

Bus network update

London TravelWatch Board Meeting
4th November 2008



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1. Trends in demand, performance and satisfaction

The network

- Around 700 routes and 8000 buses serving all areas of London.
- The major town centres are the “hubs” of the network.
- A continuous review process operates, resulting in a dynamic network. Approximately 130 routes affected by some level of change in the last year.
- In terms of mileage, the network is now approximately one-third bigger than in 1999/00.

Demand

- 2.18 billion passengers in 2007/08, or around 6.3 million per weekday.
- Demand is now over 50% higher than it was in 1999/00 and has returned to the level of the early 1960s. Currently it is around 4% higher than last year.
- 46% of all bus journeys in England are in London (with 15% of the population).
- Between 2000 and 2006 there was a 5% change in mode shares in London, with a reduction in car use and an increase in public transport use, principally buses.



Trends (2)

Service Performance

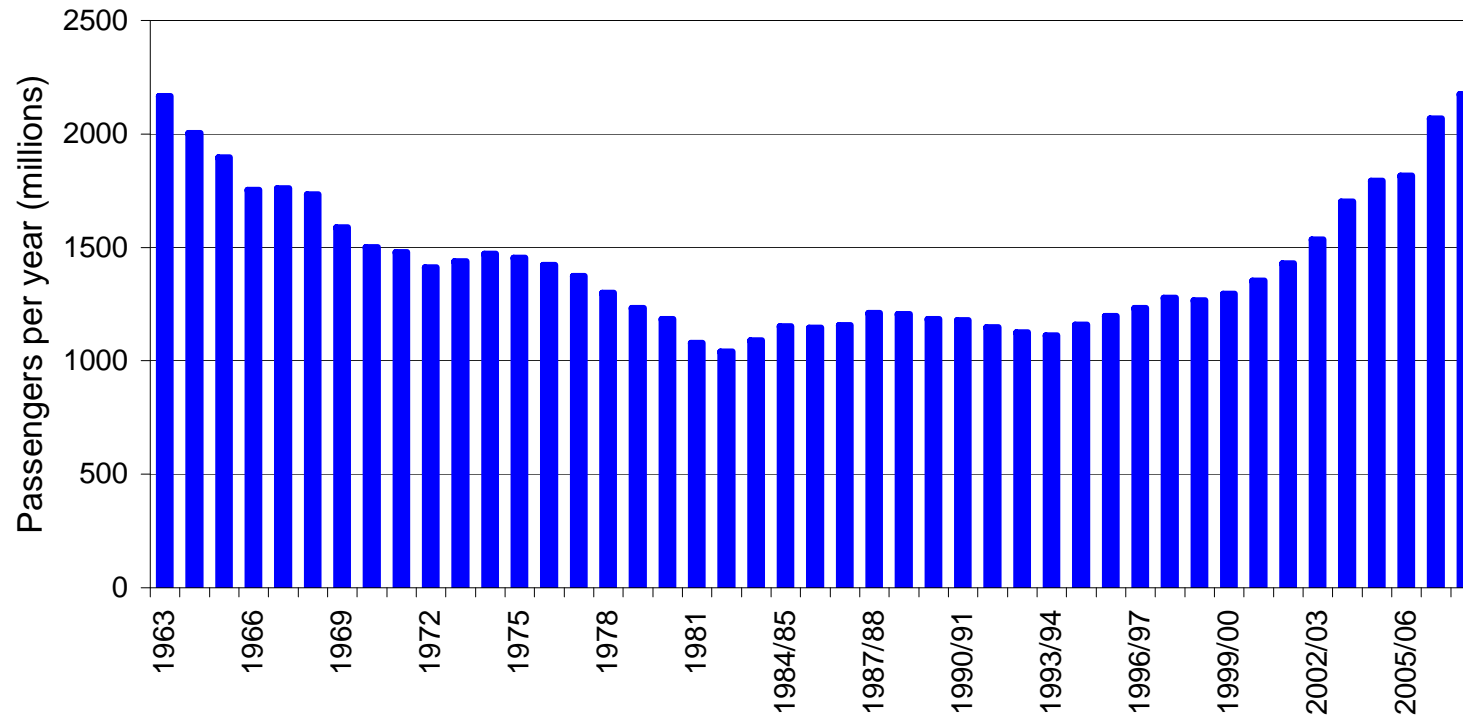
- Reliability has been maintained at high levels, by historic standards, for some time now. Excess Wait Time was 1.1 minutes in 2008/09 compared to 2.1 minutes in 1999/00.
- The proportion of service operated is also good by historic standards at 97.5% in 2007/08, compared to 95.7% in 1999/00. However service lost due to traffic disruption has been increasing.

Customer Satisfaction

- Overall satisfaction with bus services in London, as measured in the Customer Satisfaction Survey, increased steadily from 74 in 2000/01 to 78 in 2004/05.
- Satisfaction levels have remained fairly stable over the last three years, reaching 79 in the most recent complete year.
- “Time” remains the most important factor in determining overall satisfaction.



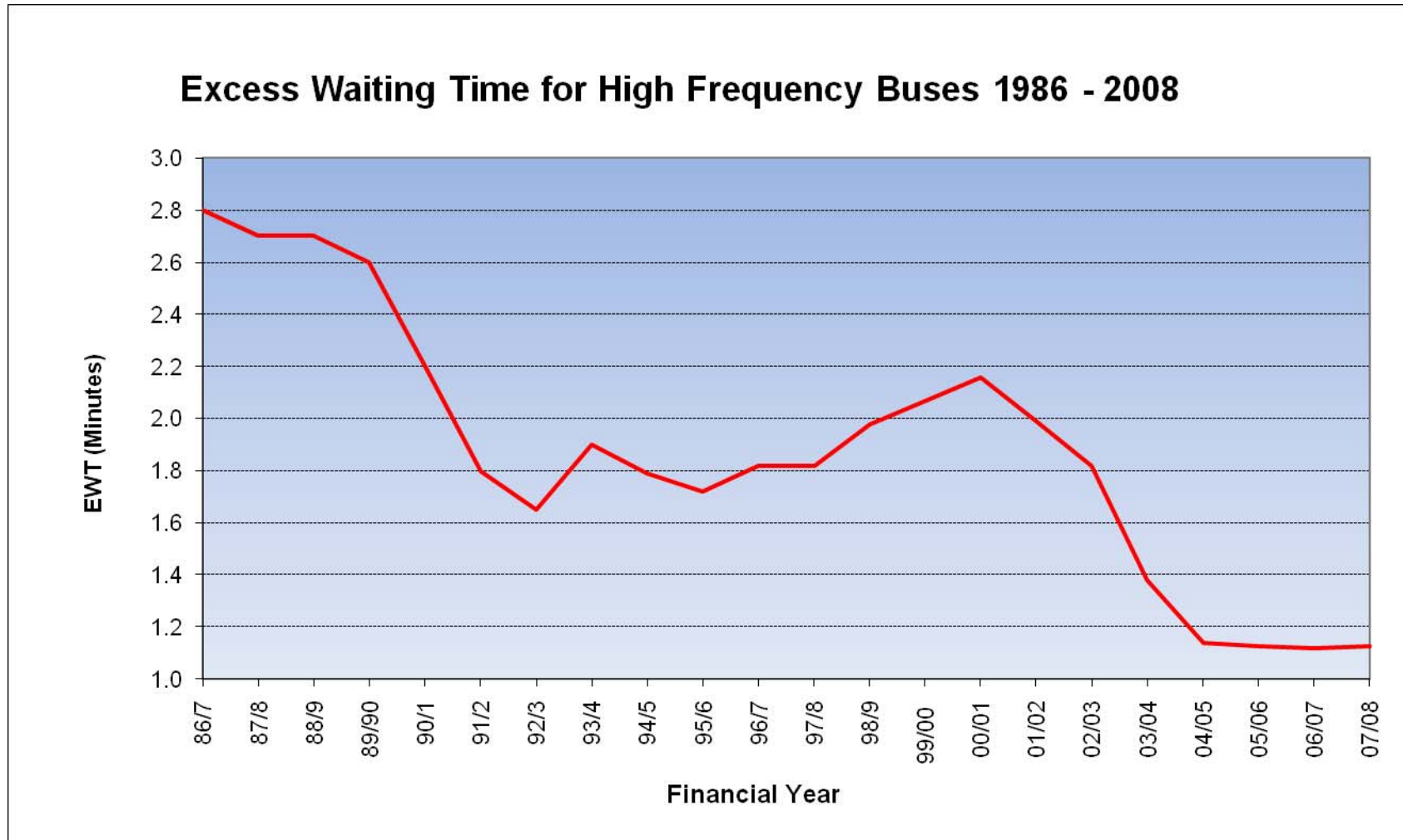
Demand since 1963



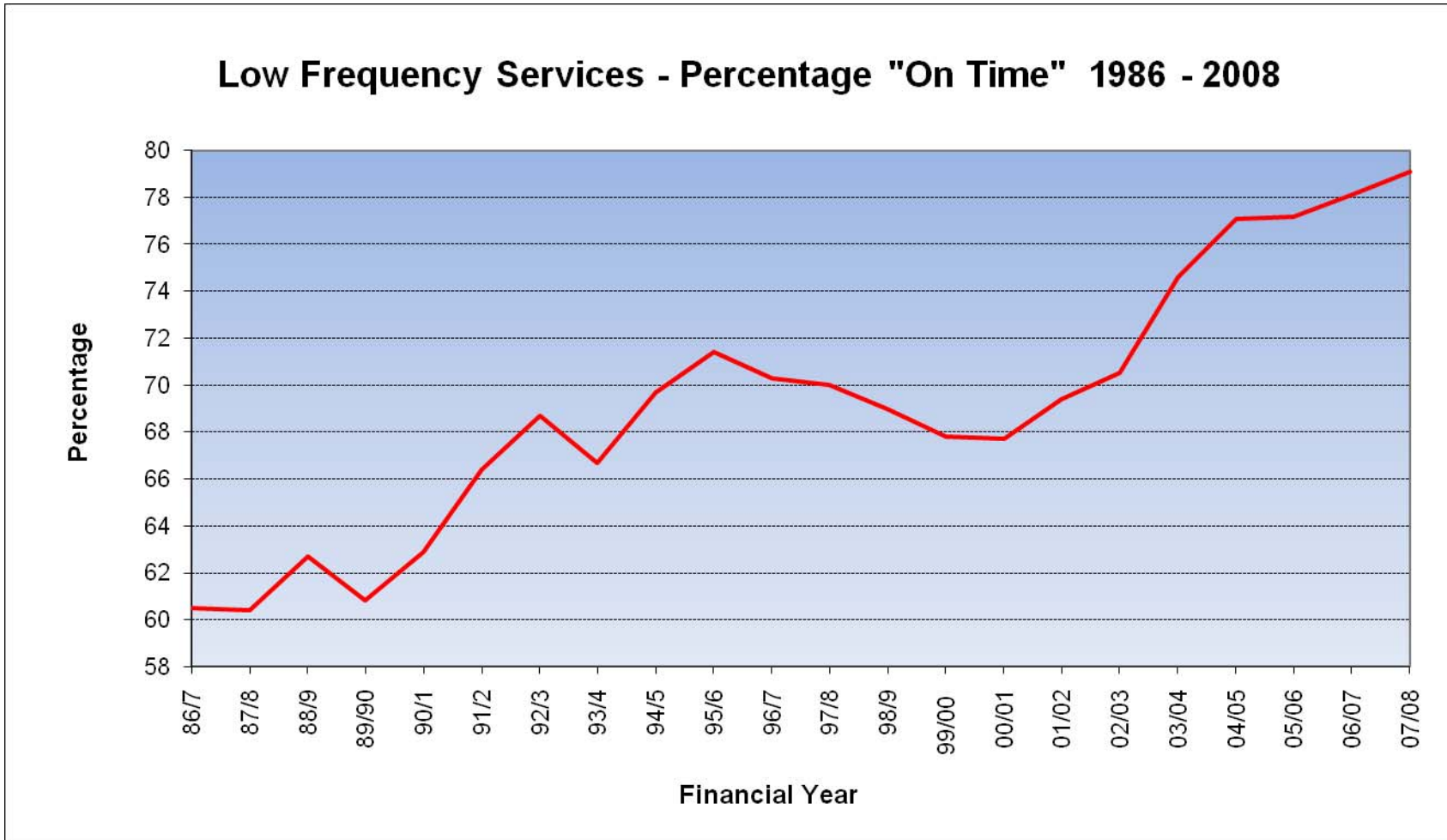
Following long term decline since the 1950s, passenger numbers have been rising since the late 1990s.



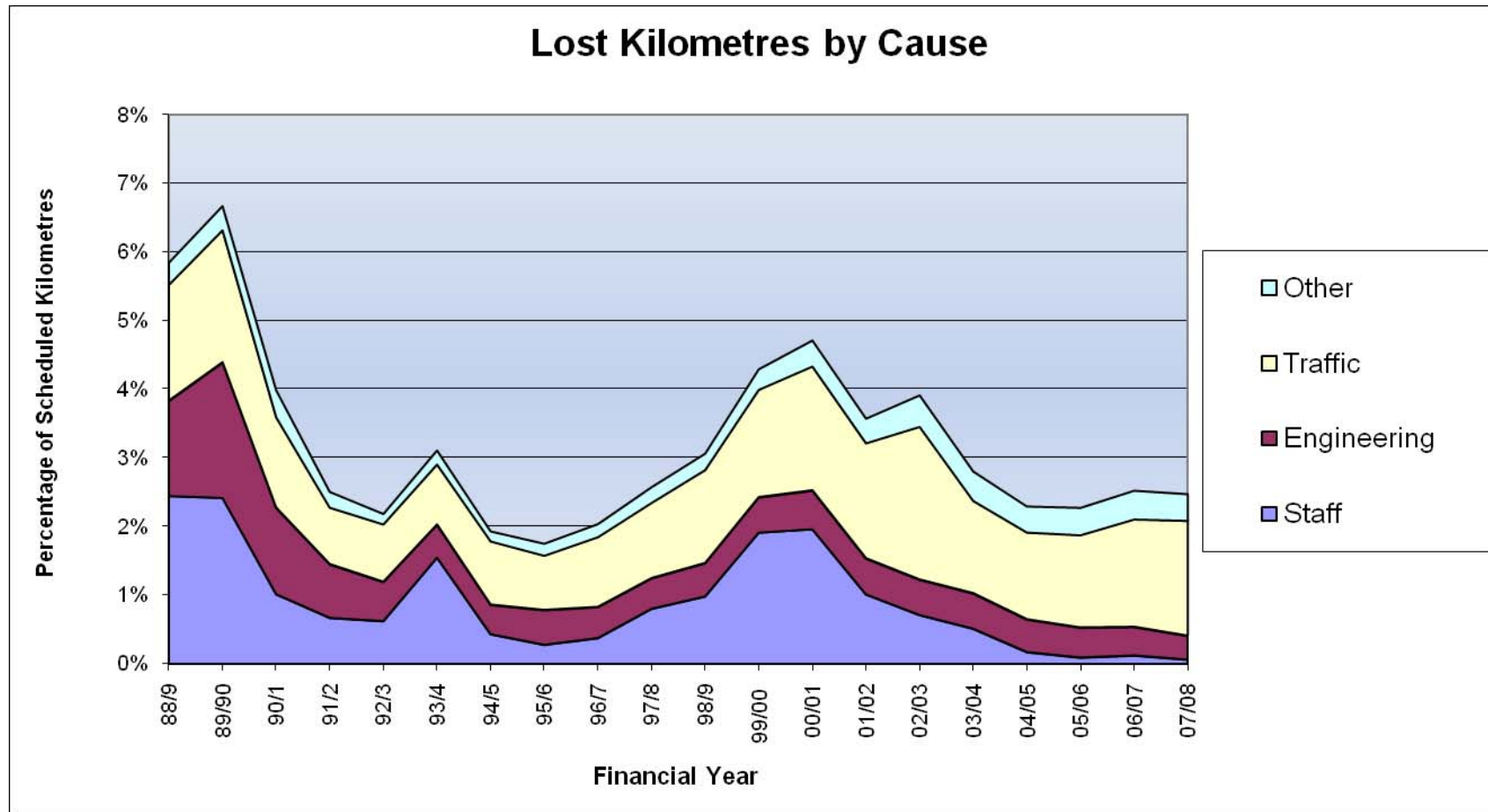
Reliability – high-frequency services



Reliability – low frequency services



Service operated



Truncated journeys

- Investment in resilient schedules and iBus.
- When serious delays occur, sometimes unavoidable in order to protect overall service.
- Drivers should assist by:
 - communicating with passengers, including reminding Oyster Pay As You Go users not to touch in on next bus.
 - for passengers who have paid by cash, issuing transfer tickets to driver of next bus(es).
- Individual route performance standards and monitoring mean that all operators always seek to maintain service throughout each entire route.

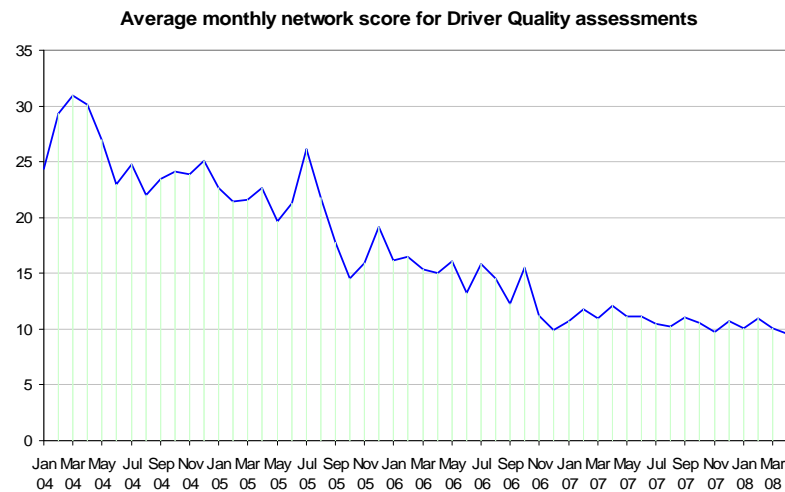


2. Bus driver update

- Driver Quality Monitoring scores still improving.
- Driver “Certificate of Professional Competence” requirement effective from September 2008.
- Review of current suite of BTEC vocational qualifications.
- QICs2: initial pilot October 2008 – March 2009.
- “Big Red Book”.



Driving standards



Drivers are covertly monitored and awarded 'debit points' for elements of poor performance (both driving skills and customer service). Hence a reducing score indicates improving performance.



3. Night-time services

- The network is designed to be as simple as possible.
- Where justified and affordable, bus services will operate 24-hours, every day and every night, using the same route number.
- However, the rail network is not open at night. Therefore some bus routes must extend further out into the suburbs at night.
- Generally, these routes bear the number of the inner London service they follow, with an “N” prefix.
- In the suburbs they will generally also follow the route of a suburban daytime service.



Night buses within the whole network

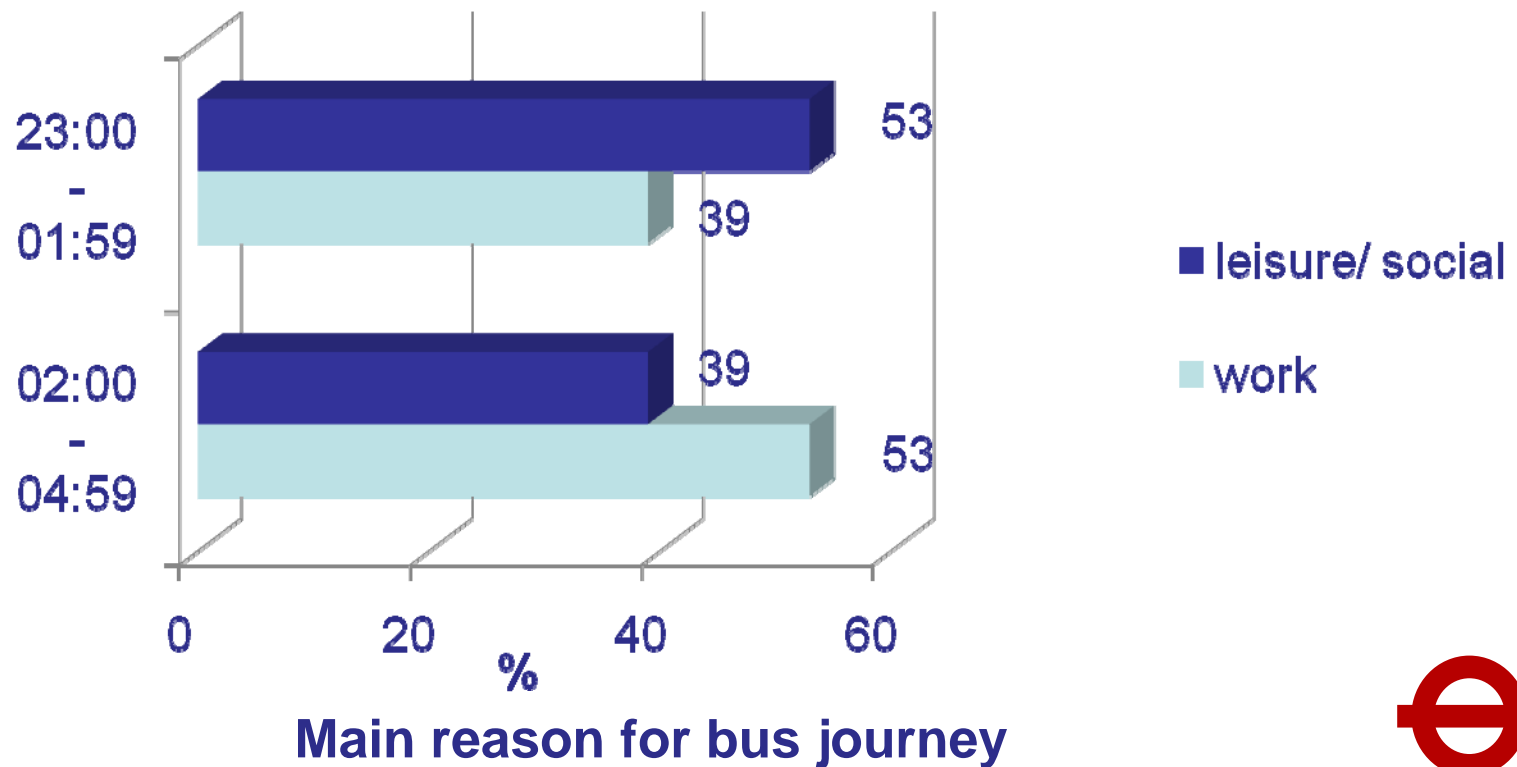
2007/08	Whole Network	Night Services
Passenger boardings per year	2176 million	38 million
Maximum bus requirement	7213	768
Number of routes served*	700 (approx)	111 (at 31 March 2008) (113 at 1 November 2008)
Bus-km operated	468 million	18 million

* Some night routes cover more than one day route

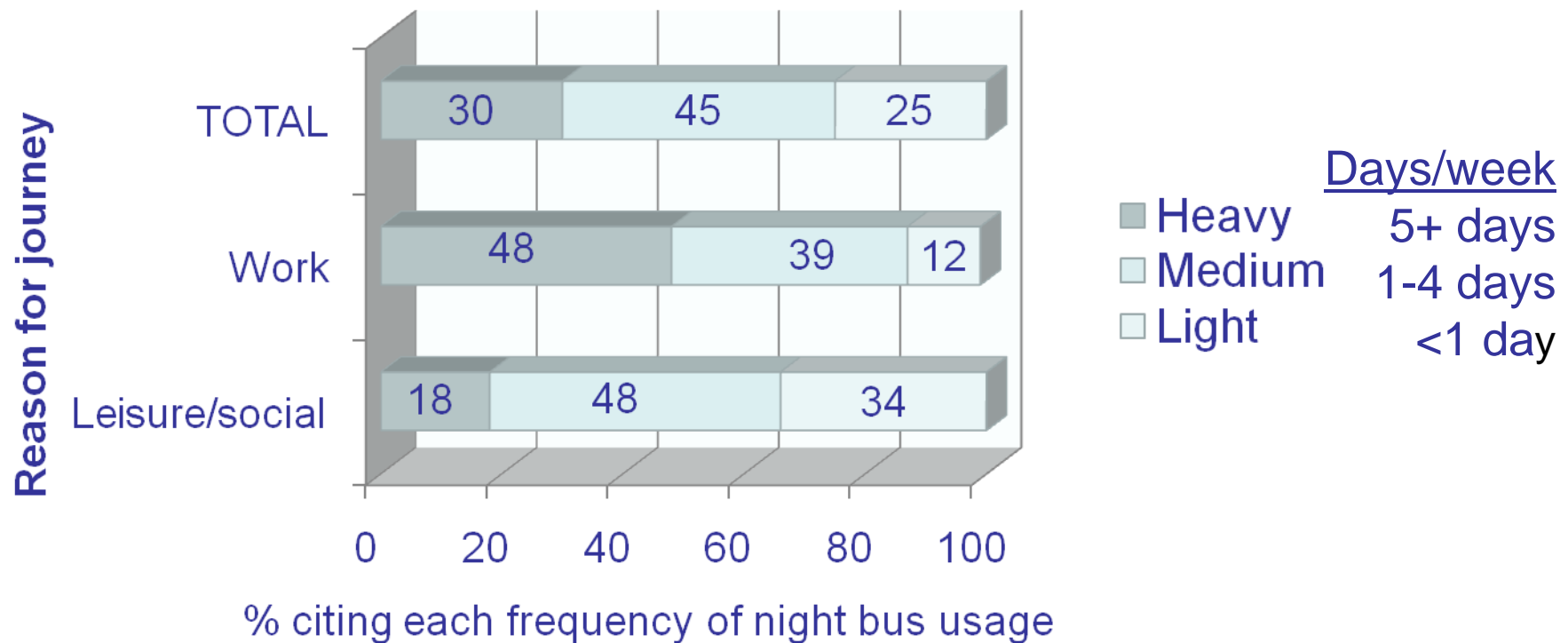


Journey Purpose – by time of night

Journey purpose varies by time of night, with a higher proportion of leisure travellers before 2am and more people travelling for work after this time



Frequency of night bus usage



Work users are the most frequent users.



Who uses London's night buses?

- Roughly equal proportions travel for work and leisure, with work travel at the same level as during the day
- Younger people - more than 4 in 5 customers are aged under 35 years
- More men than women - two thirds are male
- Workers: over two thirds are in full or part-time employment
- 1 in 14 have a disability
- 2 in 5 have an ethnic minority background
- People without cars - 3 in 5 have no car
- Mainly those living within the M25



Christmas & New Year services

- After a number of years of incremental improvements Boxing Day now has the same service level as a Sunday, from 9am onwards.
- Extra suburban services operate on the night of 31 Dec/1 Jan, to complement the expanded rail services TfL has introduced/funded.
- No services on Christmas Day. Operation of a “skeleton” network would cost around £2m.
- The night bus network is unlikely to be the most suitable pattern to run on Christmas Day.
- Christmas Day working could not be imposed on staff, but would be on a voluntary basis.



4. iBus update

The project

- Replacement for existing beacon AVL and radio system
- Contract awarded in 2005: design, rollout & maintenance
- London Buses own and monitor all assets and performance

The core services

- RTPI on street - Countdown
- RTPI on the bus - visual and audio
- Service Control at 85 fixed control centres and on street
- CentreComm – London Buses command and control centre
- Headway indication in the bus cab
- Bus priority at selected junctions



Information content

- Next Stop
 - Bus Stop: audit and application of Stop Naming Policy
 - Announcement and text - same as Bus Stop flag.
 - Adjusted timing of announcement relative to stop
 - Too early - announcement forgotten
 - Too late - not useful
- Final destination
 - Provided at each stop
 - Could be irritating but reassuring on unfamiliar routes and good for curtailments
- 'Alight here for'
 - Extremely useful and being bought in 2009
 - Policy for use

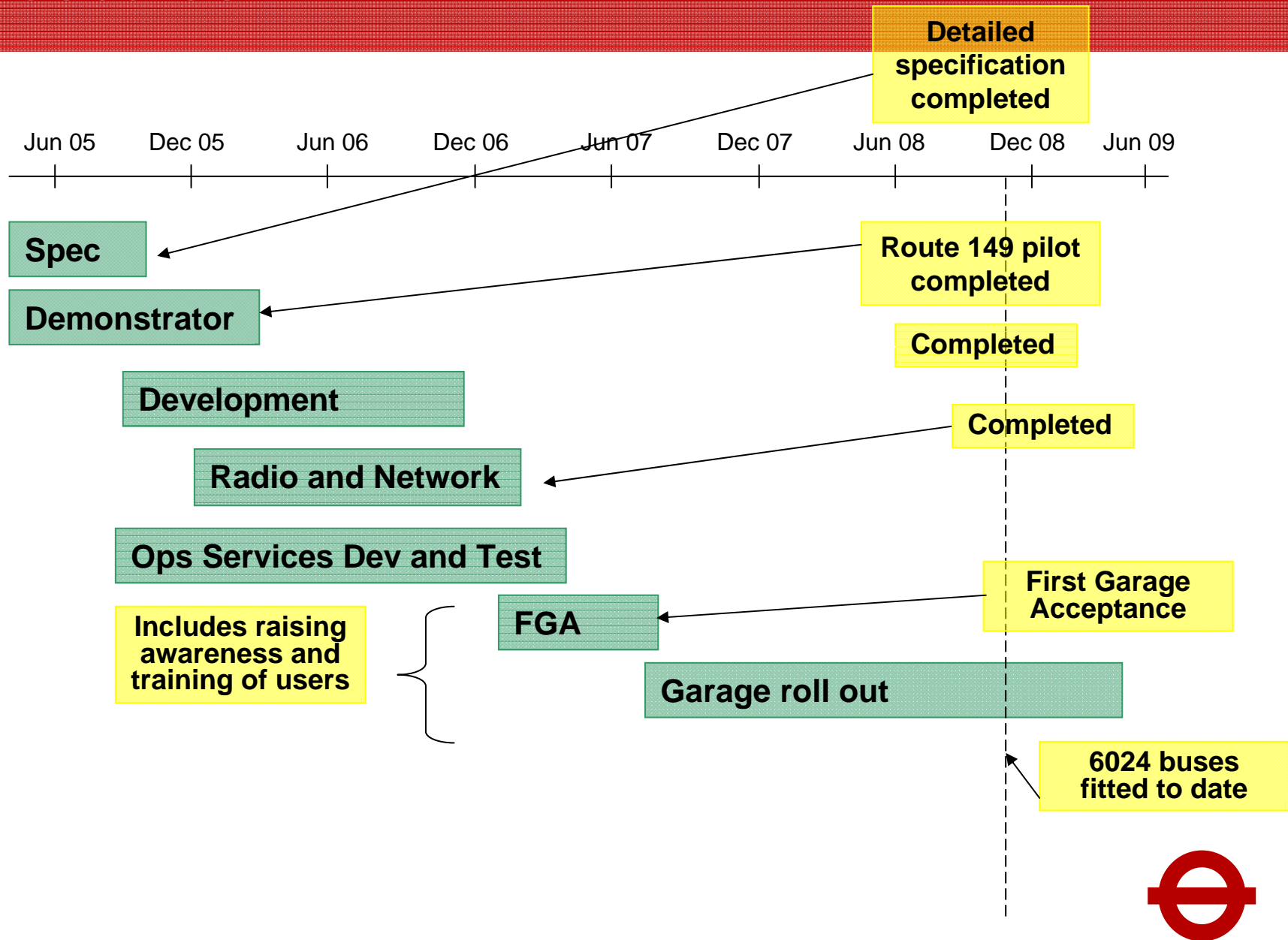


On-Board 'Next Stop' Signs: passenger research

- Trials and customer surveys were carried out in early 2006
 - The results were very positive, 91% approval
 - Perceived importance to personal journeys:
 - New 149 users - 93%
 - Irregular 149 users - 68%
 - Regular 149 users - 69%
 - Both the visual messages and audio announcements were well received. When asked which method passengers preferred:
 - 46% liked both
 - 19% preferred text
 - 28% preferred audio
- Second Stage Survey, October 2007
 - System had been installed since March
 - Some adverse Press/TV
 - But...passengers remain pleased. 91% believe it should be installed across London



Timescales





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