

# Transport for London

## Transport for London

### 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 28,000 employees.

### > What does it do?

#### Day-to-day services

TfL manages London's buses, London Underground (LU), 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 27 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 and regulates taxis and the private hire trade. Considerable progress is also being made to improve road safety and encourage people to make more sustainable travel choices, including cycling and walking.

TfL and the Metropolitan Police established the Transport Operational 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 nearly 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 for the 2012 Games and the years beyond.

In February 2008, the Government confirmed funding of nearly £40bn for TfL transport projects up to 2017. This will provide for the delivery of Crossrail, upgrades to the Tube, extending the London Overground and DLR rail networks, revolutionising cycling and smoothing traffic flow across the city.

LU's investment programme is the largest for 70 years and will improve safety, reliability, capacity and journey times. Passengers can look forward to new state-of-the-art, air-conditioned trains which will make up 40 per cent of the fleet and be in service on the Metropolitan line from

2010 and the Circle, District and Hammersmith & City lines from 2011.

By the 2012 Games, LU will have delivered 33 per cent more capacity on the Jubilee line, 20 per cent more on the Northern line and an extra 19 per cent on the Victoria line. Beyond 2012, the Piccadilly and Bakerloo lines and the final stages of the Circle, Hammersmith & City, Metropolitan and District line upgrades will also be delivered. When complete in 2022, the programme will provide an additional 30 per cent capacity across the network.

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, construction began on



the East London line extension project in 2008. When 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.

The Mayor is determined to lead a cycling revolution in the city so in 2009 alone, TfL will be investing £111m in a range of initiatives with the aim of encouraging more Londoners to cycle. The London Cycle Hire scheme, which will begin operating in 2010, will provide 6,000 bikes which can be picked up and dropped off from 400 cycle stations across the Capital and is expected to generate around 40,000 extra daily cycle trips.

As well as investing in local routes, 12 Cycle Superhighways are also being developed that will link Outer London with the centre to provide clear commuter routes for cyclists. Both major schemes will be supported by the delivery of 60,000 more 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 means

delivering more reliable journey times and less stop-start traffic, but also improvements for pedestrians. TfL is working with London's boroughs to look at ways to achieve smoother traffic flow, such as more efficient use of road space, improving parking and loading arrangements, plus better planning and coordination of 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 more than 8,000 buses in the year to March 2009. The number of operated kilometres has also risen to 478 million, the highest since 1957
- > More than one billion customer journeys were made on the Tube in 2008/09. Each week day more than three million passenger journeys are made on the network's 402km route, calling at 275 stations, of which 260 are run



- by LU. A total of 25 per cent of Tube stations will have step-free access by 2010
- > DLR carries more than 66.6 million passengers annually. In 2005, it was extended to London City Airport and extended to Woolwich Arsenal in 2008. Work has started on an extension to Stratford International station due to be completed in 2010
  - > TfL has helped increase the number of cyclists on London's major roads by 91 per cent since 2000; installed 4,500 new cycle parking spaces on streets, at schools, colleges and rail stations; and opened the UK's first 24-hour, fully staffed cycle park
  - > Around nine million passengers arrive at Victoria Coach Station each year. There are 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. During 2008, Thames Clippers introduced six new 220-passenger catamarans, which operate daily every 20 minutes between the London Eye and the O<sub>2</sub> venue
  - > Dial-a-Ride accounts for around 1.2 million passenger journeys annually
  - > Tramlink, the South East's only tramway, carries more than 27 million passengers every year
  - > TfL announced in 2006 that it would pay for Oyster validation equipment to be provided at all London rail stations in Zones 1-6. TfL's aim is that Oyster pay as you go will be available on all train services in the Capital by the end of 2009
  - > The London Transport Museum has seen visitor levels reach 302,000 during 2008/09, following the museum's refurbishment