



> What is London Buses?

London Buses, part of Transport for London (TfL), is responsible for managing one of the largest bus networks in the world, with more than 8,000 buses in the fleet.

> What does it do?

London Buses plans routes, specifies service levels and monitors service quality.

It is also responsible for 50 bus stations (35 of them staffed), eight bus garages, bus stops and other support services. The bus services are operated under contract to London Buses, largely by private sector companies.

The network is continuing to increase in size and buses travelled 478 million km in service in the year to March 2009.

London Buses has introduced quality incentive contracts which reward operators for their good performance, with deductions for poor performance.

Enforcement of bus lanes, Congestion Charging in central London and continuous updating of schedules, means that buses are now at their most reliable since records began nearly 30 years ago.

All 18,900 bus stops (12,300 of which have shelters) now display a location name and direction of travel. Stop-specific timetables have been developed as well as easy-to-understand 'spider' linear route maps, displayed at key locations.

After extensive research, 3,500 bus stops were upgraded with solar-powered illuminated signs and displays, improving overall access and visibility of information.

A £117m state-of-the-art vehicle location system, called iBus, has been introduced on all London's buses. Using a combination of technologies including satellite tracking, iBus can pinpoint the exact location of buses, relaying information between the driver, garage and central control point.



The precision of the information the system captures will mean an improved real-time information 'Countdown' service at bus stops and better information for service controllers.

Other features include visual and audio on-board 'next stop' announcements.

The Capital's entire bus fleet is now low-floor and wheelchair accessible, except for a small number of Routemasters running on heritage routes in central London. The ticketing system has been greatly simplified and Oyster cards are now used for 86 per cent of bus passenger journeys.

Strict bus lane enforcement measures have been implemented using more than 300 cameras to ensure bus lanes are kept clear and delays are reduced.

Revenue Protection Inspectors combat fare evasion across the London bus network. They work closely with officers from the Transport Operational Command Unit to deal with persistent fare evaders and other forms of antisocial behaviour. There are now nearly 300

inspectors targeting routes and locations which experience particular fare evasion issues.

All of the Capital's buses are fitted with CCTV as standard. The CCTV team, in conjunction with 'BusTag' (a unit set up to address the problems of graffiti and etching on buses), has been very successful in identifying and arresting individuals involved in damaging buses.

They also provide training support plus audit and compliance functions to assist bus operators in meeting their contractual CCTV requirements.

London Buses has led the development of training courses for all bus drivers and service controllers. These result in an accredited qualification.

The courses cover issues such as: defensive driving skills; health, safety and security; customer services; operating the bus services; the London bus industry; and communications skills for supervisory service controllers through classroom and practical sessions.



> Facts

- > During 2008/09, buses in London carried more people than ever with more than two billion passenger trips
- > More than 100 night bus routes carry 34 million passengers every year, more than double the number in 2000
- > The combined strategy of Congestion Charging and improved bus services has resulted in a significant modal shift from private car usage to public transport, against the trend elsewhere in the UK and the world
- > With more than 630 installed, London Buses has the largest network of solar-powered 'dusk-till-dawn' illuminated bus passenger shelters in the world