

The London Bus Network

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Surface Transport MD
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Public Transport drives economic growth



Public Transport – the engine for growth



London is growing faster than ever before

By 2030 London's population will be 10 million.



Competing Road Usage/ Balancing the Needs of London's Roads

Network in numbers



80% of passenger journeys takes place on London's roads



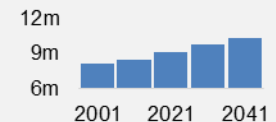
2.4 billion bus passenger journeys in 2013/14



15% of UK's road congestion (on 0.4% of UK's roads)

Growth and challenges

Record population growth...



+30%

Strong growth in bus demand (by 2031)



Surface Transport's investment programme will double in the next 10 years. The resulting diversions and traffic measures will increase the demand for road space



...means it will be increasingly challenging to maintain bus journey time reliability

Buses are the workhorse of London's public transport



2.4 billion passengers a year.

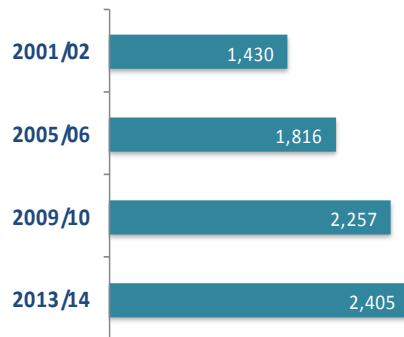


Buses are the most flexible form of public transport.

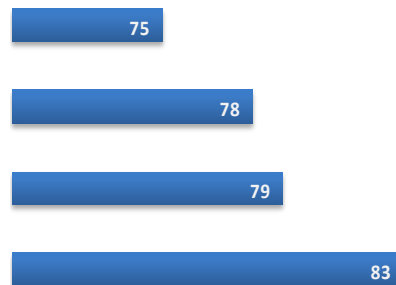


They are the only public transport services that operates across the entire city.

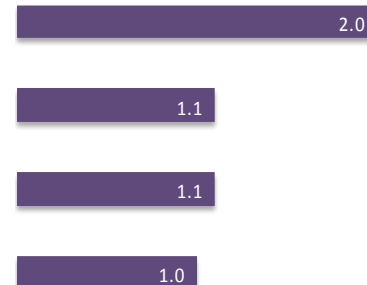
Journeys millions per year



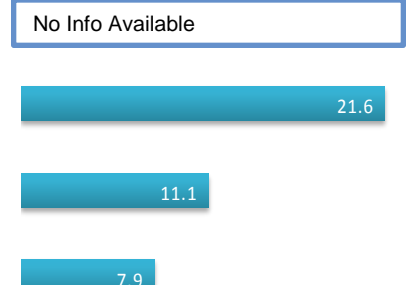
Satisfaction Survey results out 100



Delays Excess wait time for high freq. routes

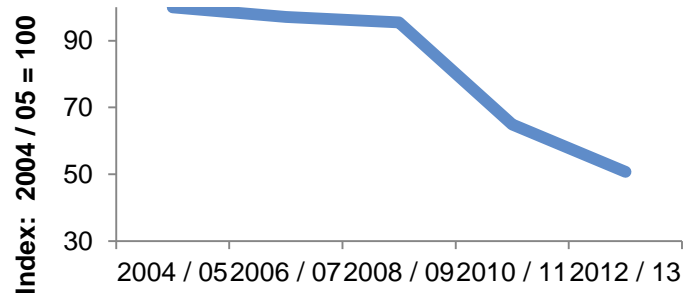


Crime Crimes per million journeys



Decreasing Subsidy and Improving Service

**Real Subsidy per
Passenger Journey
Index**



- Subsidy per journey has fallen for the last 9 years.
- In real terms, subsidy per journey has decreased by 49% in London vs. a 6% increase in other English cities since 2004/05.
- Efficiency has improved with average load increasing by just under 15% in the past decade.

Why do buses in London require an operating subsidy?

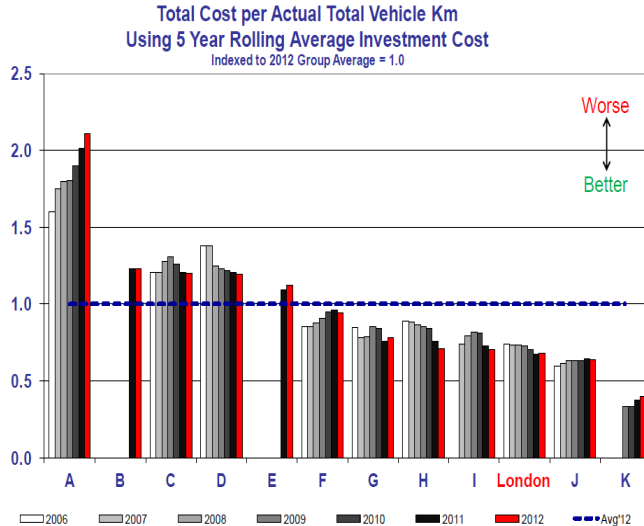
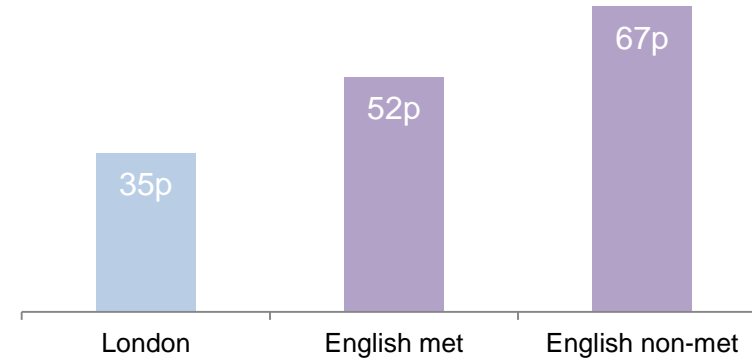
- Capital
- Concessionary Fares



London's Buses performs well against our peers

Bus demand in London has increased by more than ten times the amount then in the rest of England since 2004/05.

Net government support per passenger journey 2012/13



International

TfL benchmarks its bus network on performance and cost against 13 other large cities across the world, including Paris, New York and Barcelona.

Benchmarking has show:

- London has the 2nd lowest subsidy requirement of the group.
- Operating costs have decreased since 2006 and London is now 3rd lowest in the group.

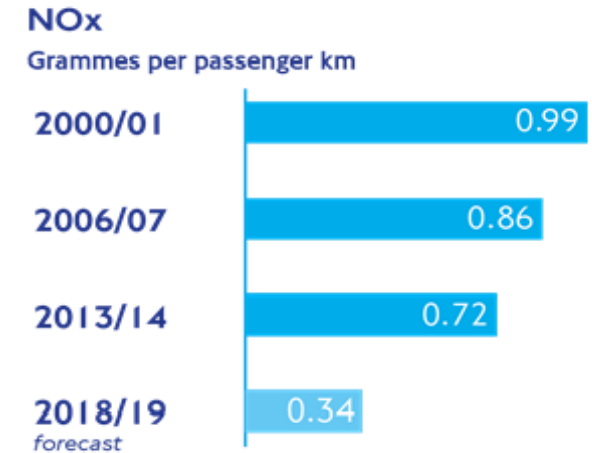
At the forefront of innovation

Reducing Environmental Impacts

- UK's first permanent Hydrogen bus route.
- 1,700 diesel-electric hybrid buses in use by end of 2016.
- Retrofit of 1800 older buses to reduce emissions by 2015.
- 'driver telemetric' devices.



Prototype digital bus stop at Piccadilly Circus



Technology

We are a leader in the use of Real Time Information - allowing our customers easily accessible, accurate data to plan their journeys.

- Live bus arrival information for all 18,000 stops available on mobile devices.
- Arrival display boards at more than 2,500 stops.
- Open Data
- Cash Free and Contactless Payment

At the forefront of innovation

The New Routemaster



London Bus Driver BTEC

- Driving in the London Environment
- Disability and Diversity awareness
- Customer Care and focus



Accessibility

- Achieved DDA in Jan 2005
- 95% of bus stops fully accessible by the end of 2016



Adapting to a changing environment

Value for money and a customer focus – the balancing act:



Tendering Improvements

