

Customer Service and Operational Performance Panel

22 March 2023

Bus Action Plan Update



Our Bus Action Plan (BAP) sets out:

- the case for change;
- our vision for 2030;
- our actions across five thematic areas; and
- our approach to uncertainty around demand and funding

Case for change

- Tackling the climate emergency
- Meeting Londoners' diverse travel needs
- Avoiding growth in car usage and supporting Road User Charging (ULEZ)
- Complementing walking and cycling in creating Healthy Streets
- Enabling London's sustainable growth and development

Our vision

- We need bus travel to be a zero-carbon option more Londoners choose to use, as part of a comprehensive active, efficient and sustainable transport network

Our actions

Inclusive Customer Experience Providing the information our customers need Improving the customer journey experience Enhancing the inclusivity of our services	Safety & Security Delivering Vision Zero on our network Ensuring people feel safe and secure Improving bus driver welfare	Journey Times Delivering better streets for buses Making better use of street space Optimising our operations	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
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External Engagement

Borough Meetings:

- Director / cabinet lead / elected member level
- Feedback has been very good so far from nine Boroughs met
- Remaining 24 Boroughs to be seen over next nine months

Borough Bus Event – BAP 1 year on:

- Councillors and Officers in attendance
- Chance for face to face discussion on BAP

Internal Engagement

- BAP presentations to teams across business
- Regular Insight Sessions



Challenges and Opportunities to delivering the Bus Action Plan

Area	Challenge and Opportunity
Stakeholder Engagement	<p>The level of change in the May 2022 elections delayed meeting newly elected members to engage.</p> <p>However the meetings we have now held have been very positive – with constructive feedback on how both boroughs and TfL can and should change to work better together, alongside welcome of a clear strategy.</p>
Funding	<p>The funding uncertainty in the first half of last year delayed most BAP activity. This has been particularly prominent in areas such as safety development and bus priority which have longer lead times to implement.</p> <p>We have clearer funding into next year and beyond.</p>
Central London Changes	<p>The consultation last summer created a negative perception of the future of the bus network. Now that we have a clear position on future bus service levels in Central London, and a new offer in Outer London, we can re-double our engagement with stakeholders to explore the opportunities to improve our service to customers and others through the action plan</p>



What we achieved in 2022/23

- Route 63 'whole route' trial
- Bus Stop Information Trials
- 'Welcome Aboard' and new info posters
- 321 new countdown signs procured
- c.3km of new bus lanes
- 15,000 bus passenger hours saved due to 1200 signal timing reviews
- 280 NRM refurbishments
- 950 ZE buses (Spring 2023)
- Bus Station Design Guidelines Published (Spring 2023)
- Bus Priority Best Practice Guidelines Published (Spring 2023)
- BSS Rollout ongoing
- 142 Project Guardian Sessions (2022)
- 11 new driver facilities built

Route 63 – Trial feedback so far

- Increase in customer satisfaction post introduction of trial (up to 81%)
- Particularly around personal safety at bus stops due to lighting and also condition/cleanliness of stop/shelters
- Rating of comfortable seating, temperature control and space on board also increased
- On board digital information and USB chargers also popular
- Willingness to Pay research on Route 63 is complete and report due end of March

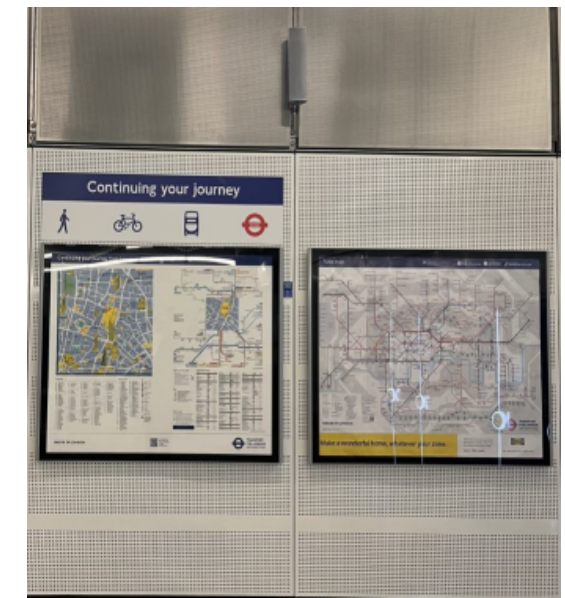
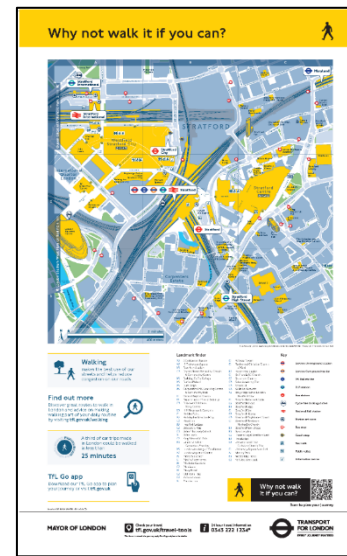


Customer improvements coming 2023/24:

- Enhanced printed Customer information
- Directional signage for buses at all Elizabeth line stations
- Central London service changes customer info to assist with interchanges/alternative travel
- 321 additional countdown signs installed
- Bus Busyness and Automated Passenger Counting trials
- 40 new and improved Bus shelters across Bromley and Sutton
- Sutton 'whole area' trial 100 new electric buses, schedule improvements, improved customer features and traffic light rephasing

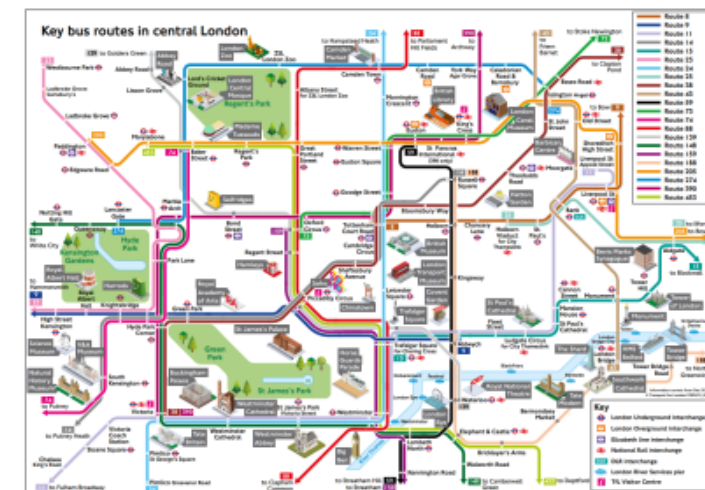
St Paul's Station Bus stop SQ

- 483** Holborn Station Due
- Usually few seats available
- Wheelchair space available
- W43** Tottenham Court Road 2 min
- Usually seats available
- Wheelchair space unavailable



Local buses					15:00:45
Service	Destination	POI	Occupancy	Due	
25	Ilford	Via: scrolling information here			2 mins
86	Stratford	Via: scrolling information here			5 mins
257	Stratford	Via: scrolling information here			6 mins
158	Stratford	Via: scrolling information here			10 mins

Disruption message here.



Coming up in all areas 2023/24

- Opportunity Charging Pilot (Spring 2023)
- Driver EDI Training Rollout (Early 2023)
- New Bus Shelter Design Contract Award (Winter 2024)
- Kingston Cromwell Rd Bus Station Renewal (Winter 2023)
- 96% Bus Stop accessibility compliance (Spring 2024)
- 2024 Bus Safety Standard introduced
- 10/25km of new bus lane
- New Service Planning Guidelines (Spring 2023)
- Countdown 3 Contract Award (Autumn 2023)
- iBus 2 Contract Award (Winter 2023)
- 1000 ZE Buses (Summer 2023)



Questions?

