# Digital Skills And Research Methods

## TFL and modern technology

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BMSW4003

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# BACKGROUND

**London public transport**

- Horse-buses in 1829
- Omnibus first motor buses in 1902-General omnibus companies
- First underground built up in 1863 –Underground electric railway company of London
- Transport for London government organization under Mayor Sadiq Khan's strategy and commitments  build up in 2000.

# Transport for London operates

- 28,000 permanent employee
- subsidiary companies-London Transport Insurance (Guernsey) Limited; TFL Trustee Company Limited; Transport Trading Limited;

# Transport for London operates

- London buses
- London Underground
- Docklands Light Railway
- London Overground
- TFL Rail
- London trams
- Roads
- River
- London Dial-a-Ride
- Coaches and Victoria Coach Station
- Cycling and walking
- Emirates airline is the capital`s cable car
- Taxis and private hire

# The challenge(s) before the introduction of modern technology

## Security of the passengers

- The traditional methods of security
- The number of registered cases of crimes faced by the TFL railways

# Safety of transportation

- Careless behaviour among the train drivers
- The crash of Croydon tram

# Network connectivity

- TFL Railways underground tunnels
- Enhancement of network services

# Insights to the modern technology introduced

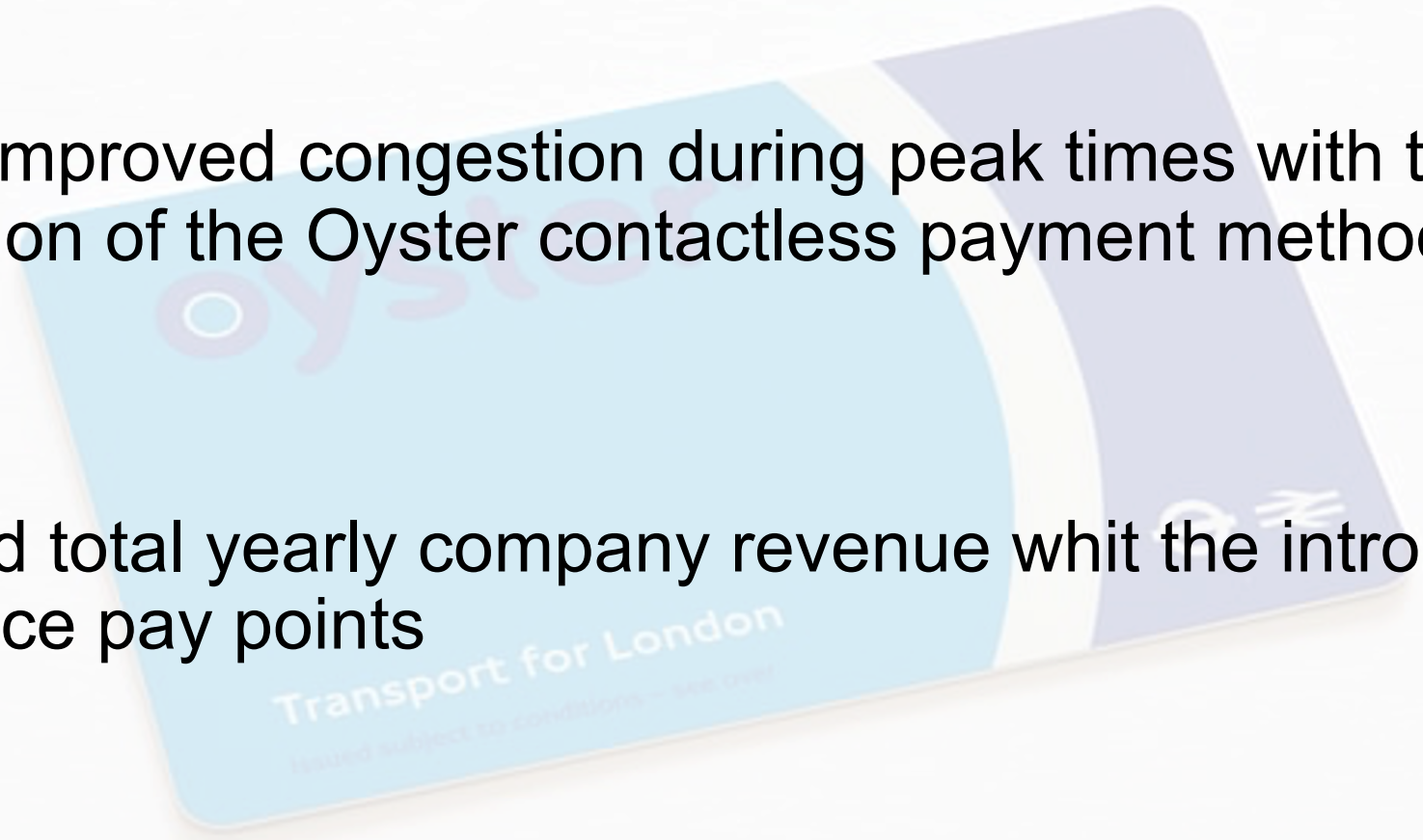
- **Travelcard system -** was introduced in 1981 which provides zonal tickets with validities from one day to one year, and off-peak variants.
- **Oyster card-** introduced in 2003 ,It is contactless smart card used by scanning the card at a yellow card reader.

# Insights to the modern technology introduced

- **Contactless payments-**Close to all contactless Visa, Maestro, MasterCard  and also most international cards supporting contactless payment, are accepted for Transport for London

- **TFL Mobile app-**Since the app launched in September 2017, more than 800,000 downloads have been made. Customers can view their journey and payment history and see if they have any ‘incomplete’ journeys

# Positive  impact of technology introduces to TFL

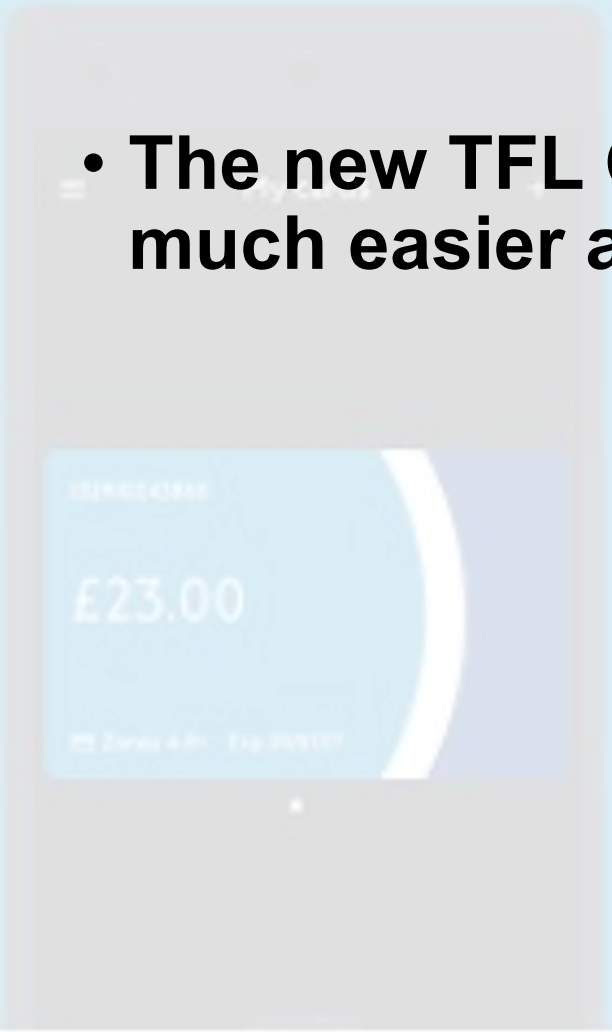


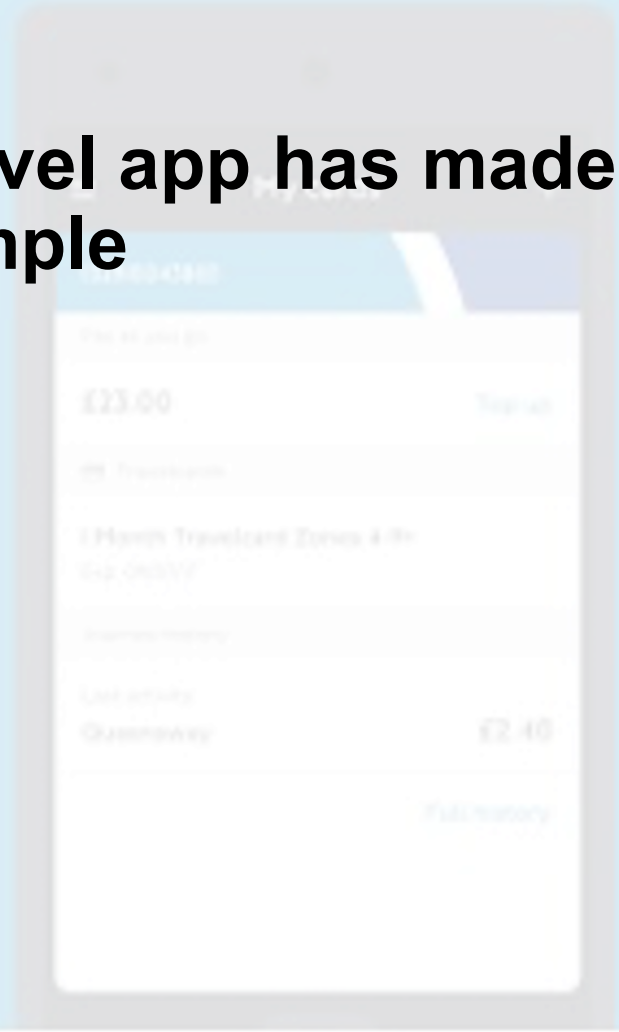

- Greatly improved congestion during peak times with the introduction of the Oyster contactless payment method

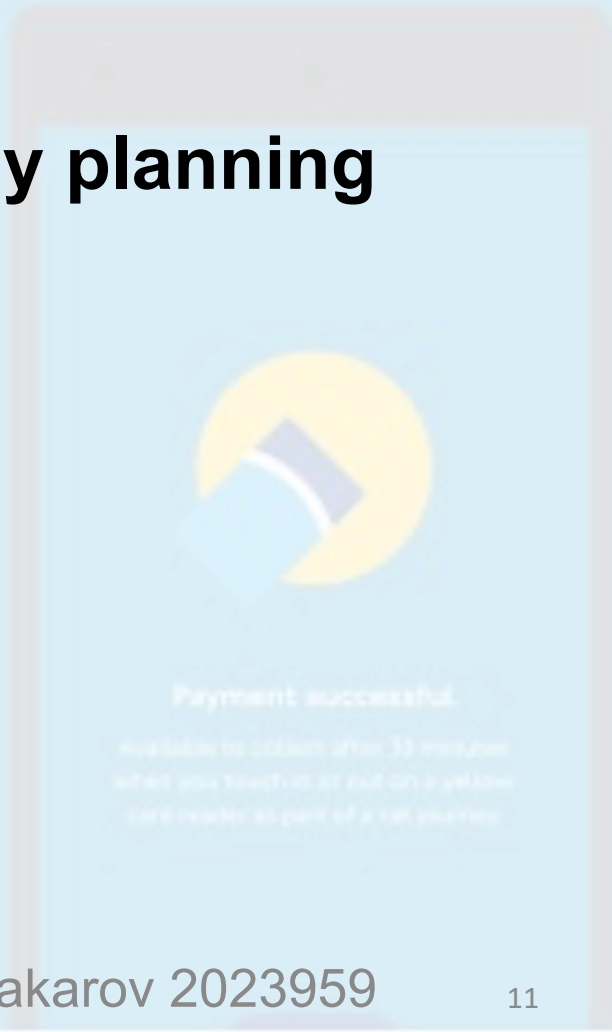
- Increased total yearly company revenue whit the introduction of self-service pay points

# Positive impact of technology introduces to TFL

- The new TFL Go Travel app has made journey planning much easier and simple



# Negative impact of technology introduces to TFL

- Self-service payment machines reduce the number of employees necessary and made people redundant

- Use of only contactless payment on London buses could be of an inconvenience to customers if they only have cash at that moment

# Negative impact of technology introduces to TFL

- Self-service machine could be complicated to be used by someone whit limited digital skills

# Lessons that can be drawn from the case study

- Safety is one of the most important aspects involved with the system of transportation considering any manner of vehicle
- Managing information that is generated by the customers and the employees a faced by the organization
- Improving suburban railways and the cycling infrastructure and tackling vehicle emissions are some of the biggest problems for TFL

# Conclusion

- London has an extensive and developed transport network which includes both private and public services. London's public transport network serves as the central hub for the United Kingdom in rail, air and road transport. Public transport services are dominated by the executive agency for transport in London: Transport for London (TFL). TFL controls the majority of public transport, including the Underground, Buses, Tramlink, the Docklands Light Railway, London River Services and the London Overground Moreover, use of Technologies like digital tickets and automatic train control systems are some of the major solutions that intended to enhance the safety and security of passengers during the process of transportation.

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