

From: Watkinson Heather
Sent: 12 December 2013 17:15
To: [REDACTED]
Subject: RE: PCN case study

Much appreciated!

I'll take a look at it tomorrow and get back to you.

Best wishes

Heather

From: [REDACTED] [@andersontravel.co.uk](mailto:[REDACTED]@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

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]



Enjoy the journey



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Company Name: Anderson Travel Ltd, 185 Tower Bridge Road, London SE1 2UF. Registered Number: 2734289

From: Watkinson Heather [mailto: [REDACTED]]
Sent: 25 November 2013 16:01
To: [REDACTED]
Cc: Raqib Gaz (ST)
Subject: PCN case study

Hi [REDACTED]

As discussed my colleagues in the Freight Team are putting together a PCN tool kit to help companies reduce their PCN volumes. They are interested in including a few case studies of best practice and you came to mind as following the meeting we had in January 2013 you've seen a substantial reduction in PCNs – particularly at problem sites. It would be great if you can outline what you did to reduce PCN volumes at the problem sites.

Would you be happy to draft 200-500 words including the following:

- Background
- Origins
- Requirements
- Approach
- Results
- Benefits

Having reviewed your PCN data for 2012 and 2013 what stands out is over a 95% reduction in PCNs at Highbury Corner roundabout and Stamford Street when we compare your 2012 PCN volumes to your 2013 PCN volumes (to date).

If you have any questions or require any data please let me know. I suggest we use the general figures outlined above rather than provide specific data about your PCN volumes.

If possible could you please get a case study draft to me by Thursday 12th December?

Best wishes

Heather Watkinson | Stakeholder & Partnership Manager
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t [REDACTED]
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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 receive a spike in issuing of Penalty Charge Notices (PCN) tickets for two particular sites involved in School pick-ups, this was caused by a combination of drivers unsure of the TFL guidelines on picking up on Red Routes and the installation of additional CCTV cameras by TFL.

Approach

It was soon apparent that there were not enough people aware of how the pick-ups should be working both drivers and schoolteachers. 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, 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. I also suspect new camera operators at TFL contribute to the issuing of tickets unnecessarily. In each instance where the process fails the result is a ticket for the driver, and then we have to hope an appeal is successful, no other participants in the process are liable personally other than the drivers. I have also noticed if we have work for other schools, primary schools seem very reluctant to have a group of children waiting at a Bus Stop for a coach to arrive. They would much rather have the coach waiting and walk the children out there closely supervised by teachers, I can sympathise with their concerns. A recent primary school trip away was a 5.00 a.m. pick-up on a Red Route, I do not believe the traffic flow would have been greatly inconvenienced if our coach had been able to wait in advance for maybe ten minutes.