

Improved reliability trend continues on the Tube



THE latest figures from Transport for London (TfL) show that overall delays to Tube customers continue to decline.

The statistics, which cover the period 21 July to 14 September 2013, show that disruption to customers has fallen by more than 15 per cent over the last 12 months. This means London Underground (LU) is on track to meet the Mayor's commitment to reduce delays by a further 30 per cent by 2015.

Phil Hufton, LU's chief operating officer, said: 'The Tube is carrying more customers, more safely and more reliably than ever before.'

'We know that London's population is set to rise to 10 million by 2031, so our task is to make sure that we keep pace with the capital's demand. There are of course many seasonal challenges to maintaining the Tube's reliability, such as the recent storm across the South East, but we continue to invest and improve the network, and also by focusing on every aspect of the Tube to make it as reliable as possible.'

Across the Tube, delays to customers' journeys have been reduced by 40 per cent since 2008/09 and 54 per cent since 2003.

The trend of long-term improvement on the Tube follows the success of the London Underground Reliability Programme, introduced in 2011. LU continues to develop and introduce more reliable solutions to meet the Mayor's commitment of reducing delays on the network.

Transport at a glance

Plan your bus journey

TRANSPORT for London has launched a new short film clip on YouTube, which tells people all about the latest bus travel tools. The film is hosted by Emma Hignett, the voice of London's on-board bus announcements,

and will help people to plan their journeys. See tfl.gov.uk/buses or @TfLBusAlerts

To view the film, visit: www.youtube.com and search for TfL Live Bus Arrivals

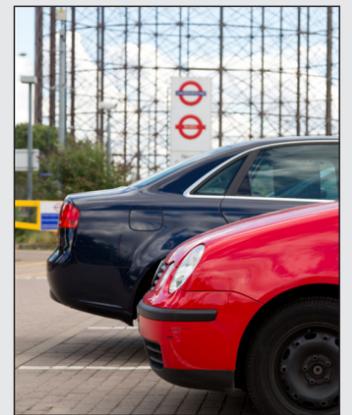
Cashless car parking

FROM this week customers using Transport for London's North Greenwich car park will have until 3am to pay for the previous day's parking.

TfL and NCP have teamed up to launch Automatic Number Plate Recognition (ANPR) technology.

This is in addition to the 'Park & Go' cashless payment facilities that launched across TfL's underground station car parks in July this year.

With easy access to the Jubilee line, The O2 and the Emirates Air Line, customers at North Greenwich can pay for parking via Autopay, online, via a smartphone app, by text, over the phone or at on-site payment terminals.



■ To find out more and to register for cashless parking today, visit www.dashpark.com/tube

The voice of youth today



YOUNG people from community groups across the capital have shared their experiences of travelling around the city as part of Transport for London's (TfL) Youth Participation Day.

The annual event, which took place last Saturday, is part of TfL's commitment to involve young people in the development of programmes that affect their lives.

The day was led by TfL's Youth Panel, a group that regularly meets to give their views on TfL's initiatives and campaigns. Participants were asked to address key issues such as safety and security and teen road safety. The ideas and opinions shared during the day will feed into the panel's work over the next 12 months.

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London Travelwatch
London's transport watchdog
call 020 3176 2999, or visit
www.londontravelwatch.org.uk

*Service and network charges apply.
See tfl.gov.uk/terms for details.

 Newspapers left on the Tube can jam doors and cause delays to your journey.
Take your newspaper with you or put it in a recycling bin.