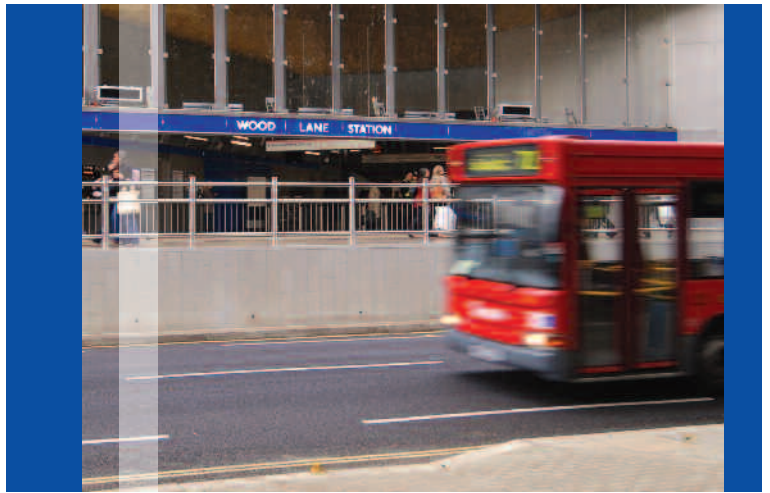


Transport for London

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Factsheet



> What is Transport for London?

Transport for London (TfL) is the integrated body responsible for the Capital's transport system. Its role is to implement the Mayor's Transport Strategy and manage transport services across the Capital, for which the Mayor has ultimate responsibility.

TfL is accountable for both the planning and delivery of transport facilities, which enables it to take a truly integrated approach to how people, goods and services move around London.

It is directed by a Board whose members are chosen for their understanding of transport matters and appointed by the Mayor of London, who chairs it. TfL's Commissioner and the chief officers are responsible and accountable for the day-to-day operations of the organisation and the work of its 31,000 employees.

> What does it do?

Day-to-day services

TfL manages London's buses, London Underground (LU), the Docklands Light Railway (DLR), London Overground and London Trams. It

also runs London River Services (LRS), Victoria Coach Station (VCS) and London Transport Museum. Every day, more than 24 million journeys are made on the TfL network.

As well as running London's Congestion Charging scheme, TfL manages a 580km network of main roads, all of London's 6,000 traffic lights, regulates taxis and the private hire trade and runs Barclays Cycle Hire. Considerable progress is also being made to improve road safety and encourage people to make more sustainable travel choices.

TfL and the Metropolitan Police established the Safer Transport Command Unit in 2002. Its role is to tackle and prevent crime on London's buses, enforce traffic and parking regulations on key bus corridors, keep traffic moving at congestion hot spots and deal with illegal minicab touting.

To ensure greater accessibility, TfL coordinates schemes for transport users with mobility impairments as well as running the Dial-a-Ride scheme, a door-to-door service for disabled people unable to use buses, trams or the Tube.





In 2003, TfL launched the Oyster card. It is now the UK's most advanced travel smartcard and is used to pay for more than 80 per cent of journeys on the TfL network.

> Investing to improve our passengers' journeys

TfL is responsible for a multi-billion pound investment programme to upgrade and expand the Capital's transport system.

In October 2010, as part of the Government's Comprehensive Spending Review, it was announced that investment to improve London's transport network was protected. This will provide for the delivery of Crossrail, upgrades to the Tube, extending the London Overground and revolutionising cycling across the city.

LU's investment programme is the largest for 70 years and will improve safety, reliability, capacity and journey times. A full Jubilee line upgrade is nearing completion which will increase capacity by 33 per cent and cut journey times by 22 per cent. A full upgrade of the Northern line

has also started including a new signalling system which will increase capacity by 20 per cent. A full upgrade of the Victoria line will be complete by 2012. A major upgrade of the Circle, District, Hammersmith & City and Metropolitan lines – 40 per cent of the network – is also taking place over the next decade which will see the introduction of 191 new, air-conditioned trains. Upgrades of the Piccadilly and Bakerloo lines will also be delivered.

Crossrail is a major new rail link that will run from Maidenhead and Heathrow in the west, through central London to Shenfield and Abbey Wood in the east. It will be the largest addition to the transport network in London and the South East for 50 years when it opens in 2017. Crossrail Limited became a subsidiary company of TfL in December 2008 and enabling and construction work for new stations at Tottenham Court Road and Canary Wharf have begun.

As part of plans to expand the London Overground network, the East London line was extended down to Crystal Palace and West Croydon, and 54 new three-carriage, air-



conditioned trains have been rolled out across the network. When the expansion is complete in 2011, London Overground will provide an orbital railway service around the Capital, reducing congestion on radial routes and at central London interchange stations.

A number of transport projects will be completed by 2012, including upgrades to the walking and cycling networks, which will deliver the improvements necessary to host the 2012 Games. Every spectator coming to watch will be encouraged to use public transport, cycle or walk. Each day of the Games London will be responsible for transporting up to 500,000 spectators, for the Paralympic Games 160,000 spectators are expected.

The Mayor is determined to lead a cycling revolution in the city and has promoted a number of initiatives including Barclays Cycle Hire – a bike hire scheme with 6,000 bikes and 400 docking stations across Zone 1. In the first week of operation, 32,000 people signed up, and 50,000 journeys were taken.

As well as investing in local cycle routes, 12 cycle superhighways are also being developed that will link Outer London with the centre to provide clear commuter routes for cyclists. The first two superhighways, from Barking to Tower Gateway and Merton to the City, opened in summer 2010. The remaining 10 will launch by 2015. Both major schemes will be supported by the delivery of 60,000 extra cycle parking spaces as well as training for adults and children to improve safety and confidence.

Another priority for the Mayor and TfL is to smooth traffic flow. Not only does this mean delivering more reliable journey times and less stop-start traffic, but also improvements for pedestrians. In January 2010, TfL and 18 London boroughs introduced a common permit scheme to ensure that any organisation wanting to dig up the Capital's roads causes minimum disruption, so far 4,800 permit applications have been rejected by TfL preventing unnecessary disruption from roadworks.



> Key facts

- > Since 1999/2000, there has been a five per cent increase in the proportion of trips that are made in London using public transport
- > Bus usage is growing at its fastest rate since 1946. More than two billion passenger trips were made on London's fleet of 8,500 buses in the year to March 2010. The number of operated kilometres has also risen to 483 million, the highest since 1957
- > More than one billion customer journeys were made on the Tube in 2009/10. Each day more than 3.5 million passenger journeys are made on the network's 402km route, calling at 270 stations. A total of 22 per cent of Tube stations now have step-free access
- > DLR carries more than 69 million passengers annually. In 2005, it was extended to London City Airport and to Woolwich Arsenal in 2008. Work has started on an extension to Stratford International station due to be completed in late 2010
- > TfL has helped increase the number of cyclists on London's major roads by 117 per cent since 2000
- > Around 10 million passengers arrive at Victoria Coach Station each year. There are more than 3,000 coach movements in London each day
- > London River Services continues to manage eight passenger piers, as well as overseeing the operation of the Woolwich free ferry and in November 2009, Oyster pay as you go was rolled out to all river services
- > Dial-a-Ride accounts for more than 1.2 million passenger journeys annually
- > Tramlink, the South East's only tramway, carries more than 26 million passengers every year
- > As of January 2010, Oyster pay as you go is valid on all commuter train services in the Capital
- > The London Transport Museum has seen visitor levels reach 282,000 during 2009/10