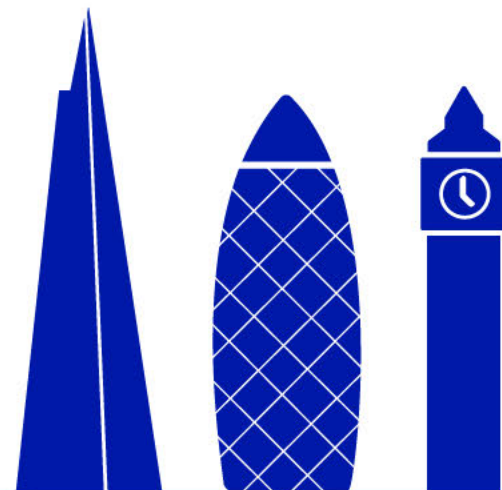


2015/16 Comparing the Performance of London Buses to other World Cities

Mike Weston
May 2016

IIPAG Update





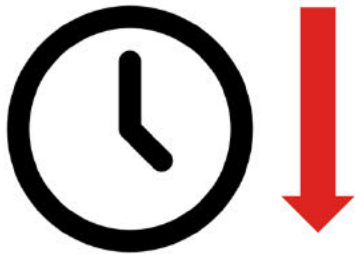
New Mayor and Key Policies

- Fares: Committed to freezing TfL fares over Mayoral term
- Cost Reduction: Deliver a fundamental change in how TfL is structured and operated
- A new Transport plan for London: prioritise the 'big things that matter' in a new delivery plan for transport in London, while seeking to protect services and investment.
- The “Bus Hopper” ticket - to be delivered by September



Review of Bus Network

Excess Wait
Time (EWT)



6.7%

Bus Speeds



2.1%

Patronage



3.6%

Revenue



87m

Mitigations:

- Bus Priority
- Scheduling
- Use of the IBBG



INTERNATIONAL BUS BENCHMARKING GROUP



Focus on Bus Collisions & Customer Experience

Security:

- Bus collision data analysis
- Transparency of data
- Contractual arrangements
- Technology

Customer Experience:

- Bus driver training and recruitment
- Nationally-certified qualification for bus drivers, including disability-awareness.
- The 'Big Red Book'



Importance of the IBBG

Work completed through the IBBG is invaluable to help us improve and tackle the challenges currently facing our network.

