– The Automobile Association
- "Something needs to be done but we are not convinced this is the answer"
– Westminster City Council

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3 Month Overview of Scheme Performance

- Traffic down 20% entering & 16% within zone.
- 10-15% speed increase in zone
- Increase in traffic of 5% on IRR but journey times remain the same
- Bus services working well
- 100k payers/day
- Enforcement effective

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What people say now

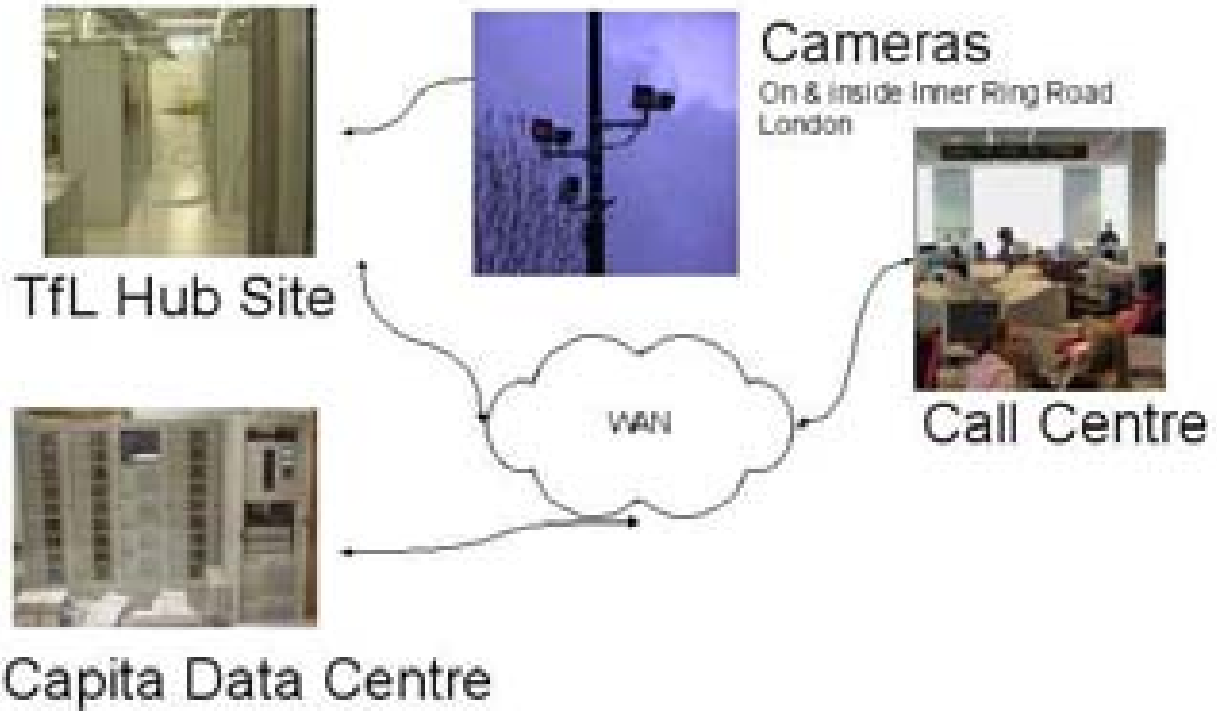
- **"The people who said it would never work were wrong"**
 - Alistair Darling, Secretary of State for Transport
- **"Traffic has been moving well"**
 - Freight Transport Association
- **"It's really really quiet"**
 - The Automobile Association
- **"This is the best idea since the Underground. Like that was, charging is a bold vision that could help us rethink transport."**
 - Transport 2000

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London's congestion charging machine

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An overview of the infrastructure



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London's congestion charging machine

- Pay the charge daily, weekly, monthly or annually for individual vehicle registration number

T 123 DTC

- Flat charge of £5 per day (Monday - Friday 7am-6.30pm) for all vehicles
- Late payment until midnight, but charge rises to £10 after 10pm

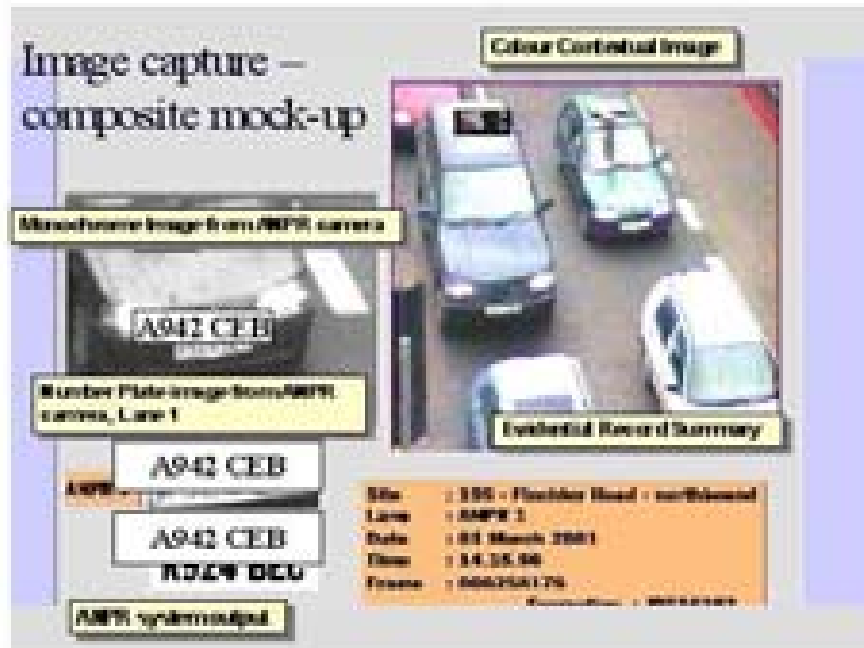
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Methods of payment available

- Online at www.cclondon.com
- SMS texting over a mobile phone
- Over the counter at 200 PayPoint outlets within the zone (1500 within the M25), and 80 free standing machines in car parks within the charging zone
- By post
- By phone

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Camera technology



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Enforcement

- Vehicle registration numbers observed by 688 fixed cameras and compared with database
- Cameras linked to automatic number plate recognition technology
- If no record of payment, penalty charge notice (£80) sent to official registered keeper of vehicle
- Follow up removal/clamping for persistent evaders

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Traffic management

- Funded by TfL – £100m
- Working with London boroughs
- Diversion routes (e.g. Inner Ring Road)
- Managing “knock-on effects” (eg. traffic calming & parking management)
- Improved enforcement of parking and loading restrictions
- Improved co-ordination of streetworks

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Informing the public & business

- Major public information campaign
- Leaflets to over 3 million households in Greater London and over 35,000 packs to businesses operating fleets of 25 or more vehicles
- Call centre (0845 900 1234)
- Advertising on TV, radio, newspapers and online
- Website (www.cclondon.com) operating
- Face to face activity in affected Boroughs
- emails to businesses in and around London

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Traffic Conditions

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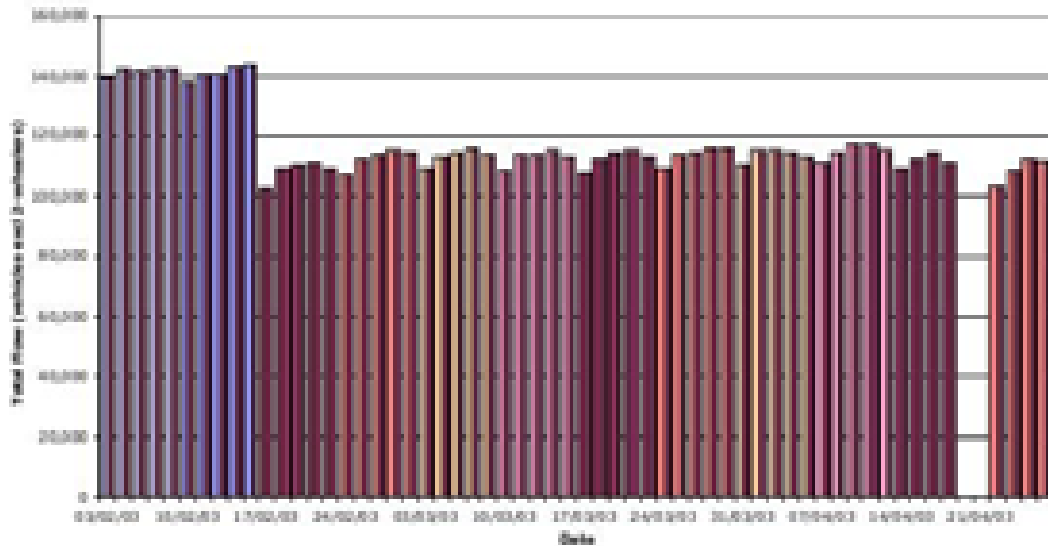
London's transport problems



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Inbound traffic flows

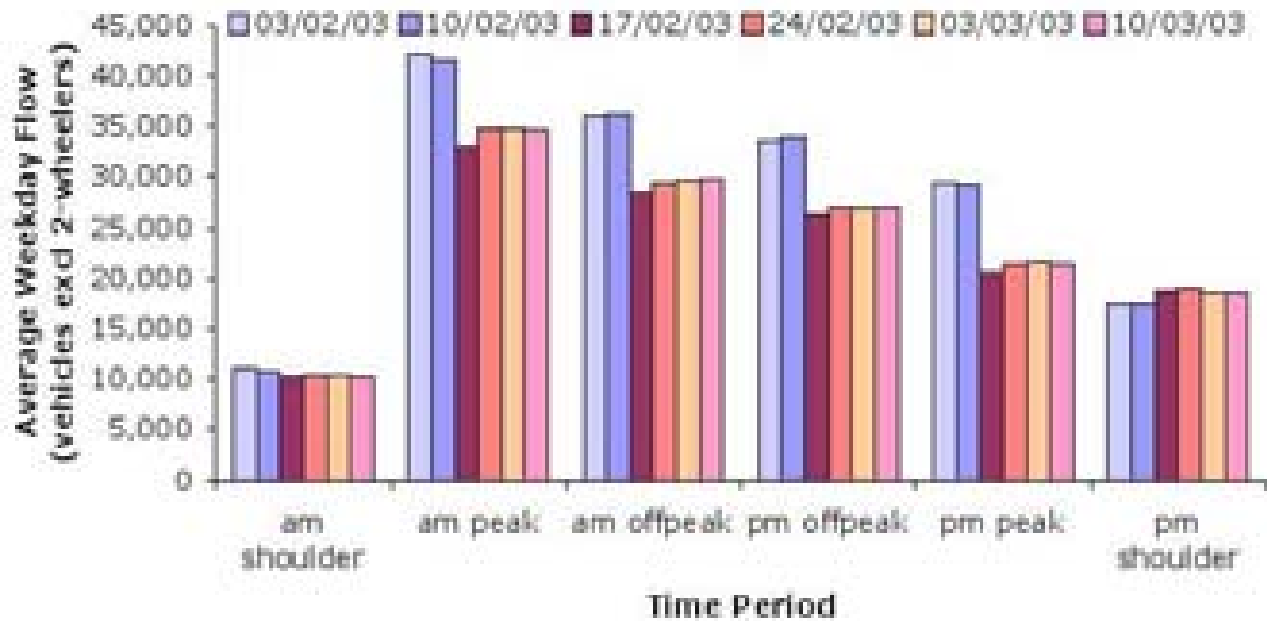
Flow on 16 High-flow Inbound Gateway Sites
during the Closing Hours (07:00 - 18:10)



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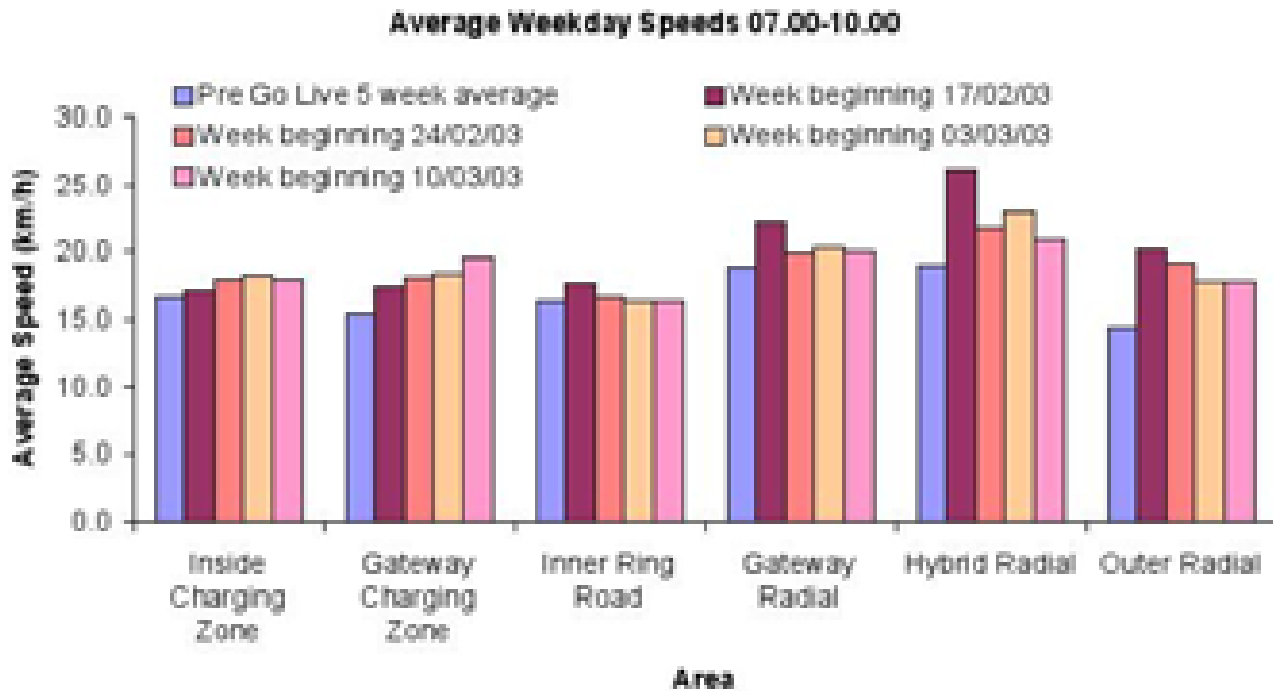
Inbound gateway counts

Weekday Average Flow on 16 High-flow Inbound Gateway Sites by Time Period



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Speeds

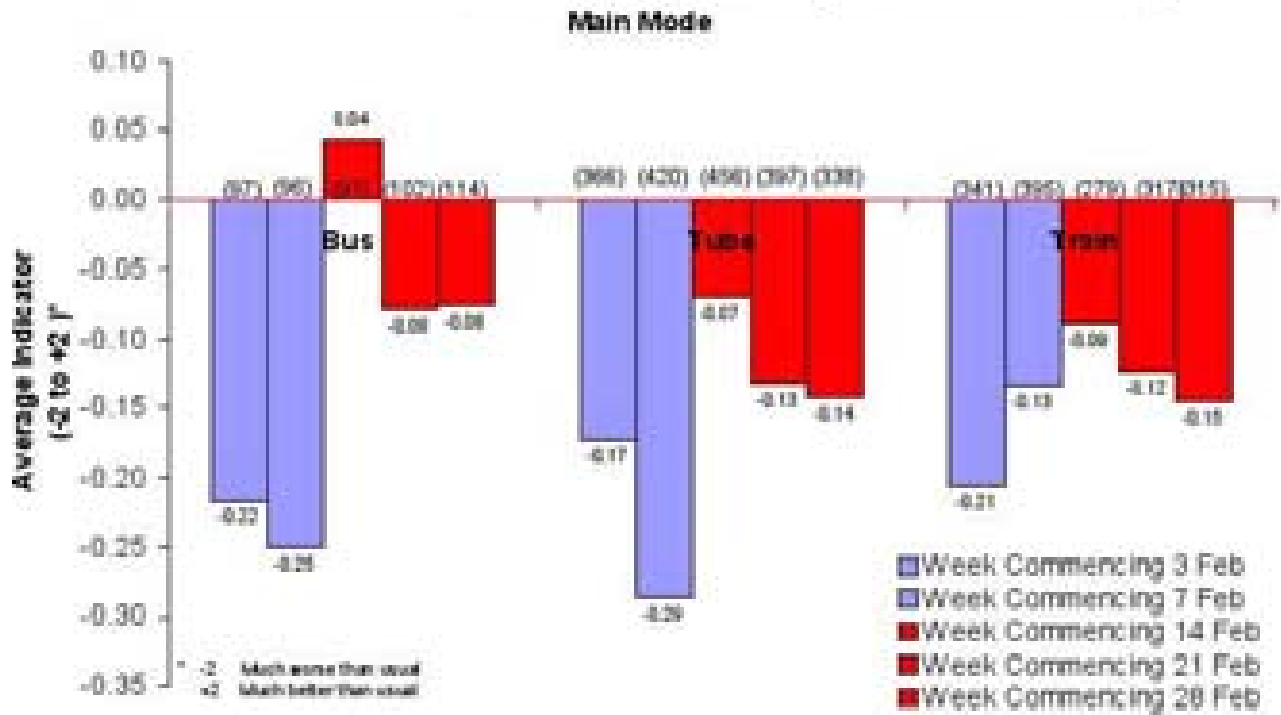


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Public Transport

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Indicative Public Transport Survey



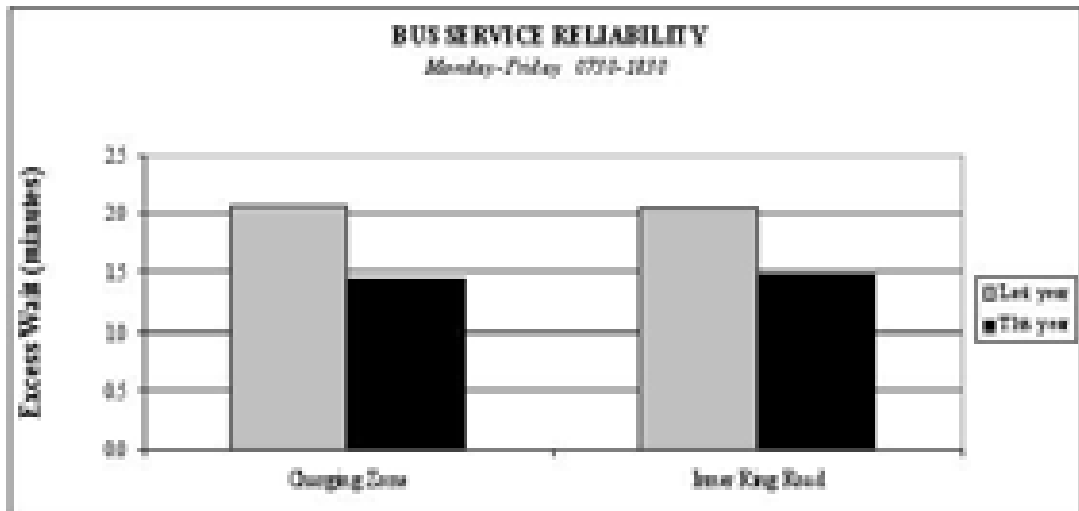
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Early Results: Bus patronage

- 6000 (+ 14%)extra passengers to central London in the morning peak hour (Feb 2003 compared to autumn 2002, excluding Central Line effects)
- 10% rise year-on-year in network patronage

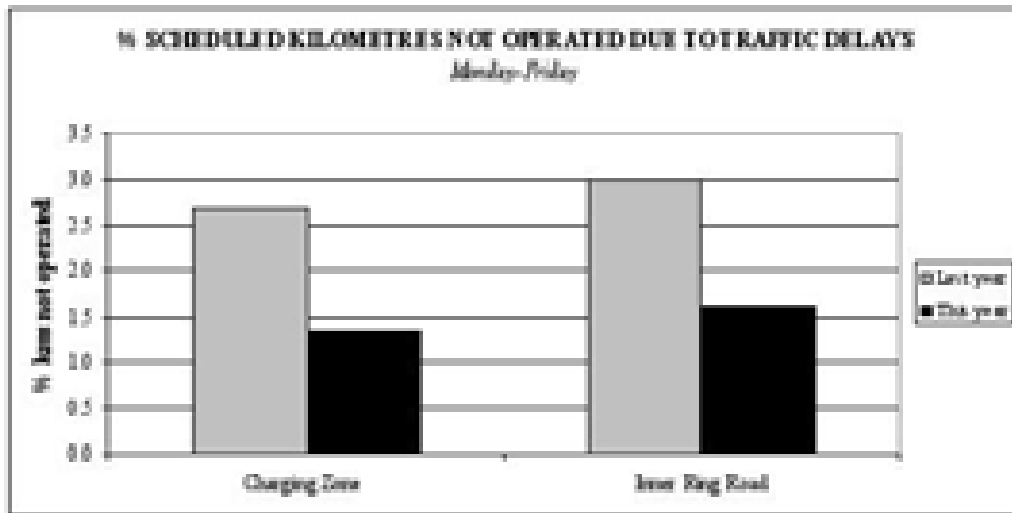
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Early Results: Bus reliability



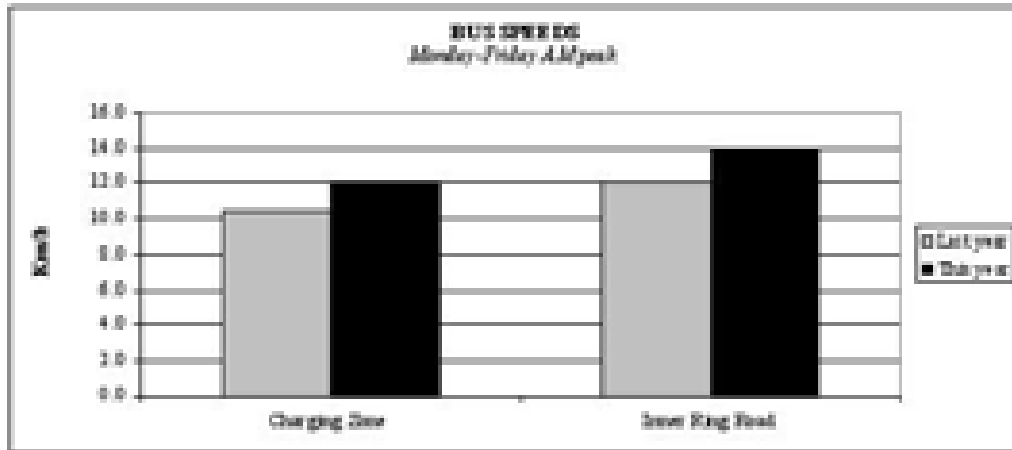
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Early Results: Delays due to Traffic Disruption



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Early Results: Bus speeds



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Scheme Operations

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Payment Volumes

- No. of Payments per day - approximately 100,000
- No. of Pre-Payments per day - approximately 40,000
- Fleets 23,000 per day

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Payment Channels

• Two Months		• Three Months	
– Retail	37%		37%
– Postal	1%		-
– Web	16%		25%
– SMS	15%		18%
– IVR	4%		6%
– Call Centre	27%		14%

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Enforcement

- On average 15,000 PCNs issued per week
- Some representations received due to VRM entered on system incorrectly, either by customer or service provider
- Only half way through first lifecycle of issue, representations, appeal, charge certificate etc.

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Monitoring

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Importance of Monitoring

- Scheme supported by comprehensive Impacts Monitoring Strategy
- Provides feedback on detailed operation and effects of the scheme
- Results published each year
- 5-year programme
- Covers impacts on: Traffic & Transport, Business, Economy, Social Groups and Environment

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Lessons Learnt

- Political commitment (Mayor Ken Livingstone)
- Strong project management
- Integrating team and partnership working (TfL/Deloittes/Capita)
- Clear procurement strategy
- Presenting congestion charging as part of an overall transport strategy
- Importance of public information campaign

Enthusiasm and “can do” attitude can deliver an “impossible” project

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