

2 JUNE 2016

Is London getting interchange right?

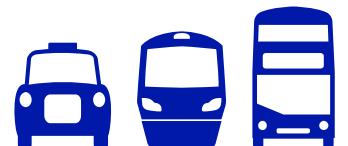
Leon Daniels, Managing
Director Surface Transport,
TfL



EVERY JOURNEY MATTERS

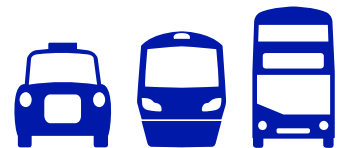
Purpose and Content

- Purpose – a review of London’s interchanges specifically bus and coach interchange
- Content:
 - Key headlines
 - Good interchange
 - The hopper ticket
 - Examples



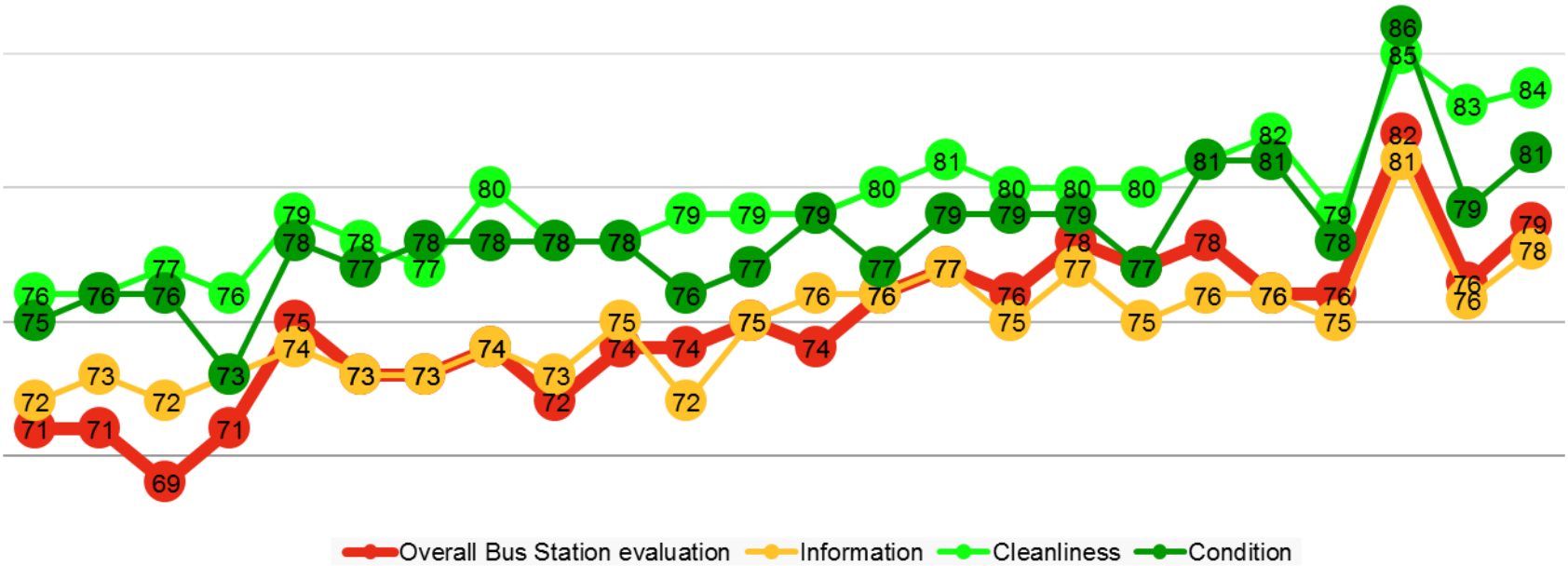
Key headlines

- 45 major bus stations
- Busiest bus stations include:
 - Vauxhall – 16 million passengers per annum
 - Stratford – 17 million passengers per annum
 - Hammersmith – 22 million passengers per annum
- 5% of all bus journeys in London begin or end in a bus station
- 600,000 passengers per weekday use bus stations
- On street interchange – numerous locations e.g. Brixton, Elephant and Castle
- Victoria Coach Station is used by 14 million passenger per annum

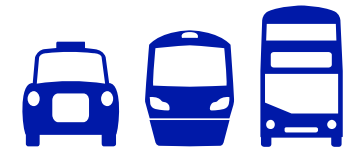


Customer Satisfaction Scores

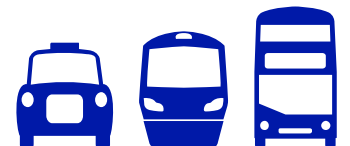
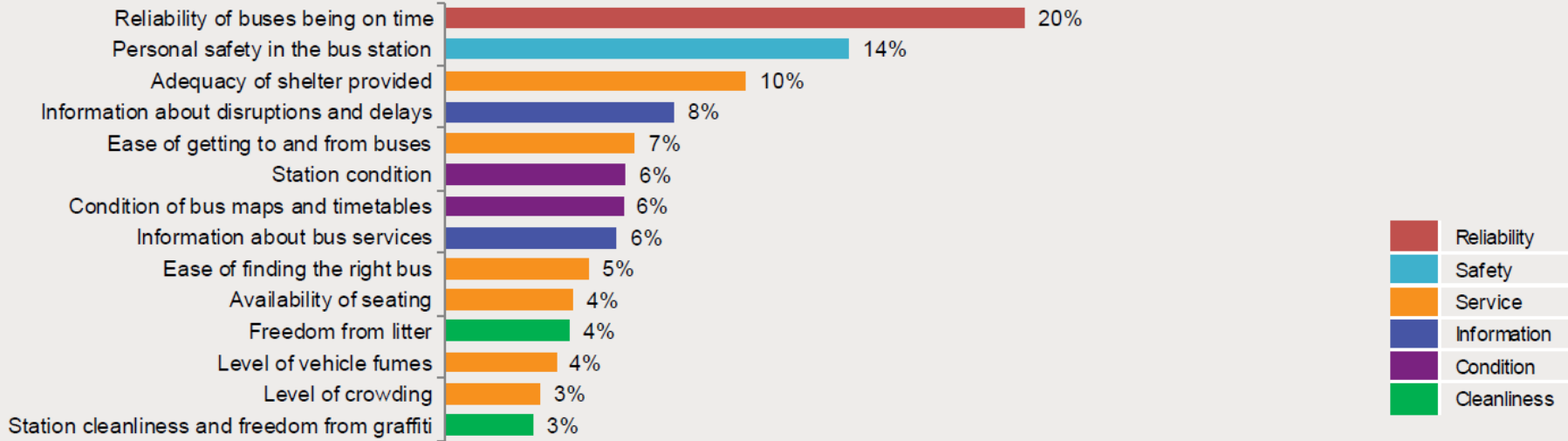
- Increased investment reflected in upward trend in customer satisfaction scores



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2009/2010				2010/2011				2011/2012				2012/2013				2013/14				2014/15			

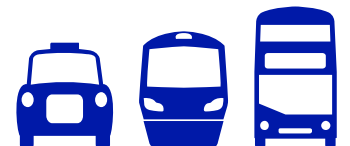


Good interchange – what customers value most



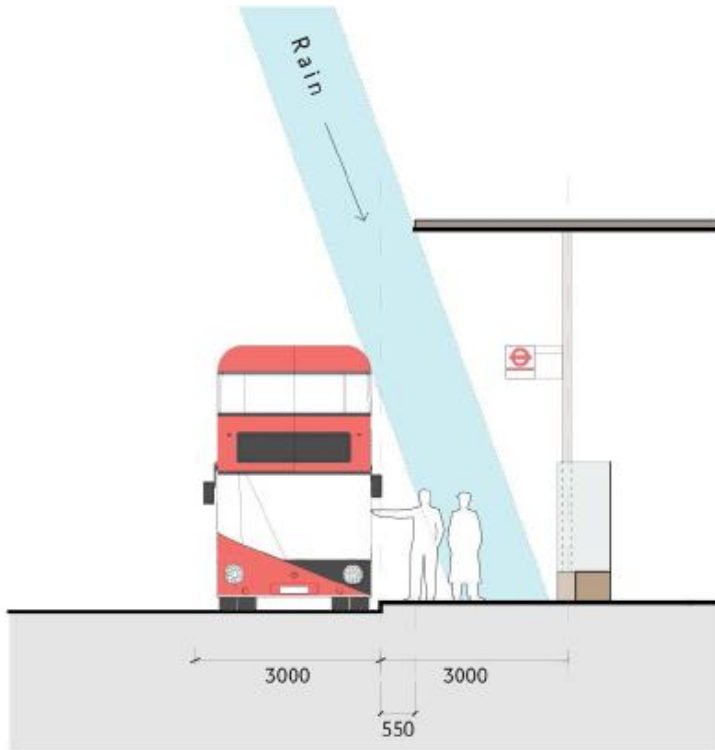
Good interchange - Safety

- Bus station staffing determined by a variety of factors including:
 - Customer numbers
 - Operational requirements (number of terminating routes)
 - Specific localised factors
- All bus stations covered by CCTV
- PA at all major bus stations
- Close co-operation with local Police
- Retail activity

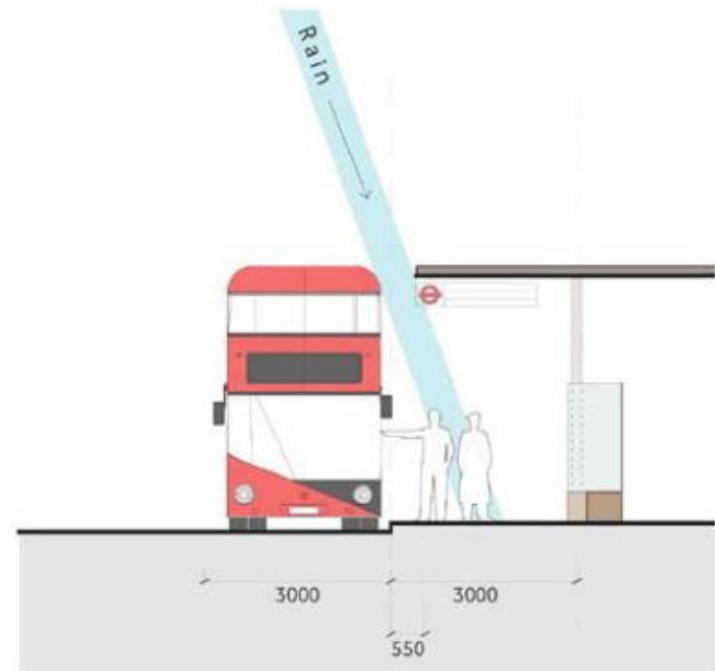


Good interchange - Shelter

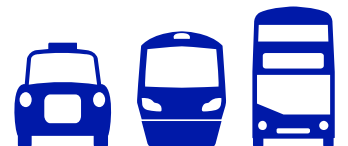
- Image on right shows preferred canopy height



6m high canopy

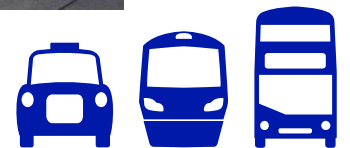


4m high canopy

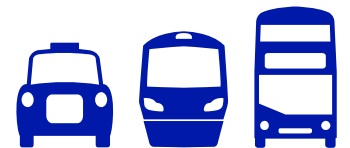
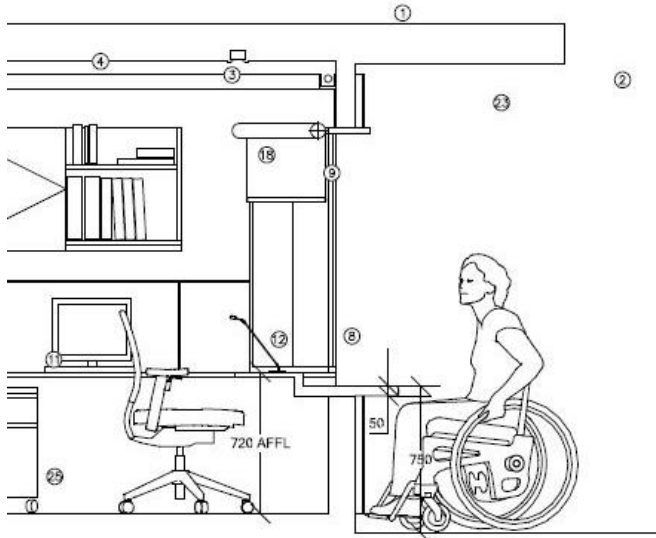


Good interchange - Real Time Information

- Recently installed at Vauxhall (photo), Harrow, North Greenwich, Walthamstow.
- Further installations planned at Turnpike Lane and Canning Town.
- Technical challenges at some sites – for example where there are numerous terminating routes.

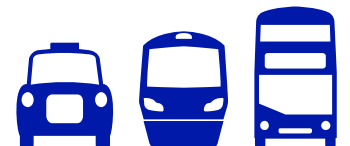


Good interchange - accessibility

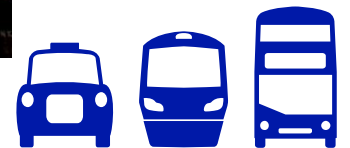


The Hopper ticket

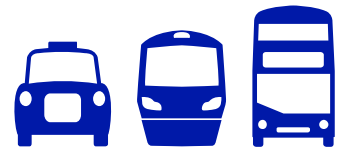
- The bus hopper fare is set to launch on Sunday 4 September 2016
 - Allows one free bus journey made using contactless or Oyster pay as you go within 60 minutes of an initial bus journey
- Around 75 million bus PAYG journeys per year give rise to a second boarding within an hour.
 - 25m of these journeys are undertaken by customers who currently do not hit a cap and so will save £1.50 per boarding. An estimated additional 5m passengers would also make a saving, based on current travel patterns.
- No change in infrastructure provision is planned following the introduction of Hopper ticket. Whilst the Hopper will lead to an increase in interchange, there will only be a marginal increase in the daily 6.5m passenger boardings, and hence little change to passenger's space requirements at stops



Examples – Victoria Coach Station



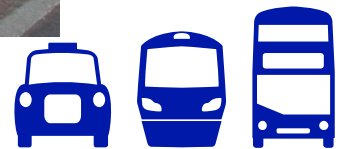
Original Stratford Bus Station



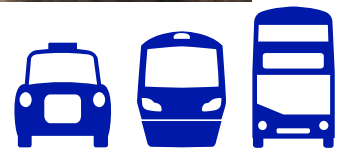
Stratford bus station –refurbished 2012



Walthamstow



Future – Kingston Crowell Road



Any questions?

