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**Secretariat memorandum**

Author : Committee Services

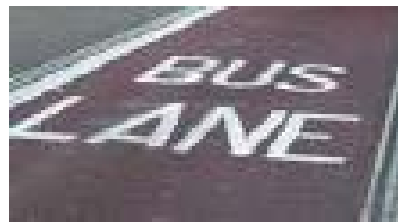
Agenda item 8 a)

LTW 306

Drafted 13.5.09

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# London Bus Network Overview



This pack is presented to members of the Board as a foundation document to give an overview of bus services within the London TravelWatch area, and to underpin the focus on buses in the Board's workplan.

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# 1 Overview

## 1.1 History

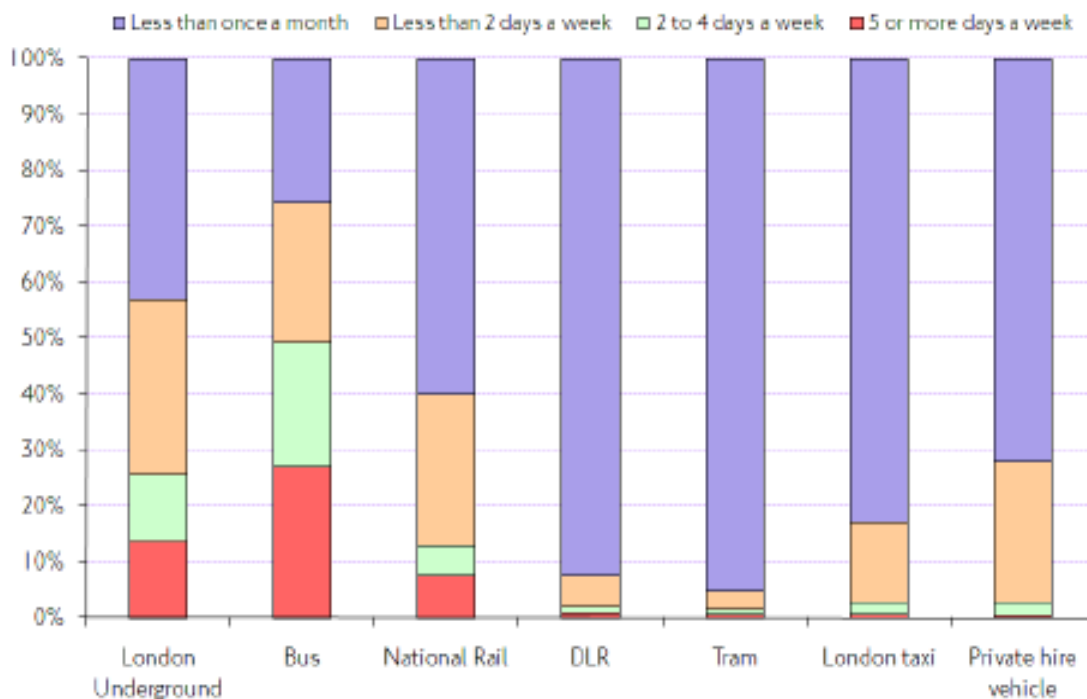
From 1984 onward there was a fundamental change in the running of bus services in London, after the formation of the London Regional Transport Service, more generally known as London Transport (LT). Bus services went from being directly managed, 'public' services, to being tendered-for privatised services, albeit with some government subsidies.

The tendered-for bus services were launched on outer or marginal routes, and as they became established and tested, the change was implemented across the entire network. This change has subsequently affected not only the provision of services in terms of routing, but also vehicles and accessories; where the directly-managed services had been a minimum cost operation, the tendered services have become increasingly highly specified, down to paint colour, upholstery, and accessibility considerations.

In the last decade, growth in passenger numbers has increased substantially. Most passengers use the bus more frequently within London than any other mode of public transport (see graph).

Annually, the number of bus journeys is over twice as many as taken on the Underground. There were 2.176 billion bus journeys in 2007/08 compared with 1.1 billion on the Underground, with an average of over 6 million bus journeys per day.

Figure 9.9 Frequency of use – public transport modes, 2007/08.



Source: LTDS Household Survey

## 1.2 London Bus Map

The central London network may be viewed online, giving an overview of the complexity of the network :

<http://www.busmap.org/downloads/No30Page%201.pdf>

The greater London network may be seen here :

<http://www.busmap.org/downloads/No30Page%202.pdf>

Hard copy maps will be available for members at the Board meeting on 19 May.

## 1.3 How bus services in London operate

There are currently almost 700 TfL routes in the Greater London area, operated by 17 bus companies. The ownership of these companies varies from small local independent and community transport operators through to large international corporations.

The system is divided between the management and planning of the network, and the operation of services.

Management and planning is undertaken by London Bus Services Limited (London Buses), part of Transport for London (TfL). London buses is the strategic body which plans bus routes, specifies service levels and ensures service quality, and is responsible for bus stations, bus stops and other support services.

Operation of bus services are by privately owned companies who work under contract to London Buses. These contracts contain a number of incentives which give financial benefits or penalties depending on performance. The present contract scheme, Quality Incentive Contracts (QICs), gives financial incentives to operators for the quality of service they deliver. The key features of these contracts are :

- Contracts are designed to provide incentives to operators to improve quality;
- Routes are generally tendered individually, but often at the same time as other routes in the same area to facilitate service changes;
- Contracts are normally for 5 years, with a potential 2 year performance related extension available to the operator;
- It is a continuing programme of tendering, with between 15% and 20% of the network typically tendered each year;
- Tender evaluation is based on best value for money, taking into account quality and safety as essential features;
- Contract payments are related to the mileage operated and overall reliability of the service;
- Comprehensive quality measurements are used across all aspects of delivery.

Further details of the contractual arrangements and how the current bus management/planning and service delivery split evolved may be seen here :

<http://www.tfl.gov.uk/businessandpartners/buses/tenderresults/lbsl-tendering-and-contracting-feb-09.pdf>

## 1.4 Non-TfL bus network services

There are a small number of cross-borough-boundary bus services (approximately 50) that operate as part of the TfL network within Greater London, and outside of London on a commercial basis. These are listed on the London Local Service Agreement (LLSA).

Non-TfL services that operate within Greater London Authority (GLA) boundaries require a permit from TfL. Examples of such services are commuter coaches, services operating from airports to hotels and sightseeing services for tourists. They are bus services that do not form part of the London bus network and are not secured or operated under agreement with London Buses.

TfL sends London TravelWatch and other organisations a bulletin of new permits issued to these services called the London Service Permit bulletin, which is in turn circulated to members of the Board for comments.

## 1.5 Outer London bus provision

The Mayor has highlighted the improvement of bus services in outer London to reduce congestion. This policy formed part of his election manifesto last year and is set out in the Way to Go! document issued by the Mayor last year (<http://www.london.gov.uk/mayor/publications/2008/docs/way-to-go.pdf>).

The main problem with bus travel in outer London is that the routes are radial rather than orbital. The recently published TfL Travel in London report notes:

In 2007/08, over half of trips within Outer London were by car and only 15 percent by public transport, predominantly bus. In contrast, within Inner London (outside the centre), car accounted for a quarter of trips and public transport for a further quarter (bus 18 percent, rail and Underground 7 percent). Most of the remaining trips were walks. (page 47)

The chart below from same report shows some of the variations between inner and outer London :

Table 9.10 Percentage mode shares (main mode of trip) by travel distance, by area of residence, 2007/08 average day, 7-day week.

	Rail	Underground / DLR	Bus	Taxi / other	Car driver	Car passenger	Cycle	Walk	All modes
Greater London	14%	11%	11%	3%	38%	18%	1%	5%	100%
Inner London	17%	15%	15%	6%	26%	14%	2%	7%	100%
Outer London	13%	10%	9%	1%	44%	20%	1%	3%	100%

(Travel in London, page 149)

To demonstrate the difficulty of travelling in Outer London by bus, we researched some examples of journeys from one section of outer London to another, travelling only within TfL zones 4-6, using TfL's Journey Planner.

- A Hounslow Heath to Harrow  
Distance Just over 12 miles; time by car 30 minutes  
Time by bus 2 hours, taking at least three and possibly four buses.
- B Bexleyheath civic centre to Barking civic centre  
Distance 13 miles; time by car 25 minutes  
Time by bus 2 hours 30 minutes taking at least three and possibly four buses.
- C Wallington (Surrey) to Orpington  
Distance 12 miles; time by car 30 minutes  
Time by bus 1 hour 30 minutes, taking at least three and possibly four buses.
- D Swanley Rail station to Edmonton Green Rail station  
Distance 30 miles; time by car - 40 minutes  
time by bus Over 4 hours, taking at least five and possibly six buses.
- E Bromley High Street to Upminster  
Distance 16 miles; time by car - 30 minutes  
Time by bus 2 hours, taking at least three and possibly four buses.

On this evidence it would seem clear that there is a need to develop outer London bus service provision so that it serves such orbital routes as these more efficiently.

#### 1.6 Night bus passenger usage

It is often assumed that the passengers using these services do so for leisure or social purposes. However, TfL's statistics show that this is only true for the earlier part of night bus operation, 11pm to 2am. The research shows that 53% of passengers during this period do so for leisure/social reasons, whilst 39% travel for work reasons. These figures are reversed from 2am to 5 am, when 53% of passengers use bus services for work reasons, with 39% doing so for leisure/social reasons.

Interestingly people going to work are the most common users, with 48% using them more than 5 days a week. Another 48% of passengers use night bus services for leisure/social reasons on 1 to 4 days a week.

There has been a substantial growth in passenger numbers on night buses since 2000 :

Year	Passenger Numbers
2000	15 million
2001	18 million
2002	21 million
2003	26 million
2004	31 million
2005	34 million

The figures for 2007/08, show that there were 2,176 million passenger journeys in total, with 38 million of those were on night time services. The number of night time bus routes operated is just over 110, with a huge growth in the number of night bus services from 57 routes in 2000 to 100 routes in 2006. TfL operates about 700 routes, and it is worth

noting that night services often cover the equivalent of more than one day time bus route and/or terminate past their normal day time final destination.

## 1.7 Recent developments

The publication of TfL's Business Plan 2009/10 – 2017/18 (<http://www.tfl.gov.uk/assets/downloads/corporate/tfl-business-plan-09-10-to-17-18.pdf>) lays out the priorities of the Mayor and TfL over the next decade. Pages 58 to 62 detail the plans for bus services within London (Note p 62 : the Greenwich Waterfront Transit project will no longer be going ahead).

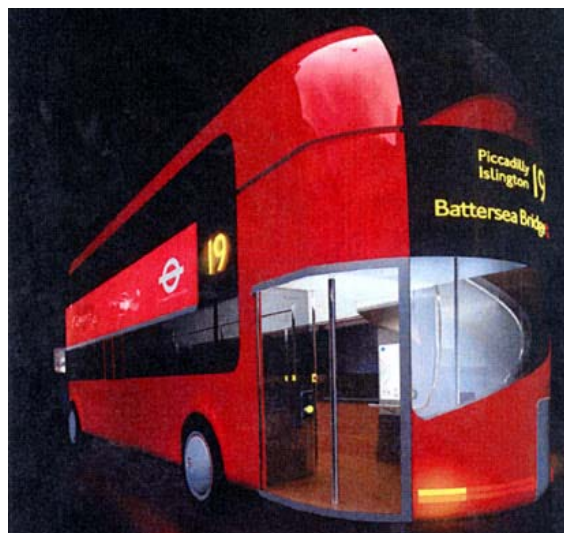
A new successor to QICs, QICs 2, is being piloted at the time of writing. This focuses on specific customer service issues such as driver behaviour, cleanliness and appearance of the bus.

Recent innovations to help passengers on buses include the introduction of the iBus system which gives on board announcements of stops and journey information. The system has been fitted on 8,000 buses and provides improved communication for drivers and more accurate information on the Countdown system.

The Mayor has pledged to remove the bendy buses from its fleet and introduce a new routemaster. Applications with a new design were submitted and TfL announced the winners, Capoco Design Ltd and a collaborative entry from Aston Martin and Foster + Partners. The new buses are planned to be in use by 2011.



The new Routemaster design; front, side and back



## 2 London TravelWatch and buses

### 2.1 London TravelWatch Research bus reports published since 2003 with Executive summaries

**Getting to the Station** (London TravelWatch, 2003)  
(<http://www.londontravelwatch.org.uk/document/2319/get>)

Accessibility of railway stations in terms of walking, cycling, public transport and car is fundamental to the success or otherwise of the rail network and of Local Authority Local Transport and Implementation Plans.

Such accessibility (and particularly by car) is an increasing part of our workload in terms of correspondence from the public and from stakeholders within and without the industry.

**On the Buses : Views from the Queues** (London TravelWatch, 2005)

(<http://www.londontravelwatch.org.uk/document/1844/get>)

The report recommends that: -

- Transport for London should examine whether it is possible to give priority to buses on streets affected by road works.
- Transport for London should seek to maintain high levels of maintenance and cleanliness of bus stops and shelters.
- Transport for London and its operators should arrange for litter to be cleared from buses during the course of their working day.
- Transport for London and local authorities should review the availability of seats and shelters on 'hail and ride' sections of route, to address the needs of older or frailer people.
- Transport for London, the London Borough of Barnet and the Barnet and Chase Farm Hospitals NHS Trust should review the highway and bus access arrangements at Barnet Hospital with a view to enhancing its' public transport, cycling and walking accessibility, including the feasibility of extending other bus services to the site which currently terminate in Barnet town centre.
- Transport for London, the London Borough of Wandsworth and the St George's Hospital NHS Trust should review the access arrangements for buses, cyclists and pedestrians, and the parking facilities, at St George's Hospital, Tooting and adjacent sites with a view to enhancing their public transport, cycling and walking accessibility, including the feasibility of extending or diverting other bus services to the sites which currently terminate at or pass Tooting Broadway. This should also include a review of the structure of the G1 service and its relationship with other services in the area it serves.
- Transport for London and the London Borough of Wandsworth should review the operation of the 'hail and ride' sections of route G1, looking in particular at parking enforcement, traffic calming measures, and the scope for additional 'gathering points' with information, seating and shelter, with a view to improving passenger waiting facilities on these sections of route.



- Transport for London should review the points at which routes 263 and G1 are monitored for the purpose of compiling Quality of Service Indices.
- Transport for London should explore the scope for more personalised 'niche' marketing of bus services in London, possibly by expanding the concept of Travel Planning to a wider community.
- Transport for London should investigate whether an additional marketing effort could be undertaken to promote off-bus ticket sales on routes that have a higher-than-average proportion of cash fares than others."

### **Sunday bus performance in London** (London TravelWatch, 2007)

<http://www.londontravelwatch.org.uk/document/2960/get>

There is anecdotal evidence that delays to bus services on Sunday, particularly in the afternoon, on some routes are worse than on weekdays. Indeed some passengers tell us it's the worst day for travelling in London. This is not just because buses are less frequent, reflecting passenger demand, but also because buses are delayed more by traffic on Sundays than on other days of the week.

Some of London's bus operators agree. They told us Sunday services are delayed by the lack of parking controls on Sundays or, where controls exist, there is a lower level of enforcement than on other days.

Transport for London (TfL) has an extremely sophisticated system of measuring bus performance - Quality Service Indicators (QSIs). These demonstrate that across London the *excess waiting time* (EWT) measure of performance is 18 per cent worse on Sundays. On average, across the whole bus network, passengers will have to wait 1.1 minutes longer than the schedule suggests, whereas on a Sunday they will wait 1.29 minutes longer on top of the longer wait faced because frequencies are lower on Sundays.

Our surveys of 16 bus journeys on a Sunday afternoon looked at where delays are occurring. In many cases they were caused by vehicles parked on bus routes on a Sunday because parking controls or other traffic management only applied from Monday to Saturday. In some cases where parking controls did exist they were clearly not being enforced at a level which gained compliance.

To be published :

### **Crossing the Border : A Study of Cross-boundary bus services (Second Edition)** (London TravelWatch, 2009)

<http://www.londontravelwatch.org.uk/document/3595/get>

We have previously investigated bus services across the Greater London Authority boundary. We looked at changes to service levels between 1985 and 2000. This study updates that work looking at changes between 2000 and October 2008.

## 2.2 Casework and buses

The London TravelWatch Casework team receive a high volume of calls regarding bus services.

From 1 January 2009 to 21 April 2009 London TravelWatch received 135 bus related cases. In comparison 49 were received for the Underground, 62 for Oyster and 113 were received relating to Train Operating Companies (TOCs).

The call volume for buses is similarly high; 620 calls out of a total 1165 received calls were related to buses in November 2008. By way of comparison, in the same period 35 calls were received about London Underground Limited and 162 calls were received regarding TOCs.

Common complaints on buses may be grouped under three main headings : driver behaviour, poor service and customer service. Driver behaviour issues include failure to stop at bus stops; failure to take correct action when trouble/accident occurs on a bus; failure to transfer passengers when bus terminate before its final destination (This is abbreviated, and commonly referred to as a bus stopping short) and failure to give notice of stopping short. Other service issues include services running late and long gaps in service.

The London Assembly Transport Committee produced a report in 2005, The Driver on the Bus, on driving standards in London. It may be seen here :

<http://www.london.gov.uk/assembly/reports/transport/busdrivers.pdf>

Customer service issues include delays in getting back / acknowledging or responding too complaints; failure of the bus company or London Buses to trace driver when complaint made against them and a failure to offer compensation.

## 2.3 Bus consultations

### 2.3.1 How they work

Transport for London consults a variety of organisations when retendering bus routes and, more frequently, changes to routes, frequencies, etc. The section of Transport for London which leads on this is the Surface Transport Communications team, and a variety of organisations are consulted such as local government and passenger groups, as well as London TravelWatch.

### 2.3.2 Our remit

London TravelWatch's remit is laid out in section 7.2 of this document. Our powers are legislated in Sections 183 and 184 of the Greater London Authority Act 1999. These sections provide for London TravelWatch to be consulted on bus service changes. Section 248 of the Act also places upon London TravelWatch a duty to consider - and where it appears to it to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight).

### 2.3.3 The retendering process

Transport for London issues consultations in advance of current contracts expiring, providing an opportunity for organisations to make suggestions such as increases in frequency, changing a route to serve other roads or areas, and new fleets. Transport for London welcomes comments on the retendering process on the following particular areas :

- ideas with enhance social inclusion;
- corridors or areas which might benefit from new or enhanced Sunday or night services
- areas or corridors on which you feel increased frequency or larger vehicles are needed to cater for demand
- identifying routes which you feel are unreliable
- ideas which improve integration with other transport modes or interchange with other bus routes or improve access to major developments.

Members are asked to provide comments to the secretariat every six months on retendered routes.

#### 2.3.4 Other consultations

London TravelWatch is also consulted on route changes, changes to service frequencies, and we are informed on changes to tranches of bus routes. We are also be consulted when new routes are introduced.

#### 2.3.5 TfL consultation process

There are three stages to Transport for London's consultation process :

##### Stage One

Represented by a letter from TfL which summarises the services to be reviewed.

##### Stage Two

Consultation on more detailed proposals is triggered when TfL's initial plans have been developed. This is the stage where we are most likely to be able to influence change.

##### Stage Three

Consultation on the preferred option following negotiations with the operators and/or tender award.

There is a further stage, Stage Four, where Transport for London explains the arrangements and changes to be made, if any.

### **3 Performance indicators**

#### **3.1 Rationale**

These reports are the measures against which the QICs contract system rewards or penalises bus companies for their performance. TfL regularly collects performance data as part of the monitoring of bus services within London.

#### **3.2 Reports**

Monitoring of bus services began in 1977. The system was introduced to get a better idea of how reliable and punctual bus services were, rather than relying on the mileage covered by a bus. TfL publishes several reports in a number of formats .

Individual route information is published on the TfL website shown here :

<http://www.tfl.gov.uk/tfl/businessandpartners/buses/boroughreports/borough-n-network/current-quarter-q2.pdf>

Information is also collected on operator performance shown here :

<http://www.tfl.gov.uk/businessandpartners/busoperators/1232.aspx>

Relevant information is collected at a number of locations along a route. These points are surveyed 16 times during a 12 week period, shown here :

<http://www.tfl.gov.uk/tfl/businessandpartners/buses/boroughreports/borough-n-network/index-of-monitoring-locationsq2.pdf>

Performance by either route or by borough may be seen here :

<http://www.tfl.gov.uk/tfl/businessandpartners/buses/boroughreports/>

Results for 2007/08 may be seen here :

<http://www.tfl.gov.uk/assets/downloads/annual-performance-summary.pdf>

The most recent report for quarter, year, etc may be seen here :

<http://www.tfl.gov.uk/corporate/modesoftransport/londonbuses/performance/1552.aspx>

#### **3.3 Data collected**

Information is also collected for high frequency services, where a detailed timetable is not published, and low frequency (timetabled) and night bus services. High frequency data focuses on how long passengers actually wait for a bus, against the probability the length of times you will have to wait particular periods for a bus. Low frequency data (And night buses) looks at how often buses leave on time and the percentage of services which are early or late.

#### **3.4 Performance indicators**

Below are examples of some key performance indicators (from Third Quarter figures for 2008/09) to show how particular routes perform.

Excess Waiting Time is the difference between the Average Scheduled Waiting Time and the Excess Waiting Time in the equivalent quarter a year previously.

High frequency routes with an Excess Waiting Time (EWT) over 2 minutes :

Route 78	EWT 2.6
Route 179	EWT 2.4
Route 191	EWT 2.4
Route ELC	EWT 2.4
Route R70	EWT 2.4
Route 33	EWT 2.3
Route 187	EWT 2.3
Route 55	EWT 2.2
Route 8	EWT 2.1
Route 26	EWT 2.1
Route 47	EWT 2.1
Route H22	EWT 2.1

Low frequency routes with % on time under 65% :

Route E10	62.8% on time
Route 356	60.0% on time
Route 84	60.0% on time (LLSA – note not on TfL contract)
Route 9H	50.1% on time (Heritage routemaster service that parallels route 9)

High frequency routes with an Excess Waiting Time (EWT) below 0.8 minute :

Route 71	EWT 0.7
Route 74	EWT 0.7
Route 39	EWT 0.6
Route 209	EWT 0.6
Route 116	EWT 0.5
Route 240	EWT 0.5
Route B99	EWT 0.5
Route H14	EWT 0.5
Route H32	EWT 0.5
Route H2	EWT 0.4
Route H9	EWT 0.4
Route W16	EWT 0.4

Low frequency routes with % on time over 95% :

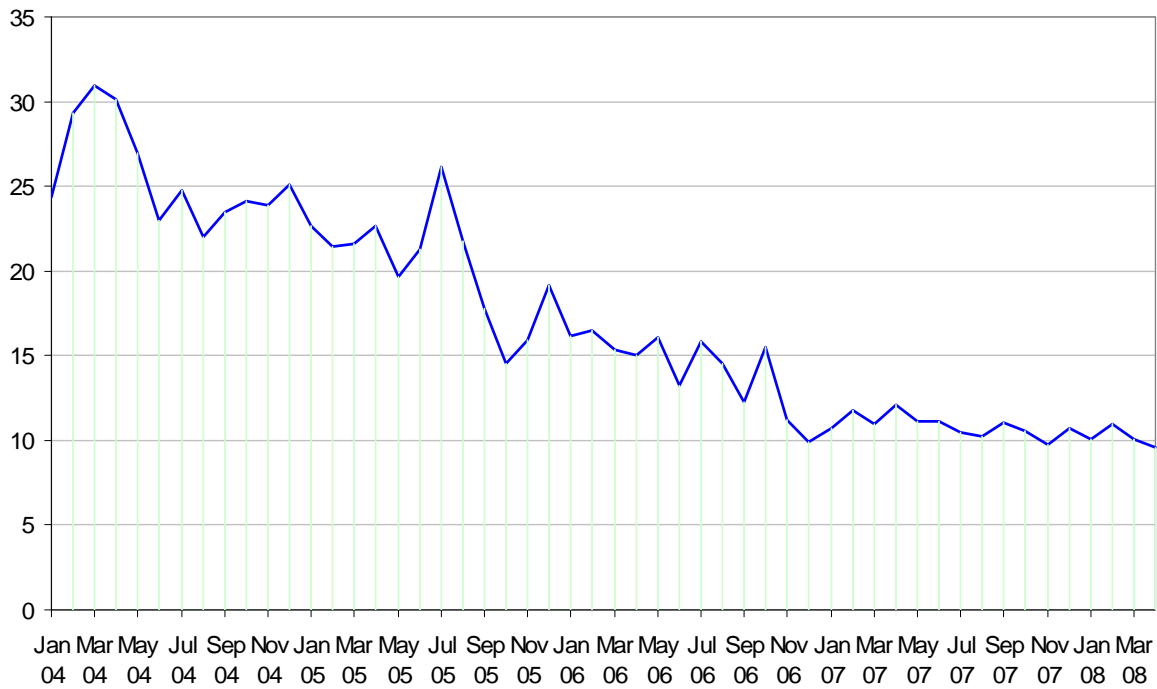
Route H1	100%
Route H3	100%
Route N53	98.6%
Route N242	97.9%
Route N16	97.4%
Route N41	97.2%

Route N47	96.7%
Route N189	96.4%
Route N52	96.0%
Route N137	95.3%
Route N214	95.2%

### 3.5 Driver performance indicators

Driver quality monitoring scores are improving\* :

**Average monthly network score for Driver Quality assessments**



\* 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.

A number of BTEC qualifications were introduced for drivers in Autumn 2002 (currently under review) and the Certificate of Professional Competence became a requirement for all drivers from September 2008. The new QICS 2 contracts targets driver behaviour and the cleanliness of the bus. Drivers have also been issued with a "Big Red Book" which sets out what is expected of them. A copy of this is available on request.

## 4 Accessibility

### 4.1 Bus accessibility

Transport for London's guidelines on accessibility for buses are included below as an illustration of the regulations that ensure passengers with impaired mobility can use them.

All buses are low-floor vehicles (excluding Heritage buses on routes 9 and 15), which means that they are lowered to street level when the bus stops and the doors open.

#### Buses

Floor level buses enable all customers, including wheelchair users (The wheelchair space on buses cannot take a wheelchair bigger than 70cm in width and 120cm in length), people with buggies, people with assistance dogs and people with other mobility impairments to get on and off easily.

#### Free travel

Wheelchair users are entitled to free travel on buses and do not need to show any ticket or pass but anyone accompanying them must hold a valid ticket or pay the appropriate fare. Children and young people under the age of 18 in full-time education and those holding Freedom Passes are also entitled to free travel on buses.

#### Wheelchairs

On all buses, there is room for one wheelchair user and each bus has a retractable ramp which makes access easier. Most wheelchairs, including motorised types, will fit onto buses but motorised scooters with handlebars can't be carried onto buses.

On most buses you will be boarding at the centre doors where the ramp is located. When boarding the bus, the front doors will stay closed so that passengers getting on do not obstruct you as you board. The centre doors will open to allow passengers to get off. The centre doors will then close and the wheelchair ramp will extend. Once the centre doors are opened, it's safe for you to board the bus. It's best to board forward as it makes it easier to position yourself on board.

Once on board, position yourself in the wheelchair space with your back against the backrest and your brake on. To leave the bus, press the button with the wheelchair symbol on it, next to the wheelchair space, shortly before your stop.

This button has a distinct sound and a light will appear on the driver's dashboard to let him know yours is the next stop. The bus will pull in close to the kerb. The front doors will stay closed to give you time to get off.

The centre doors will open so that other passengers can get off. The centre doors will close and the driver will extend the ramp. The centre doors will reopen so that you can leave the bus. If the ramp goes out of service after you have boarded, it

is the responsibility of the bus operator to ensure that you can leave the bus safely.

If you are unable to board a bus because of a broken ramp, please wait for the next one and tell Customer Services as soon as possible on 0845 300 7000.

### Buggies

Low-floor buses are designed to allow buggies to remain unfolded in the wheelchair space, since this is the only place in which they can travel safely. If someone in a wheelchair wishes to board, and the wheelchair space is occupied by standing passengers or buggies, standing passengers will be asked to make room. Please make sure that buggies are safely positioned within the designated area. Unfolded buggies cannot travel in the gangway.

Wheelchair users have priority over everyone else for use of the wheelchair space. If someone in a wheelchair wishes to board, and the wheelchair space is occupied by standing passengers or buggies, standing passengers will be asked by the driver to make room if possible, buggy owners will be asked to fold them and put them in the luggage space or keep them by their side.

If you have a buggy, you should be able to board any low-floor bus unless (in the driver's opinion) it is so crowded that there is no room for you to travel safely. You will only be refused admittance when it is absolutely necessary. No one already travelling will be asked to get off the bus.

Single buggies should be wheeled through the front doors of the bus and into the wheelchair area. If a single buggy is too wide to fit through the doors and down the aisle, it must be folded (doesn't apply to bendy buses).

Passengers with a double buggy can board using the rear doors of a bus. Please check with the driver that it is okay to get on.

### Assistance dogs

There is no limit on the number of assistance dogs the bus driver can allow on the bus, as long as there is space. London Buses welcome all assistance dogs, including guide dogs, hearing dogs, fetch and carry dogs, mental health companion dogs, and dogs that can sense when their owner is about to have an epileptic fit. All we ask is that your dog does not block the gangway.

(<http://www.tfl.gov.uk/gettingaround/transportaccessibility/1171.aspx>)

At the time of writing, further work is being carried out by Transport for London and a copy of its recent presentation to London TravelWatch on the improvements to accessibility that London buses is continuing to make is listed for further information in section 7.3.

## 4.2 Bus stop accessibility

London has made great strides to improving the accessibility of bus services. Apart from the heritage routes, which are shadowed by accessible services, all London's buses are low floor, have electrically powered ramps (and maintenance), and drivers who receive training and supervision.



Accessible bus stops are a right. London TravelWatch takes the view that accessible bus stops are a right and the local highway authority has a duty to ensure the disabled have the same access to buses as the able bodied. However accessible buses need accessible stops.

TfL has surveyed all 17,476 stops. As of 1 April 2009, 41.46% are accessible. 57.02% of these are on the Transport for London Road Network (TLRN) and 39.27% on Borough roads.

The broad categories of works needed to improve the physical accessibility of stops are :

- Removal of impediments – bollards and litter.
- Highways works to raise the kerb height.
- Install bus stop clearway markings and time.

The last bullet point is the most intractable. We have some legal advice from TfL and Equality and Human Rights Commission (EHRC) both of which support the notion that bus stops should be accessible.

Details of a presentation detailing the proportion of which stops are accessible may be found at section 7.4.

London TravelWatch submitted a question to Transport for London to ask how much it would cost to make bus stops more accessible. TfL's response is below :

The TfL Business Plan 2009/10 – 2017/18 confirms that we plan to make 76% of stops accessible by 2018. We consider a bus stop to be of the optimum accessibility if it would allow unimpeded boarding/alighting of buses, with an optimum kerb height of 125mm to ensure wheelchair ramps can be deployed correctly.

Going beyond the commitment confirmed in the Business Plan, we estimate that an additional £30 million would be required to complete the bus stop accessibility programme. However, that at those stops that won't be treated, this does not mean that passengers with disabilities cannot use these, just that they are not operating at their maximum efficiency.

TfL's Business Plan 2009/10 – 2017/18 states that more than 75 per cent of bus stops will be accessible by the end of this period.

A guide to bus stop accessibility design guidance can be found using the web link below. This explains the type of designs and solutions to enable bus stops to become accessible to passengers with mobility problems

[http://www.tfl.gov.uk/assets/downloads/businessandpartners/accessible\\_bus\\_stop\\_design\\_guidance.pdf](http://www.tfl.gov.uk/assets/downloads/businessandpartners/accessible_bus_stop_design_guidance.pdf).

#### 4.3 Bus Staircase design

A useful illustration on the development of more accessible buses can be found in the report at section 7.6.

## 5 Fares

### 5.1 Fare structure

The complexity of the tickets accepted on Transport for London can be difficult to appreciate. A poster showing the accepted tickets may be viewed in the London TravelWatch meeting room and office, detailing the number of different tickets accepted on bus services. Revenue Protection Inspectors (RPIs) have to know these tickets and differentiate them from tickets which are not accepted on London buses.

Cash fares on London buses cost £2, regardless of age, if an Oyster card or concession pass is not presented. Oyster fares are £1, but there are concessions for those in full time education, recipients of income support, unemployed on the New Deal programme, students, and age-related exemptions for OAPs, children and youths up to the age of 19.

Price caps also operate on Oyster for bus travel. There is a £3.30 daily price cap for bus and tram passengers and a one day bus and tram pass costs £3.80. There is a daily price cap of £1.65 for 16+, New Deal and bus and tram discounted Oyster card holders.

Further details of the fares structure can be accessed here :

<http://www.tfl.gov.uk/assets/downloads/fares-and-tickets-zones1-6.pdf>

Bus fares, like all other public transport fares, are calculated on the RPI+1 principle.

### 5.2 Penalty Fares

Transport for London operates a separate penalty fare system for each mode of travel, because different bye-laws govern the different modes. Details of the level of fines that passengers travelling without tickets are liable for may be found here :

<http://www.tfl.gov.uk/tickets/penaltyfares/1089.aspx#Bus> :

Members may also wish to view TfL's Conditions of Carriage to see the level of range of tickets available for travel on TfL services

<http://www.tfl.gov.uk/assets/downloads/conditions-of-carriage-march-2009.pdf>



## 6 Crime

Crime has been a major issue on buses, but there is a distinction between crime and anti-social behaviour. Certain types of behaviour, which in a different context would not be perceived as criminal, are perceived by passengers as criminal.

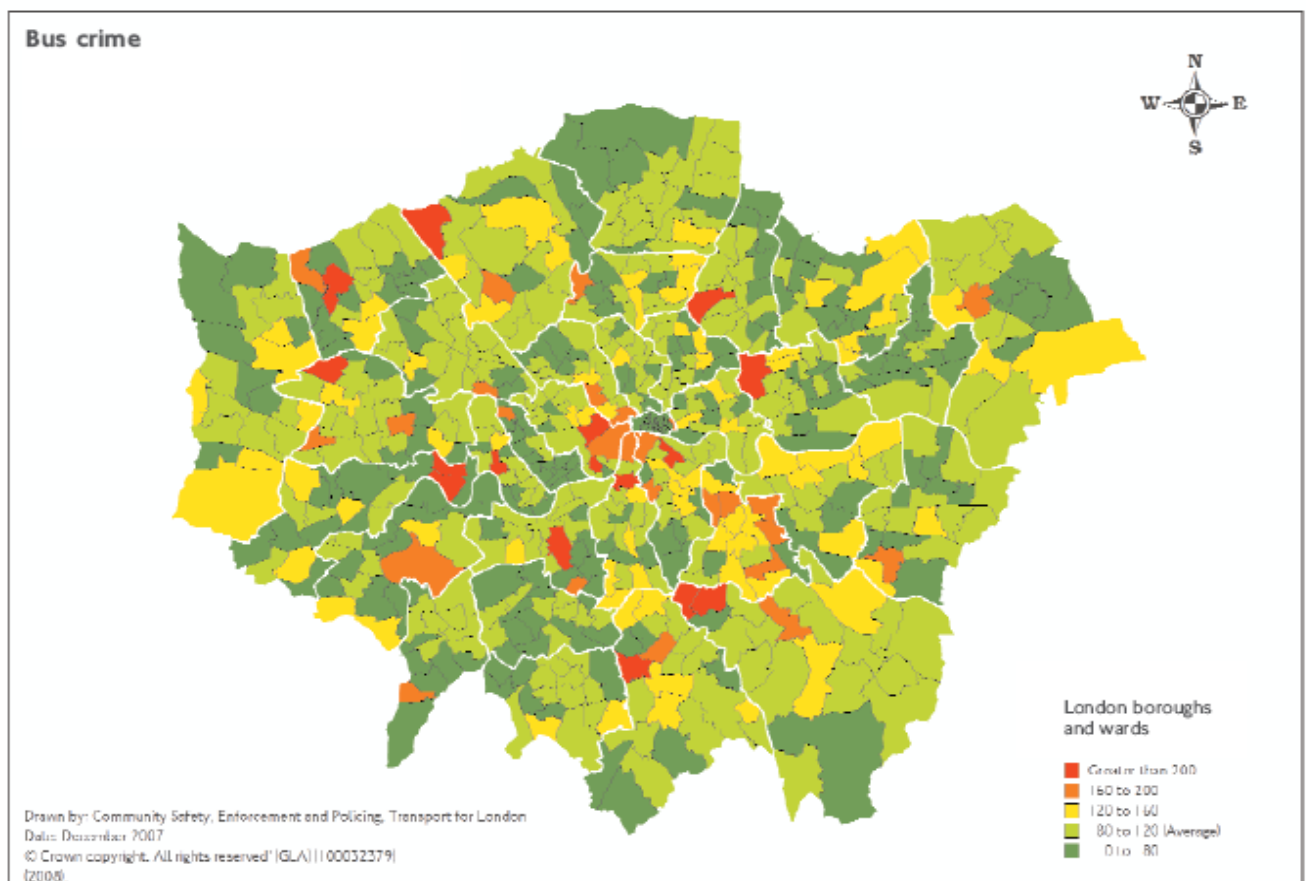
Much of the thinking behind the strategy being implemented by Transport for London is related to the fear and perception of crime. This is often informed by media reports which lead passengers to believe that a particular route or area is unsafe or they are likely to be a victim of crime, which in turn leads routes losing passengers or people not using buses at all.

### Bus crime by borough

The map below shows 'hot spots' of bus crime. Note however, that these statistics reflect where the crime is reported rather than where it occurred.

(Taken from the Community Safety plan 2008/09 -

<http://www.tfl.gov.uk/assets/downloads/corporate/community-safety-plan-2008-2009.pdf>)



The Heathrow Villages ward in the Borough of Hillingdon is one of the largest wards in the Greater London area. When this ward is coloured thematically, it artificially gives the impression of being worse than other wards because of its size.

Details on how the bus service within London is policed can be found here :

<http://www.tfl.gov.uk/gettingaround/1225.aspx>

## **7 Appendices**

- 7.1 TfL presentation on Bus network development to London TravelWatch Board  
4.11.08
- 7.2 London TravelWatch Delegation of powers – Bus powers
- 7.3 TfL presentation on Bus accessibility to the Transport Accessibility Committee  
14.5.08
- 7.4 TfL presentation on Bus stop accessibility presentation to the Access to  
Transport Committee 5.5.09
- 7.5 Accessible bus stops by borough
- 7.6 Bus staircase design (TA 19) paper to the Transport Accessibility Committee  
17.12.08

**TfL presentation on Bus network development  
to London TravelWatch Board 4.11.08**

**London TravelWatch Delegation of powers – Bus powers**

**TfL presentation on Bus accessibility  
to the Transport Accessibility Committee 14.5.08**

**TfL presentation on Bus stop accessibility presentation  
to the Access to Transport Committee 5.5.09**





**Bus staircase design paper  
to the Transport Accessibility Committee 17.12.08**