

23 May 2023



Celebrating one year of the

Bus Action Plan

Building an attractive, zero-emission bus service for all Londoners



TRANSPORT
FOR LONDON
EVERY JOURNEY MATTERS

Morning agenda

Start	Item	Speaker
9:15	Registration	
9:40	Chair's welcome	Tom Cunnington , Head of Buses Business Development
9:45	Keynote from Cllr Deidre Costigan	Cllr Deirdre Costigan , Vice-Chair of London Councils Transport and Environment Committee
9:55	The Bus action plan and Healthy Streets	Alex Williams , Chief Customer and Strategy Officer
10:05	Delivering Buses for Londoners	Louise Cheeseman , Director of Buses
10:15	Q&A	-
10:30	Panel Part 1: Five Key Areas of BAP <ul style="list-style-type: none"> • Safety and Security • Inclusive Customer Experience 	Chaired by Michael Roberts , CEO of London TravelWatch Mandy McGregor , Head of Policing and Community Safety Kerri Cheek , Senior Bus Safety Development Manager Eleanor David , Senior Bus Customer Development Manager
11:05	Networking break	
11:25	Panel Part 2: Five Key Areas of BAP <ul style="list-style-type: none"> • Connections inc. Superloop • Journey Time • Decarbonisation 	Chaired by Michael Roberts , CEO of London TravelWatch Geoff Hobbs , Director of Public Transport Service Planning Penny Rees , Head of IDP- Healthy Streets Lisa Dipnarine , Senior Bus Business Development Manager
12:15	Reflections on the morning session	Christina Calderato , Director of Transport Strategy and Policy
12:25	Lunch and viewing opportunity for the new R358 "Tram bus" at London Bridge	
14:00	Welcome back and reflections on morning session	Dominic Millen , Chair of London Technical Advisors Group
14:10	Delivering in partnership to reduce bus journey times	Anya Bownes , Lead Sponsor
14:20	Network Operating Strategy	Paul Matthews , Coordination Manager Liz Wathen , Head of Highways and Traffic LB Islington
14:40	Break	
14:55	Breakout activity	-
15:40	Closing remarks	Tom Cunnington , Head of Buses Business Development



Chair's Welcome

Tom Cunnington

Head of Buses Business Development
Transport for London



Opening Keynote

CLlr Deirdre Costigan

Vice-Chair of London Councils
Transport and Environment
Committee



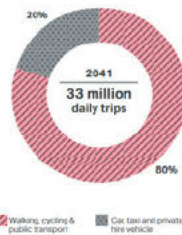
The Bus action plan and Healthy Streets

Alex Williams

Chief Customer and Strategy Officer
Transport for London



The Mayor's Transport Strategy sets out our goals for London's streets and buses are critical to achieving these



80 per cent of all trips in London to be made on foot, by cycle or using public transport by 2041



Vision Zero for road danger by 2041



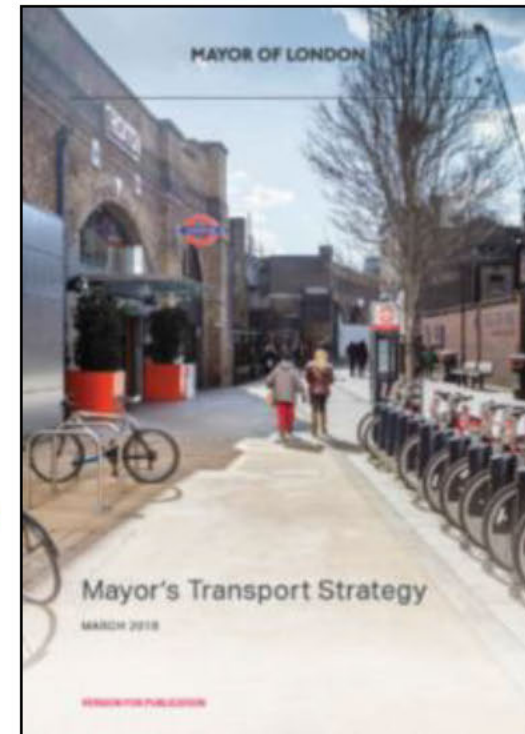
3 million fewer private car trips by 2041



20 minutes of active travel per day for everyone by 2041



Zero emission transport network now brought forward to 2030



A good public transport experience is also critical for addressing many of London's challenges



Inclusion



Vision Zero



Air Quality



Congestion



Local economic benefits



Health and wellbeing

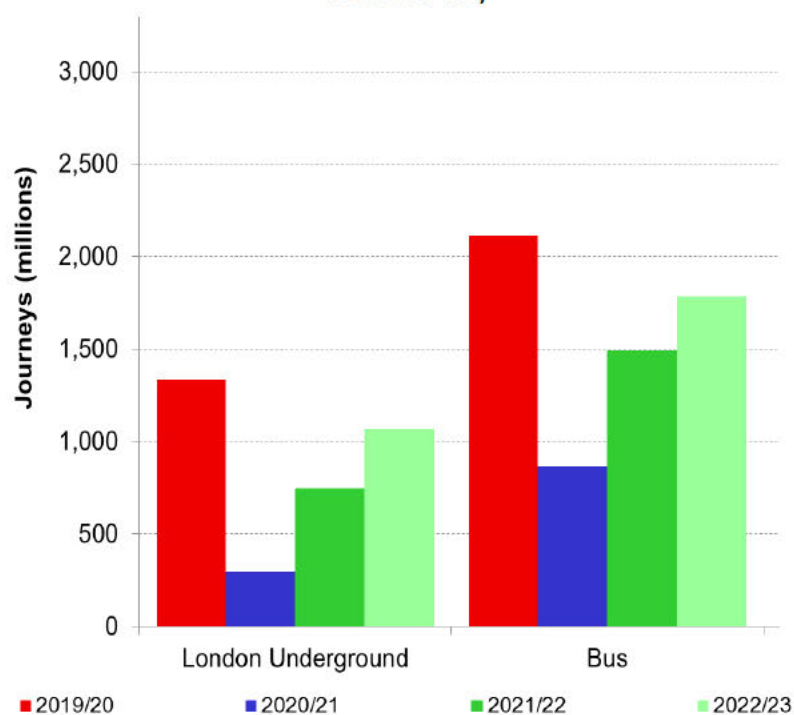


Levels of bus ridership are recovering from the pandemic

We saw a 20 per cent increase in overall demand, from 1,491 million trips in 2021/22 to 1,782 million trips in 2022/23. This represents between 85 and 90 per cent of the pre-pandemic norm.

Demand on the main transport networks

(for each financial year starting 2019/20. Source: TfL)



Weekday (0-24h) bus boarders by local authority

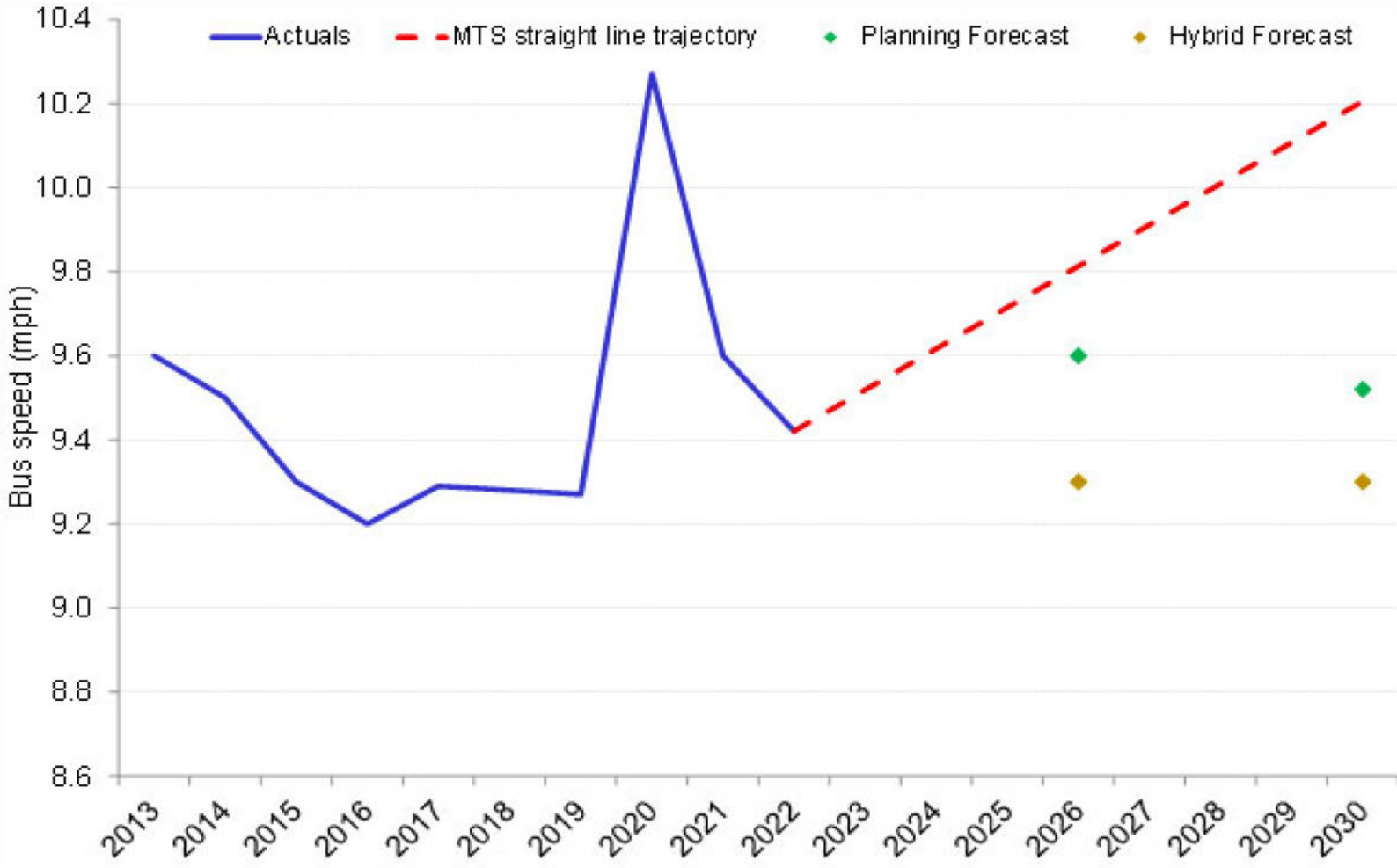
[w/c 20/03/23 versus w/c 25/03/19]



Source: FTSP/TAPS



Bus journey times matter to Londoners and are one of the top drivers of customer satisfaction including a top trigger to use the bus more



Bus speeds in London

(observed 2013 to 2022, forecasts to 2030 and MTS target trajectory. Source: TfL.)



To unlock the potential for the bus we created the Bus action plan that sets the vision for the bus to 2030 across five themes

Bus action plan



Inclusive customer experience

Confidence is built in the experience of taking the bus for all Londoners



Safety and security

A safe and secure bus network from start to end, achieve Vision Zero



Journey times

A transformational improvement to bus journey times, a bus service Londoners will choose to use



Connections

A bus network that works as part of an integrated public transport system



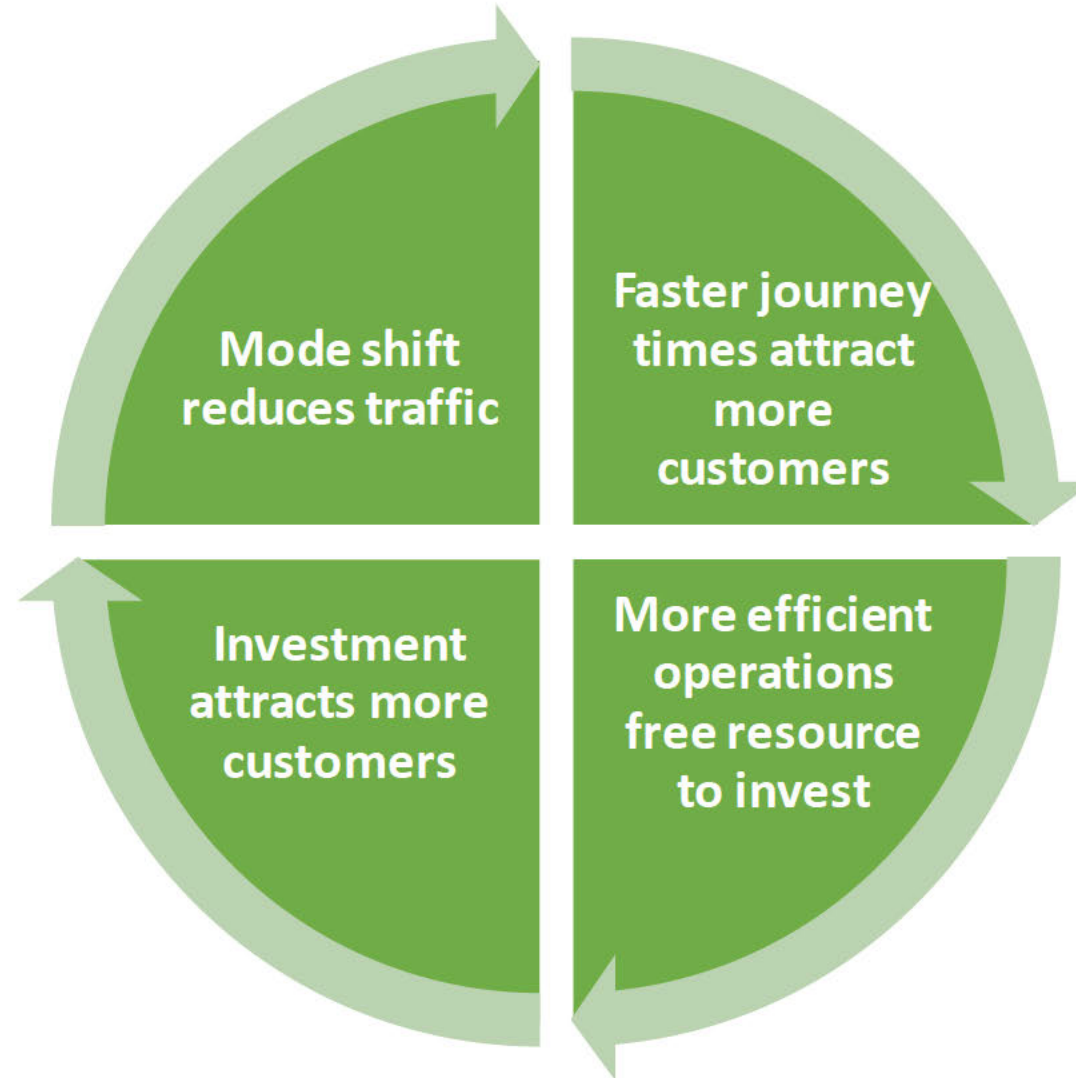
Decarbonisation and climate change resilience

A zero-emission bus fleet, a high quality service that will attract people away from cars



The five themes of the action plan are linked and depend on efficient streets

To unlock this potential, buses need to be able to move free from traffic, to deliver competitive and reliable journey times



These vehicles are carrying...

69 people who could all...

be on this one bus →



© TfL from the London Transport Museum collection



70% of the most important streets for bus are on borough streets so we must work in partnership to deliver what Londoners need

Delivery of bus lanes including 25km by 2025

Effective management of road works

Parking and kerbside management

Bus lane hours extensions

Improvements to junctions prioritising buses

Bus and cycle only streets

Bus gates

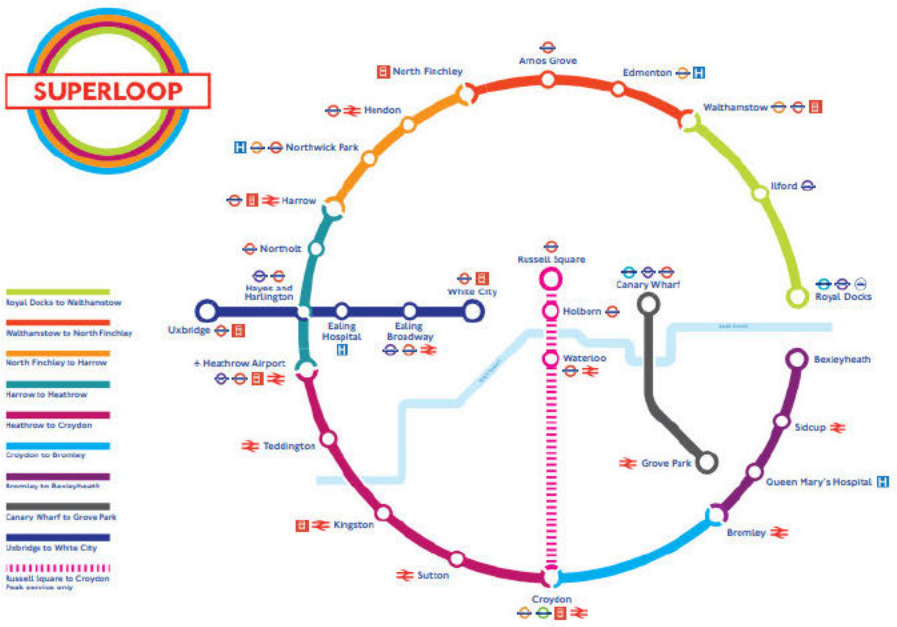
Enforcement

Reduced dwell times



Looking ahead to 2023/24

- Launch of the Superloop- new routes and customer enhancements
- Delivery of further outer London connectivity enhancements
- Accelerated delivery of bus lanes
- 1400 ZE buses by Mar '24
- Ongoing enhancement to stops and shelters and more high specification buses



Delivering Buses for Londoners

Louise Cheeseman

Director of Bus
Transport for London

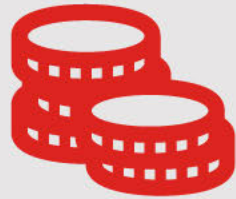


Did you know that for every journey on the Tube, there are two made by bus



The bus is the most cost effective, accessible and available mode of transport in London

These three components are why London buses deliver for the needs of London's diverse population



Most cost effective mode of travel

At £1.75 a trip, London buses are the cheapest public transport mode to get around London.

Seven in 10 Londoners earn an annual income of less than £20,000 making the bus a life line for many



Most accessible mode of transport

19,000 bus stops with c.95 per cent accessible, whilst currently 79 Tube stations, 60 London Overground stations and 25 stations served by TfL Rail have step-free access. All DLR stations and tram stops are step-free.



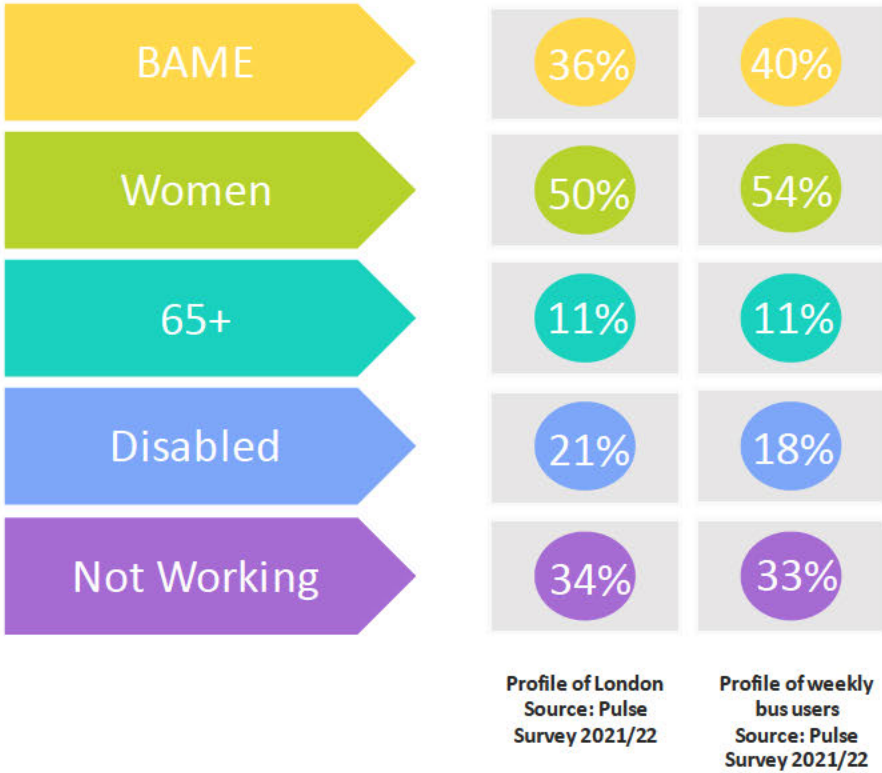
Most available mode of transport

The London bus network has the most coverage of all other modes. Over 94 per cent of Londoners live within 400 metres of a bus stop. Whilst 94 per cent of London homes are within 1,500 metres of a rail station.

London Buses deliver a service that caters for London's diverse population

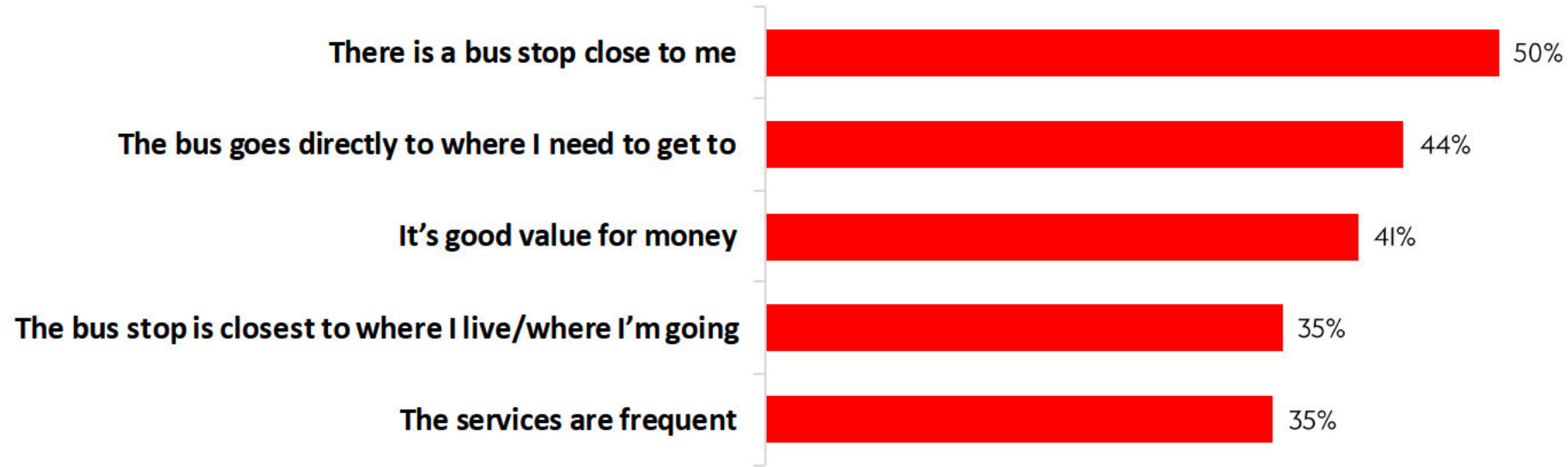
63%
of Londoners say they have travelled by bus in the past seven days

- Only 10% of Londoners have NOT used a bus in the last year
- The profile of bus users closely matches the profile of Londoners



Londoners chose to use the bus for a variety of reasons with availability and coverage ensuring all Londoners are connected to their local area

Current bus users: Reasons Londoners use the Bus frequently



The bus is the most common mode of transport for journeys to London's town centres and play a big role in connecting people to their local area

Facilitating short trips is particularly important due to the shift towards localism as a result of the pandemic

The bus is the most accessible mode of public transport and better suited to facilitate short trips for those with mobility needs

- ✓ At street level, easier to access
- ✓ Can see outside and exit quickly; reassuring for most, especially those with anxiety
- ✓ Quick to use for shorter journeys, if no disruptions
- ✓ Can see and speak to driver if assistance is required

However, many common pain points are exacerbated for customers with disabilities, impacting confidence

“Some bus drivers will see me get on with my walker and they’ll still start driving before I’ve found my seat. I **have had several bad falls on London buses**”

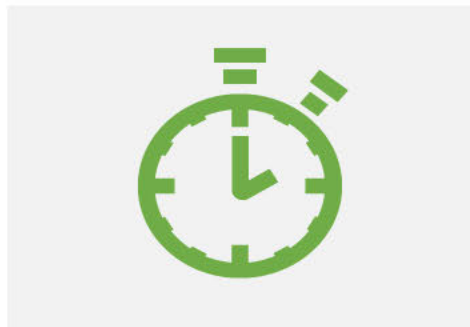
“Sometimes **they don’t give you information about the next stop being closed until you go past it** – that’s annoying because then I’ve got another 200 yards to walk”

“The **stairs are simply a nightmare for me**, especially when the bus moves, because they are so steep and the hand rail so small. My life flashes before my eyes”

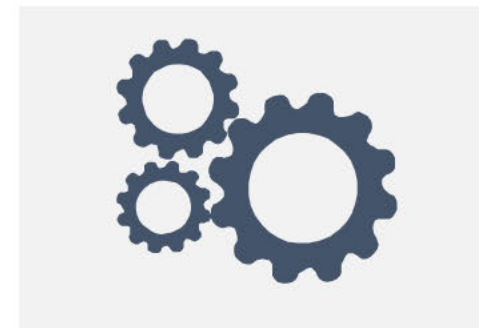
We need to increase use of the bus for it to realise its potential to deliver strategic outcomes

- People make travel choices quickly and instinctively
- They mostly consider four factors when choosing a mode
- So, we need to deliver on these if we are to unlock the potential of the bus
- This is even more important in outer London the car is the default consideration

Timeliness, efficiency



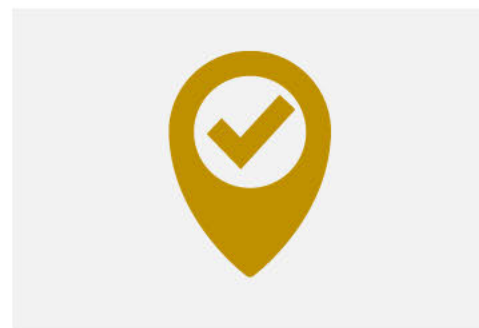
Ease



Comfort



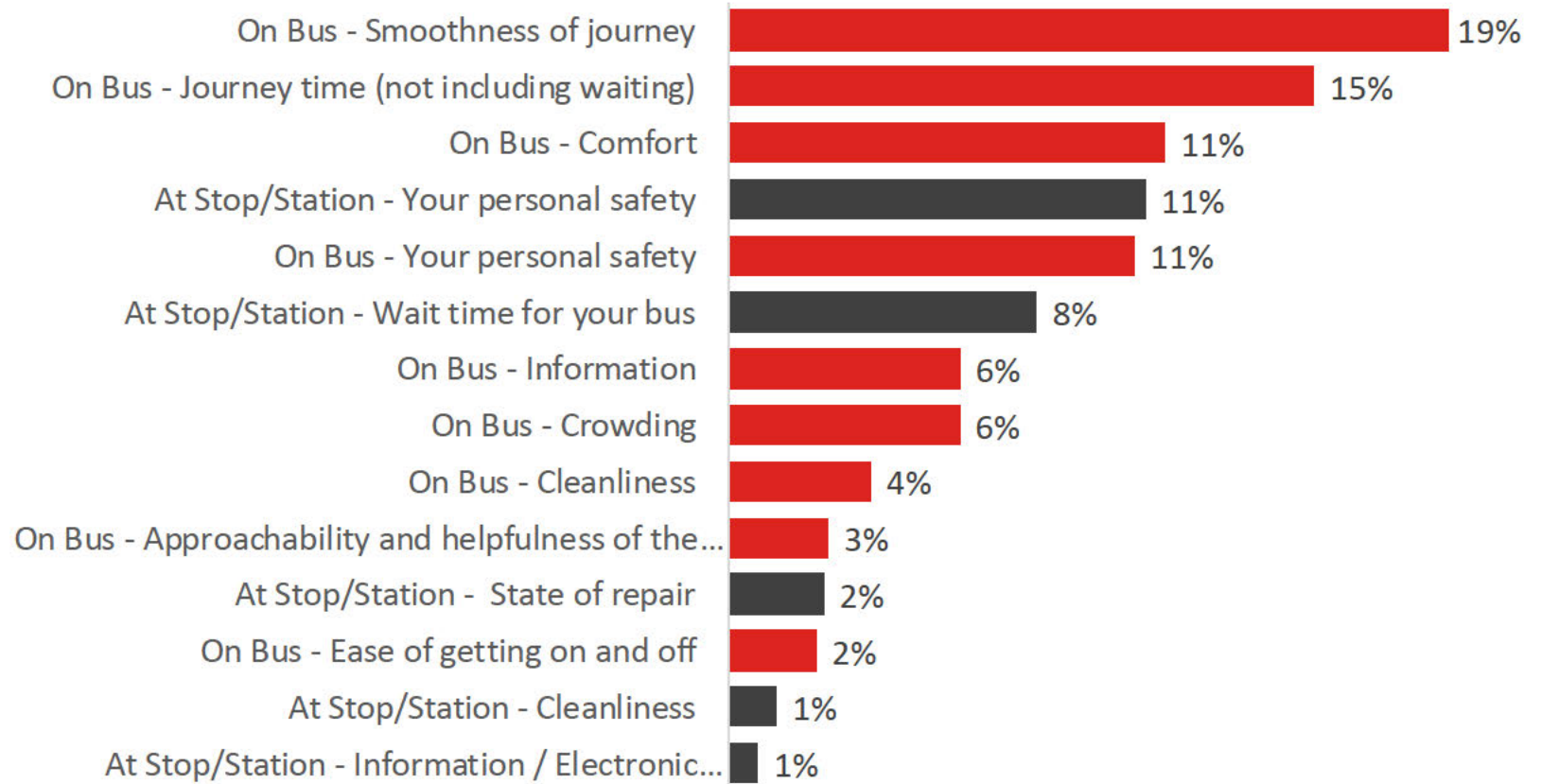
Convenience



We can also see that smoothness of journey and journey time have the strongest effect on overall satisfaction for bus users

Drivers 2022/23

(Ranked in % Importance to overall satisfaction)



*R2 – proportion of overall satisfaction explained, used as measure for strength of model.



Delivering across the five themes of the action plan will allow us to enhance the experience for customers, delivering on their priorities

Inclusive Customer Experience

Providing the information our customers need

Improving the customer journey experience

Enhancing the inclusivity of our services



Journey Times

Delivering better streets for buses

Making better use of street space

Optimising our operations

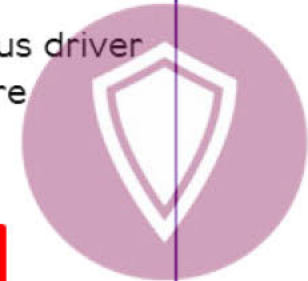


Safety & Security

Delivering Vision Zero on our network

Ensuring people feel safe and secure

Improving bus driver welfare

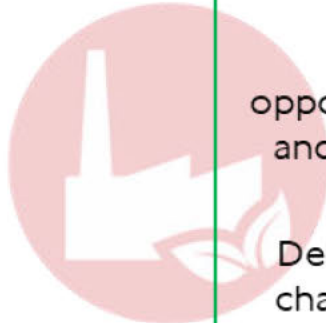


Decarbonisation & Climate Change Resilience

Delivering a zero-emission bus network

Investing in opportunity charging and hydrogen fuel cell buses

Delivering climate change adaptation and green infrastructure

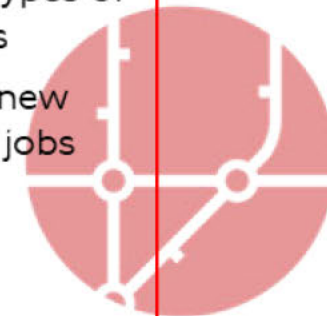


Connections

Planning our bus network to achieve mode shift

Trialling new types of services

Unlocking new homes and jobs



Q&A



Alex Williams
Chief Customer and
Strategy Officer



**Louise
Cheeseman**
Director of Buses

Panel

Chair- Michael Roberts
Chief Executive
London TravelWatch



Panel- Five Key Areas of BAP

- You will now hear more detail about what we need to deliver and the progress we are making to deliver each theme of the Bus action plan
- Each speaker will begin with 4 min presentation and then we will open the floor for questions

10:30	Panel Part 1: Five Key Areas of BAP <ul style="list-style-type: none">• Safety and Security• Inclusive Customer Experience	Chaired by Michael Roberts , CEO of London TravelWatch Mandy McGregor , Head of Policing and Community Safety Kerri Cheek , Senior Bus Safety Development Manager Eleanor David , Senior Bus Customer Development Manager
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Panel part 1:

Safety and security

Mandy McGregor

Head of Transport Policing and
Community Safety

Kerri Cheek

Senior Bus Safety Development
Manager



Mandy McGregor
Head of Transport
Policing, TfL

Bus security

Working together to reduce bus-related crime and antisocial behaviour for colleagues and customers, and improve confidence to travel

Bus Action Plan: Bus security

- Dedicated policing for London's bus network
- Bus security programme
- Ending violence against women and girls
- Reducing barriers to reporting crime and incidents
- Enhancing safeguarding response
- Setting and enforcing standards of behaviour
- Tackling work-related violence and aggression

MPS Roads and Transport Policing Command



Bus security - achievements

Bus network remains a safe, low crime environment

- 10 crimes per million passenger journeys
- Lowest level of fare evasion of all PT networks
- Focus is on high harm offences and protecting the most vulnerable
- Order maintenance
- Strong partnership working



£80 penalty fare or prosecution

If you fail to show on demand a ticket, validated smartcard or other travel authority valid for the whole of your journey

Reporting a crime

We want everyone travelling on our network to feel safe

If you experience or witness a crime, feel threatened by another customer, or see something that doesn't feel right speak to the driver immediately.

If that is not possible, call 999 in an emergency or report the incident to the police by calling 101 as soon as you can, quoting bus registration number

CCTV cameras in operation

Images are being recorded in the interest of safety, security and crime prevention

This scheme is controlled by

Staff assaults

Any form of violence, aggression, verbal or racial abuse against our staff is unacceptable.

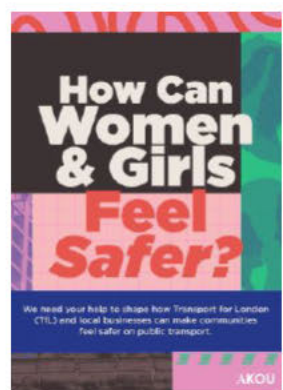
We will always press for the strongest penalties for anyone who assaults our staff.

No smoking

including e-cigarettes

No alcohol

Drinking alcohol or carrying open containers of alcohol is prohibited on this bus



Touching

TOUCHING SOMEONE INAPPROPRIATELY IS SEXUAL HARASSMENT AND IS NOT TOLERATED

See it or experience it on public transport? Report it online at mat.police.uk. In an emergency always dial 999.

Together, we can stop sexual harassment.

Make sure they are OK

Are you OK? What happened isn't OK. I'll report it too.

Following an incident of sexual harassment, your support can help the person targeted feel less isolated and more confident in reporting it. Only do so if you feel safe.

Always report it online at mat.police.uk. Call 999 in an emergency.

Together, we can stop sexual harassment on public transport.

WE WON'T TOLERATE HATE CRIME

London stands together against hate directed at anyone on our transport networks.

If you experience or witness a hate crime, report it to a member of staff or by texting 61016. In case of an emergency call 999.

Roads & Transport MPS

15,347 Tweets

Roads & Transport MPS @MPSRTPC · Feb 28

REASafeTransport team were out this afternoon following information from residents in @MPSHavering @Dorham about antisocial behaviour on @TFL buses after school. High visibility patrols were conducted, bus drivers and students spoken to and no issues reported.

ABUSE OF OUR STAFF STOPS NOW

We do not stand for abuse on our networks and we take action that can prevent it in a serious matter. London stands together against abuse.



Bus security – future plans

- Tackling the issues that matter the most to customers and staff
- Evidence-based approach to dealing with risk and harm
- Problem-solving and reassurance

- Bus security programme
- Delivering on Ending violence against women and girls and hate crime programmes
 - Bus driver training
 - Rollout of signage
 - Multi-media campaigns
 - Bus as beacon of safety project
- Innovation challenge – exploring the role of on-bus technology
- New fare evasion strategy and programme
- Strengthening our own enforcement capability (extended police family)



Kerri Cheek
Senior Bus Safety
Development Manager

Bus Safety

The Bus Safety
Programme leads the way
in reducing road danger
for a safer bus network for
all

Bus Action Plan: Bus Safety

- Bus Safety Standard
- Fatigue Management
- Bus Driver Health and Wellbeing
- Bus Safety Innovation Challenge
- Safety training for bus drivers
- Transparent and open culture
- Monitoring, assurance and investigation processes
- Bus customer injury reduction
- Connected and autonomous vehicle technology



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Bus Driver Fatigue & Wellbeing Innovation Challenge

A Prior Information Notice
by TRANSPORT FOR LONDON

Source Find a Tender	Sector PROFESSIONAL
Type Contract (Services)	Published 02 Mar 2021

INSTITUTE of HEALTH EQUITY
MEDICAL HEALTH RESEARCH INNOVATION
IN THE SERVICE OF PATIENTS AND SOCIETY

REPORT OF THE SECOND STAGE OF A STUDY OF LONDON BUS DRIVER MORTALITY FROM COVID-19

About this report:
This report was produced by the UCL Institute of Health Equity and was commissioned by Transport for London.

Publisher:
UCL Institute of Health Equity, 2021
www.ucl.ac.uk/health-equity

Report authors: Professor Peter Goldblum, Dr Joana Harrison, Institute of Health Equity, University College London, London, UK.

Acknowledgements:
We would like to thank all the bus drivers who gave up their time to complete the survey that forms the basis for this report. We would also like to thank NAT Cen for organising the survey and members of the reference group – bus drivers, families of the deceased and union representatives – who shared their views on our emerging findings. We would also like to thank bus operators for providing tabulations of the data relating to the drivers they employed. Ethics approval for the survey was obtained from ethics committees at UCL, TFL and NAT Cen and a data protection impact assessment prepared with UCL Consulting.

Loughborough University

Bus Driver Fatigue

Final Report

Transport Safety Research Group

vti

May 2019

Dr Jodie Finney
Dr Anna Ahmad
Dr John Mansfield
Paul Miller
Fiona Pilkington-Cheney
Dr Anna Dickinson
Anna Robinson



Kerri Cheek
Senior Bus Safety
Development Manager

Bus Safety

Buses are the safest way
to travel on London's
roads

Innovation

Collaboration

Safe System



Bus Safety: Key recent successes



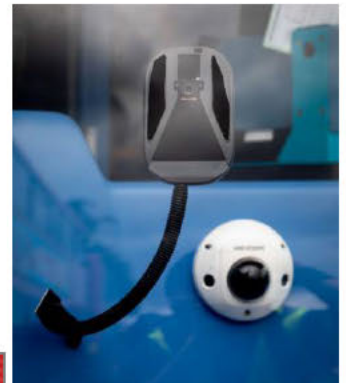
Kerri Cheek
Senior Bus Safety
Development Manager

Bus Safety

New Bus Safety Strategy sets out what we have done, how much this will achieve towards our Vision Zero targets for the bus network, and what more we need to do to keep us on track



Bus Safety: Future Plans

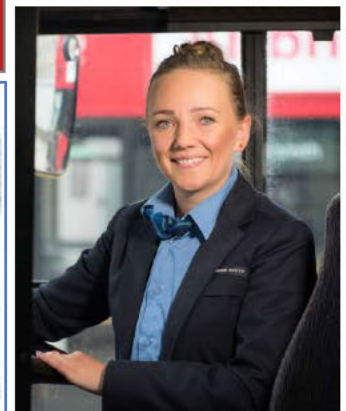
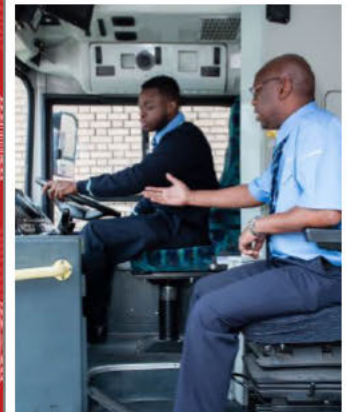


Bus safety strategy

Delivering a safe bus network in London with no-one killed on, or by, a bus by 2030 and no-one killed or seriously injured on, or by, a bus by 2041

MAYOR OF LONDON

TRANSPORT FOR LONDON
BEST. AND SAFEST. NETWORK.



Panel part 1:

Inclusive Customer Experience

Eleanor David

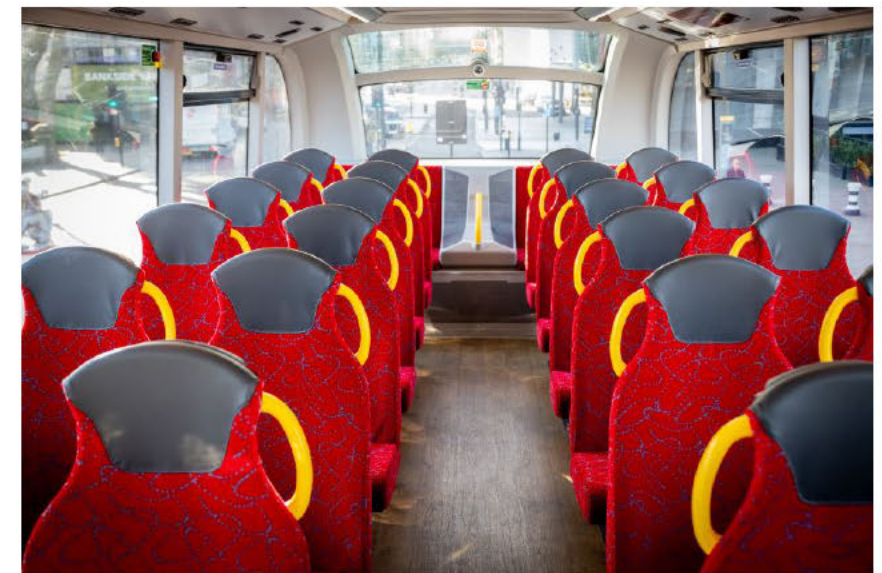
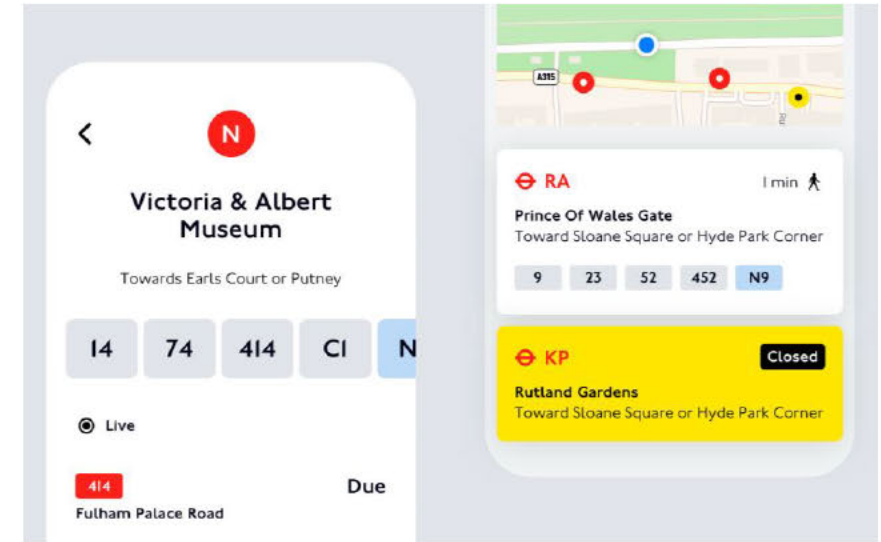
Senior Bus Customer Development
Manager



We must ensure a great experience of the bus for all Londoners

The bus must meet the evolving needs of Londoners

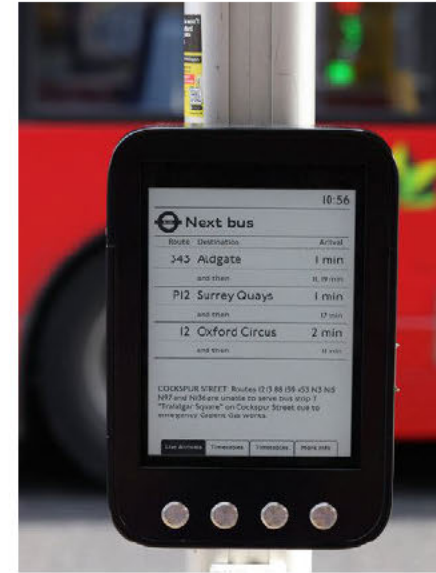
- Better information
- A safe and comfortable experience at bus stops and on buses
- An accessible and inclusive network



What we've delivered so far

2022/23 highlights

- Route 63 launch and customer experience additions on board and at stops (including information trials)
- 285 New Routemaster mid-life upgrades including new priority moquettes
- Refurbing & upgrading existing Bus stations, starting with Kingston Cromwell Road
- 321 new countdown signs procured to benefit all boroughs
- Welcome Aboard posters rolled out to all vehicles in the fleet
- New and improved content design for screens at stops



WELCOME aboard

What we offer you

- Knowledgeable and friendly drivers on low-emission buses
- Low-level buses with a wheelchair space and ramps
- Free travel mentoring to help you travel more confidently
- Free 'Please offer me a seat' badges

For more information, please visit tfl.gov.uk/accessibility

How we can help each other

- Allow customers off the bus first and move down inside to make space for others
- Press the bell before your stop to give the driver plenty of notice
- Look up and offer your seat to anyone who may need it more than you
- Be kind to your driver. They play a vital role in keeping London moving

For more information, please visit tfl.gov.uk/using-buses-in-london

We'd like to hear from you

We value your feedback, suggestions and complaints which help to improve our service:

Web: tfl.gov.uk
Phone: 0343 222 1234

To take your comments further, please contact London TravelWatch, the independent statutory watchdog for transport users in and around London.

Web: londontravelwatch.org.uk
Phone: 020 3176 2999

See for more information on using our buses

MAYOR OF LONDON

Check your travel tools tfl.gov.uk/travel-tools

Check your travel tools 0343 222 1234

Download the TFL Go app

TRANSPORT FOR LONDON
2022-2023

What's coming up in 2023/24

We will build on our actions in 22/23 this year with a range of ongoing and new actions to enhance the customer experience of the bus for all Londoners

- Enhancement of our Bus Stops & Shelters estate
- Launch of Sutton 'whole area' trial
- More 'Route 63 standard' buses
- New ED&I training for all 25,000 drivers
- Thermal Comfort and Bus Stop Innovation trials
- Automated Passenger Counting software

Where Boroughs can support

- Accessible stops and a pleasant Healthy Street environment



Panel 1



Mandy McGregor
Head of Transport
Policing and
Community Safety



Eleanor David
Senior Bus Customer
Development
Manager



Kerri Cheek
Senior Bus Safety
Development Manager

Break

Please return at
11:25

BUS INFORMATION

c. 1900
A Quaker, a London Transport advertisement, and a London Transport Limited sign.

1923
The Mayor of London sitting in a motor car.

MAYOR OF LONDON

1933
The first female driver, Miss Edith Maud, in a white uniform.

c. 1940
A female driver in a dark uniform.

1954
A driver operating a bus.

1955
A driver operating a bus.

1962
A female driver in a dark uniform.

1971
A driver operating a bus.

1974
A female driver in a dark uniform.

1979
A driver operating a bus.

1986
A female driver in a dark uniform.

1989
A female driver in a dark uniform.

TRANSPORT FOR LONDON



Panel part 2:

Connections

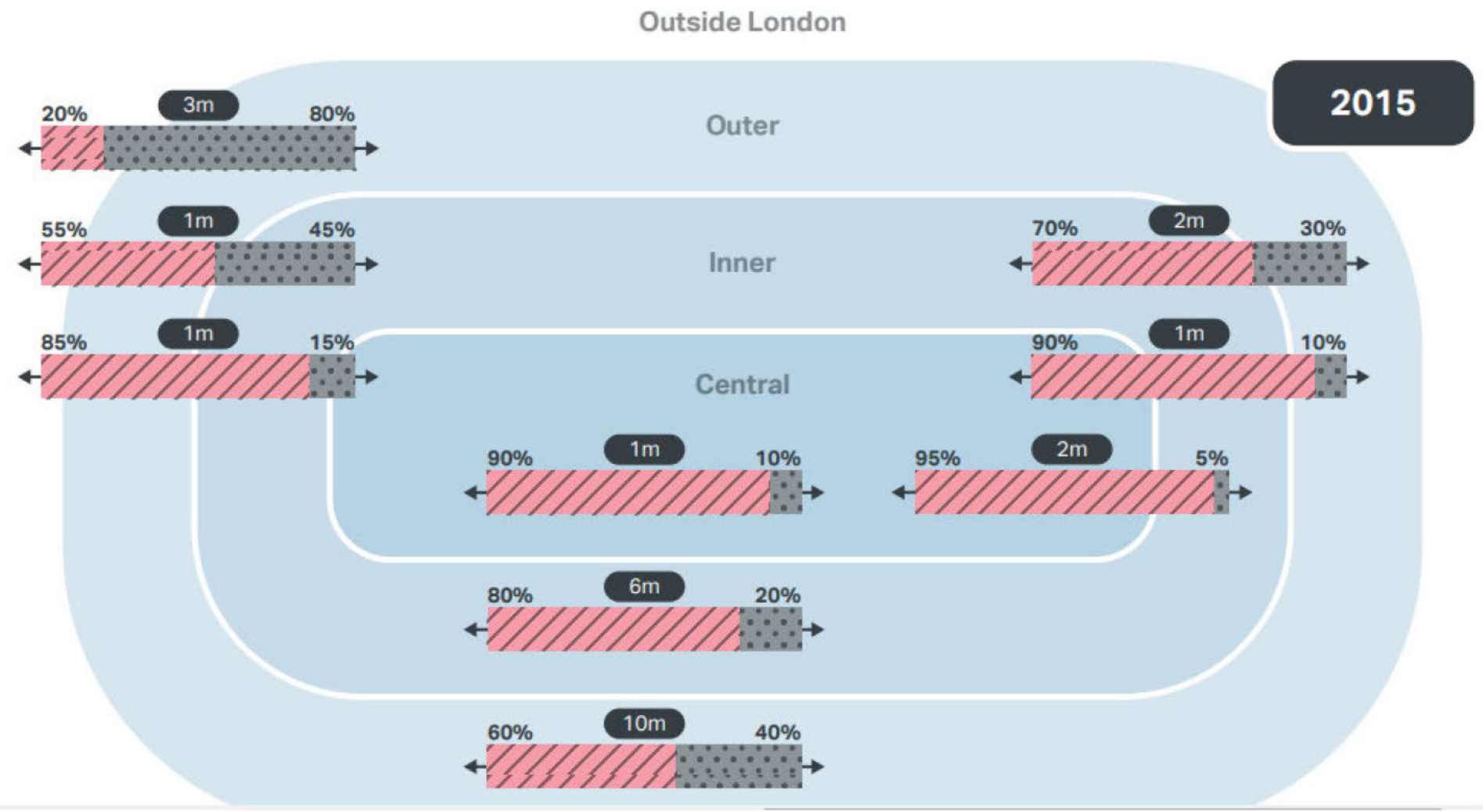
Geoff Hobbs

Director of Public Transport Service
Planning



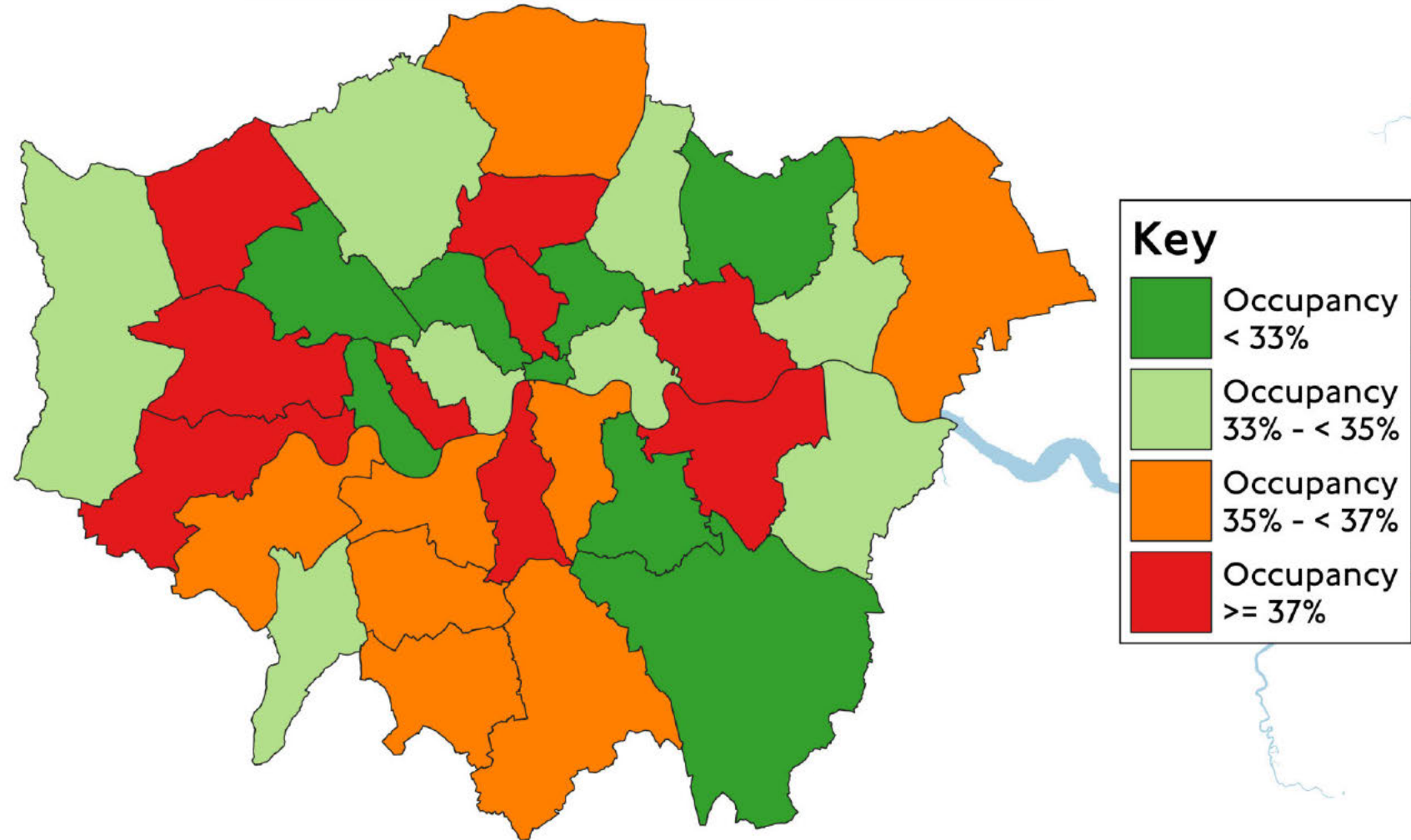
The Mayor's aim is for 80 per cent of trips to be made by walking, cycling and public transport by 2041.

The challenge is greatest in outer London. A big part of achieving this is providing new bus connections



This document reflects ongoing work and discussions within TfL on options for the future of TfL. It is not intended to reflect or represent any formal TfL views or policy. Its subject matter may relate to issues which contents are confidential and should not be disclosed to any unauthorised persons

London Boroughs AM peak occupancy rates



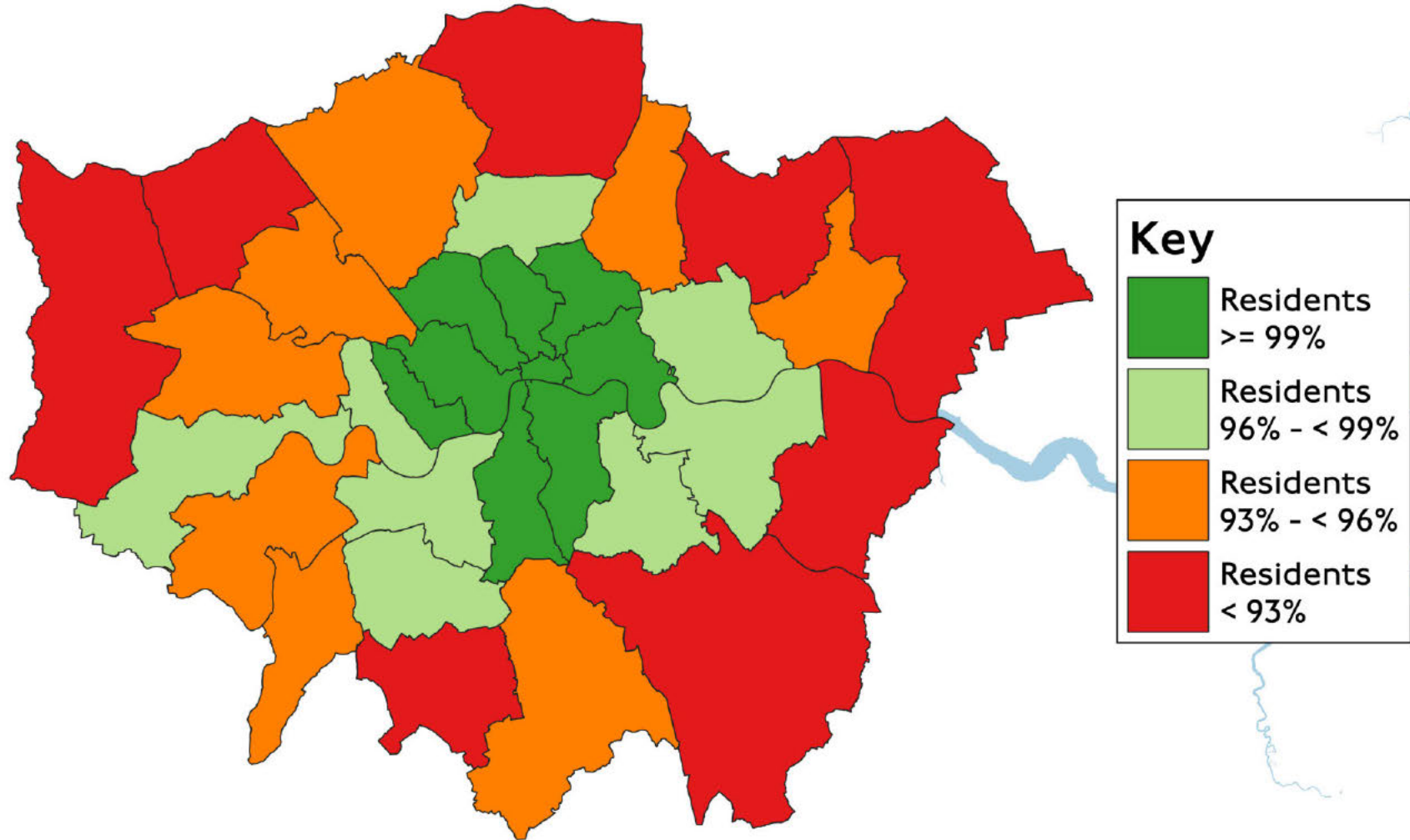
The AM peak occupancy rate is an indicator to how crowded bus trips are on average in their respective boroughs in the AM Peak (07:00 - 10:00)



The network planning system has ensured that bus occupancy is quite closely matched wherever you are in London

This doesn't mean of course that there aren't pinch-points, evolution in usage impacts from new developments

London Boroughs Residents within 400m of bus stop



Proportion of London residents that live within 400 metres of bus stop

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We also try to keep access to the public transport network high, around 96% of residents within 400 metres on average

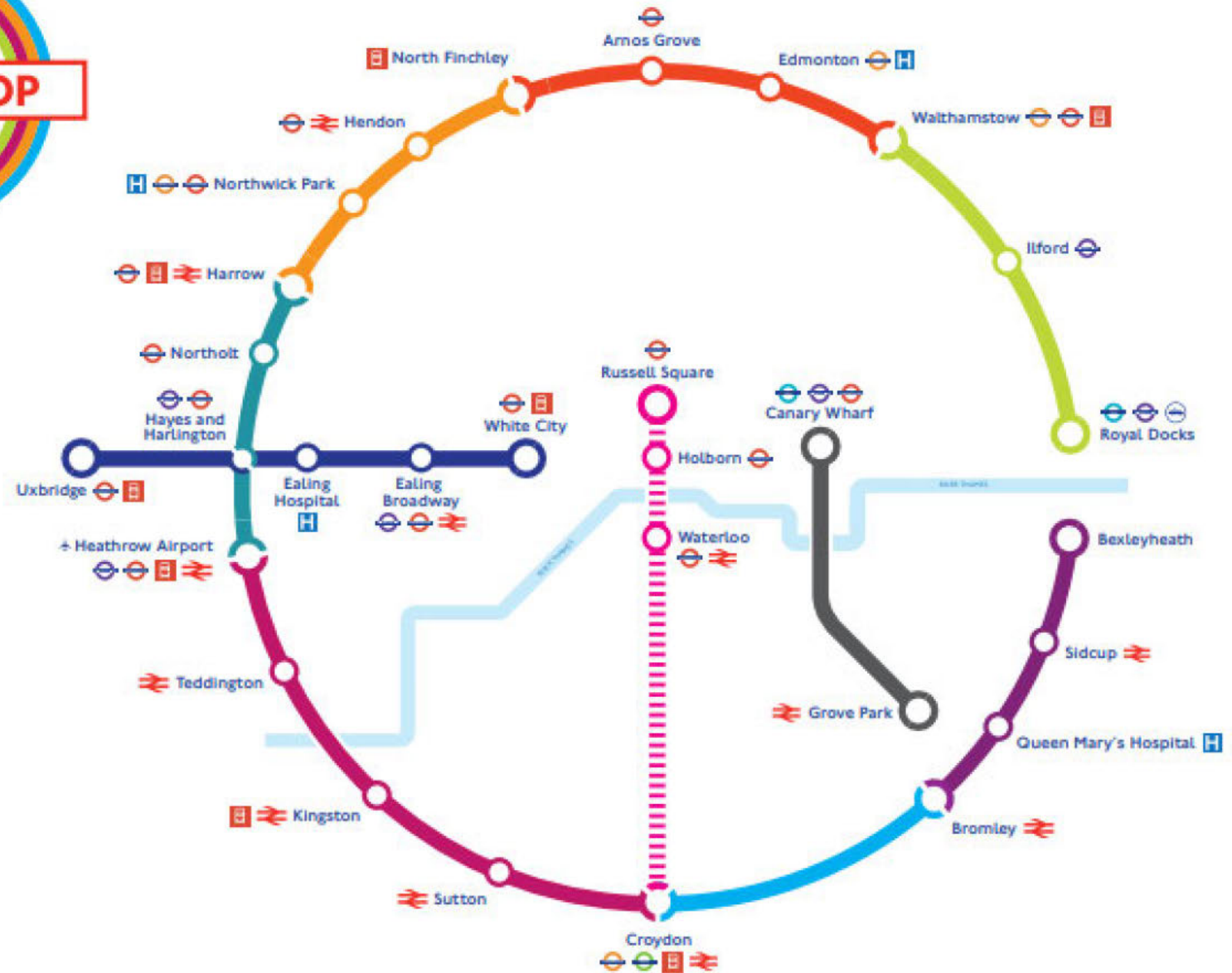
This shows more of pattern as this is easier to do in central London than some parts of outer London



Superloop, a turn up and go network of limited stop bus routes that provide quicker and more direct services to outer London town centres and stations

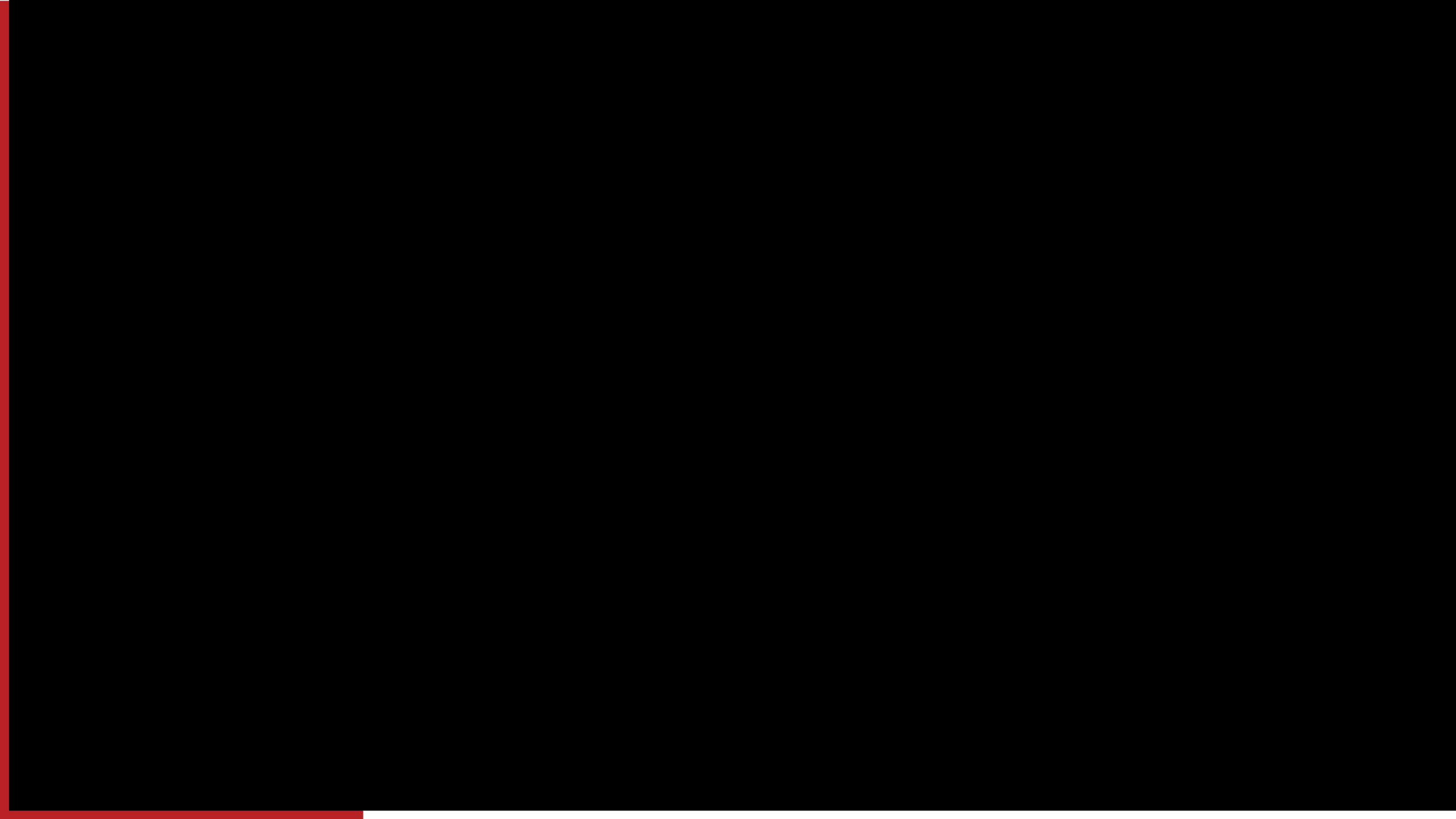


- Royal Docks to Walthamstow
- Walthamstow to North Finchley
- North Finchley to Harrow
- Harrow to Heathrow
- Heathrow to Croydon
- Croydon to Bromley
- Bromley to Bexleyheath
- Canary Wharf to Grove Park
- Uxbridge to White City
- Russell Square to Croydon
Peak service only

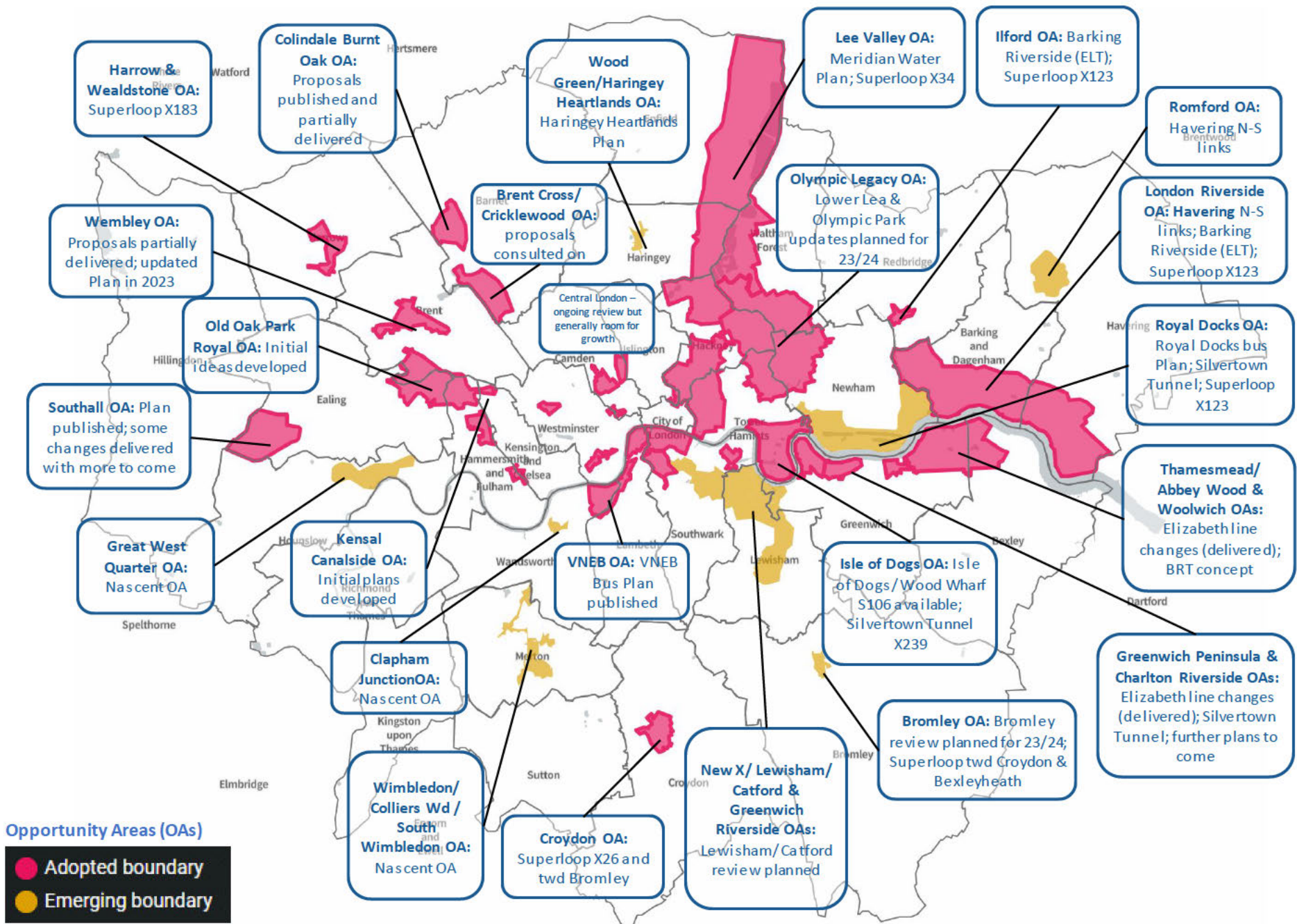


This document reflects ongoing work and discussions within TfL on options for the future of TfL. It is not intended to reflect or represent any formal TfL views or policy. Its subject matter may relate to issues which contents are confidential and should not be disclosed to any unauthorised persons





Our plans will help unlock new homes and jobs as well as adding connections and reducing journey times



Panel part 2:

Journey Times

Penny Rees

Head of IDP- Healthy Streets



Journey times

- Bus journey times matter to Londoners and our research shows that journey times are one of the top drivers of customer satisfaction- including a top trigger to use the bus more
- But in recent years bus speeds have been decreasing-which has correlated to declining ridership
- At present average bus speeds are 9.6 mph and without more action are not set to meet the 10.2mph target by 2030
- We must work in partnership to deliver more bus priority and reduce traffic to make efficient streets for buses on TfL an borough streets

Source: TfL Customer Insights

“The journey was mainly slow because the traffic was heavy. If there was one lane for the buses, the journey would be better.”

“Some buses take very long to come and I am forced to wait. This makes me late for school and in turn affects my learning.”

I was happy with the journey as a whole, the bus was clean and comfortable, and the driver was polite. The only problem was the traffic.”



Our successes over the past year



- Developed programme of 25 km of new bus lanes across London by 2025
- Delivered 4km of new bus lanes to end March 2023
- Funding over 140 borough schemes
- Completed 732 signal timing reviews - resulting in c.14,000 bus passenger hours savings
- 13 borough bus priority schemes implemented
- Completed 24/7 bus lane programme



Our plans for the year ahead



Focus on 25x25 programme



Support boroughs in bus priority delivery



Identify complementary bus priority measures for Superloop



Panel part 2:

Decarbonisation and climate
change resilience

Lisa Dipnarine

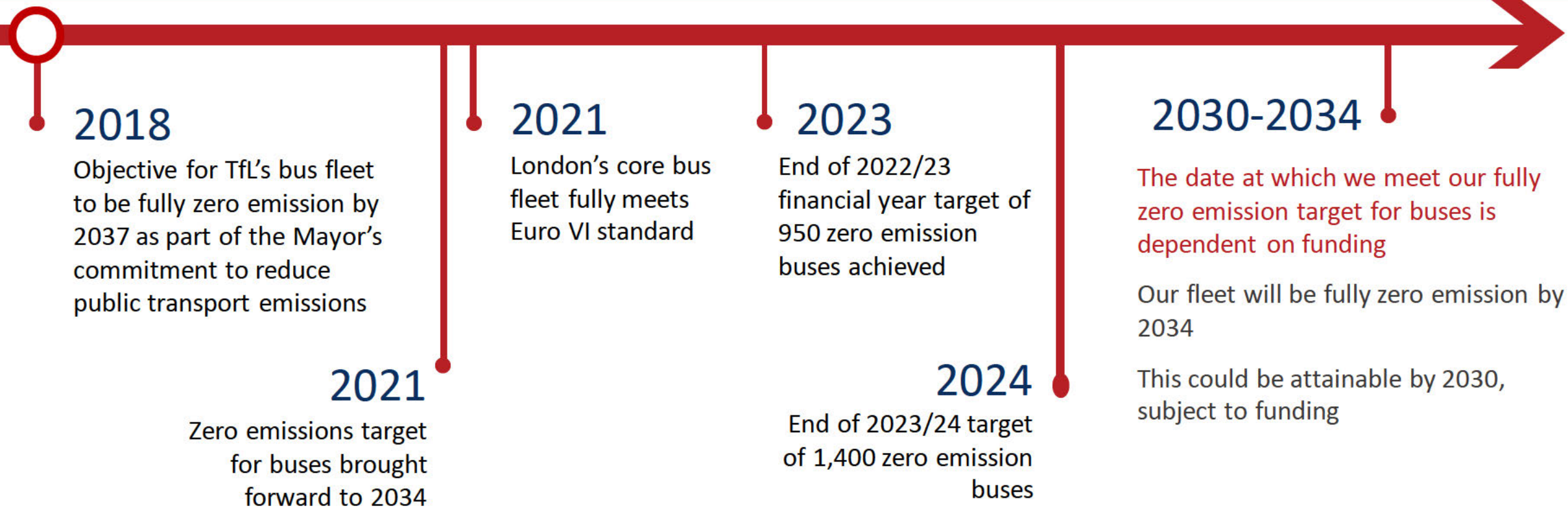
Senior Bus Business
Development Manager



Greening London's buses

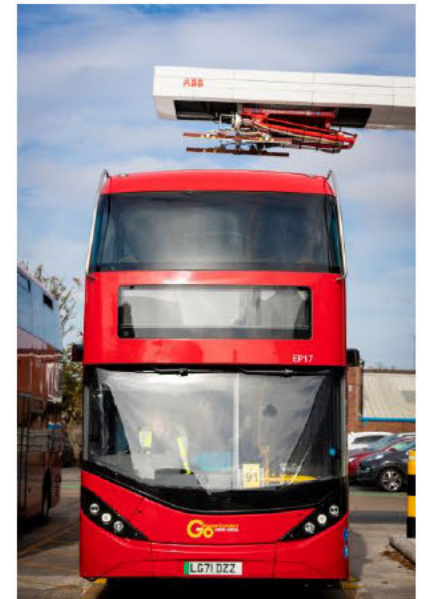
- Our aim is to make the whole London bus fleet zero emission by 2034.

- For longer routes we are trialling new technology such as Hydrogen fuel cell buses and 'Opportunity Charging' on Route 132 in Bexleyheath and 358 in Bromley with the 'trambus'.



Greening London's buses is more than just the buses

- A zero-emission bus fleet requires bus garages to be converted to electric charging or hydrogen fuelling. Boroughs can support delivery through the planning process and working with key stakeholders
- Boroughs can also support electrification by making changes to road layouts to accommodate zero-emission buses and when designing Healthy Streets schemes 'tracking' with an electric bus model
- To help London adapt to the weather conditions likely as a result of climate change and support biodiversity TfL and boroughs can include, where practicable, green infrastructure as part of bus priority scheme design and around bus stops



Panel 2



Lisa Dipnarine
Senior Bus Business
Development Manager



Penny Rees
Head of IDP- Healthy
Streets



Geoff Hobbs
Director of Public
Transport Service
Planning

Reflections on the morning session

Christina Calderato
Director of Transport
Strategy & Policy

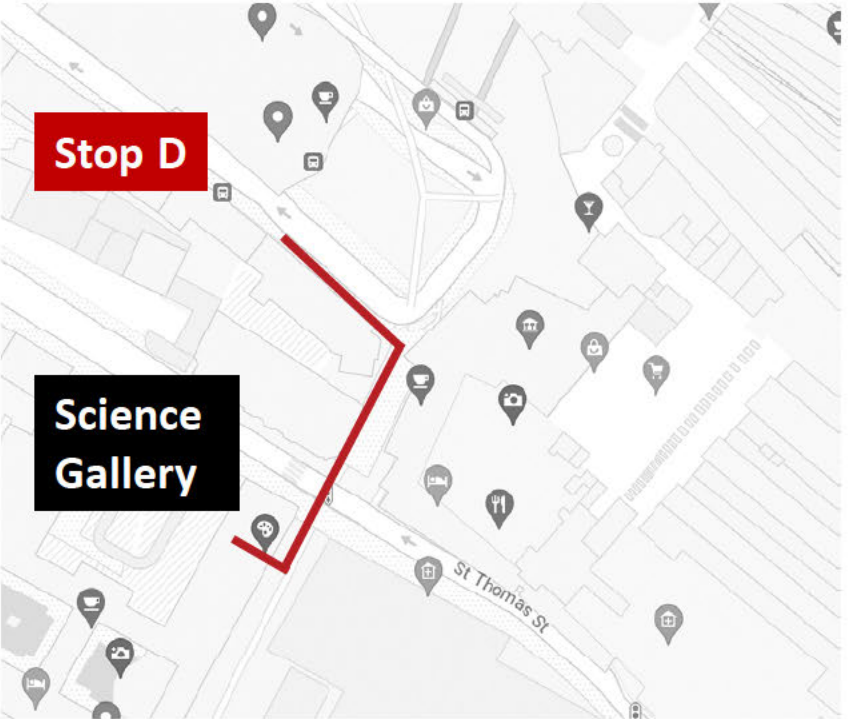


'Trambus' viewing opportunity

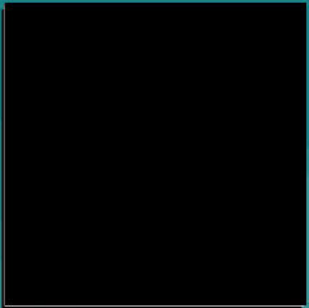
Over lunch you will have the chance to view first-hand one of our new zero-emission opportunity charge 'trambuses,' at London Bridge bus station

We will take you in small groups throughout lunch to view the vehicle and project specialists leading on its introduction will be on hand to answer any questions you have

The bus will be parked at the bus stand behind stop D on London Bridge Street and is c. 200m from the Science Gallery, the route involves an escalator so please let your group lead know if you would prefer a step free route via London Bridge station



Celebrating one year of the Bus action plan - Feedback Form





Welcome back

Afternoon session



TRANSPORT
FOR LONDON
EVERY JOURNEY MATTERS

Afternoon agenda

Start	Item	Speaker
14:00	Welcome back and reflections on morning session	Dominic Millen , Chair of London Technical Advisors Group
14:10	Delivering in partnership to reduce bus journey times	Anya Bownes , Lead Sponsor
14:20	Network Operating Strategy	Paul Matthews , Coordination Manager Liz Wathen , Head of Highways and Traffic LB Islington
14:40	Break	
14:55	Breakout activity	-
15:40	Closing remarks	Tom Cunnington , Head of Buses Business Development



Welcome back and reflections on morning session

Dominic Millen



Delivering in partnership to reduce bus journey times

Anya Bownes

Lead Sponsor – Bus Task Force
Transport for London



Working together



Anya Bownes
Lead Sponsor
Bus Task Force



Bill Davey
Portfolio Sponsor
Borough Programme



Jonathan Green
Portfolio Sponsor
TLRN Programme

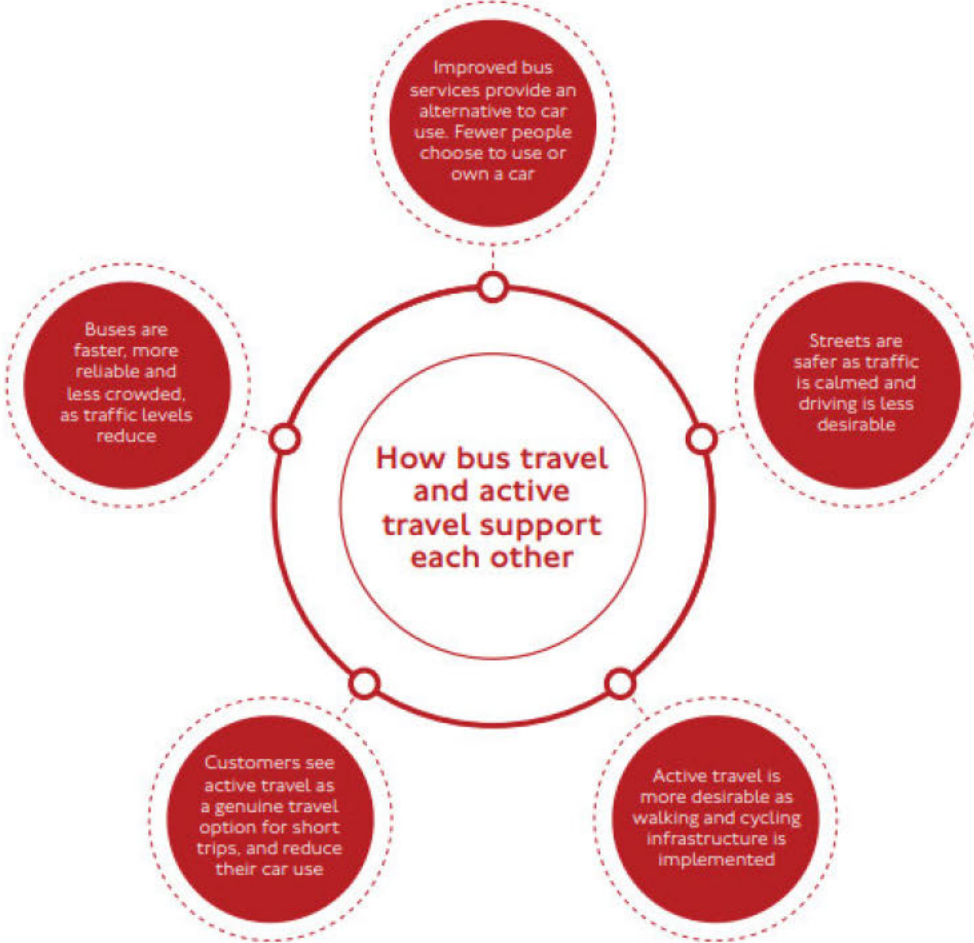
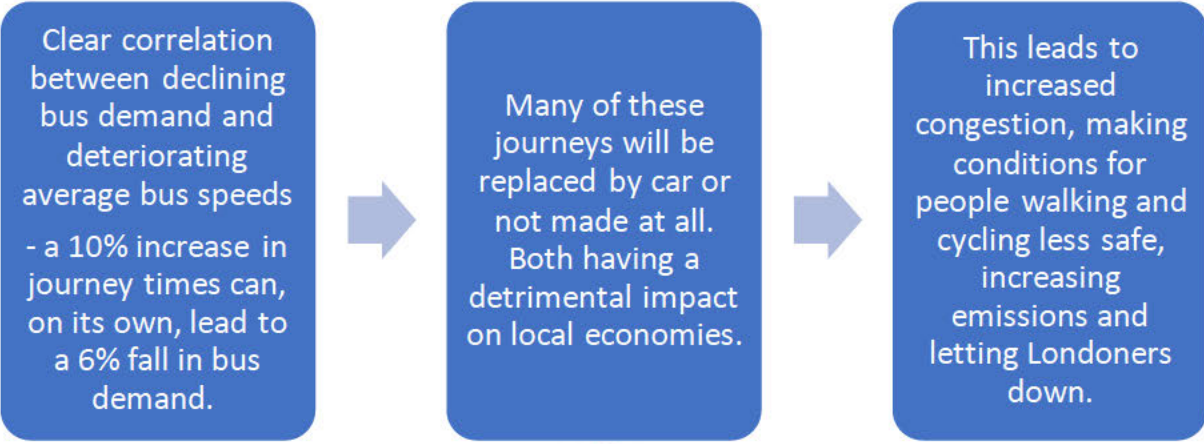


Brooke Knight
Principal Sponsor
TfL 25x25 Programme



The case for change

- Healthy Streets are safe inclusive and accessible to all
- The Mayor's Transport Strategy sets a challenging target of 80% of all trips to be made by active or sustainable means by 2041
- To achieve this, improving bus travel is critical. The comprehensive bus network provides an affordable and accessible mode of public transport for commuting and leisure purposes both locally and pan-London.



Our bus network...

- Connects people to the places they want to go and the people they want to see
- Gets children to school safely and promotes independence
- Gets people to essential health appointments
- Gets Londoners to work
- Enables night time workers to travel between home and work when other services have stopped running
- Operates 24/7 to support London's night-time economy
- Provides capacity, especially on radial routes where there is no rail alternative
- Is affordable and accessible, broadening Londoner's travel options
- Is the most inclusive public transport mode



Our plans for the year ahead



Focus on 25x25 Programme

- By providing funding and support to boroughs to design and implement new bus lane schemes by March 2025



Continuing Bus Priority Delivery

- By supporting boroughs to deliver crucial bus priority improvements where they are needed most on streets

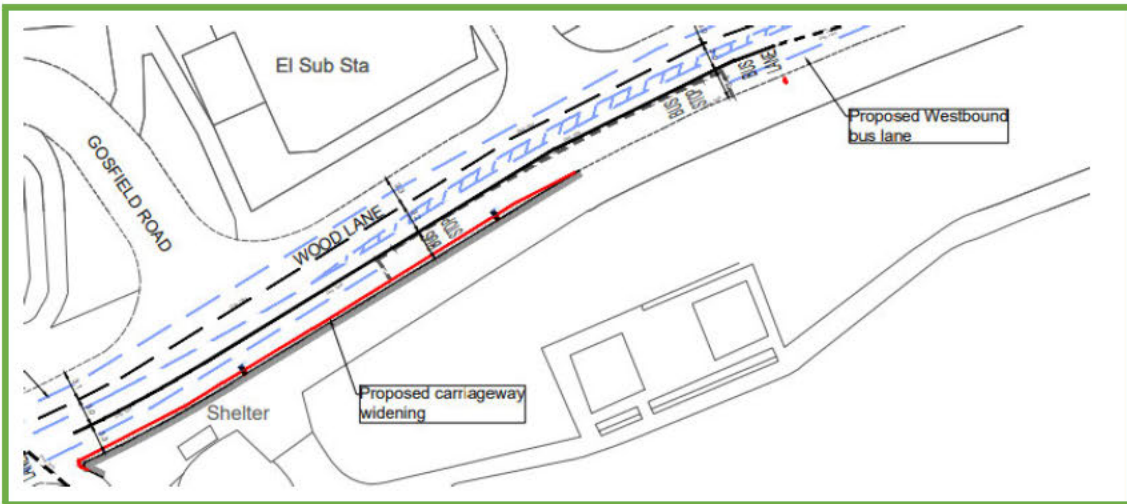


Investigate SuperLoop Complementary Measures

- Working with boroughs to identify potential opportunities to increase bus speeds on SuperLoop routes

Spotlight on: LB Barking & Dagenham

- LB B&D have received funding to develop a highly ambitious bus priority programme, with the potential to deliver over 8km of new bus lane
- Included within this is construction funding to deliver the Wood Lane Bus Priority scheme, comprising 250m new bus lane and an upgrade to a signalised crossing.





Design Principles for 25km by 2025 on the TLRN

Local
engagement with
affected residents
and businesses

24/7 operation

Retaining inset
bus stops where
Superloop
overlaps exist

Widths of up to
4.3m so buses
can overtake
cyclists safely

Open to buses,
taxis, cycles and
P2W

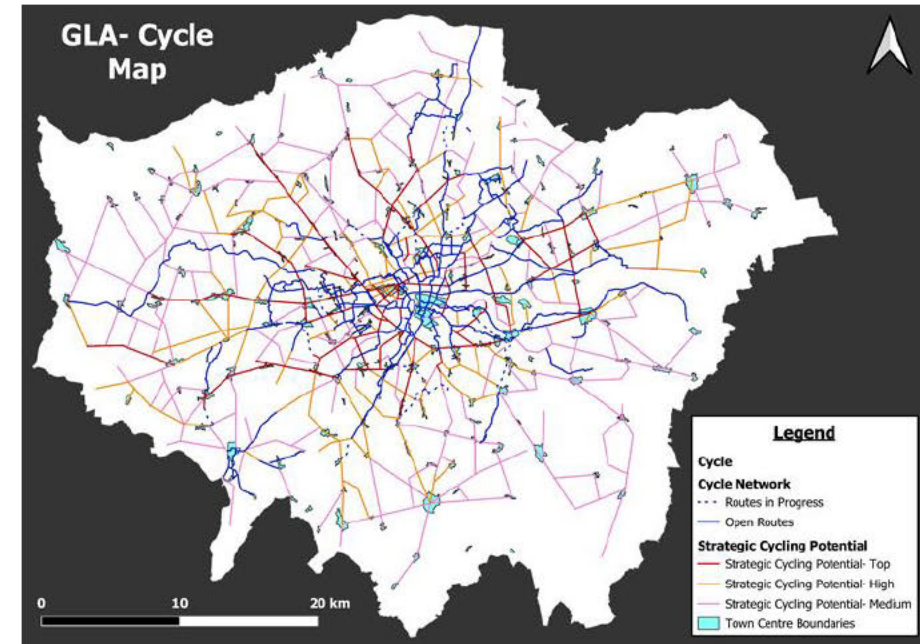
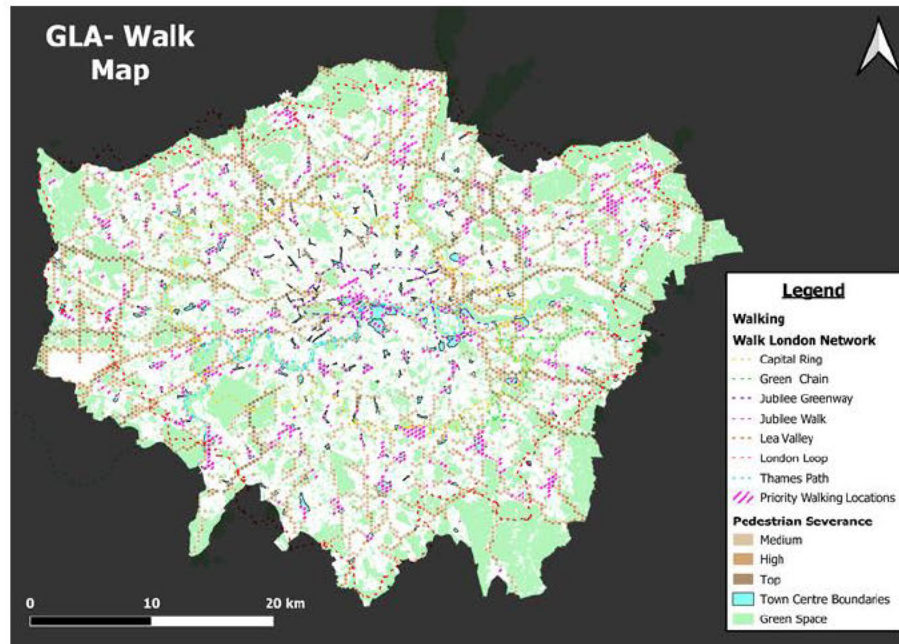
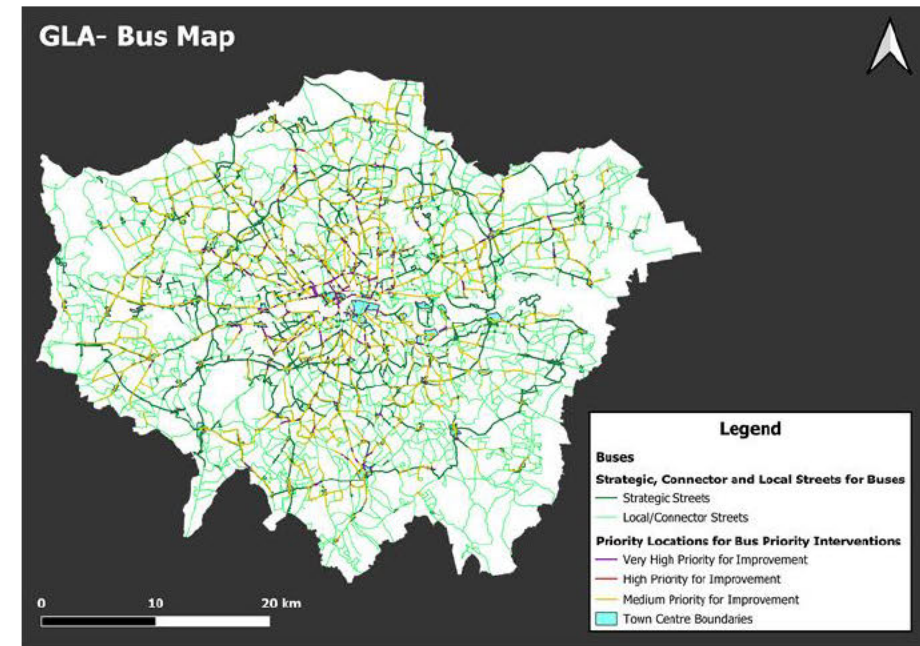
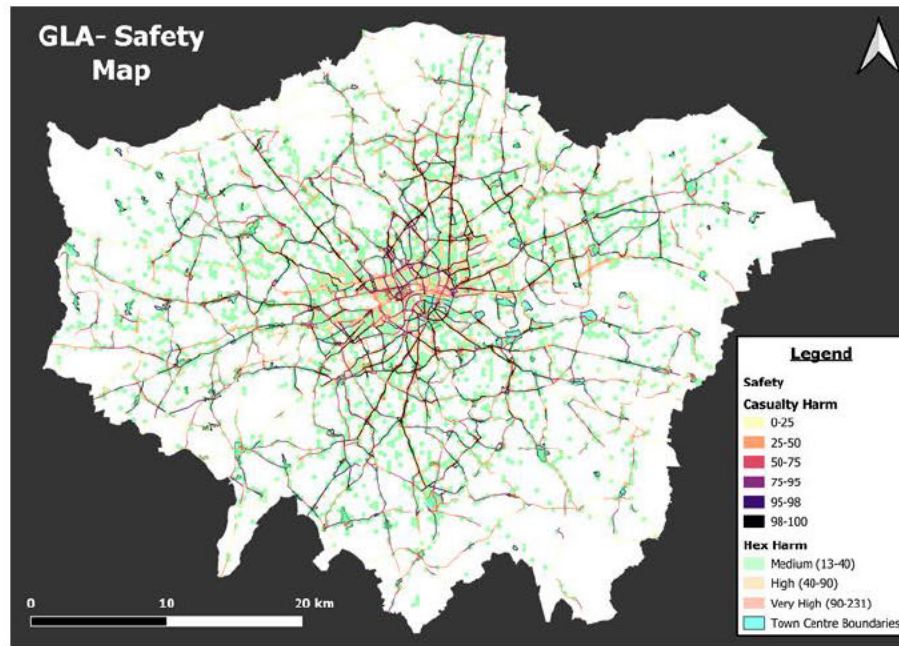
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or loading bays



How can we work better in partnership with you?

Using the SBA and other data sources to take an integrated approach to planning our streets

We have shared the Strategic Bus Analysis alongside other strategic maps to support you in identifying locations to focus investment to enhance bus performance and to also identify locations where we need to protect existing bus speeds as part of other Healthy Streets investment



How can we work better in partnership with you?

Jacobs Design Resource



How can we work better in partnership with you?

Traffic signals programme



Our successes over the past year – case studies

Spotlight on: LB Camden



Extension of an existing bus lane, implementation of 24/7 operating hours and the rationalisation of parking on Highgate Road.

Despite only receiving funding in the second half of 2022/23, 10 boroughs were able to complete construction of schemes delivering improved streets for buses last financial year

Through the 2023/24 LIP process, over £11m was made available for boroughs to deliver enhanced bus priority on their networks, including funding for schemes delivering over 30km of new bus lane

Spotlight on: LB Ealing

PROPOSED GREENFORD ROAD NORTHBOUND BUS LANE (COWGATE)



As part of Ealing's Transport Strategy and Transport for London's (TfL) improvement to sustainable transport, we aim to introduce a number of measures along Greenford Road between Costons Lane and A40 Western Avenue to improve journey times for buses and also the safety of all road users especially vulnerable groups – pedestrians, cyclists, children and the elderly.

Supported LB Ealing in their progression of a long-considered new bus lane proposal to consultation.



- Bus Priority plays a **crucial role** in Healthy Street Delivery
- We plan to deliver a **highly ambitious** bus priority programme in the next two years, with a particular focus on new bus lane
- **We have a range of resources and dedicated support** to help boroughs identify, develop and deliver bus priority initiatives
- **Please don't hesitate to contact the team**, and particularly Bill Davey (billdavey@tfl.gov.uk) if you have any queries at all on bus priority in your borough.

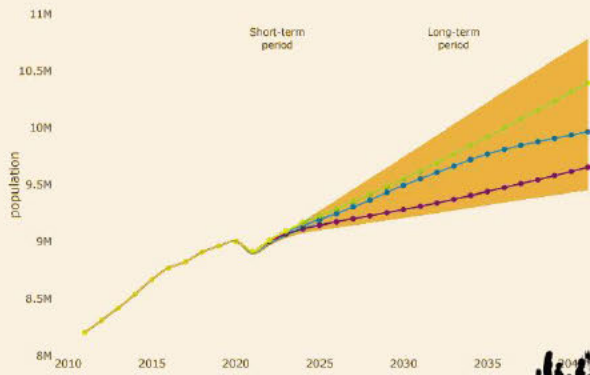




Paul Matthews
Network Operating Strategy
Programme Lead

Mark Wilson
Streetworks Manager
London Borough of Islington

London's strategic challenges



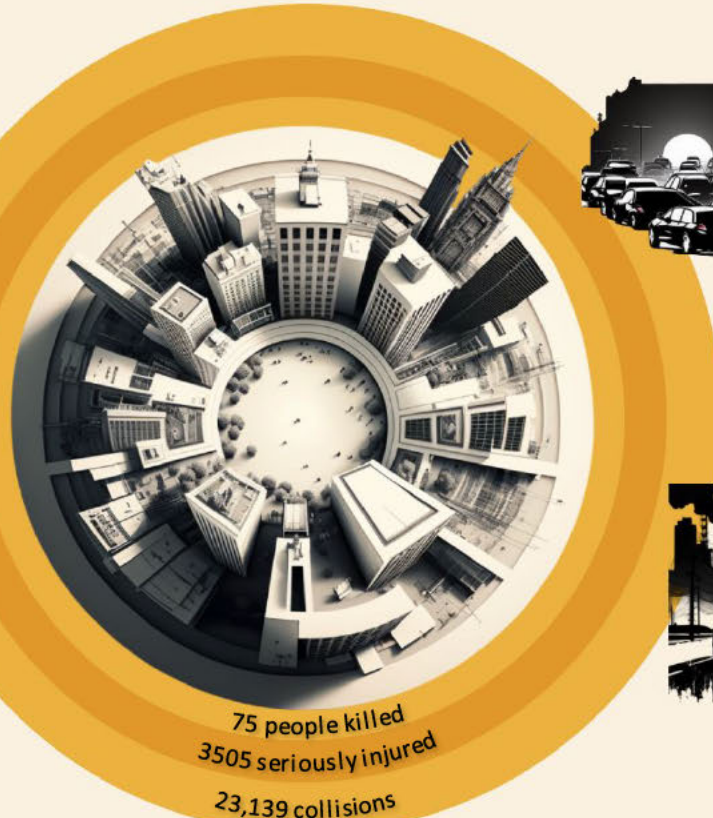
Growth

London is predicted to grow by around **1 million** people over the next 20 years



Bus delays

Buses travel on a highly volatile network, which is becoming less resilient and has meant a reduced customer journey time target for 2023/24 of **33.8 minutes**



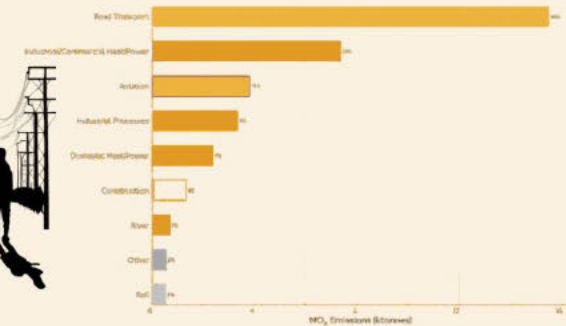
Safety

80% of killed or seriously injured are pedestrians, cyclists or powered two wheeled



Congestion

Most congest city with **156 hr** year average wait time - INRIX (car based only)



Pollution

London breaches legal air quality limits and road transport is responsible for **50%** of all nitrogen dioxide emissions

What is the **nos**?

Collaborative management of our complex road networks will allow us to deliver better outcomes for people, businesses and essential services. The NOS will provide a framework for us to work closer as partners, using data and innovation to keep cities moving.



Use data and intelligence to define roads based on current usage



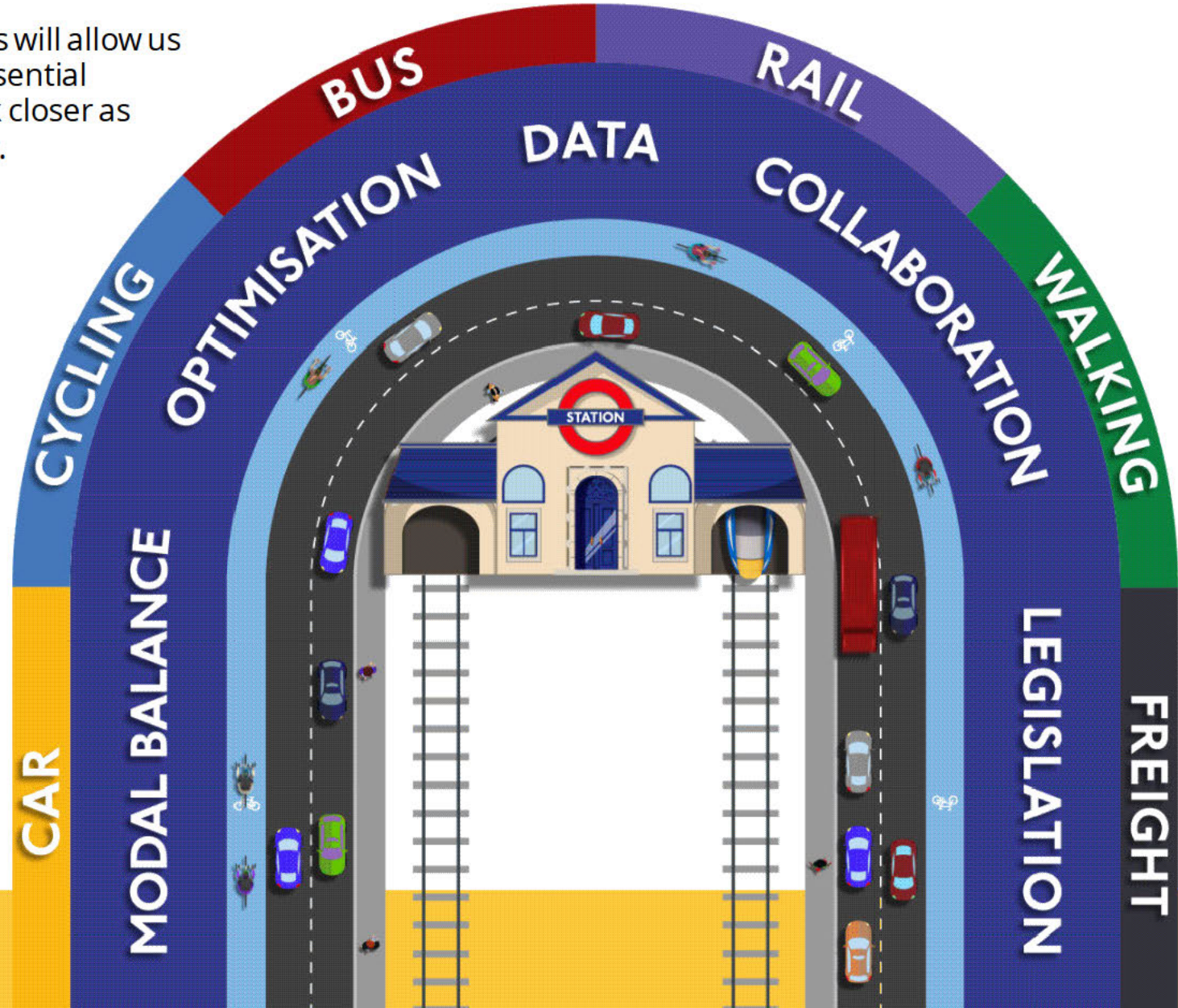
Collaborate with **highway authorities** and **partners** for better, holistic management of the network



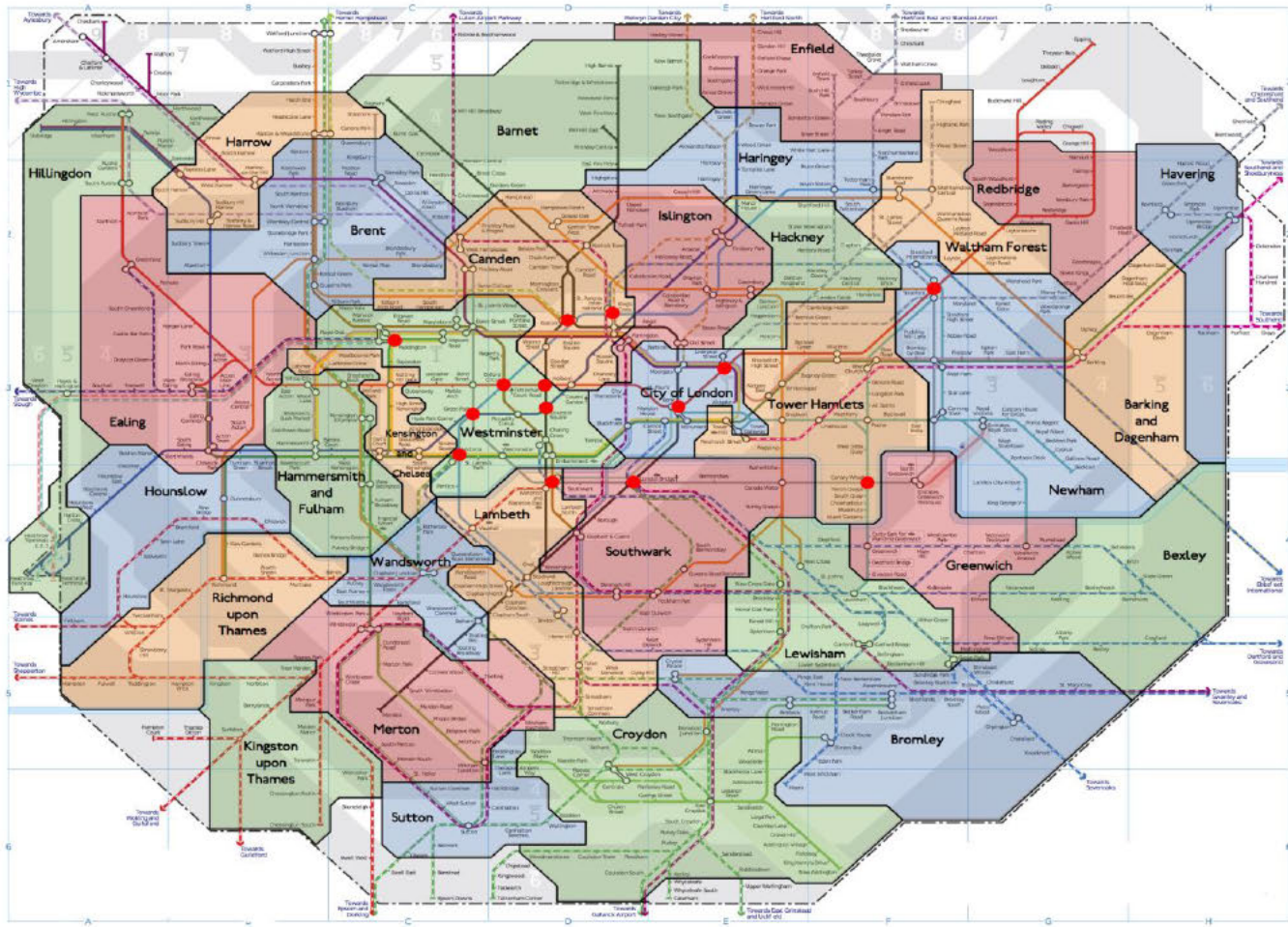
Develop this work in a cost-effective manner



Long-term strategy, with agile outcomes to address **changes in policy, tech and operations**



The bus journey challenge

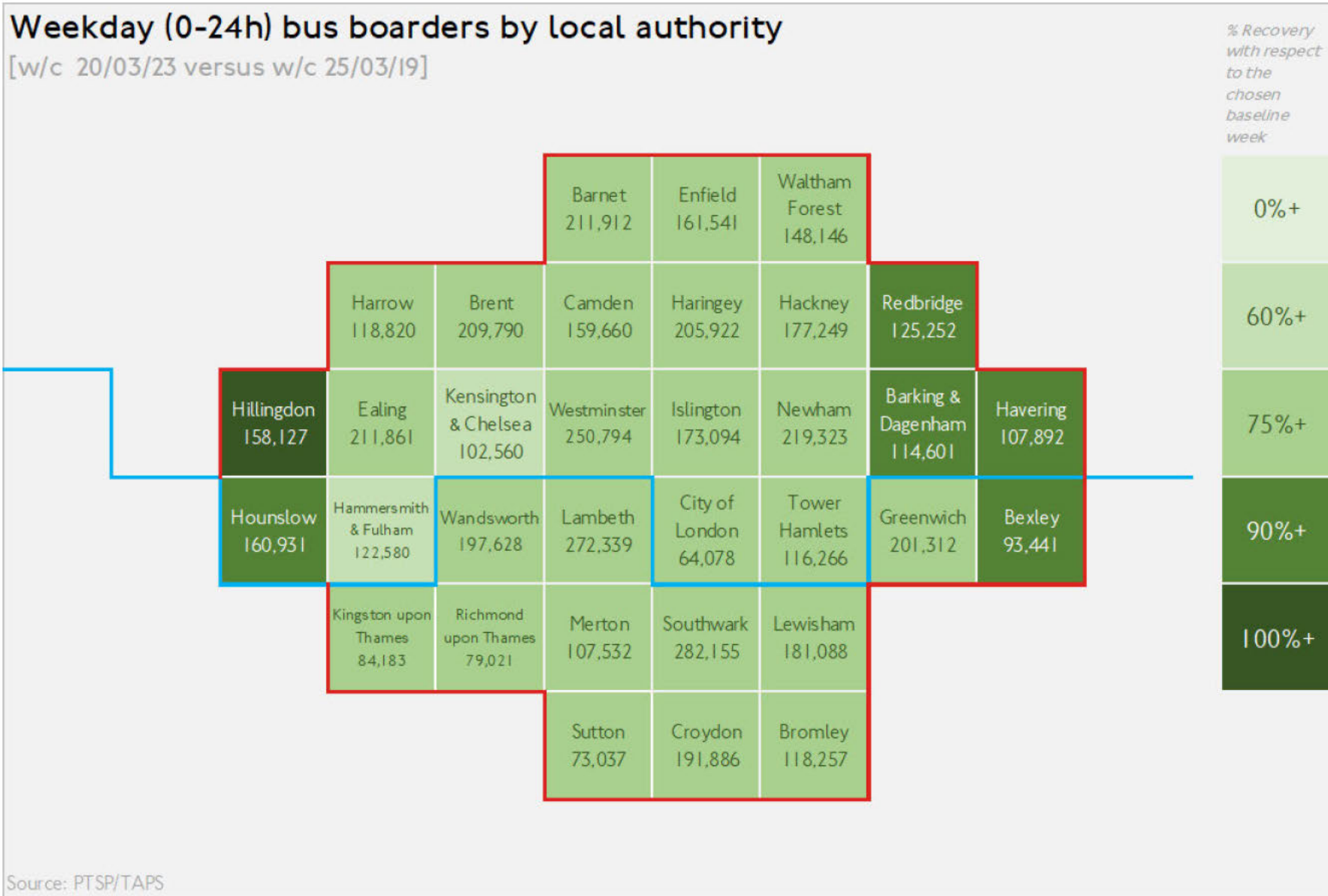


- We need to bring London's road performance closer to the world class performance we have for residents and customers on the tube
- So what if the tube network was the road network?
- TfL would directly manage the **14** busiest stations
- **33 other organisations** would manage all of the remaining stations, with no correlation to routes
- The organisations managing the stations **want to support journeys**, but have limited resources
- There would be **1370 individual works sites** to plan and deliver every day

Bus boarders

Weekday (0-24h) bus boarders by local authority

[w/c 20/03/23 versus w/c 25/03/19]



Source: PTSP/TAPS

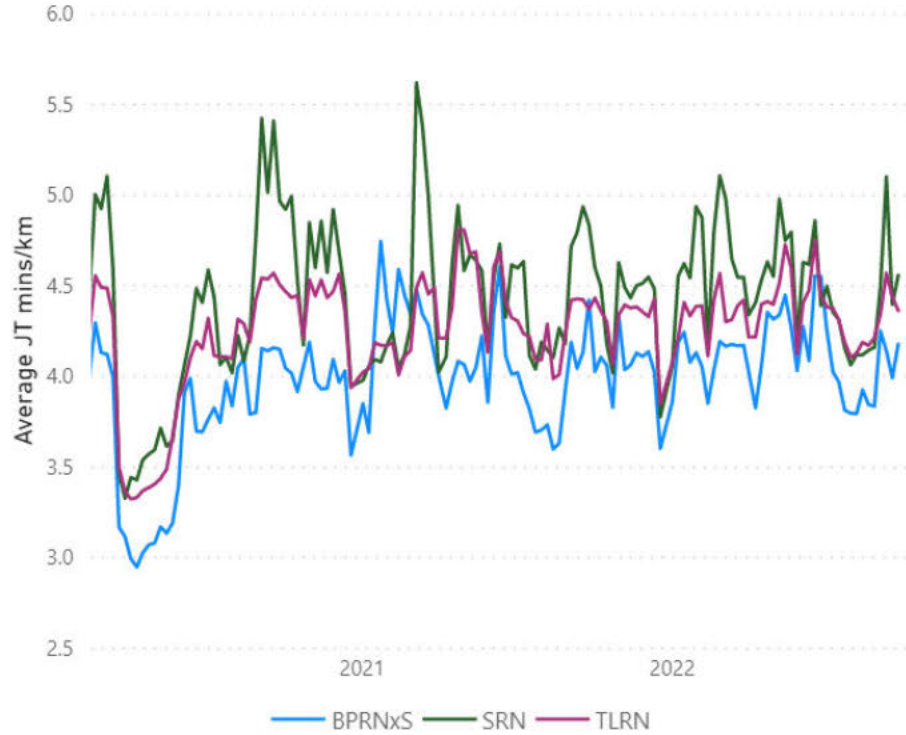
Example data

- Borough**
- Camden
 - Ealing
 - Islington
 - Lambeth
 - Lewisham
 - Tower Hamlets

- Peak**
- Early morning
 - AM peak
 - Inter peak
 - PM peak
 - Late evening

- Day type**
- Mon-Fri
 - Sat
 - Sun

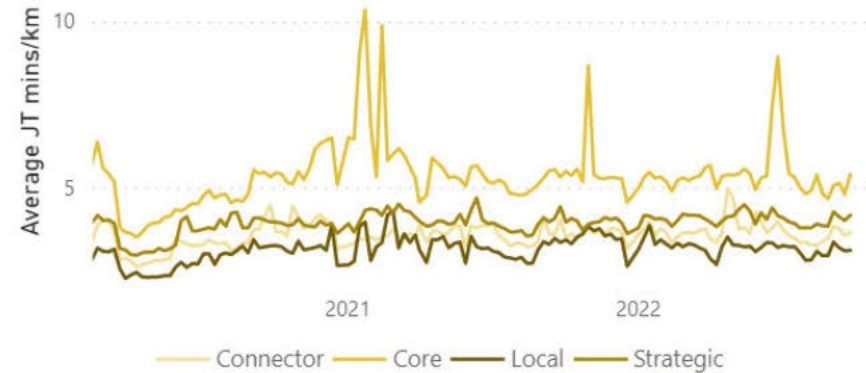
- Route**
- All



Road type

BPRNxs

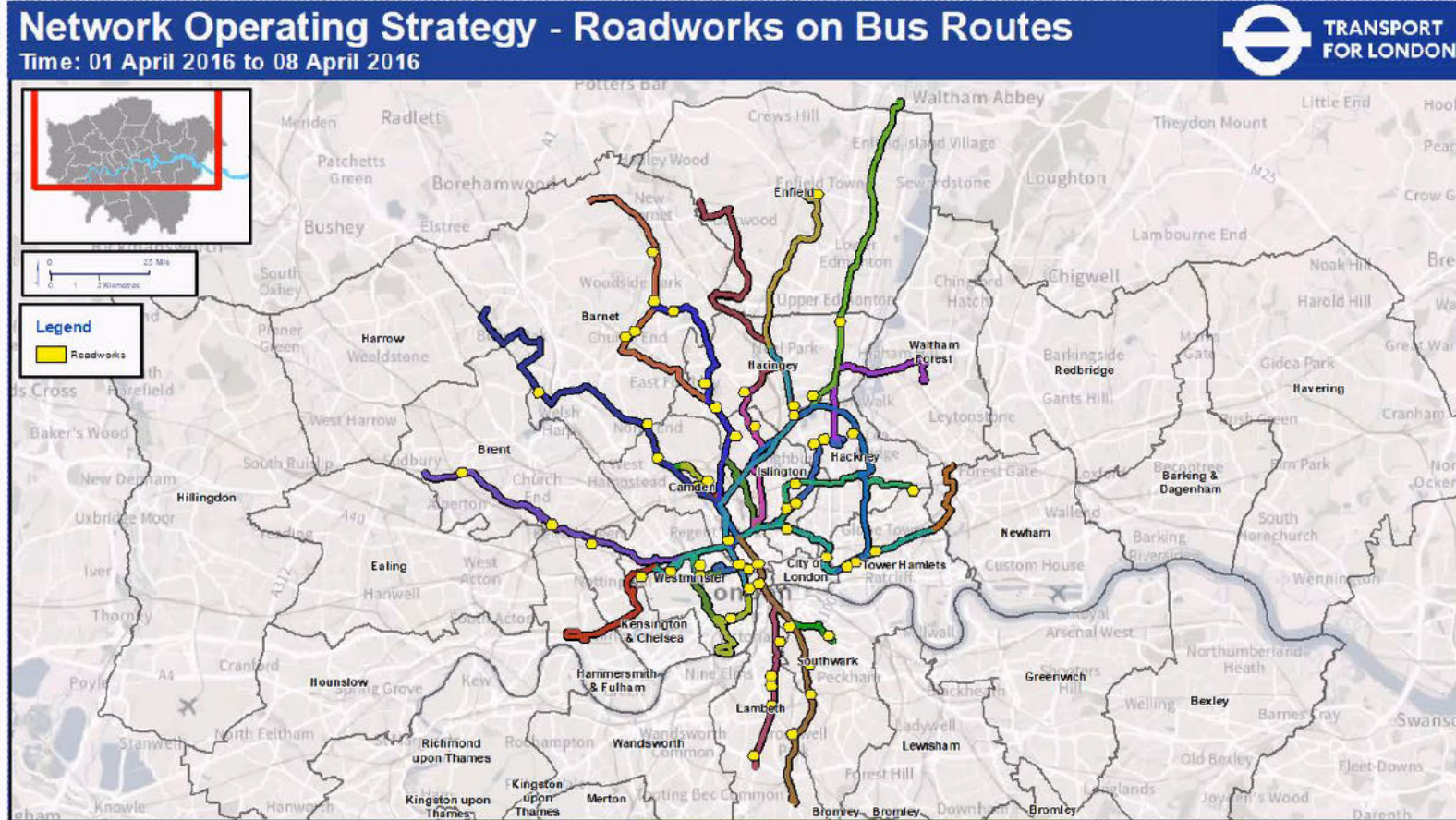
baseline AJT + sd	4.19
baseline AJT	4.02
baseline AJT - sd	3.85



*Volatility is the sum of AJT mins/km in excess of baseline AJT + sd (top dashed line in chart above right)

Bus challenges

Euston Rd example



Bus Sense update



Bus Sense trial

Bus Sense has been active for over 12 months in Islington, and we have now begun working with Lambeth and Tower Hamlets. We have been using Islington as our baseline for data and we have found a number of significant improvements. The table to the right compares average bus journey times.

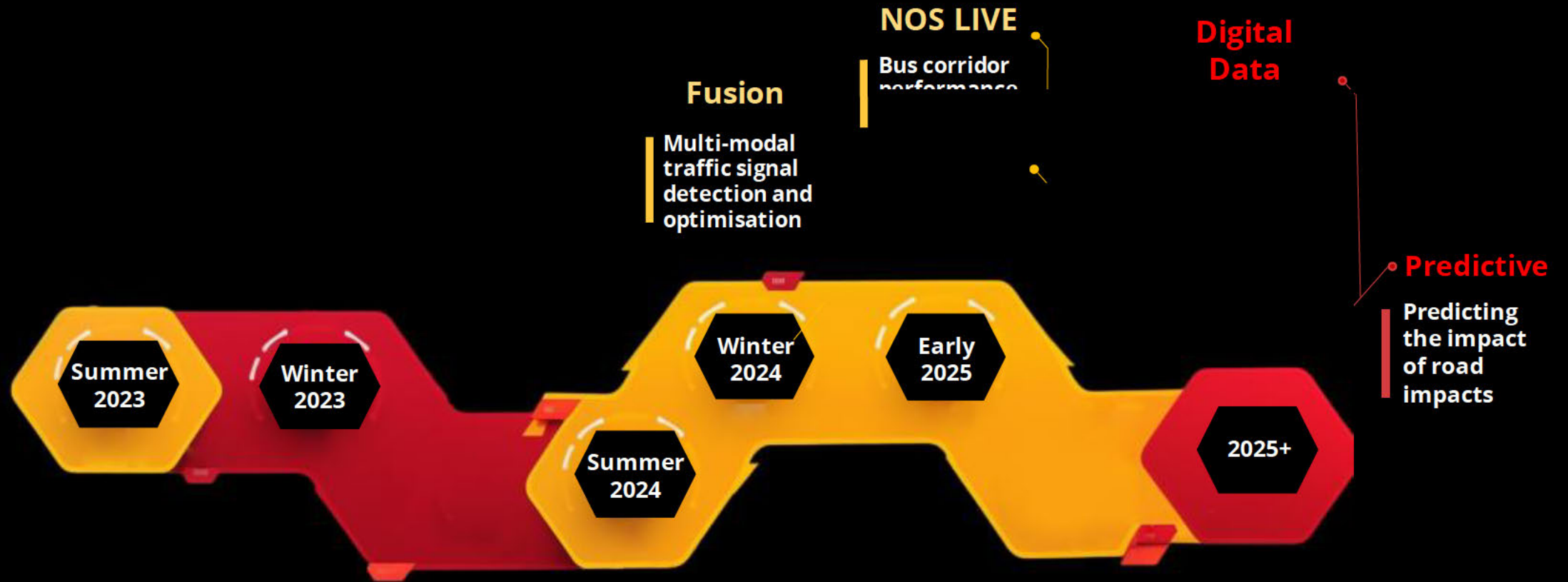
Islington	BPRN	SRN	TLRN
2021	4.48	4.78	5.22
2022	4.39	4.68	4.97

Neighbouring borough	BPRN	SRN	TLRN
2021	4.9	5.51	5.17
2022	4.85	5.94	5.22

Journey time reliability has improved 3% overall, but 5% on the BPRN

In total we have now assessed and mitigated over 1000 major roadworks in the trial boroughs

Partner boroughs are working closer on scheme delivery which has allowed us to enhance our mitigation opportunities



Break

Please return at 14:40

BUS INFORMATION

c. 1900
A Quaker, a London Transport advertisement, and a London Transport Limited sign.

1923
The Mayor of London in a motor car.

MAYOR OF LONDON

1933
The first female bus driver, Miss Edith Maud, in a white uniform.

1934
A driver operating a bus with a hand crank.

1955
Driver Edmund in a uniform, operating a bus with a hand crank.

c. 1940
A female bus driver in a dark uniform.

1954
A driver operating a bus with a hand crank.

1962
Agnes Chatterton, the first female bus driver in London.

1971
A driver operating a bus with a hand crank.

1974
A female bus driver in a dark uniform.

1979
A driver operating a bus with a hand crank.

1986
Hazel Clifford, the first female bus driver in London.

1989
Photographer Julia Smith took the photo of Miss Wainwright, the first female bus driver in London.

TRANSPORT FOR LONDON



Breakout activity





Closing remarks

Tom Cunnington

Head of Buses Business Development
Transport for London





Celebrating one year of the Bus
action plan - Feedback Form

