


# Pulling the Key Elements Together



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# The scale of the London bus network

Over 670 routes 

61% of Londoners use the buses at least once a week


96% of Londoners live within 400 metres of a bus stop

33 bus stations 

6.2m passengers a day (pre Covid)


90% of Londoners use the buses at least once a year

c.8,700 buses 

 24,000 drivers

8 bus operators    
   
   
 

482m Scheduled kilometres per year

 19,000 bus stops



# Why we needed the Bus Action Plan

1. To deliver the Mayor's Transport Strategy, Vision Zero and Decarbonisation
2. To align TfL's Visions and Values to our strategy for Bus Operations
3. To support TfL's long-term financial sustainability by targeting investment that both reduces costs and drives up revenue at the same time
4. To ensure delivery by addressing borough perceptions that we have no vision for buses



## **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

Bus action plan

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

MAYOR OF LONDON



TRANSPORT FOR LONDON

every journey matters





# Inclusive Customer Experience

- Providing the information our customers need
- Improving the customer journey experience
- Enhancing the inclusivity of our services

## What we have delivered so far...

- Route 63 launch and customer experience additions on board and at stops, including real-time information trials using a variety of products
- Over 400 New Routemaster mid-life upgrades including new priority seating moquettes
- 321 new countdown signs procured, across all London boroughs
- Welcome Aboard posters rolled out across entire bus fleet
- 485 bus shelter renewals in 22/23.



## What we will deliver...

- Refurbishing and upgrading existing Bus stations, starting with Kingston Cromwell Road in August 2023
- Automated Passenger Counting Software
- Rollout of new Equality, Diversity & Inclusion training to 25,000 drivers
- Procurement of 500+ real-time information installations to benefit all boroughs.







# Safety & Security

- Delivering Vision Zero on our network
- Ensuring people feel safe and secure
- Improving bus driver welfare

## What we have delivered so far...

- Over 1150 BSS compliant buses, with around one third of the bus fleet with Intelligent Speed Assistance (ISA) speed limiting technology
- Over 1150 buses fitted with Camera Monitoring Systems (CMS)
- Over 1000 buses fitted with Acoustic Vehicle Alerting System (AVAS)
- Introduction of signage on all vehicles and at targeted stops and stations on how to report a crime.
- Zero Tolerance Towards Sexual Harassment training across Bus and Coach delivery.



## What we will deliver...

- Retrofit of 1800 buses with ISA, entire ZE fleet fitted with Responsive AVAS, retrofit roll out of CMS by Spring 24
- Fitment of 500 buses with Fatigue Detection Technology
- Further build of driver welfare facilities
- Bus Security Programme delivered by 2025.



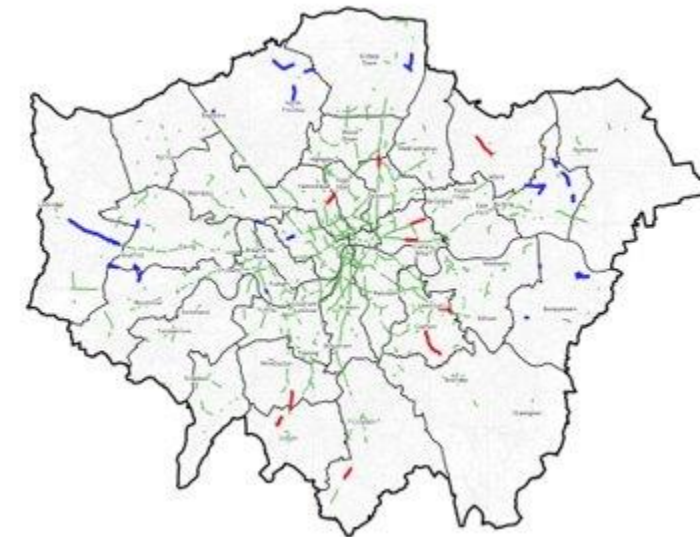


# Journey Times

- Delivering better streets for buses
- Making better use of street space
- Optimising our operations

## What we have delivered so far:

- 3 future bus corridors outcome inception complete (Sutton–Royal Marsden, Heathrow–Hounslow, Canning Town–Barking)
- Over 4km of new bus lane delivered by end of 22/23
- Bus Stop accessibility database reviewed
- Bus Lane Database re-surveyed in 2023
- 14,000 bus passenger hours saved from 732 timing reviews in 22/23.



## What we will deliver:

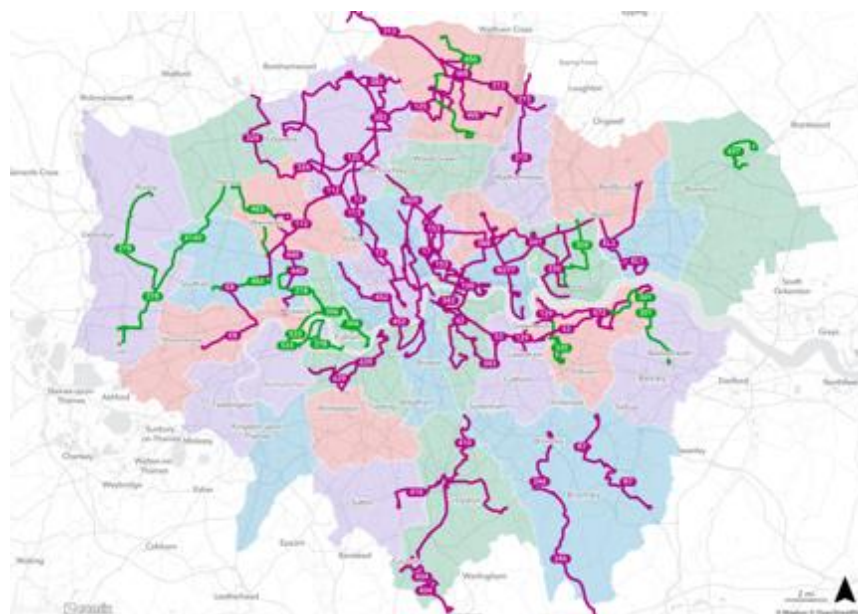
- 25km of new bus lane by March 2025
- Publishing of new bus priority best practice guidance in 2023/24
- Target of 8,800 bus passenger hours savings by March 24
- Continued rollout of the Network Operating Strategy.





## What we have delivered so far:

- Addition of 1m km of bus routes in Outer London
- Superloop Phase 1 – SL6, SL7, SL8 and SL9 introduced
- £21m S106 money for bus improvements secured in 22/23
- 12 new bus routes and extended/rerouted 40 routes since 2016, with many benefitting outer London.



## What we will deliver:

- Multiple routes to support ULEZ expansion in Outer London
- Superloop Phase 2 – SL1, SL2, SL3, SL5, SL10 (Mar 24)
- Service Planning Guidelines Update.

## Connections

- Planning our bus network to achieve mode shift
- Trialling new types of services
- Unlocking new homes and jobs







# 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

## What we have delivered so far:

- Over 1,200 Zero Emission Buses in London – largest zero-emission bus fleet in Western Europe
- More than half of garages across London can (or will) support charging/re-fuelling of zero-emission buses
- Double Deck Hydrogen fuel cell trial on routes 7 and 245 (20 buses) and a hydrogen refuelling station in Perivale
- c£3m allocated to boroughs, and c£1m on TfL schemes to spend on green infrastructure (up to Mar 24).



## What we will deliver:

- 1,400 Zero Emission Buses at the end of March 2024.
- Opportunity Charging Pilot on Route 358
- On track to deliver a ZE fleet by 2034 (could accelerate to 2030 with additional funding)
- Kingston Cromwell Road Bus Station Upgrade to include green roof.





# Women in Bus and Coach

LEADING THE CHANGE  
#bettertogether

Current **industry challenges** are widescale but only 10% on average of the workforce are women. Diversifying makes us more resilient and responsive to these challenges.

There are **barriers for women** to enter or remain in the profession which need to be eliminated.

A **new free-to-access, ground-up initiative** to support women to join the bus and coach profession, to remain in the industry and to progress in their careers.

## Launches:

- London Region launched: 28 June 2023
- National launch: 8 November 2023
- APPG launch: 20 November 2023

## Charter

### Commitment pledges

### Corporate membership and sponsorship

Our profession needs to diversify to grow and improve. Let's break down the barriers together to achieve all our goals.

Contact: [WomenInBusAndCoach@tfl.gov.uk](mailto:WomenInBusAndCoach@tfl.gov.uk)

