

From: Watkinson Heather
Sent: 13 December 2013 15:32
To: [REDACTED]
Subject: RE: PCN case study

Great news. Thanks [REDACTED]

I'll ensure you receive a copy of the toolkit in due course.

Best wishes

Heather

From: [REDACTED] [@andersontravel.co.uk](mailto:[REDACTED]@andersontravel.co.uk)
Sent: 13 December 2013 15:18
To: Watkinson Heather
Subject: RE: PCN case study

Heather,
That is good to go

Thanks

[REDACTED]

From: Watkinson Heather [\[mailto:\[REDACTED\]\]](mailto:[REDACTED])
Sent: 13 December 2013 13:16
To: [REDACTED]
Subject: RE: PCN case study

Great. Thanks [REDACTED]

From: [REDACTED] [@andersontravel.co.uk](mailto:[REDACTED]@andersontravel.co.uk)
Sent: 13 December 2013 13:15
To: Watkinson Heather
Subject: RE: PCN case study

Hopefully today

[REDACTED]

From: Watkinson Heather [\[mailto:\[REDACTED\]\]](mailto:[REDACTED])
Sent: 13 December 2013 13:12
To: [REDACTED]
Subject: RE: PCN case study

No probs. When can you get back to me?

Thanks

Heather

From: [REDACTED] [@andersontravel.co.uk](mailto:[REDACTED]@andersontravel.co.uk)
Sent: 13 December 2013 12:27
To: Watkinson Heather
Subject: RE: PCN case study

Heather,
Can you wait for me to confirm back to you we am happy with your changes.
You have changed it quite a bit.

██████████

From: Watkinson Heather [mailto:██]
Sent: 13 December 2013 12:09
To: ██████████
Subject: RE: PCN case study

Hi ██████████

Once again thanks for taking the time to provide a case study.

I've made a few minor amendments. See attached. It will now go to our Communications team to review. As soon as we have a finalised copy of the toolkit I will forward to you.

Many thanks

Heather

From: ██████████ [mailto:████████████████████@andersontravel.co.uk]
Sent: 12 December 2013 11:28
To: Watkinson Heather
Cc: Raqib Gaz (ST)
Subject: RE: PCN case study

Hi Heather,

Please find attached my draft. Any comments gratefully received.


Let me know?

Regards

██████████

██████████
██
██████████

Anderson Travel
Penalty Charge Notice
Case Study
DRAFT
11th December 2013



Background

Anderson Travel is a coach company based in Bermondsey, just south of Tower Bridge. We operate 26 coaches ranging from 16 to 57 seat vehicles and in 2013 we celebrated 25 years in business.

Requirements

Our client base covers Schools, Tourist Groups and Corporate Hire. The vast majority of our clients are based within Central London, with the majority of their pickups / drop-offs occurring on Red Routes.

In the last three months of 2012 we started to see a spike in Penalty Charge Notices (PCNs) for two particular sites involved in School pick-ups. This was partly caused by drivers not understanding Red Route restrictions.

Approach

We met with TfL in January 2013 to discuss our concerns regarding PCN volumes. TfL helped us identify the problem sites and suggested a number of solutions to reduce PCNs.

It became apparent that both drivers and schoolteachers were not aware of how to manage pick ups on the red route. The approach was therefore mainly educational. A colleague and I visited the School that was one of the hotspots. We explained to some of the teachers the issues we were experiencing and we reviewed the surrounding streets for other suitable drop off points. There were none. We then put in place a procedure where the teacher in charge of a group rings us when the whole group are waiting at the Bus Stop to be picked up.

Results

We have achieved a 95% reduction in PCNs at the two particular sites when comparing 2012 PCN volumes to 2013 PCN volumes (to date).

Benefits & Disadvantages

We are continually communicating the requirements for picking up on Red Routes. The obstacles that prevent the smooth running of this procedure are all to do with turnover of personnel. New drivers to the company or drivers who have not worked with that school for a while are liable to forget. New teachers at the school, even if

they have the procedure explained to them, sometimes ring before they are at the Bus Stop. Inclement weather also plays its part. The procedure is also documented on all work tickets for this school, but for some bookings this is a manual process and mistakes do happen. In each instance where the process fails the result is a PCN for the driver. No other participants in the process are liable personally other than the drivers.