

MERTON COUNCIL
PUTTING YOU FIRST

Network Management Plan



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Introduction

- 1 This document details Merton's Plan to undertake its Network Management Duty under the Traffic Management Act 2004 (TMA).
- 2 The Network Management Plan is not a statutory plan and therefore does not include any new policy.
- 3 The introduction sets out the process and key information about the document.

Network Management Duty (NMD)

- 4 This plan has been prepared to demonstrate the ways in which Merton carries out its NMD in particular:
 - Identifying and managing different road types
 - Monitoring the road network
 - Identifying locations where regular congestion occurs
 - Coordination and direction of works
 - Dealing with planned events
 - Management of incidents
 - Making the best use of technology
 - Managing parking and other traffic regulation
 - Enforcing road traffic regulations
 - Accommodating essential service traffic
 - Regular reviews of the network
 - Consultation and engagement with stakeholders
 - Provision of travel information to road users and the community

The Traffic Management Act 2004

- 5 The government introduced the act to provide the legal basis for improving conditions for all road users through the practical management of the national and local road network.
- 6 The TMA, places a network management duty on all Highway, Traffic and Street Authorities in England. This duty is defined in S16 (1) of the TMA "It is the duty of a local traffic authority to manage their road network

with a view to achieving, so far as may be reasonably practicable having regard to their other obligations, policies and objectives, the following objectives:

- securing the expeditious movement of traffic on the authority's road network; and,
 - facilitating the expeditious movement of traffic on road networks for which another authority is the traffic authority."
- 7 The seven parts of the Act are:
 - Traffic Officers (on Trunk roads and Motorways)
 - Network Management
 - Permit schemes
 - Streetworks
 - Highways and Roads
 - Civil Enforcement of Traffic Contraventions
 - Miscellaneous and generalThe first part does not affect Merton.

Secretary of State's Intervention Criteria

- 8 The Secretary of State for Transport made the Traffic Management (Guidance on Intervention Criteria) (England) Order 2007 laying out the manner in which intervention will be carried out if a local traffic authority fails to adequately perform their duties under section 16 and 17 of the TMA.
- 9 The consequences of an intervention could lead to the installation of a Department for Transport appointed Traffic Director, and the subsequent programme of remedial works and costs being charged to the local traffic authority.

Developing the Plan

- 10 The first requirement of the Traffic Management Act 2004 is the appointment of a Traffic Manager, the role is a strategic one, championing the need to consider the duty in all areas of work, providing advice and assurance

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and overseeing the internal management duty.

- 11 The role of Traffic Manager has been attached to the position of Head of Street Scene and Waste. In turn a Network coordinator has also been recruited to carry out the day to day planning of activity on Merton's roads.
- 12 The process for developing the plan started by identifying the key requirements of the Network Management Duty of the Traffic Management Act 2004 and the subsequent Intervention criteria.
- 13 Questionnaires were sent to all officers in the Street Management division directly involved with activities that impact on the Network Management Duty, to a selection of pool car drivers and all Councillors. Questions included identifying Borough roads where congestion was an issue, possible causes of congestion (see appendix A), and any examples of good practice.
- 14 As this is not a statutory document consultation is not a requirement, however Merton decided that it would produce a better plan if the draft was circulated to key stakeholders and made available for general comment on the website.
- 15 There was a four-week consultation period, and comments received, informed the final document which was presented to Cabinet for approval.
- 16 This approved version is now published.

The format of the Plan

- 17 Merton's Network Management Plan is set out in six chapters as follows:
 - Chapter 1 – A brief outline of Merton's Transport Environment
 - Chapter 2 – A description of the key partners involved in an efficient delivery of a Network Management Duty
 - Chapter 3 – A description of the

Network Management Duty

- Chapter 4 – A brief outline of the administration process and Council resources for delivering its Network Management Duty
 - Chapter 5 – A description of the key performance indicators identified for measuring the effectiveness of the Merton's Network Management Duty
 - Chapter 6 – An action plan for improving the delivery of Merton's Network Management Duty
- 18 The plan is accompanied by a series of appendices as follows:
 - A – Causes of Congestion
 - B – Glossary of terms
 - C – Transport Facilities and Information
 - D – Table of general requirements
 - E – Legislative background
 - F – Transport Performance Indicators
 - G – Maps and Plans

Key Information

Highway Authority

- 19 The London Borough of Merton is the Highway Authority for the borough roads, including private streets, but excluding roads managed by Transport for London, commonly known as red routes (Transport for London published their own Network Management Duty Action Plan in March 2006, which was revised in March 2007).

Conclusion

- 20 This introduction highlights the key information that informs this Network Management Plan.
- 21 This action plan will be reviewed on a regular basis, and reported along with the Performance indicators in chapter 5, to Council.

Chapter 1 - The Transport Environment

1.1 General Borough Information

1.1.1 The London Borough of Merton is situated in the south west of London. Located between the Surrey commuter belt and central London, the borough has significant growth pressures and has experienced an expanding service sector. The Council is considering ways to address this while developing the Local Development Framework (LDF). (Ref Appendix E)

1.1.2 The River Wandle, a tributary of the River Thames, dissects Merton from north to south.

1.1.3 The main local centres are Wimbledon, Mitcham, Morden, and Raynes Park.

1.1.4 Neighbouring boroughs are Kingston upon Thames, Wandsworth, Lambeth, Croydon, and Sutton.

1.1.5 Merton's population at the 2001 census was 186,409 and is projected to grow to 190,000 by 2011. Approximately a quarter of the population is from black and minority ethnic groups.



1.1.6 The Borough has 67 parks and open spaces including two Sites of Special Scientific Interest (SSSI) and eleven nature reserves.

1.1.7 There are 43 Primary and 11 secondary schools.

1.1.8 There are seven libraries.

1.1.9 The All England Lawn Tennis and Croquet Club is situated in Wimbledon and hosts one of the country's largest annual sporting events.

1.1.10 Car ownership in the borough has increased in Merton over 10 years, which is similar to the trend for outer London boroughs. Approximately 70% of households have at least one car in the Borough and there has been a 3.6% increase in car ownership for households that previously did not own a car (Census, 1991 and 2001). However screenline information indicates that there has been a decline in the number of trips from a total of 296,725 in 2004 to 279,560 in 2005 (Merton Traffic Monitoring Report.) The highest concentration of the 30% of Merton households without access to a car is in the east of the Borough much of this area falls into the top 25% of the national multiples of deprivation index and also corresponds with medium to low public transport accessibility levels. The development of the LDF will include addressing ways in which future development can include ways to improve this areas social inclusion position.

1.2 The Transport Environment

1.2.1 As previously stated there are two highway authorities within the Borough. Merton Council and Transport for London.

Chapter 1 - The Transport Environment

Transport for London

1.2.2 The TLRN, also referred to as the “red route” network, is owned, managed, maintained, and operated by Transport for London (TfL) and consists of the following roads:

- A3 – Beverley Way, Malden Way
- A24 – Epsom Road, London Road Morden, Crown Road, Crown Lane (part), Morden Road SW19, Merantun Way, Christchurch Road (part), Priory Road, High Street Colliers Wood
- A297 – St Helier Avenue, Morden Hall Road

1.2.3 The SRN, Strategic Road Network consists of borough roads that remain the responsibility of the LTA, but works and schemes on which must be submitted to TfL for approval these are:

- A298 – Bushey Road
- A238 – Kingston Road (part), Merton High Street
- A24 – Morden Road (part)
- A236 – Christchurch Road (part), Western Road, Raleigh Gardens, Holborn Way, Upper Green East and West, Commonsides West, Croydon Road
- A217 – London Road

1.2.4 It should be noted that although TfL are the highway and traffic authority, Merton is responsible for all Land use, Planning issues, street cleansing, and waste management. TfL manages its own Winter maintenance programme.

Traffic Signals in London

1.2.5 TfL also operates the London Traffic Control Centre (LTCC) within which is Traffic Signals Systems (TSS) who manage and maintain all 4,600 sets of traffic signals in London as well as designing, installing and commissioning new traffic signals.

1.2.6 Merton has no authority to make any physical changes to traffic signals in the Borough but communicates reported faults and all requests for reviews of existing, and applications for new installations to TfL.

Merton Council Road Network

1.2.7 The London Borough of Merton is the Highway Authority for all other borough roads. The road network hierarchy is tabled in Appendix C together with tables containing information about Merton’s transport network. It includes information about the road network, the public transport system, facilities for walking, cycling infrastructure and the parking environment.

Chapter 2 - Partners and Relationships

2.1 Introduction

2.1.1 This chapter identifies the key relationships that Merton has in order to deliver its Network Management Duty effectively. The relationships and partners are fundamental to the six key elements of the Traffic Management Act that are relevant to the London Borough of Merton:

- Network management
- Permit schemes (see introduction)
- Street works (i.e. work carried out by public utilities.)
- Highways and Roads including specific measures for London
- Civil enforcement of driving and parking offences
- Miscellaneous and general

2.1.3 This chapter is divided into three sections:

- A) Key relationships for policy and improvement
- B) Key relationships for effective network management
- C) Key methods of communication

A) Key relationships for Policy and Improvement

2.2 Transport for London

- Transport for London's Road Network, within Merton. They are the highway and traffic authority on those roads, Merton is responsible for all planning issues and activities like street cleansing, waste management.
- Strategic Road Network. Within the Borough this consists of principal A roads between primary destinations for which Merton is the Highway Authority but for which all works need to be approved by TfL.
- London's traffic signals. TfL design, install, maintain and programme all signals operations.

- Public transport with direct responsibility for the London Underground and the performance management of bus services. TfL are also in partnership with Tramtrack Croydon Ltd, (TCL) through London Trams to run the Tramlink network.
- Public Carriage Office, which licenses taxis and private hire vehicles within Greater London.
- London Buses division manages bus services in London. It plans routes, specifies service levels and monitors service quality. It is also responsible for bus stations, bus stops and other support services. The bus services are operated by private operators, which work under contract to London Buses.
- Cycling Centre of Excellence (CCE). They are responsible for delivering improvements in every aspect of the cycling environment.
- TfL also provide one of the key annual funding streams for London Boroughs.

B) Key Relationships for Effective Network Management

2.3 London Boroughs of Kingston upon Thames, Sutton, Croydon, Lambeth and Wandsworth

2.3.1 Merton has boundaries with five other London highway authorities.

The consequences of this in terms of NMD are:

- Boundary roads may have more than one highway authority at different locations along the length of the road.
- A programme of works may impact on more than one highway authority

2.4 Emergency Services

2.4.1 The mutual co-operation of Merton and the emergency services is a key element

Chapter 2 - Partners and Relationships

of the Network Management Duty helping to save lives as well as limiting the disruption to the flow of traffic.

2.4.2 The Traffic Management Act 2004 places a duty upon the Highway Authority to ensure that contingency plans are in place, which allow a rapid response to accidents and emergencies and take account of the relative importance of different roads to the various road users. In this instance, multi-agency contingency plans have been developed and a community risk register is maintained, with further investigations being undertaken to identify vulnerable, strategic and sensitive parts of the highway network.

Emergency Services in Merton	Locations
Fire	
Wimbledon	87 Kingston Road SW19 1JN
Mitcham	30 Lower Green West CR4 3AF
West Barnes	180 Burlington Road KT3 4RW
Ambulance	
Morden	Bishopsford Road SM4 6BN
Wimbledon	Nursery Road SW19 4JA
Police	
Mitcham	58 Cricket Green CR4 4LA
Morden	4 Crown Parade SM4 5DA
Wimbledon	15 Queens Road SW19 8NN

2.6 Utilities

2.6.1 Utility companies also known as, statutory undertakers. Have a statutory right

to install and maintain their equipment in or on the Highway and must submit a notice to the relevant Highway Authority to carry out this work. There are many other utilities that are allowed to work on the public highway, but the main group is listed below.

Utilities in Merton	Utility Company Website
British Telecom	www.bt.com
Virgin Media	www.virginmedia.com
Electricity - EDF	www.edfenergy.com
Southern Gas Networks	www.scotiagasnetworks.co.uk
Sutton & East Surrey Water (SESW)	www.waterplc.com
Thames Water	www.thameswater.co.uk

2.7 Merton Highways Term Contractors

2.7.1 In 2005 F.M.Conway Ltd was awarded a 5-year contract by Merton Council for Highway Maintenance and Improvement which incorporates most of the highway activities undertaken by the Council. The contract is a partnering arrangement, which broadly follows the principles of 'Rethinking Construction'. A key feature of this contract is the establishment of integrated teams at both the management and project levels to undertake lifecycle planning and design.

2.7.2 Merton Council also awarded a five-year contract for Street Lighting Maintenance to EDF Energy Ltd in 2004.

2.8 Other important stakeholders

2.8.1 Bus operators with routes in Merton:

- Arriva London
- East Thames Buses
- London General
- London United
- Metrobus
- Metroline
- Quality Line
- Travel London

2.8.2 Train operators are:

- Southwest Trains
- Thameslink

2.8.3 The other key user groups are as follows:

- Living Streets
- Joint Committee on Mobility
- Disability Alliance Merton
- Freight Transport Association
- The Road Haulage Association Ltd
- London Transport Buses Operating Services
- Cyclist Touring Club National Office,
- Merton branch London Cycling Campaign
- SW London Motor Cycle Action Group
- London General Cab Company
- Taxi Drivers Association
- Merton Taxi Drivers Association
- London TravelWatch
- Owner Drivers Society

2.9 Key Internal Stakeholders

2.9.1 The following Council Teams are important in carrying out the network management duty:

- **CCTV** Merton's CCTV service provides 170 permanent cameras in town centres, community shopping areas, housing estates, car parks, and other council property.
- **Fleet Transport** co-ordinates all the Council's transport needs and activities.

- **Waste Management** provides a range of comprehensive waste services to the public. Keeping the Network Coordinator up to date with route details is essential for effective network management.
- **Environmental Quality and Enforcement** deal with abandoned vehicles, fly tipping and graffiti removal
- **Geographic and Business Systems** includes the management of:
 - naming and numbering of streets and properties
 - management of the Street Gazetteer
 - management of the Local Land & Property Gazetteer
 - corporate contact point for the National Land Information Service and management of Ordnance Survey based digital and paper maps
- **Development Control** Determines planning applications, listed building consent, tree works and the serving of planning enforcement notices
- **Regeneration Plans and Projects** Includes the development of the Local Development Framework.
- **Emergency Planning** The aim of emergency planning is to provide appropriate arrangements and procedures that enable officers of the Council's Emergency Management Team (and their support staff) to manage any major emergency should it occur.

C) Key methods of communication

2.10 Meetings at Merton

Merton hosts a variety/number of meetings for communicating information that impacts on the Network Management Duty.

- **Merton's Streetworks co-ordination meeting** (for the planning and progress of street works) held quarterly.
- **Merton/TfL liaison meeting** (for TfL to advise Merton of its plans on the TLRN as

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well as updating the signals programme and providing information on the Bus Priority and other TfL funded programmes), held quarterly.

- **Integrated Project Team** – Planned Maintenance and Integrated Project Team for Highway Improvements. These multidisciplinary teams are convened at the beginning of the relevant programmes of work and meet regularly to progress the programmes, and comprises of staff from the Council Street Management Division, the Term Contractor and others specific to each project.
- **Emergency planning working group** held bimonthly to review and maintain the Emergency Plan
- **Traffic Liaison Group** held with the emergency services quarterly

2.11 Meetings with external groups

- The South London Street Works Group (quarterly meeting mainly to discuss procedures, codes of practice and technical information). This group feeds into London HAUC and regional HAUC - The Highway Authorities and Utilities Committee (HAUC UK) was established in 1986 by the constituent bodies of the local Highway Authorities and the Utilities to assist the Secretary of State in arriving at proposals for new street works legislation.
- **LoTAG** – The London Technical Advisors Group (LoTAG) maintains a technical network for local government professionals and co-opted members in the highway and transport fields, who advise the London Borough elected members on their statutory duties as the Highway and Traffic Authority. It provides a centre for professional advice and assistance for local policy development and service delivery on a London wide basis. All the London local authorities are members of LoTAG and are represented

through the working groups, which meet on a regular basis, usually every 6-8 weeks

- **LoBEG** – The London Bridges Engineering Group (LoBEG) is a working body consisting of a representative from each Highway Authority in London. LoBEG reports to LoTAG with the main task to co-ordinate a prioritised programme of assessment, strengthening and other structural maintenance to ensure minimum disruption to London's highway network and other transportation systems."
- **SWELTRAC** – South and West London Transport Conference, a partnership of 10 SW London Boroughs, TfL, Network Rail, Surrey County Council and Spelthorne BC, particularly important to the NMD for reduction of congestion and the improvement of public transport interchange.
- **London Councils** – Hosts ad-hoc meetings dealing with pan-London traffic and transport issues. They are currently holding regular meetings on the Network Management Duty.
- **Neighbouring boroughs coordination meetings** – Attendance at the five neighbouring boroughs coordination meetings by a representative of Merton.

2.12 Other communication methods

2.12.1 The network coordinator distributes a roadworks bulletin to all statutory and interested parties including Radio Jackie, Wimbledon Town Centre Manager, and the Merton Chamber of Commerce. It is also published on the website.

2.12.2 The Council's website provides information on all transport consultations, planning applications and road works as well as information on the Good Going travel awareness.

Chapter 3 - The Network Management Duty (NMD)

3.1 Introduction

3.1.1 This chapter has been designed to outline how Merton as Highway Authority carries out its Network Management duty. As a framework Section 34 of the Traffic Management (Guidance on Intervention Criteria) (England) Order 2007 (TMGIC) has been used which falls into eight categories with up to nine questions under each category. There are some instances of activity that fulfil more than one category and therefore there are occasions when some category questions are grouped together.

3.1.2 The eight categories are as follows:

- A. Considering the needs of all road users.
- B. Co-ordinating and planning works and known events.
- C. Gathering and providing of information needs
- D. Incident management and contingency planning.
- E. Dealing with traffic growth
- F. Working with stakeholders internal and external.
- G. Ensuring parity
- H. Providing evidence to demonstrate network management.

3.1.3 Each category includes one or a combination of:

- Merton's existing policy and strategy
- Merton 's day-to-day network management duty, and;
- Merton' s plans for managing future traffic demand levels

A) Considering the needs of all road users

3.2 How does an authority manage the road space for everyone?

(TMGIC Para. 35.1)

3.2.1 The guidelines for managing the road space are identified in Merton's LIP (LIP Ch.2.2.3. & Ch 5.3.6). Appendix G Map 1 identifies the road network and its hierarchy. Table 1.1 sets out the road network hierarchy. Table 1.2 How the road hierarchy translates to Borough roads. The following road user priority order is in line with Merton's UDP and Community Plan:

- Walking (with particular emphasis for the mobility impaired)
- Cycling
- Public Transport
- Taxi
- Motorcycles
- Commercial vehicles
- Private cars

3.3 Have the authority set out a clear understanding of the problems facing the different parts of their network?

(TMGIC Para. 35.2)

Have they balanced policies for addressing these problems and needs?

(TMGIC Para. 35.4)

3.3.1 The Mayor of London approved Merton's LIP on 10th January 2007. This document sets out the key issues for all modes of transport, according to the Mayor's Transport Strategy and examples of how the Borough is tackling these issues.

3.3.2 The Council is currently developing a Local Development Framework (LDF) to replace the Unitary Development Plan (UDP) (2003). This is an opportunity for the updating of Council transport policy to reflect

Chapter 3 - The Network Management Duty (NMD)

the change to spatial awareness as well as land use reflected in the London Plan.

3.3.3 The Community Plan (2005 – 2015) addresses the importance of sustainable transport with three related objectives:

- Improve facilities for pedestrians, cyclists and other road users
- Greater public acceptance of “green travel”
- Improve accessibility to East Merton

3.3.4 Appendix D identifies all National, Regional and Local policies and plans that impact on the Network Management duty.

3.4 Are they aware of the needs of different road users? (TMGIC Para. 35.3)

Merton communicates with representatives of all road user groups and included information about each mode in their LIP. Examples of how the Council is addressing each mode are as follows:

- Walking (with particular emphasis for the mobility impaired). The Council is currently developing a walking strategy in line with the Mayor’s Walking Plan for London. Living Streets is included as statutory consultee on Streetscene and Waste programmes. Walking audits and surveys are included in Streetscene and Waste’s programme planning. A mobility forum was established in 2005 with the key objective to encourage greater independence of people with mobility impairments.
- Cycling. Merton works in close liaison with the Merton Cycling Campaign (MCC) to improve the safety of and encourage cycling in the Borough.
- Public Transport. A Public Transport Liaison Committee has been established and meets quarterly with representatives of all public transport providers in the borough as well as community transport

and TfL. This provides the Council with the opportunity to identify issues with public transport providers.

- Taxi. The public carriage office (PCO) is managed through TfL and issues specific to this user group are normally addressed regionally.
- Motorcycles. Motorcycle user groups were consulted as part of the LIP development and are included as statutory consultees on Streetscene and Waste programmes.
- Commercial vehicles. Merton is a member of a sub-regional Freight Quality Partnership. The FQP promotes ways in which the environmental impacts of freight vehicles can be balanced with the delivery of goods and services to local businesses in the Borough.
- Private cars. The Owner Drivers Society is included in the statutory consultee list.

3.5 Have the local authority identified and grouped roads according to their location and the activities on them?

(TMGIC Para. 35.5)

3.5.1 As part of the development of the NMP the Council will begin the process of amending its list of traffic sensitive streets, once the legislation has been passed. All public highways are being reconsidered for consistency with the stated duty hierarchy. The existing list was created within the context of the “New Roads and Street Works Act 1991”.

3.5.2 Consultation will take place with all statutory consultees

3.6 How have the authority shown that they have balanced competing demands while continuing to manage their network efficiently? (TMGIC Para. 35.6)

3.6.1 The LIP reflects the Mayor's Transport Strategy, which according to paragraph 81 of the DfT Network Management Guidance forms the basis of how London's roads should be managed. The results of the annual monitoring should provide evidence of Merton's ability to manage the network efficiently. (Appendix F contains all the LIP performance indicators.)

3.6.2 One of the key demands of the highway is parking. Merton currently enforces its Parking environment (ref: the Parking and Enforcement Plan contained in chapter 7 of the LIP.) The PEP provides the policy framework for effective parking management, which is supportive of strategic objectives for integrated land use and transport planning, environment, social inclusion, economic prosperity and regeneration. This section highlights areas that directly impact on congestion and the network management duty.

3.6.3 Enforcement is carried out by street patrols issuing PCNs to vehicles parked in contravention either within a CPZ or where waiting or loading restrictions are contravened. It excludes the red routes, which are enforced by the Metropolitan Police Traffic Warden Service.

3.7 In reaching decisions on competing demands, have they taken account of their policies and the particular circumstances of the part of the network being considered? (TMGIC Para. 35.7)

3.7.1 Broadly speaking all proposals presented to Merton as Highway Authority will be considered individually with regard to their:

- Safety
- Consistency with the LIP
- Consistency with the UDP/LDF
- Impact on pedestrians

- Impact on cyclists
- Impact on public transport
- Impact on congestion levels and network capacity
- Impact on the environment
- Contribution to the Community Plan

3.7.2 If the Council plans to enhance or implement new traffic management measures on the highway, decisions have to be approved by Cabinet following public consultation. The Cabinet reporting system includes concurrent reporting from legal, financial and equalities perspectives.

3.8 Is the authority working together with local businesses, retailers, and representatives of the freight and road haulage industry, public transport operators and statutory undertakers? (TMGIC Para. 35.8)

Are they developing means for ensuring economic and efficient servicing of premises and deliveries, whilst mitigating adverse problems? (TMGIC Para. 35.9)

3.8.1 Through its regeneration programme Merton works with local business through:

- Town Centre Partnerships (including the police, transport providers, local businesses) in Mitcham, Morden, Wimbledon and Colliers Wood to develop and implement Action Plans which includes transport issues.
- Merton Chamber of Commerce and within the London Business Support Network and South London Partnership to encourage business retention and investment, and including input to the land use planning process, provision of local economic information and specific initiatives.
- Comments, conditions and information on planning applications

Chapter 3 - The Network Management Duty (NMD)

B) Coordinating and planning works and known events

3.9 To what extent have the authority promoted pro-active coordination of activities on the network?

(TMGIC Para. 36.1)

3.9.1 A new post of Network Co-ordinator has been created and filled to develop and manage roadwork co-ordination activities within the borough. That includes assessment of impact on the network, balancing competing demands within the network in accordance with the Traffic Management Act, Mayor's Transport Strategy and the Strategic Road Network requirements.

3.10 To what degree have they adopted a planned, evidence-led approach to known events? (TMGIC Para. 36.2)

3.10.1 The management of street works is controlled through notices. Notices are submitted to the Streetworks Register. The notification period varies according to the size and complexity of the works.

3.10.2 Works should not take place on the SRN until approval is granted from the Network Assurance Team of TfL

3.10.3 The Council is responsible for providing temporary Traffic Management Orders (TMO) to allow its own roads to be closed or to restrict traffic in order to permit temporary road works, to manage events on or near the public highway such as utility works, crane operations, street parties or building works etc. in accordance with the Road Traffic Regulation Act 1984 (Section 14, 15, 16). TfL must provide their own TMO's for their network

3.10.4 If a closure is required, a diversion route will need to be signed to assist traffic

to find a suitable way around the closure, and to minimise potential disruption on the highway network. The costs of erecting, maintaining and removing diversion route signing as well as making the traffic management order is the responsibility of the works promoter.

3.10.5 The Road Traffic Regulation (special events) Act 1994 confers powers on local authorities to make orders imposing temporary restrictions or prohibitions on traffic in connection with the holding of any sporting event, social event or entertainment which is held on a road. This may take the form of a road closure to allow an event to take place on it. The format used is similar to that for a temporary traffic order. The Council places notices in the affected streets and delivers letters to those who might be affected by the order. The special events order only has effect for the duration of the event, or for a maximum period of 3 days.

3.10.6 Merton has procedures for planned events including:

- Street works (Statutory Undertakers)
- Highway works undertaken by the Council
- Licensed activities under section 50 of the New Road and Street Works Act 1991, or section 278 of the Highways Act 1980
- Development sites
- Works by adjacent authorities on boundary roads
- Transport for London works on the TRLN in Merton
- Highways Act 1980 licensed activities (skips/scaffolds/materials/cranes)
- Temporary Traffic Orders (section 14 (1) & (2), section 15 & 16)
- Abnormal load movements
- Waste management (refuse collection)
- Arboriculture works
- Filming
- Special events

3.10.7 Street Works (statutory undertakers) major and planned works are discussed at the quarterly coordination meeting, followed up by specific meetings to agree optimum times and best practices to keep disruption to a minimum. Statutory undertakers submit notifications to carry out works on the network, which are logged onto the Streetworks Register and monitored by the street works team. Notices are assessed by the team for correct notice type, reasonable duration, location details, works detail and coordination with other works in the area. Regular meetings are held with works contractors to discuss any problems on site. The Street Works team carry out sample inspections of works at all stages to ensure quality and safety on the network.

3.10.8 Highway Works - The majority of work on the highway commissioned by the Council is carried out under a term contract. This 5-year contract was awarded to F.M.Conway Ltd in September 2005. The contract is a partnering arrangement, which broadly follows the principles of 'Rethinking Construction', and incorporates most of the highway activities undertaken by the Council. A key feature of this contract is the establishment of integrated teams at both the management and project levels to undertake lifecycle planning and design, with the aim of:

- Ensuring any problems are identified at an early stage, through a performance measurement regime
- Ensuring all parties to the contract are involved in identifying why the problem has occurred, and work together to find solutions, using a Corrective Action Notice procedure.

3.10.9 Works by adjacent authorities on boundary roads and works by Transport for London works on the TRLN in Merton and information on neighbouring authorities

are communicated through the Network Co-ordinator, and on the TfL Central Register.

3.10.10 Highways Act 1980 licensed activities (skips/scaffolds/cranes) issues licences to operate the following:

- Skips - To place a skip on the public highway a party must apply for a licence from the Council (the Highway Authority) in advance. In considering a skip licence application the Council will try to identify any predictable restrictions in advance.
- Scaffolds Gantries, Cranes, Hoardings, Excavations and Temporary crossovers,- Application for licences for the above including temporary fences, crane, cherry pickers, mobile towers and hoist must be made to the Council. All applications must be made by the principal/building contractor, and a deposit against damage to the highway may be required.

3.10.11 Abnormal load movements - Notice of an abnormal load should be advised in advance so that the police and the Highways department can take appropriate action in respect to coordination, traffic management, and vulnerable structures.

3.10.12 Waste management (refuse collection) - The Council operates the boroughs waste management, which includes weekly collection of refuse and recycling from each Merton home. The routes are planned and communicated to the Network Co-ordinator.

3.10.13 Arboriculture works - The maintenance of highway grass verges, shrubs and trees is managed by the Highways Team to ensure they do not adversely effect the safety of the network and impact on congestion levels. The majority of these works are planned and communicated to the Network Co-ordinator.

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3.10.14 Filming - All licence applications for filming in the public realm are assessed to ensure the correct traffic management is in place to avoid unnecessary disruption on the highway. Failure to implement the required traffic management could lead to cessation of filming.

3.10.15 Special Events - An example of procedure for key special events in Merton:

- Notification at Network Coordination meeting.
- Traffic Restriction published in the local press and sent to Utilities and our own contractors.
- Traffic measures submitted for events.
- Utilities/Highways works restricted sometimes before and during events.
- Street Works Register for coordination
- Site visit to assure that restrictions in place.
- Bulletin sent before events take place to help compliance.
- Publication on Council website.

3.11 Have they developed, or are they developing, contingency plans for unforeseen events? (TMGIC Para. 36.3)

3.11.1 The Council has a Major Emergency Plan. This document is reviewed and up-dated regularly by the Emergency Planning Officer. (Ref.www.merton.gov.uk)

3.11.2 An unplanned event or incident is defined as any non-recurring event that causes a reduction of roadway capacity or an abnormal increase in demand.

Such events include road traffic accidents, utility emergencies, abandoned or broken down vehicles, spilled loads, and extraordinary special events.

Common activity involving all the above includes the following:

- Logged on CONFIRM enquiries and streetworks register.

- Bulletin sent out to Senior Management, Councillors and other stakeholders i.e. other departments, neighbouring boroughs emergency services etc plus local radio to keep public informed.
- On site inspection by officers
- Continuous liaison with responsible parties dealing with the incident. (For example burst water Main Thames water).
- Site monitoring on a regular basis until event resolved or finished.

3.11.3 Whereas the police co-ordinate most road traffic incidents there are examples of unplanned activity procedures where the Council has responsibility including:

- Winter Maintenance - Although the timing of snow and ice is unknown, procedures are in place to ensure so far as is reasonably practicable, that safe passage along a highway is not endangered (Winter Maintenance Plan). This requires monitoring of the London Boroughs weather forecast five times a day between November and March and initiating and carrying out the precautionary salting of roads and footpaths to prevent the formation of ice or snow and the removal of snow in the event that severe weather causes it to settle on the highway network.
- Abandoned vehicles - The Council aims to remove genuinely abandoned vehicles from the highway as quickly as possible and to dispose of any unwanted vehicles belonging to residents when requested.

C) Gathering and providing information needs

3.12 How effective are the arrangements the authority have in place to gather accurate information about planned works and events? (TMGIC Para. 37.1)

3.12.1 Gathering Information about planned works and events is the role of the Network Co-ordinator, who effectively co-ordinates by:

- Emailing utility companies before each coordination meeting for a list of planned works
- Obtaining a list of planned highway works and charting progress
- Checking My Merton website for events happening, and proactively pursuing information on previous known events
- Filming requests are automatically forwarded to the Network Coordinator
- London Traffic Control Centre automatically inform Network Coordinator of known and emergency activity
- TfL notifications are automatically sent to Network Coordinator
- Licensed works will be notified to Network Coordinator
- Planning permission decisions and notification of starts checked by Network Coordinator
- A network management informative will be included with all planning permissions that affect the highway
- Enquire from neighbouring boroughs of works that have an impact on Merton's network
- Programmes of works such as tree planting, landscaping, new street lighting/ traffic signs etc will be notified to Network Coordinator

3.13 How do the authority organise planned works and events to minimise their impact and agree or stipulate their timing to best effect? (TMGIC Para. 37.2)

3.13.1 Planned works are programmed with the following factors in mind:

- Best use of school holidays for works to take advantage of reduced traffic flow
- Integrated project team meetings to agree on programming of highway works
- Agreement of night time working if appropriate and acceptable to Environmental Health with regard to noise nuisance in residential areas
- Weekend closures to carry out works if necessary in consultation with residents and businesses
- Meetings with events organisers/ developers/utility companies and highway contractors to discuss individual works and local conditions
- Attendance at neighbouring boroughs coordination meetings to discuss impact of works on each others networks
- Merton is part of the Advance Planning pilot scheme within Londonworks in conjunction with TfL

3.14 Does the authority provide access on demand to information, from the authority's systems for recording and coordinating utilities' works and road works, to utility companies, contractors and adjoining authorities? (TMGIC Para. 37.3)

3.14.1 On-demand access is available to the Street works map on the Councils website. The map is updated twice a day.

3.15 Does the authority have, or aim to have, a good and timely source of travel information for road users and the community? (TMGIC Para. 37.4)

3.15.1 Travel information is provided to road users and the community in Merton via:

- A weekly Roadworks bulletin of areas of potential disruption is put on the website and emailed to all who request it but as a

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matter of course to all councillors, emergency services, local radio and media etc.

- Merton submits information to TfL's travel page on their website
- Merton submits data to TfL's Londonworks Central Register
- Planned highway works and traffic management orders are advertised in the press and on Merton's website
- Residents are sent letters informing them of planned works in their area
- Use of variable message signs, including use of those owned by TfL
- Information signage in advance of proposed works

3.16 Does this allow road users to choose a different route or mode of travel or to delay or defer their proposed journey? (TMGIC Para. 37.5)

3.16.1 The BBC, and local radio stations announce daily the roads with severe congestion conditions and problems on public transport. Planned works are advertised in the local press.

3.16.2 The Council offers travel plan services to schools and businesses to provide information on travel choice as part of their Good Going programme.

3.17 Do the authority work with a variety of travel information providers and do they communicate through a wide range of channels? (TMGIC Para. 37.6)

3.17.1 Merton communicates with travel information providers through radio, TV, press and websites, but will investigate the potential of satellite navigation devices, and a dedicated phone line/text messaging for travel information

3.18 What evidence has been provided to show how well the authority are providing information to other street authorities and meeting existing statutory obligations such as their duty to keep a street works register? (TMGIC Para. 37.7)

3.18.1 The Council provides information to the National Street Gazetteer in accordance with the current code of practice.

D) Incident management and contingency planning

3.19 Have the authority established contingency plans for dealing with situations outside the authority's control promptly and effectively, as far as is reasonably practicable? (TMGIC Para. 38.1)

- Merton's Emergency Plan contains Standard Operating Procedures (SOP) which are guidance notes for use during major emergencies.
- A more detailed traffic response plan is being developed to cope with any scale of unplanned incident or emergency
- The CCTV system for Merton will inform the Network Coordinator of any incidents on the Network covered by their cameras
- The London Traffic Control Centre automatically informs the Network Coordinator of any incidents they are informed of or can be seen via cameras
- Police will inform the Network Coordinator of any reported incidents and provide assistance where necessary for cordoning and traffic diversions.
- London Buses routinely inform the Network Coordinator of any incidents reported by their drivers

3.20 Have the authority provided evidence to demonstrate that they have ensured that all parties involved in making these contingency arrangements work, have been, or are, fully consulted during their development? (TMGIC Para. 38.2)

3.20.1 The Emergency Planning Working Group reviews procedures and ensures adequate consultation. The emergency plan is based on routine arrangements so that all people required to respond are involved in the planning process.

3.21 Have these parties the information they need to put the plans into practice quickly? (TMGIC Para. 38.3)

3.21.1 The aim of emergency planning is to provide appropriate arrangements and procedures that enable officers of the Councils' Emergency Management Team (and their support staff) to manage any emergency should it occur and to enable Departments to continue to provide normal statutory services as far as is possible.

3.21.2 The Council emergency plan has been produced in conjunction with those that have a role to play in the response to and management of an emergency including the Police, Fire and Ambulance Services. It has used the principles of Integrated Emergency Management recommended by the Civil Contingencies Secretariat (CCS) of the Cabinet Office in Emergency Response and Recovery.

3.21.3 The Councils' emergency plan has a fundamental aim of integrating the arrangements for emergency management so that flexible plans are developed which will enable the Council to deal effectively with a major or minor emergency, whether foreseen or unforeseen.

E) Dealing with traffic growth

3.22 What evidence has been given to show that an authority have identified trends in traffic growth on specific routes? (TMGIC Para. 39.1)

3.22.1 The LIP performance measures now reported through LIP annual progress reporting (APR) process to TFL. Merton carries out its own annual traffic monitoring report using both automatic and manual traffic counts at fixed locations to provide information on trends on traffic volumes, speed and sustainable transport journeys.

3.22.2 The LIP has performance measures for bus journey reliability, and measuring any increase in both walking and cycling.

3.23 What policies have been put in place for managing incremental change? (TMGIC Para. 39.1)

3.23.1 Traffic Demand Management (TDM) in London has to take into account the growth in population and car ownership on the existing infrastructure. TDM looks at ways in which to improve the highway to be safer, more accessible, efficient, sustainable and attractive for all users. One of the ways in which the Council practices TDM is through its land use policy.

3.23.2 The Boroughs land use policy is set out in the UDP and is currently being reviewed in line with the London Plan (ref appendix E). The key issue in this review process will be the improved integrated approach to land use and transport planning.

3.23.3 The Transport Planning team produced Merton's LIP and are responsible for any new or amendments to existing transport, road safety and sustainable transport policy. They are also responsible for the monitoring.

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3.23.4 The Transport Planning team also assess the transport impact of all types of new developments and represent the council in planning for new transport infrastructure such as tramlink extensions and new railway stations.

3.23.5 Work Life Balance is a Government initiative to introduce flexible working patterns in the workplace so that employees can more easily balance their working lives with their home life. Although the primary objective of the initiative is to improve staff morale it has benefits in respect to congestion because the opportunities this scheme presents to staff to be flexible in their work practice including home working and to avoid peak commuting hours for their work journeys.

F) Working with all stakeholders - internal and external

3.24 What evidence is there to show that those responsible within the authority for exercising any power to regulate or coordinate the uses made of any road or part of a road in the road network are aware of, and act upon, the authority's responsibilities arising in relation to the network management duty?

(TMGIC Para. 40.1)

3.24.1 Chapter 2 sets out the key stakeholders, partners and relationships involved in Merton's Network Management Duty.

3.25 Do authorities that are in two-tier areas liaise with all the relevant departments in the second tier organisations whose work affects the road network? (TMGIC Para. 40.2)

3.25.1 This is not relevant to LB Merton.

3.26 Do authorities ensure that other bodies (e.g. planning authorities) are aware of the duty and their impact on the movement of traffic? (TMGIC Para. 40.3)

3.26.1 Merton Council is both the Planning Authority and the Highway Authority and both services are operated through the Environment and Regeneration Directorate. During the development of Merton's NMP consultation included all Council Directorates and a briefing to the Corporate Management Team and Legal department. A planning informative about the effect of new developments on the network has been included in planning applications.

3.27 What evidence is there to show that the authority take actions that include consultation on initiatives, the sharing of information needed to meet the duty, processes for ensuring that policies are consistent and agreeing joint working arrangements, including particularly with the Secretary of State and Transport for London? (TMGIC Para. 40.4)

3.27.1 Whilst developing the NMP a three level consultation process took place:

- 1) Letter and questionnaire about locations and issues of congestion to all Councillors
- 2) Questionnaire about TMA responsibility and locations and issues of congestion to all street management staff and pool car users.
- 3) Presentations and question and answer sessions at the following committees:
 - Community Plan Transport working group
 - Public Transport Liaison Committee
 - Corporate Management Team Committee
 - Street Management Committee.

3.27.2 The consultatees of the NMP included:

- Transport for London (TfL)
- The Greater London Authority (GLA)
- Neighbouring Boroughs as Highway Authorities
- The Emergency Services
- Utility Companies
- Transport groups e.g. Merton Cycling Campaign, Living Streets
- Public Transport Operators
- Local residents via Area forums and the councils website
- Local businesses and Retailers via Merton Chamber of Commerce
- Ward Members
- Members of Parliament
- LC – London Councils

3.27.3 The published document will be made available online with access for all interested parties.

3.28 Has the authority involved the police, statutory undertakers, Passenger Transport Executives, bus operators, the Traffic Commissioners, residents, local businesses and different road users where appropriate in decision-making processes? (TMGIC Para. 40.5)

3.28.1 Merton works closely with TfL and its neighbouring boroughs to deliver the network management duty as detailed in Chapter 2.

3.28.2 Merton practices an integrated planning process for the development of schemes and plans on the highway. This process includes identifying and agreeing consultation with the key stakeholders affected by each scheme. The stakeholders are consulted throughout the process prior to implementation. The involvement will be decided on a scheme-by-scheme basis depending on the work and location involved.

3.28.3 If the scheme requires a traffic management order, Merton has a statutory duty to consult. A “notice of proposal” is published in a local newspaper, the London Gazette and on lamp columns in roads affected by the proposals. A number of consultees, including the Metropolitan Police, are sent the draft proposals and invited to comment or make representations.

G) Ensuring parity with others

3.29 Do the authority apply the same standards and approaches to their own activities as they do to those of others and do they provide evidence of this, particularly in relation to utilities’ street works and developers’ works?

(TMGIC Para. 41.1)

3.29.1 The current management of street works is controlled through notices. Notices have to be prepared for all works on the highway. Notices of planned works are submitted by the Utility companies, and works contractors. The notification period varies according to the size and complexity of the works.

3.29.2 The Council monitors the licensing of third party activities on the highway (skips, scaffolding, materials, hoardings) and the regulation of any activities that illegally interfere with the safety or accessibility of the highway.

3.29.3 The majority of works on the highway commissioned by the Council are carried out under a term contract. This 5-year contract was awarded to F.M.Conway Ltd in September 2005. The contract is a partnering arrangement, which broadly follows the principles of ‘Rethinking Construction’, and incorporates most of the

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highway activities undertaken by the Council. A key feature of this contract is the establishment of integrated teams at both the management and project levels to undertake lifecycle planning and design, with the aim of:

- Ensuring any problems are identified at an early stage, through a performance measurement regime
- Ensuring all parties to the contract are involved in identifying why the problem has occurred, and work together to find solutions, using a Corrective Action Notice procedure.

3.30 Do they use locally determined indicators and where relevant any centrally developed key performance indicators? (TMGIC Para. 41.2)

3.30.1 BV100 Monitors the number of days of temporary traffic controls or road closure on traffic sensitive streets or the road was closed caused by road works per km of traffic sensitive road.

H) Providing evidence to demonstrate network management

3.31 Have the arrangements established by an authority for performing the duty been reflected in their LTP, LIP or any other interim monitoring report? (TMGIC Para. 42.1)

3.31.1 Merton's LIP was prepared prior to the intervention criteria being implemented. Whereas the Network Management Duty is implicit in the LIP through the objectives and proposals that are detailed it was felt that a separate Network Management Plan was necessary to demonstrate how Merton performs its duty.

3.32 Do reports about the duty performed by an authority provide clear evidence to demonstrate how they manage their road network? (TMGIC Para. 42.1)

3.32.1 London Councils are considering possible key performance indicators at a strategic level to provide a comparison between authorities. Chapter 5 and appendix F set out the way in which Merton currently measures its performance in the transport environment.



Chapter 4 - Administration and Resources

4.1 Introduction

4.1.1 This chapter sets out the Council's resources for managing its highway network.

4.2 Council Services

4.2.1 The Council is organised into five Directorates listed below:

- Chief Executive's Department
- Environment and Regeneration
- Corporate Services
- Community and Housing
- Children Schools and Families

4.2.2 Although network management impacts across many departments, the majority of responsibility is managed within the Street Scene and Waste Division in the Environment and Regeneration Directorate, with exception of Transport Planning contained within the Regeneration and Leisure Division, Parking Control which enforces on and off street parking is within the Public Protection and Development Division, Risk and Insurance within Corporate Services Directorate, and Safer Merton in the Chief Executive's Department. Information is communicated internally through the Corporate Management Team (CMT) at director level, Departmental Management Teams (DMT) within Directorates and a regular cross directorate Manager Forum.

4.3 Street Scene and Waste Division

4.3.1 The Head of Street Scene and Waste has been appointed the London Borough of Merton's Traffic Manager as required under the Traffic Management Act 2004 Street Scene and Waste contains five service areas:

- Highways and Engineering
- Traffic & Parking
- Fleet Transport

- Waste, Service and Operations
- Environmental Quality and Enforcement

4.3.2 The majority of Network Management responsibility is managed through Highways and Engineering, and Traffic & Parking. The exception being the removal of abandoned vehicles carried out by Environmental Quality and Enforcement, and street cleaning carried out by Waste Management and Services and Operations.

4.4 Highways and Engineering

4.4.1 The Highways and Engineering service area is made up of three teams listed below and the responsibilities included in each area.

4.4.2 Network Safety & Serviceability

- Safety inspections and reactive/emergency repair
- Enforcement and Licensing
- Winter Maintenance (Operation)
- Responding to Local Land Search enquiries
- Grass Cutting and Tree Maintenance
- Street Trading and Street Markets
- Highway records
- Footway Crossover Applications

4.4.3 Network Maintenance and Contract Management

- Carriageway resurfacing and reconstruction
- Footway planned maintenance and renewal
- Carriageway Patching-
- Anti-skid & coloured surface provision and maintenance
- Highway Assessment Surveys
- Surface water drainage system maintenance
- Traffic Signs & Street Furniture Maintenance

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- Pedestrian Crossings maintenance
- Initiatives to assist disabled users
- Contract Management and Renewal
- Winter Maintenance (Policy & Plan)
- Maintenance of all adopted Public Rights of Way
- Street Lighting Maintenance
- Drainage and Ditch maintenance

4.4.4 Network Management and Improvement

- Bridges & highway structures maintenance
- Construction supervision and adoption of highways in new developments
- Design & implementation of Traffic schemes and other capital project
- Public Utility and Third Party Works
 - Network Management Duty
 - Input at pre planning stage to development proposals
- Agreeing method statements for statutory undertaker and other third party operators
- Agreeing Traffic Management for Special events and roadworks
- Co-ordination of all highway activities

4.5 Traffic and Parking Management

4.5.1 The Traffic and Parking Management service area is responsible for the design, consultation and legal order making for:

- Bus Priority Measures
- Accident Remedial Schemes
- London Cycle Network
- Safe Route to Schools
- 20 mph zones
- Area Traffic Studies
- Area Lorry Bans
- Walking Strategies
- Controlled Parking Zones
- Waiting and Loading restrictions
- Disabled parking facilities
- Route tests for new bus services
- Providing input to planning applications
- The Wimbledon Steering Group, a

working party set up to examine traffic movements and problems in the area, formulate possible solutions and bring forward ideas and proposals.

- Input into the major transport improvements and development proposals for Mitcham town centre.
- Bus Shelters Maintenance (JC Decaux Maintenance Agreement)

4.6 Parking Control

4.6.1 The Parking Control area has two teams responsible for the following:

4.6.2 The enforcement of the parking regulations within the borough (not red routes).

- The management and maintenance and cleaning of the pay and display car parks within the borough
- The collection from pay and display machines On and Off Street and the management of the cash collection contractor.
- The management and the issue of resident, business, visitor permits, Blue Badge scheme. The issue of waivers and dispensations to park
- Debt recovery associated with the issue of Penalty Charge Notices

4.7 Transport Planning

4.7.1 The Transport Planning service area within Regeneration and Leisure division is made up of around 16 officers in two teams responsible for the following:

4.7.2 Transport Policy

- LIP annual review and funding application
- Integration of transport planning within the LDF
- School and Work travel plans and the Council's Green Travel Plan
- Promote sustainable transport measures.

- Road safety education and awareness/promotion.

4.7.3 Transport Development and Safety

- Development Control and section 106 and 278 agreements and their allocations
- Annual Transport Surveys and Road Safety Plan
- Road Safety Campaigns and the School Crossing Patrol Service
- Pedestrian & Cyclist Skills Training

4.8 Risk and Insurance Team

4.8.1 The aim of Merton's Risk and Insurance Team is to provide appropriate arrangements and procedures that enable officers of the Council's Emergency Management Team (and their support staff) to manage any major emergency should it occur and to enable Departments to continue to provide normal statutory services as far as is possible. Corporate Services contains the emergency planning section.

4.9 CCTV

4.9.1 Merton's CCTV service started in December 1994 with just eight cameras in Mitcham town centre. Today there are about 170 permanent cameras in town centres, community shopping areas, housing estates, car parks and other council property. CCTV is a staffed service, operating from a secure control room, 24 hours a day, 7 days a week, 365 days a year. Merton also operates 'rapid deployment' CCTV cameras, which can be placed in areas temporarily to help to tackle specific, short-term situations or problems.



Chapter 5 - Monitoring Performance

5.1 Introduction

5.1.1 The London Borough of Merton already practices a comprehensive package of monitoring required by National, regional and local bodies. (Ref: Appendix E – Merton's Transport Related Performance Indicators).

5.1.2 For continuity with the Councils LIP the NMP is maintaining the same objectives and the tables provide the key LIP objectives in line with Mayor's Transport Strategy that the performance measurement will help deliver. The objectives are as follows:

- LIP Objective 1 Improving Road Safety
- LIP Objective 2 Improving Bus Journey Time and Reliability
- LIP Objective 3. Relieving traffic congestion
- LIP Objective 4. Improving the working of parking and loading arrangements.
- LIP Objective 5. Improving accessibility and social inclusion on the transport network.
- LIP Objective 6. Encourage walking by improving the street environment, conditions for pedestrians.
- LIP Objective 7 Encourage cycling by improving conditions for cyclists
- LIP Objective 8 Bringing Transport Infrastructure to a state of good repair

5.1.3 Under the Traffic Management (Guidance on Intervention Criteria) (England) Order 2007 the Secretary of State has identified the areas of performance to be audited to assess performance, failure to satisfy could lead to intervention.

5.2 Performance Areas

5.2.1 As part of the process of developing the Network Management Plan six key performance areas have been identified as specifically significant in measuring the

Network Management Duty.

- The safety and consideration of all road users.
- Action on current and future causes of congestion.
- Efficient co-ordination of planned works and events.
- Efficient incident (unplanned events) management.
- Efficient communication with all stakeholders.
- Efficiency of network management duty.

5.2.2 The following paragraphs identify how the Council will monitor each performance area.

5.3 The safety and consideration of all road users.

5.3.1 Merton measures road traffic casualty statistics and is currently hitting the 2010 targets.

5.3.2 The LIP (ref: LIP Ch.5.3.6) includes an approved road user hierarchy, which reflects the priority of the mobility impaired and sustainable transport modes to encourage modal shift. This combined with the road classification, local land use and local network demand are the key criteria used by Merton to balance competing demands on the Borough road network. All these elements are secondary to safety.

5.3.3 The Council is a member of the South London Freight Quality Partnership and also supports TfL's London Sustainable Distribution Partnership. The Council's business partnership forums bring local freight issues to the Councils attention and with this in mind the Council aims to develop a freight distribution strategy to improve the efficiency of freight movement in Merton in respect to congestion and business improvement.

5.3.4 Road User Groups are consulted on a regular basis. These include the Public Transport Liaison Committee, Transport Working Group, Sustainable Communities and Transport, and the Environment and Safety Forum whose membership includes Living Streets and Merton Cycle Campaign. Details of Merton's accessible transport is contained in the LIP. (ref: LIP Ch. 5.4.12).

5.3.5 All works on the highway are carried out in accordance with the code of practice, 'Safety at Street Works and Road Works'.

5.4 Action on current and future causes of congestion.

5.4.1 The LIP performance measures include targets for traffic volumes and general traffic time reliability and modal shift (ref: LIP Ch.9 table 9.1) the data for this is measured by external sources. Merton carries out its own annual traffic monitoring report using both automatic and manual traffic counts at fixed locations to provide information on trends on traffic volumes, speed and sustainable transport journeys.

5.4.2 The LIP also has performance measures to demonstrate increased bus journey reliability, and increases in both walking and cycling.

5.4.3 Merton is currently preparing a green travel plan for the Council, which will have its own set of targets to encourage sustainable transport options.

5.4.4 Regular Congestion Strategy meetings are taking place.

5.5 Efficient co-ordination of planned works and events.

5.5.1 Planned works and events are coordinated through the recently appointed

Network Coordinator.

5.5.2 BV100 Monitors the number of days of temporary traffic controls or road closures on traffic sensitive streets or when the road was closed caused by road works, per km of traffic sensitive road.

5.5.3 The possible introduction of a new permit system will require its own key performance indicators both for the permit holder and the issuing authority.

5.5.4 Monitor the Councils licensing of third party activities on the highway (skips, scaffolding, materials, hoardings) and the regulation of any activities that illegally interfere with the safety or accessibility of the highway.

5.6 Efficient incident (unplanned events) management.

5.6.1 The Council has a Major Emergency Plan. This document is reviewed and up-dated regularly by the Emergency Planning Officer.

5.6.2 The Street Scene and Waste Division has its own incident management plan, which is regularly reviewed. This refers to incident management led by both the Council as Highway Authority and other parties for example the Emergency services. Post incident monitoring highlights any specific issues the highway authority need to address.

5.6.3 A regular bulletin is emailed to a wide circulation list, of incidents and accidents that may cause disruption, with information passed on to the network coordinator by CCTV, London Buses and Merton's fleet transport drivers etc.

Chapter 5 - Monitoring Performance

5.7 Efficient communication with all stakeholders

5.7.1 Chapter 3 sets out the communication chain for information from all stakeholders. The efficiency of that system is regularly reviewed as part of the departments business plan.

5.7.2 Records are maintained of officer attendance at NMD meetings at TfL, London Councils and with neighbouring boroughs and emergency services and co-ordination meetings.

5.8 Efficiency of network management duty.

5.8.1 This plan will be regularly reviewed.

5.8.2 Comparison surveys with other Highway Authorities for consistency and best practice.

5.9 Network Management Plan Key Performance Indicators

5.9.1 Merton is working with London Councils who are in the process of co-ordinating the development of key performance indicators that will be measurable against other Highway Authorities. These will be developed along with the KPIs for the new permitting system.

5.10 Conclusion

5.10.1 When the KPIs have been identified they will be reported annually to Council.

5.10.2 Comparisons of the annual statistics will be compared with other Authorities.



Chapter 6 - Network Management Action Plan

6.1 Introduction

6.1.1 This chapter sets out the action plan for introducing measures to enhance Merton's ability to deliver its Network Management Duty.

6.1.2 Chapter 3 described the way Merton is meeting its Network Management Duty within the framework of the intervention criteria

6.1.3 Chapter 5 described areas of performance management that directly respond to the monitoring of Merton's Network Management Duty.

6.1.4 To create the action plan a number of areas of improvement were identified during the development of the plan.

6.1.5 The main objective of this action plan is to raise the standards of delivery of Merton's NMD. The actions have been divided into the following areas and have been sub divided by High, medium or low priority.

- Strategic (Policy, Planning and Organisational actions)
- Technical (Communication Processes and Resource requirements)
- Practical (Street works)
- Practical (congestion busting actions)

6.1.6 Each Action is referenced to the paragraph in Chapter 3 that sets out the current operations for the specific area. Actions are further referenced to the DfT Intervention Criteria.

6.1.7 Each Action has been assigned to a responsible Officer and where possible a target date for completion.

6.1.8 As part of the consultation a self-assessment exercise of the NMD has been carried out. The results of that exercise

will be used to prioritise actions for the on-going development of our processes and procedures and these will be included in the next update of the NMP action plan.

6.1.9 Conclusion

6.2.1 This action plan will be reviewed regularly and reported to Council.



Chapter 6 - Network Management Action Plan

Table 6.1

Priority	Area	Action
H	Strategic	Formalise the process to implement the Traffic Manager as a statutory consultee on all significant policies, plans and programmes in order to assess impact on highway network.
M	Strategic	Reported to Council on position of assuming responsibility for the enforcement of moving traffic contraventions- bus lanes only.
H	Strategic	As part of the development of the Local Development Framework review and update existing Transport Policy and LIP to reflect the needs of the Network Management Duty
M	Strategic	Review and update the parking and enforcement plan in line with the Network Management Duty
M	Strategic	Continue NMP development Steering Group to monitor NMD
H	Strategic	Establish written traffic response plan in line with any scale of unplanned incident or emergency
H	Technical	Ensure all Council is aware of NM Duty and identify areas of all Council Directorates that may impact on the highway.
H	Technical	Review developer information from planning permissions to ensure it is up to date.
H	Technical	Enhance the street works information on the Councils Website.
M	Technical	Develop a funding strategy to increase provision of CCTV for the management of day-to-day congestion and increase visual messaging system sites.
M	Strategic	Review divisional procedures including, winter maintenance, temporary closures & diversions
L	Strategic	Review and rationalise directional signage on Merton's streets
H	Plan	Prepare Council's Green Travel Plan and post adoption deliver the Green Travel Plans objectives
M	Project	Congestion Strategy meeting. Explore the impact of congestion on freight and the economy. Highlight the effects that both operational improvements and physical capacity expansion can have on congestion. Identify how the effects of congestion impact on the daily activities of the public

Chapter 3 ref	TMA ref.	Responsible Officer	Target Date
3.2, 3.3	16.1(a) & (b), 16.2 (a) & (b) 17.5 (b)i&ii	Head of Street Scene & Waste	Done
3.11	17.4(a)	Paul Walshe	Done
3.2	17.5(a)	Nick Greenwood	To be working with the LDF timetable and the next round of LIP reporting
3.6	17.4(a)	Paul Walshe and Nick Greenwood	Working within LIP 2 process
3.28	17.5 (b)i&ii	Head of Street Management	On going
3.11	16.2(a)&(b)	Kevin McCullagh and Mitra Dubet	Done
3.12, 3.21	17.1	Elaine Richards	Ongoing
3.12, 3.21	17.1, 16.2(b)	Elaine Richards	Ongoing
3.21	17.4(b)	Elaine Richards	Ongoing
3.21	17.4(b)	Kevin McCullagh and Nick Greenwood	Ongoing
3.11, 3.17	17.4(b)	Kevin McCullagh and Mitra Dubet	Mar 08
3.9, 3.10	16.2(b)	Kevin McCullagh and Mitra Dubet	On going
3.17, 3.18	17.4(b), 17.5(a)	Nick Greenwood	Dec 08
3.17, 3.18	17.4(b), 17.5(a)	Elaine Richards	Quarterly meetings

Appendix A - Causes of Congestion

Causes of congestion on the highway include a variety of direct and indirect issues. For example; on street unplanned incidents, street works and associated activities, behavioural issues and the volume of traffic. Indirectly there are reasons why private car users are unwilling to change mode relating to issues with both public transport and other modes. Issues include the following:

Unplanned incidents

- Road traffic accidents
- Utility emergencies
- Illegal parking/loading

Street works

- Amount of street works
- Street work sites often empty
- Poor road maintenance
- Inadequate directional signage for diversions
- Traffic light phasing
- Faulty traffic lights
- Trees blocking signage
- Uncontrolled and illegal parking

Volume of traffic

- Land use planning
- Lack of funding to seriously promote alternatives

Behavioural

- Poor driving skills
- Rat running
- School run

Public Transport Issues

- Irregular services on bus routes
- Parking at bus stops
- Crowding on commuter trains
- Access to stations
- Limited service locations on tram
- Limited Sunday service on tram

Other Modes

- Timing at pedestrian crossing facilities
- Condition of footways
- Illegal pavement parking
- Lack of dedicated cycle facilities

Appendix B - Glossary of Terms Used

TMA refers to the Traffic Management Act 2004

‘Appropriate national authority’

With reference to the Traffic Management Act 2004, this means the Secretary of State for Transport with regard to England and the National Assembly for Wales with regard to Wales

AQMA Air Quality Management Area as designated under the Environment Act 1995

Blue Badge A Europe-wide system of parking permits for people with disabilities/walking difficulties.

Business Travel Plan A package of practical measures designed to improve sustainability and reduce single-passenger car use to and from an employer's site, often as a requirement of the planning process.

BVPI Best Value Performance Indicators

CCTV Closed Circuit Television

CPZ Controlled Parking Zone

Demand management A general term for strategies that result in more efficient use of transportation resources.

DfT Department for Transport

DVLA Driver and Vehicle Licensing Agency.

FQP Freight Quality Partnership dealing with freight distribution issues

GIS Geographical Information System – computerised mapping

GLA Greater London Authority

GOL Government Office for London

HGV Heavy Goods Vehicle

ITS Intelligent Transport Systems

LCN London Cycle Network

LDF Local Development Framework The relevant provisions of the Planning and Compulsory Purchase Act came into force at the end of September 2004.

LIP Local Implementation Plan, a statutory document that London boroughs must produce under the Greater London Authority Act 1999, which sets how each borough intends to achieve the Mayor of London's Transport Strategy.

LTA Local traffic authority as in the ‘Road Traffic Regulation Act 1984.

Modal split How people choose to make their journeys either walking, car, cycling, motorcycle, bus, train, heavy goods vehicle, for a particular route.

NMD Network Management Duty, under the ‘Traffic Management Act 2004’

NRSWA ‘New Roads and Street Works Act 1991’

NSG National Street Gazetteer. Intelligent Addressing Ltd (IA) was awarded the custodianship for the National Street Gazetteer as part of the Mapping Services Agreement (MSA) with local government in August 2005.

ONS Office for National Statistics

OS Ordnance Survey – Britain's national mapping service.

PEP Parking & Enforcement Plan, part of the Local Implementation Plan.

Appendix B - Glossary of Terms Used

RTI Real Time Information System, electronic information displays at bus stops, which give the customer an estimate of the waiting time for the next bus. Real Time Passenger Information (RTPI) systems, use Global Positioning System, to track the location of buses in real time.

Section 106 Agreement A form of obligation or agreement made under Section 106 of the 'Town and Country Planning Act 1990' between the Council and the Developer.

Section 278 Agreement This covers proposed highway works by a developer within the existing highway under section 278 of 'the Highways Act 1980'

SPG Supplementary Planning Guidance: provides additional information on the interpretation of the policies in the adopted Local Plan.

STP School Travel Plan, which aims to raise awareness among pupils and parents of the harmful effects of increasing car use on children's health, safety and independence.

SRN Strategic Road Network a network of strategic roads in London, as designated by Part 5 of the Traffic Management Act 2004, for which London Boroughs are the LTA's.

Street Authority This has the same meaning as in the New Roads and Street Works Act 1991'.

Street works These are 'works' on the public highway undertaken by utilities rather than the Council.

TfL Transport for London

TLRN Transport for London Road Network (A 'GLA Road' as defined in the Greater London Authority Act 1999).

VMS Variable Message Signing: electronic signing for road traffic.

Appendix C - Road Hierarchy and the Transport Environment

Table 1.1 Road Network Hierarchy

Hierarchy	Type	Description	Street Type
1	Motorway	Subject to Motorway regulations	None
2	Strategic Route	Trunk roads and some principal A roads between primary destinations	All "A" Roads
3a	Main Distributor	Major Urban Network and inter-Primary links. Short - medium distance traffic	None
3b	Secondary Distributor	Classified Road (B and C class) and unclassified urban bus routes carrying local traffic with frontage access and frequent junctions.	Bus Routes, B and C Roads
4a	Link Road	Roads linking between the main and secondary distributor network with frontage access and frequent junctions	Local Distributor Roads
4b	Local Access Road	Roads serving limited numbers of properties carrying only access traffic	Residential roads, private roads or cul-de-sacs

Table 1.2 How the road hierarchy translates to Borough roads (Ref Appendix A Road Network Map)

Principle Road Network (PRN) Hierarchy 2	The PRN is a network of major roads, which are maintained, managed, and operated by the Borough.
Strategic Road Network (SRN) Hierarchy 2	The SRN has been introduced in London under the powers conferred to TfL in the Traffic Management Act 2004. (Ref Chapter 3 Para x for notification procedure.)
Busy Bus Routes Hierarchy 3b	TfL has provided all London boroughs with a map of roads they deem to be beneficial from a specific "Local Plan".
B Roads Hierarchy 3b	The B road network is a system of roads, which are primarily used as distributor roads; which are predominantly used as bus routes and thoroughfares for larger vehicles, and local journeys.
C Roads Hierarchy 3b	The C roads are a network of roads, which are used to convey local traffic and goods around the Borough.
Local Distributor Roads (LDR) Hierarchy 4a	These are roads that form the shorter links between communities.
Unclassified Road Network (URN) Hierarchy 4b	All other roads within the Borough are unclassified and are predominantly residential roads, though some of these roads are used as bus routes.
Private Street Network (PSN) Hierarchy 4b	All private streets are managed and maintained by the owners of the street.

Appendix C - Road Hierarchy and the Transport Environment

Table 1.3 Highways Infrastructure

Roads:	
Kilometres of TLRN	9km
Kilometres of Principal Roads	61km
Kilometres of Category B Roads	19km
Kilometres of Category C Roads	19km
Kilometres of Unclassified and supporting Roads	293km
Strategic Road Network (Combination of TLRN and Busy Bus Routes)	25km
Total	341km
Bridges and structures owned by:	
Network Rail	10
London Underground	3
LB Merton	55
Other	1
Total	69
Trees (approximate)	18,000
Lamp Columns	13,000
Illuminated street signage	5,000
20 mph Zones	Locations: North Mitcham 20 mph Zone Wimbledon Town Centre 20 mph Zone Lavender Fields 20 mph Zones Wimbledon Park 20 mph Zone Dundonald 20 mph Zone Bodnant Gardens area 20mph Zone Moreton Green 20mph Zone

Table 1.4 Stations in Merton

Network Rail Stations	Haydons Road Raynes Park Mitcham Junction Morden South Motspur Park	South Merton St Helier Tooting Station Wimbledon Chase Wimbledon
Underground Stations	Northern Line Colliers Wood South Wimbledon Morden	District Line Wimbledon Park Wimbledon
Tram Stations	Belgrave Walk Dundonald Road Merton Park Mitcham	Mitcham Junction Morden Road Phipps Bridge Wimbledon

Table 1.5 Bus Routes operating in Merton

Route	Operator	From	To
57	London United	Kingston	Streatham Hill
N87	London United	London Euston	Wimbledon Park
93	London United	North Cheam	Putney Bridge
118	Metrobus	Morden Station	Brixton
127	London United	Purley	Tooting Broadway
131	Travel London	Kingston	Wimbledon Station
152	Travel London	New Malden	Pollards Hill
156	Travel London	Wimbledon	Vauxhall Station
157	London General	Morden	Crystal Palace
163	London General	Morden Station	Worple Road
164	London General	Sutton	Wimbledon
200	East Thames Buses	Raynes Park Hotel	Fair Green, Mitcham
201	London General	Morden Station	Herne Hill Station
219	Arriva London	Wimbledon	Clapham Junction
255	Arriva London	Pollards Hill	Stockwell Station
264	London General	St Georges Hospital Tooting	Croydon
270	London General	Mitcham	Putney Bridge
280	Quality Line	Belmont Station	St Georges Hospital Tooting
293	London General	Morden Station	Epsom General Hospital
355	London General	Mitcham	Brixton
413	London General	Morden Station	Sutton
463	London General	Coulsdon Red Lion	Grove Road Mitcham
470	Quality Line	Epsom Clocktower	Colliers Wood Station
493	Armchair	North Sheen	St Georges Hospital Tooting
655	London General	Fair Green, Mitcham	Raynes Park High School
950	Metrobus	Westside Common	Wimbledon
K5	London United	Morden Station	Ham
S1	Quality Line	Mitcham	Banstead

Appendix C - Road Hierarchy and the Transport Environment

Table 1.6 Bus Lane Locations

Bus Lane Locations	Hours of Operation
Commonside West (South of the roundabout at Commonside East): from the access to the “Cannons Leisure Centre” northwards to a point opposite the northern flank wall of No.18 Commonside West	Monday to Saturday, 7.00am to 10.00am
Commonside West, Mitcham, Northbound. from Commonside West roundabout junction with Commonside East northwards to a point 60 metres south-east of Upper Green East junction with London Road	Monday to Saturday, 7.00am to 10.00am and 4.00pm to 7.00pm
Hartfield Road – the south west side, between a point 1 metre south east of a point opposite the common boundary of Nos 63b/65 Hartfield Road and a point 2 metres south east of the south eastern kerbline of Beulah Road	7am to 10am Monday to Saturday inclusive
Hartfield Road – the south west side, between a point 2 metres north west of a point opposite the party wall of Nos. 14 and 16 Hartfield Road, for a distance of 43 metres north westwards	7am to midnight Monday to Sunday inclusive
Holborn Way, Mitcham.	At any time
London Road, Mitcham between its junction with the south arm of Lower Green West and its junction with the north arm of Lower Green West	At any time
London Road, Mitcham East side: from a point 80.5 metres south of the southern kerbline of Victoria Road southwards to a point 16 metres north of the northern kerbline of Lavender Avenue	Monday to Saturday 7.00am to 10.00am and 4:00pm to 7:00pm
London Road, Mitcham From a point 2.0 metres north east of the north eastern kerbline of Linden Place to a point 10 metres south west of the northern flank wall of No. 323 London Road, Mitcham	Monday to Saturday 7:00am to 7.00pm
London Road, Mitcham from a point 30 metres north of the northern kerbline of Armfield Crescent extending south to a point in line with the southern flank wall of 191 London Road	Monday to Saturday from 0700 to 1000 and 1600 to 1900.
London Road, Mitcham, North side from a point 168 metres east of the intersection point between London Road and Morden Road eastwards for a distance of 275 metres	Monday to Saturday 7:00am to 7.00pm
London Road, Mitcham, West Side, from a point 44.0 metres south of the southern kerbline of Crescent Grove, extending northwards to a point 41.5 metres north of the northern kerbline of Crescent Grove	Monday to Saturday, 7am to 10am and 4pm to 7pm.

Bus Lane Locations	Hours of Operation
London Road, Mitcham, West side: Between a point outside the southern flank wall of 76 Monarch Parade, London Road, and a point 22 metres south of the south-western kerb-line of Bond Road	Monday to Saturday 7:00am to 10:00am and 4.00pm to 7.00pm
London Road, Mitcham, West side: from a point 18.5 metres south of the southern kerbline of Victoria Road northwards to a point 2 metres north of the party wall of Nos 18 and 20 London Road	Monday to Saturday 7.00am to 10.00am and 4.00pm to 7.00pm
Merton High Street	Monday to Saturday 7:00am to 10:00am and 4.00pm to 7.00pm
Morden Road, Morden. Northbound.	At any time
Pepys Road	Monday to Saturday 7.00am to 10.00.am and 4.00pm to 7.00pm
Raleigh Gardens	At any time
The Broadway SW19 – south side	7am to 10am Monday to Saturday inclusive
The Broadway, SW19 north side	At any time
Worple Road, SW19	At all times
Wimbledon Hill Road, SW19	At any time

Table 1.7 Pedestrian Facilities

Walking Routes	London outer Orbital Walk - The Capital Ring and The Wandle Trail
Pedestrian crossings on Borough and TfL roads:	Numbers
Zebra crossings	37
Pelican / Puffin crossings	54
Toucan	13
Pegasus	1
Signalled junctions with pedestrian facilities	37

Appendix C - Road Hierarchy and the Transport Environment

Table 1.8 Cycling Facilities

LCN+ Link	From	To	Joining with LCN+ links
148	Wimbledon Town Centre	Devonshire Road Colliers Wood	149, 151, 152 and 276
149	Beverley Way (A3)	London Road at Tooting Jct (A217) via Raynes Park and Colliers Wood	148, 150, 151, 152 and 276
150	Merantun Way (A24) Croydon Road (at borough boundary) (A236) via Mitcham Town Centre		149
151	Durnsford Road (at borough boundary) (A218)	Bishopsford Road (A217) via South Wimbledon and Morden	148, 149 and 276
152	Melrose Avenue (at borough boundary)	St Helier Avenue (A297) via Wimbledon Park, Wimbledon town centre and Morden	148 and 149
276	Earlsfield	Bishopsford Road via the Wandle Trail	148, 149 and 151

Table 1.9 Mandatory Cycle Lanes

Morden	<ul style="list-style-type: none"> • London Road at junction with Morden Road and Morden Hall Road • Green Lane Morden Northeast side of Green Lane from a point opposite the southeast boundary wall of 14 Green Lane south eastbound to the northwestern kerb line of the service road to the shops with its junction with Green Lane. • Northeast side of Green Lane from the north-eastern kerb line of the service road to the shops with its junction with Green Lane to a point opposite the common boundary of 129/131 Green Lane. • Southwest side of Green Lane from a point opposite the southeast boundary wall of 14 Green Lane south eastbound to a point 3m southeast of the common boundary of 103/105 Green Lane.
Wimbledon	<ul style="list-style-type: none"> • Mansel Road, Wimbledon from a point 26m south west of its junction with Wimbledon Hill Road to its junction with Wimbledon Hill Road • The Green SW19 from its junction with Southside Common to the commencement of the cycle track on The Green (25 metres)

Table 1.10 Council Car Parks (Capacity)

Mitcham	Elm Nursery (36) Raleigh Gardens (30) Sibthorpe Road (44) St Marks m/s (277)
Morden	Kenley Road (123) Morden Park (188) Morden Station (120) Peel House Lower Morden (152) Peel House Upper Morden (190) York Close (255)
Raynes Park	Coombe Lane (117)
Wimbledon	Broadway (70) Hartfield Road (126) Queens Road (159) St Georges (113)
Private Car Parks	Centre Court Wimbledon Wimbledon Bridge

Table 1.11 Controlled Parking Zones

Zone	Location	Hours of Operation (@ 31st Jul 2007)
3E	Trinity Area	Mon – Sat 8.30 – 18.30
3F & 4F	Abbey Area	Mon – Sat 8.30 – 18.30
5F	Dundonald Area	Mon – Fri 8.30 – 18.30
CW	Colliers Wood Area	Mon – Fri 8.30 – 18.30
M1	Merton Park Area	Mon – Fri 10.00 – 16.00
M1(a)	Merton Park Area	Mon – Sat 7.00 – 19.00
M2	St. Helier Area	Mon – Fri 10.00 – 16.00
MT	Cricket Green Area	Mon – Fri 8.30 – 18.30
MP1	Merton Park Area	Mon – Fri 10.00 – 16.00
P1, P2, P2(s)	Wimbledon Park Area	Mon – Fri 11.00 – 15.00
P3	Wimbledon Park Area	Mon – Fri 9.30 – 16.30
RP, RPN & RPS	Raynes Park Area	Mon – Fri 8.30 – 18.30
S1 & S2	Abbey Area	Mon – Sat 8.30 – 18.30
VC, VN, VOn VOs	Village Area	Mon – Sat 8.30 – 18.30
VOt	Hillside Area	Mon – Sat 8.30 – 18.30
W1, W2 & W6	Hillside Area	Mon – Sat 8.30 – 18.30
W3	Trinity Area	Mon – Sat 8.30 – 23.00 Sun 14.00 – 16.00
W4	Dundonald Area	Mon – Sat 8.30 – 23.00 Sun 14.00 – 16.00
W5	Dundonald Area	Mon – Sat 8.30 – 18.30
W6	Edgehill Area	Mon – Sat 8.30 – 18.30
SW	South Wimbledon	Mon – Sat 8.30 – 18.30
2F	Wimbledon	Mon – Sat 8.30 – 18.30

Appendix D - Requirements of the Traffic Management Act 2004 relating to the Network Management Duty

Section of Act	Duty	Chapter Reference	Comments
16(1)(a)	Securing the expeditious movement of traffic on the authority's road network	All	This is done on a day to day basis by proactive involvement of the Network Coordinator
16(1)(b)	Facilitating the expeditious movement of traffic on road networks for which another authority is the traffic authority	2.2, 2.3, 5.7, 5.9	This is enabled by the close cooperation with neighbouring boroughs and TfL, including attendance at all meetings
16(2)(a)	[Actions contributing to securing] the more efficient use of [the] road network	3.3, 3.5, 5.7, 5.9	Merton's Local Implementation Plan details the Parking and Enforcement plan, that together with the use of the planning system to reduce travel demand, ties in with the Mayor's Transport Strategy
16(2)(b)	[Actions contributing to securing] the avoidance, elimination or reduction of road congestion or other disruption to the movement of traffic	3.19, 5.4	Achieved in a variety of ways, including the power of Merton's Traffic Manager to comment on all council plans, policies and projects that could impact on the highway
16(2)	The exercise of any power to regulate or co-ordinate the uses made of any road (or part of a road) in the road network	Ch.1 App D & G Map 1	Details given in the Local Implementation Plan. Merton will review traffic sensitive roads in line with proposed new legislation
17(1)	Arrangements [considered] appropriate for planning and carrying out the action to be taken in performing the network management duty	3.9 – 3.11	The appointment of a Network Coordinator, and other measures have been introduced to carry out the network management duty
17(2)	The appointment of a person.. the "traffic manager"	Intro para. 11	The role of Traffic Manager has been attached to the position, Head of Street Scene and Waste
17(4)(a)	Identify things (including future occurrences) which are causing, or which have the potential to cause, road congestion or other disruption to the movement of traffic on [the] road network	3.11, 3.17, 3.18, 3.19, 3.20	The management of planned and unplanned events, works and activities on the highway and the setting up of regular Congestion Strategy meetings

Section of Act	Duty	Chapter Reference	Comments
17(4)(b)	Consider any possible action that could be taken in response to (or in anticipation of) anything so identified	3.23, 3.24, Ch 6	Network Management steering group meetings, in addition to measures above
17(5)(a)	Determine specific policies or objectives in relation to different roads or classes of road in [the] road network	Ch 6	This is enabled by the close cooperation with neighbouring boroughs and TfL, including attendance at all meetings
17(5)(b)(i)	[Monitor the effectiveness of] the authority's organisation and decision-making processes	Ch 5 App.f 3.27/8	Achieved through the Network Management Steering Group, and reporting to appropriate Merton Council committees
17(5)(b)(ii)	[Monitor the effectiveness of] the implementation of their decisions	Ch 5 App.f	As above but also including residents survey
17(5)(c)	Performance ...[of the] road network	Ch 5 App.f	Together with London boroughs, and TfL, an agreement for similar priorities and delivery of outcomes
17(6)	Review the effectiveness of the arrangements ... in place	Ch 5 App.f Ch 6	Appropriate performance monitoring, and fulfilment of Action Plan
19	The [Secretary of State] may direct a local traffic authority to provide it, within a specified period, with specified information connected with any aspect of the performance of their duties under sections 16 and 17.	All	The action plan is geared around the Secretary of State's intervention criteria

Appendix E - Legislative Background

UDP REF	Subject	Brief Detail
Public Transport		
PT.1	Local and Regional Needs	Improvements are sought to orbital and radial routes; public transport stations and stops, introducing bus lanes and providing bus lane priority; as well as the integration of public transport services through new interchanges or improvements to existing ones.
PT.2	Rail Services	Maintain and improve rail services in the Borough. A more extensive rail network is envisaged contributing to greater accessibility in Merton.
PT.3	Railway Stations	The improvement or redevelopment of railway stations is required to meet the needs of passengers, viz good security; set down and pick up points for buses; taxis and cars; facilities for cycles; and toilet provision.
PT.4	Public Transport Interchanges	Improvement of interchange facilities at Wimbledon, Colliers Wood, Raynes Park, Mitcham, and Morden, where there will be safe and convenient provision for all users.
The Road Network and Traffic Restraint		
RN.1	Priority Networks	The Council supports the implementation of priority measures for buses, cyclists, and pedestrians
RN.2	Improvements to the Road Network	Road schemes, alterations to the road network, etc. need to have a positive environmental impact and be beneficial for public transport services, cyclists, pedestrians, and relieve through traffic.
RN.3	Vehicular Access	Development proposals with significant trip generating impacts are to have regard for the road hierarchy, road safety and traffic management policies.
RN.4	Road Safety	The Council is to ensure that road safety is a key consideration in improvement schemes and new developments. The Council is required to produce an annual Road Safety Plan.
RN.5	Traffic Management	Development is not to jeopardise scheduled junction and highways improvements. Developers may be required to make contributions through planning obligations, where improvements to highway safety or traffic flow are necessary.
RN.6	Lorry Bans	Lorries will not be permitted to intrude into residential areas
RN.7	Provisions for Goods Vehicles	New and existing developments are to make adequate provision for goods vehicles.

RN.8	Rail Freight	Development involving rail freight handling will be permitted where it does not detract from residential amenity
RN.9	Accessibility	The Council needs to ensure that the needs of disabled people are considered and provided for.
Walking and Cycling		
WC.1	Increasing Walking	New proposals are to support an increase in walking in the borough.
WC.2	Safer Routes to School	The Council is to introduce a Safer Routes to School programme to encourage more sustainable forms of transportation and improve safety.
WC.3	Cycle Facilities	New developments are required to provide secure cycle parking according to cycle parking standards.
WC.4	Cycle Routes	Development proposals are required to support or respect existing cycle ways and cycling by including cycle ways within developments.
Town Centres		
TO.1	Traffic Management in Town Centres	The transport network is to be managed to achieve, inter alia: greater convenience and safety; improve public transport facilities; support pedestrian priority schemes; and reduce congestion.
TO.2	Integrating Development and Accessibility Improvements	Improvements to the highway will seek to improve access to developments for cyclists, pedestrians, and goods vehicles.
Parking		
PK.1	On-street Parking Schemes	Parking controls are to enhance the environment and parking needs of local residents and allow the most efficient use of road space.
PK.2	Car Parking Standards	All developments are required to provide parking in accordance with relevant car parking standards.
PK.3	Car Parking and Development	Permission will not be granted where development will result in an increase in on-street parking and an adverse affect on other road users.
PK.4	Management of Public Parking	Public parking for new developments are to be operated in accordance with the Council's management policies.
PK.5	Change of use Car Parks	Private non-residential car parks can be redeveloped where this will achieve lower parking standards and subject to adequate public transport being made available.

Appendix E - Legislative Background

PK.6	Car Free Residential Development	Car free residential development will be permitted where there are sufficient transport alternatives and where a controlled parking zone in operation.
PK.7	Commuter Parking in Town Centres	Development that will lead to a reduction in commuter parking will not be permitted.
PK.8	Commercial Vehicle Parking	The overnight ban on the parking of lorries and coaches is to be continued.
Land Use / Transport Integration		
LU.1	Transport Infrastructure and Development	The Council will seek to integrate transport and land use planning. Additional transport facilities to be provided where new developments create new demands.
LU.2	Public Transport Accessibility	New developments will need to take account of the level of public transport accessibility. Significant trip generating developments will need to be located near existing transport nodes.
LU.3	Transport Impact of New Development	All development proposals will be assessed in terms of their impact on environment and the transport network.
LU.4	Consistency of Development Proposals with Transport Policies	The Council will ensure that new developments are consistent with transport policies.
LU.5	Developer Contributions	Developers are required to demonstrate that different types of transportation serve their development. Where public transport provision is inadequate, developers may be required to contribute towards measures in the vicinity of the development.

1 This appendix sets out the national, regional and local context for the London Borough of Merton's Network Management Plan.

Key National Policy

2 Traffic Management Act (2004)

The Traffic Management Act provides the statutory basis for improving conditions for all road users through the proactive management of the national and local road network.

The five key elements of the Act are:

- Network management
- Street works (i.e. work carried out by public utilities.)
- Highways and roads including specific measures for London
- Civil enforcement of driving and parking offences
- Miscellaneous and general

3 Other National Policy References

Recent Central Government transport policy centres around two documents:

- Ten Year Plan for Transport, July 2000
- Future of Transport white paper, July 2004

The Ten Year Plan for Transport identifies a strategic approach to transport planning. It has a long-term Government commitment to sustained increases in transport spending. This led to the 'Future of Transport' white paper which outlined expenditure plans to 2015, as well as setting out the longer-term aspirations for the next 30 years. Other Acts referred to during the preparation of this document include:

Disability Discrimination Act (DDA) 1995

Road Traffic Reduction Act 1997

Greater London Authority (GLA) Act 1999

Refuse Disposal Amenity Act 1978 deals with abandoned vehicles and waste disposal regulations.

The Highways Act 1980 gives the Council powers to maintain and manage the highway.

The Road Traffic Act 1988 says that each local authority "must prepare and carry out a programme of measures to promote road safety including the dissemination of information and advice relating to the use of the road and the giving of practical training to road users".

Environmental Protection Act 1990 requires the Council to clean the borough, recycle, dispose of waste, litter and duty of care.

The Road Traffic Act 1991 decriminalised parking offences and empowers local authorities to enforce all non-endorsable parking restrictions (related powers in this area come from the **London Local Authorities Act 1996 and 2000** and the **GLA Act 1999**).

Dogs (Fouling of Land) Act 1996.

Regulatory Investigative Powers Act 2000 gives regulations on direct surveillance.

Human Rights Act 2000 covers enforcement activities.

Planning and Compulsory Purchase Act 2004. The Environment Act 1995

London Olympic Games and Paralympic Games Act 2006

3 Regional

The key regional policies developed by the Mayor of London that are associated with transport are as follows:

- The Mayor's Transport Strategy, July 2001
- The London Plan (spatial development strategy), February 2004
- The Mayor's Air Quality Strategy, September 2002
- The Mayor's Ambient Noise Strategy, March 2004
- The Mayor's Energy Strategy, February 2004
- The Mayor's Economic Development Strategy, July 2001
- The Mayor's Municipal Waste Management Strategy, September 2003
- The Mayor's Biodiversity Strategy - Connecting with London's nature, July 2002
- The Mayor's Children and Young People's Strategy, January 2004
- The Mayor's Culture Strategy, April 2004

4 Local Context

The key document containing transport policy is the UDP. There are also transport and environment objectives contained within the Business Plan, the Local Implementation Plan, the Community Plan, the Neighbourhood Plan and Air Quality Action Plan (AQAP).

Unitary Development Plan (UDP)

The UDP (2003) is a land-use planning document, and contains the following transport policy. Over the next few years, the Local Development Framework (LDF) will replace the UDP. All of the current UDP transport policies will be reviewed with regard to the above.

5 Other Local Plans

Local Implementation Plan (LIP) Objectives Mayoral approval was received on 10th January 2007 and now the following

Appendix E - Legislative Background

objectives will be put forward for adoption:

- LIP Objective 1 Improving Road Safety
- LIP Objective 2 Improving Bus Journey Time and Reliability
- LIP Objective 3. Relieving traffic congestion
- LIP Objective 4. Improving the working of parking and loading arrangements.
- LIP Objective 5. Improving accessibility and social inclusion on the transport network.
- LIP Objective 6. Encourage walking by improving the street environment, conditions for pedestrians.
- LIP Objective 7 Encourage cycling by improving conditions for cyclists
- LIP Objective 8 Bringing Transport Infrastructure to a state of good repair

The Business Plan (2006-09)

The six strategic themes of the Business Plan are:

- Children and Young People
- Healthier Communities
- Safer and Stronger Communities
- Sustainable Communities
- Older People
- Corporate Capacity

Community Plan

The Community Plan (2005 – 2015) describes what is required to improve the Borough for all residents and businesses. The Community Plan objectives for transport in Merton are to:

- Improve facilities for pedestrians, cyclists and other road users
- Greater Public Acceptance of 'Green' Travel
- Improve Accessibility to East Merton

Neighbourhood Renewal Strategy (2004)

Neighbourhood Renewal Strategy (NRS) is area based and policies and proposals are based on evidence of needs e.g. census or indices of deprivation.

There are two transport objectives identified in the NRS:

- Increase access for groups currently transport-disadvantaged
- Promote sustainable transport improvements in East Merton

Air Quality Action Plan (AQAP) (2002)

The Merton AQAP objectives include:

- To Improve Air Quality at Source
- Reduce Congestion and Volume of Traffic Increase the use of Alternative Modes of Transport to the Car.

Appendix F - Performance Indicators

This appendix contains TFL Mayor's Transport Strategy, Merton's transport related performance measures that impact directly and indirectly on the Network Management Duty.

LIP Objective	Performance Indicator
1	Number of recorded killed and seriously injured. (LAAU data). The target for reduction in total Killed and Seriously Injured of 50% from 1994-1998 by 2010 BV99ai BV99aiii BV99bi and BV99biii
1	Number and rate per 100 million vehicle km of recorded slight injuries (LAAU data) BV99ci and BV99ciii
1	Annual number of all recorded pedestrian casualties by ethnic origin (LAAU)
1	Annual number of all recorded casualties by vehicle classification of casualty (LAAU)
1	Number of total recorded casualties (LAAU data)
1	BV99aai Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year
1	BV99bii Percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the previous year
1	BV99cii [Previously BV99biii] Percentage change in the number of people slightly injured in road traffic collisions since the previous year
1	Cumulative number & percentage of state, primary, secondary & special and independent school sites reviewed for road safety in Merton to review road safety around all primary and secondary schools in London by 2008
2	Average journey times (mins) along the LBI routes within the Borough
2	Average bus journey speeds (km/h) along the LBI routes to reduce or maintain at 2005 levels, bus journey times on the London Bus Initiative (LBI) bus routes
2	Total bus lane kilometre/hours in operation per borough
2	Number and percentage of bus stops with clearways per borough
2	Number and percentage of accessible bus stops per borough
2	Percentage of bus lane PCN appeals won against Merton
2	BV102 Number of local bus passenger journeys originating in the authority area undertaken each year
3	Annual traffic volumes in Merton in vehicle km (DfT National Road Traffic Survey)
3	E&R Departmental Plan 2006 / 2007 - Number of Central Government interventions under the Traffic Management Act (CPA)
3	To ensure disruption and variability of journey times for general traffic on 'A' roads and busy bus routes is reduced, or not increased, year on year.
3	Method of Travel to work percentage of daily trips made by Merton residents by mode (LTDS)

Appendix F - Performance Indicators

3	Cumulative number & percentage of state primary, secondary & special and independent school sites in Merton with STP
3	Corporate Community Plan 2006 – 2015 - To increase the percentage of journeys made by sustainable transport
3	Business Plan 2006 - 2009 To increase the percentage of journeys made by sustainable transport
3	Method of travel to education percentage of daily trips made by Merton residents by mode (LATS 2001 Household Survey/LTDS)
3	Cumulative number of workplace travel plans adopted through Section 106 agreements and voluntarily
3	Number of Business Travel Plans per annum
4	To achieve improvements in compliance with parking and loading regulations. Compliance Factor at three sites types: 100% - [Total time all vehicles parked contravening (mins) *4(m) * 100(%) / Kerbside length (m) * Total time observed (mins)]
4	Business satisfaction with fairness of enforcement of parking and loading regulations
4	Percentage of parking PCN appeals won against Merton Council
4	Percentage rate of appeals to parking PCNs issued
4	LPI - Number of Penalty charge Notices (PCNs) issued (level of enforcement
4	LPI - Income received on PCNs (percent collection rate on PCNs) – discounted rate
4	LPI - Overall recovery rate on PCNs issued
4	BV218a [New 2005/06] Percentage of new reports of abandoned vehicles investigated within 24hrs of notification (PSA 7 – Percentage of abandoned vehicles removed within 3 working days.)
4	BV218b [New 2005/06] Percentage of abandoned vehicles removed within 24hrs from the point at which the authority is legally entitled to remove the vehicle
5	Number and rate of daily walking trips made by Merton residents (LTDS)
5	Number and rate of daily trips made by Merton residents over 65 years (LATS 2001 Household Survey /LTDS)
5	Number and rate of daily trips made by female Merton residents between 19:00 and 07:00 hours (LATS 2001 Household Survey/LTDS)
5	Community Plan 2006 – 2015 - Implementation of new crossing facilities for pedestrians and people with disabilities.

6	BV187a - Proportion of footway in categories 1, 1a and 2
6	BV178 The percentage of the total length of rights of way in the local authority area, that are easy to use by the general public
7	Number and rate of daily cycling trips by Merton residents (LATS 2001 Household data/LTDS)
7	Length (km) and percentage of London Cycle network completed
7	Modal share of cycling trips by Merton residents (LATS/LTDS)
8	BV223 [Amended 2005/06 – Previously BV96] Percentage of the local authority principal road network where structural maintenance should be considered
8	BV224a [amended 2005/06 – Previously BV97] Percentage of the non-principal classified road network where maintenance should be considered
8	BV224b [Amended 2005/06 – Previously BV97] Percentage of the unclassified road network where structural maintenance should be considered
8	LPI [Previously BV105] Percentage of safety repairs (category 1) to immediate or imminent hazards on the network, carried out within 24 hours: Carriageways
8	LPI [Previously BV105] Percentage of safety repairs (category 1) to immediate or imminent hazards on the network, carried out within 24 hours: Footways
8	LPI - Percentage of safety repairs (category 2) carried out within 4 weeks: Carriageways
8	LPI - Percentage of safety repairs (category 2) carried out within 4 weeks: Footways
8	BV100 Number of days of temporary traffic controls or road closure on traffic sensitive streets or the road was closed caused by road works per km of traffic sensitive road
8	BV187 Percentage of the category 1, 1a and 2 footway network where structural maintenance should be considered
8	BV215a [New 2005/06] The average number of days taken to repair a street lighting fault, which is under the control of the local authority
8	BV215b New 2005/06] The average time taken to repair a street lighting fault, where response time is under the control of a DNO

Appendix F - Performance Indicators

Departmental Performance Measures

Service Area	Performance Indicator
Safety inspections	Percentage of routine safety inspections completed within the required time limits
Safety inspections	% of reported defects inspected within 24 hours
Safety repairs	The average length of time to complete emergency repairs
Safety repairs	The average length of time to complete non emergency repairs identified by safety inspections
Insurance Claims	Percentage of 3rd party claims relating to footway trips repudiated over the previous three years
Resident defect reports	Annual reduction in the number of externally reported defects (excluding street lighting)
Crossover applications	Time from receipt of application to provide a written estimate or letter of refusal
Crossover applications	Time, from receipt of payment to complete construction of crossover
Crossover applications	Time to determine crossover appeals from receipt of formal appeal letter
Crossover application	Service user satisfaction based on regular survey of representative sample
Skip Licence applications	% of skip licence applications processed within 2 working days
Winter Maintenance	% of occasions when gritting commenced within one hour of instruction
Winter Maintenance	% of occasions when gritting of priority network completed within two hour of commencement
Winter Maintenance	% of occasions when precautionary footway gritting was completed within 5 hours of commencement
Programming	% of annual planned works programmed on 1 March each year
Works notification	% of planned footway or carriageway works notified 28 days in advance
Works completion	% of planned footway works completed and invoiced by 31 March
Works completion	% of planned carriageway works completed and invoiced by 31 March
Lighting	% night scouting completed in accordance with the programme.

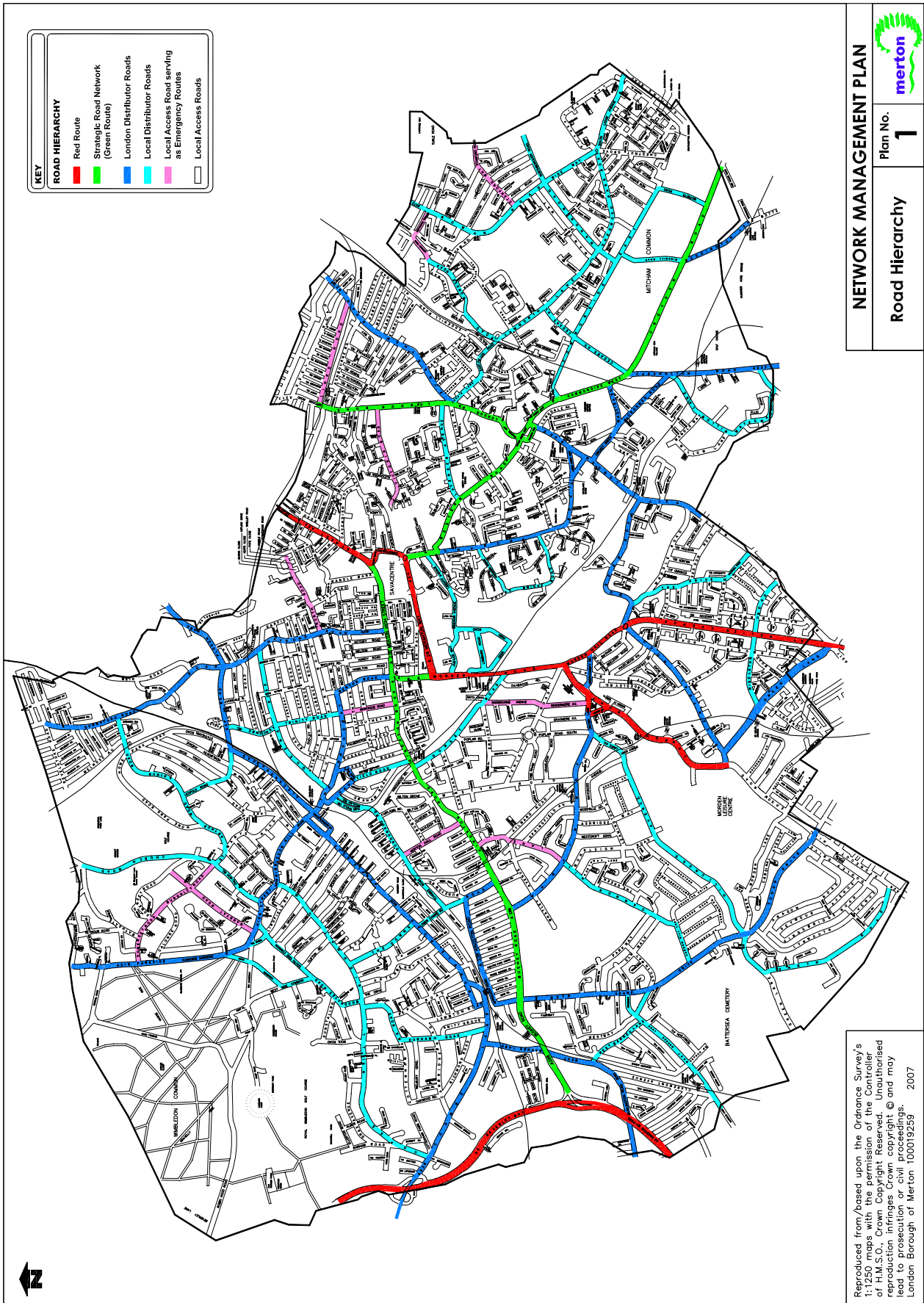
Lighting	Accuracy of night scouting based monthly check by in-house staff
Lighting	% of non distribution faults repaired within 1 working day
Lighting	% of non distribution faults repaired within 3 working day
Carriageway markings	% of white markings replaced on classified roads annually
Drainage	% of reported defective gullies repaired within 28 days
Notifications	% of notifications for planned maintenance works submitted to TfL more than 6 weeks in advance
Bridge Inspections	% of programmed bridge inspections completed and reports received by 31 March
Annual Transport Survey Report	Production of final document by September 2006 for approval
Transport Planning input to all development proposals with transport implications	Respond to applications within the timescales specified by the Planning Division
Enhanced public transport links in Mitcham town centre	Ensure planning application for Mitcham contains comprehensive package of transport measures
Respond to the new requirements placed on local authorities under the Traffic Management Act	Complete and return TfL notifications and other documentation as required under the TMA
Day to day running of School Crossing Patrol Service	Ensure the school crossing sites are managed effectively, including group appraisal
Progression of a variety of borough wide Road Safety Campaigns	Carry out a comprehensive range of Road Safety Campaigns during 06/07
Undertake pre driver education programs	Run pre driver education programs in 2 high schools this year
Carry out Safety Education visits to schools in Merton	Undertake 25 road safety presentations to schools
Facilitate cyclist training in the borough	Provide training for approx 20 adults and 300 children during 2006
Pedestrian Skills Training	Carry out comprehensive pedestrian skills training

Network Management Plan

Streets in which Merton has registered an interest

Authority	Street name	USRN
Wandsworth	Wimbledon Parkside	22906238
	Queensmere Road	22904126
	Wimbledon Park	22906210
	Revelstoke Road	22904272
	Merton Road	22903296
	Ravensbury Road	22904209
	Summerstown	22905103
	Blackshaw Road	22900509
	Tooting High Street	22905477
	Mitcham Road	22903376
	Southcroft Road	22904728
	Mitcham Lane	22903352
	Lambeth	Streatham Vale
Greyhound Lane		21900642
Croydon	Stanford Road	20501427
	Northborough Road	20501240
	Galpins Road	20502836
	Mitcham Road	20502543
Sutton	Beddington Lane	22603587
	London Road	22602441
	Middleton Road	22600797
	Goat Road	22600582
	Rose Hill	22600958
	Reigate Avenue	22600937
	Sutton Common Road	22601923
	Stonecot Hill	22601910
	London Road	22601910
Kingston	Motspur Park	21800685
	Burlington Road	21800185
	Coombe Lane West	21800276

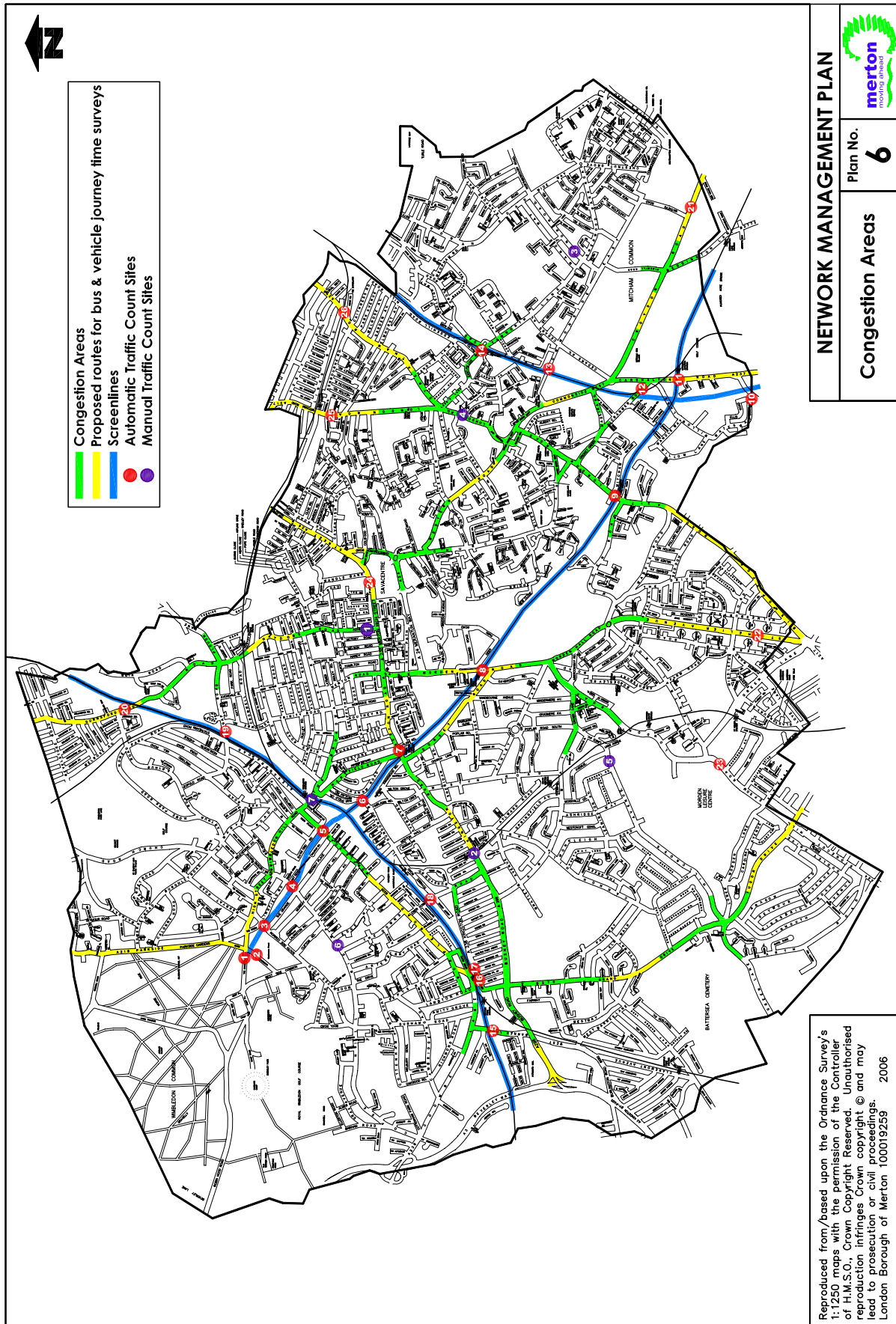
Appendix G Maps and Plans



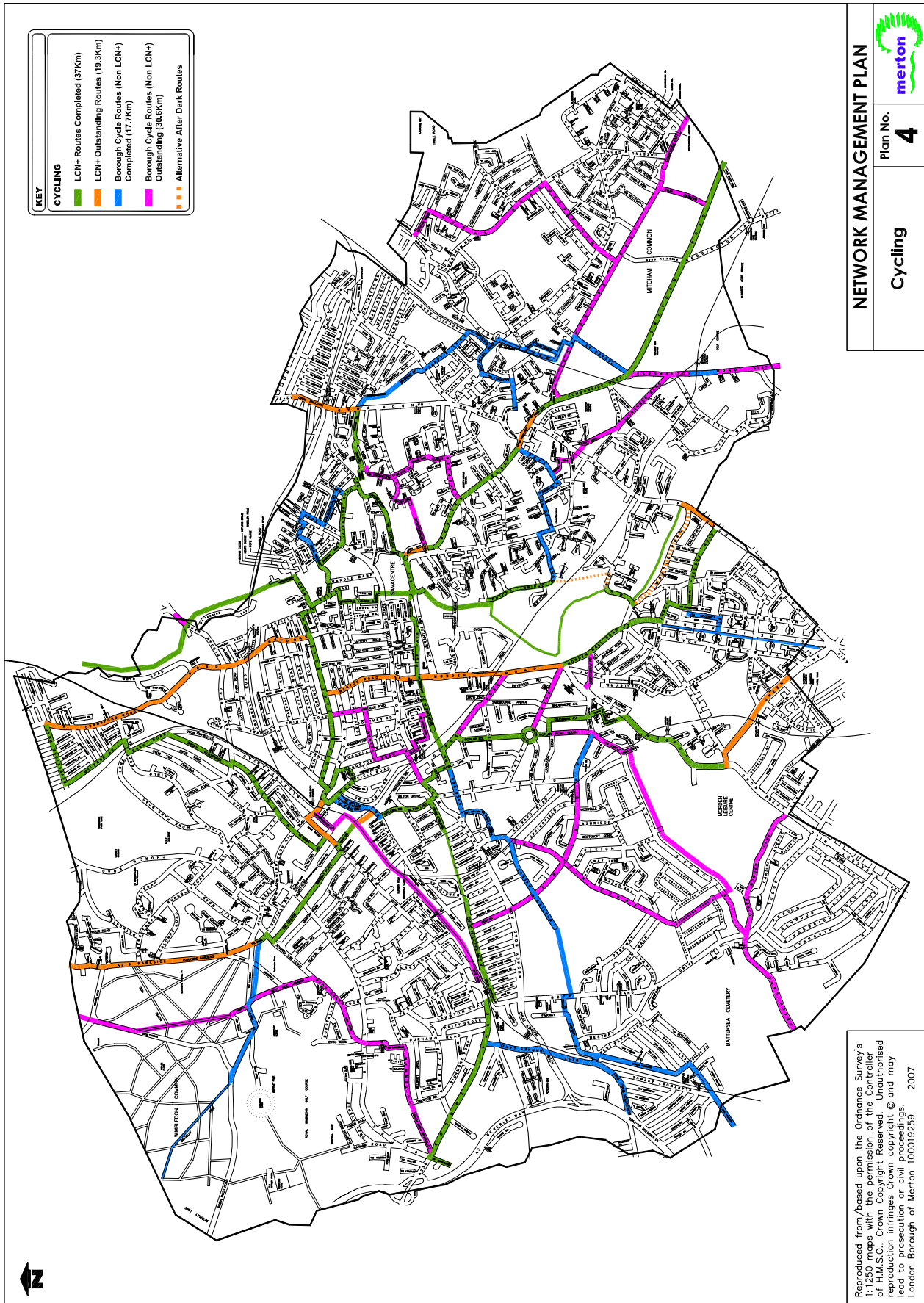
Appendix G Maps and Plans



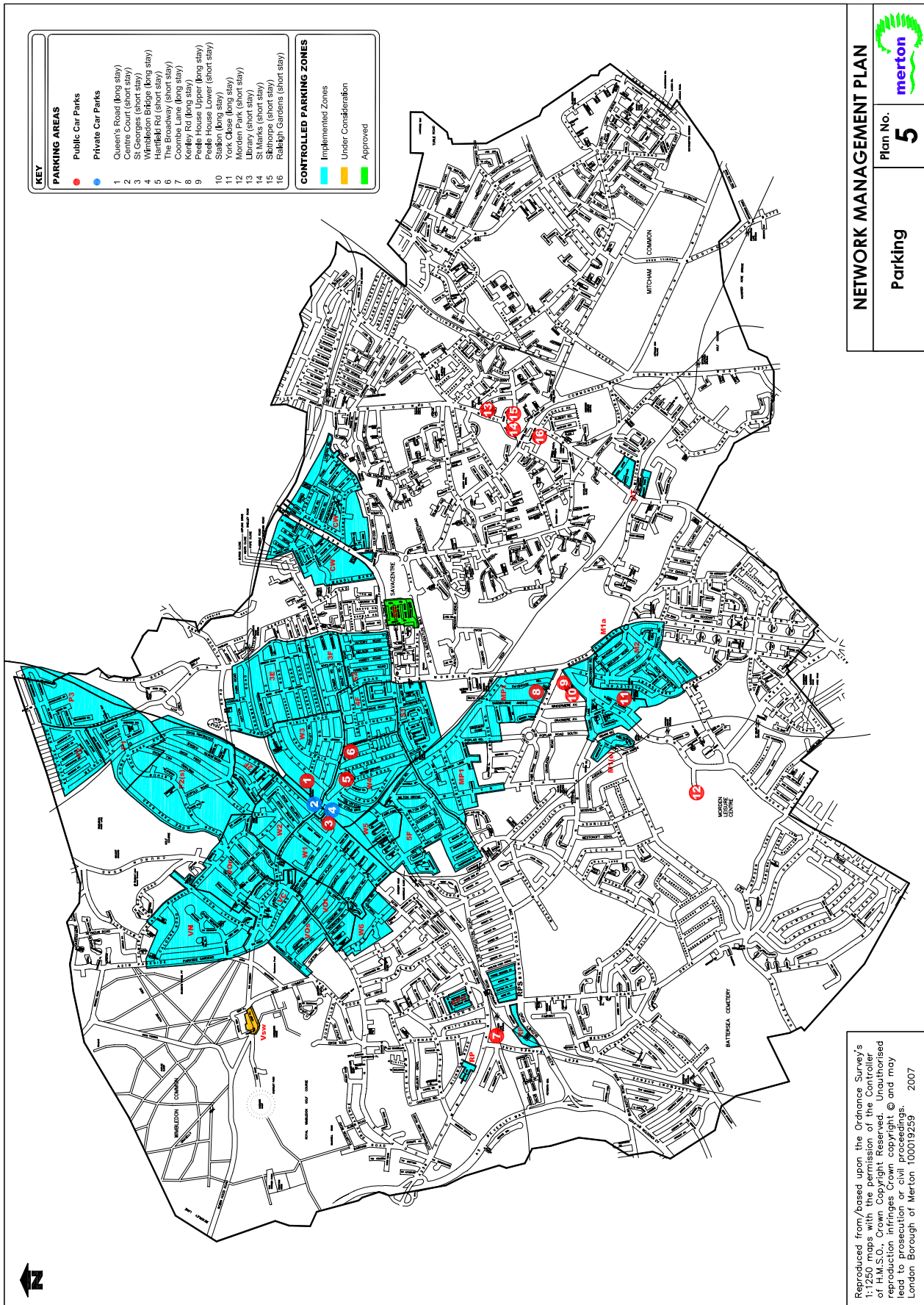
Appendix G Maps and Plans



Appendix G Maps and Plans



Appendix G Maps and Plans



If you would like more information in your own language,
please contact us at the address shown in the box below.

Albanian

Nese deshironi me shume informacion ne gjuhen tuaj, ju lutemi te na kontaktoni ne adresen e dhene ne kutine me poshte.

Arabic

إذا أردت معلومات إضافية بلغتك الأصلية الرجاء الاتصال بنا
في العنوان المدون ضمن الإطار أدناه.

Bengali

যদি আপনার নিজের ভাষায় লেখা আরও তথ্য চান তাহলে দয়া করে
আমাদের সঙ্গে যোগাযোগ করুন, তনার বক্ সে আমাদের ঠিকানা রয়েছে।

Chinese

如果你需要用中文印成的資料，
請按低端方格內提供的地址與我們聯系。

Farsi

اگر مایل به اطلاعات بیشتر به زبان خود هستید، لطفاً با ما از طریق آدرس زیر تماس
بگیرید.

French

Pour tout renseignement complémentaire dans votre propre langue, veuillez
nous contacter à l'adresse figurant dans l'encadré du bas.

Polish

Jeśli życzy sobie Pan/i więcej informacji w swoim języku,
proszę się z nami skontaktować pod adresem podanym w
dolnej ramce.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਵਿਚ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ
ਹੇਠ ਲਿਖੇ ਖਾਨੇ ਵਿਚ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Somali

Hadii aad u baahan tahay faahfaahin intaa kabadan oo ku soobsan afkaaka
hooyo ama Af Somali fadlan lana soo xiira cinwaanka hoos ku qoran.

Spanish

Si usted desea más información en su propia lengua,
por favor contáctenos en la dirección al pie del formato.

Tamil

உங்கள் மொழியில் மேலதிக தகவலைப் பெற விரும்பினால், அடியிலுள்ள
பெட்டிக்குள் தரப்பட்டுள்ள விலாசத்தில் எம்முடன் தொடர்பு கொள்ளுங்கள்.

Urdu

اگر آپ اپنی زبان میں مزید معلومات حاصل کرنا چاہتے ہیں تو براہ کرم
ہم سے اس پتے پر رابطہ قائم کریں جو کہ نیچے کے بکس میں درج ہے۔

You can also get this
information in large print,
in Braille and on audiotape.

Network Coordinator
020 8545 3976