

-----Original Message-----

From: Enquire (TfL)
Sent: 03 April 2008 16:45
To: xxxx
Subject: Re: Transport

Ref: TFL077250

Dear xxxx

Thank you for your information access request dated 16 March, which was received by Transport for London (TfL) on 18 March. You asked for information about the percentage of TfL's passengers who are pensioners, and the percentage figure for the costs of provision for the elderly under the passes as part of the overall costs for Bus transport.

Your request has been considered under the requirements of the Freedom of Information Act and I can confirm that TfL does hold the information you require. I am pleased to provide the following:

The total journeys on Buses for 2007/8 are forecast to be about 2200 million, out of which about 280 million (13%) will be on Freedom Passes. Of those Freedom Pass journeys about 80% are made by the elderly, and 20% by the disabled.

TfL is not responsible for managing the Freedom Passes scheme. This is because the London Councils (formerly the Association of London Government) oversee the arrangements for the scheme on behalf of the London Boroughs.

The London Boroughs pay TfL for the costs of the Freedom Pass scheme (primarily the revenue foregone as a result of travel being free). In 2007/8, the payment in respect of buses was £169 million.

This represents about 17% of total bus revenue for the year of £1000 million. The London Boroughs also deal with all matters relating to the issuing of Freedom Passes. This includes the renewal process and the application forms.

Also, from information available to TfL there are around 930,000 elderly Freedom Pass holders and 130,000 disabled holders (as at the time of the last Freedom Pass revalidation in 2006).

It is understood that the take up rate amongst the elderly is around 85-90%. The take up rates for the disabled are not known. I suggest you contact London Councils' Transport and Environment Committee for further information on this at:

Transport and Environment Committee
New Zealand House
80 Haymarket

London
SW1Y 4TE
Telephone: 020 7747 4777
Fax: 020 7747 4848
Email: info@londoncouncils.gov.uk

You can also view the website links <http://www.londoncouncils.gov.uk/>, and <http://www.freedompass.org/>.

I hope you find the above information useful, and if you have any other further specific queries, please do not hesitate to contact me.

If you are dissatisfied with the way in which TfL has handled your information access request, you can ask us to carry out an internal review. This review will be conducted by an independent panel, in accordance with the procedure published on our website at www.tfl.gov.uk/foi. Requests for an internal review should be sent to:

Head of Information Access and Compliance
Floor 6, Windsor House
42–50 Victoria Street
London SW1H 0TL
Email: foi@tfl.gov.uk

If you remain dissatisfied after the completion of the internal review, you are entitled to take your complaint to the Information Commissioner's Office. They can be contacted at the following address:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Thank you once again for contacting us.

Yours sincerely

xxxx
Transport for London
Central Customer Services

As part of our continuing efforts to improve our services to our customers, TfL undertakes, from time to time, research aimed at identifying issues and opportunities. We may contact you in the next few weeks via our appointed research agency, GFK NOP, in connection with your recent

communication with us. If you are contacted, we would greatly appreciate your contribution to the research survey. Any information that you give would be totally confidential and you would not be identified personally. If you do not wish to be contacted for research purposes, please could you let us know.