

Transport for London (TfL)

Group F

DIGITAL SKILLS AND RESEARCH
METHODS



**TRANSPORT
FOR LONDON**

EVERY JOURNEY MATTERS

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Background of Transport for London (TfL)

- TfL (Transport for London) is a local government organisation in London, England, that is in charge of the city's transportation system.
- Although it is responsible for London Overground and TfL Rail, it is not in charge of all National Rail services in the city.





- The Greater London Authority Act 1999 established TfL as part of the Greater London Authority (GLA) in 2000. In the year 2000, the majority of its business were moved from its predecessor, London Regional Transport/
- Bob Kiley was London's first Commissioner of Transport. Ken Livingstone, then-Mayor of London, was the first chair, and Dave Wetzel was the first deputy chair.
- Until Boris Johnson was elected Mayor of London in 2008, Livingstone and Wetzel remained in office. In February 2009, Johnson was named chairman, and fellow Conservative Daniel Moylan was named as his deputy.

The challenges before the introduction of modern technology

- Lack of security and worth
- Lack of trust in people who are travelling
- Huge daily queues
- Waste of time waiting to get the tickets



Insights of the modern technology introduced

- Early electronic smartcard ticket technology was developed in the 1980s, and in 1992, London Transport tested the first smartcard on bus route 212 between Chingford and Walthamstow.
- The tests showed that the innovation could be employed and that it could significantly reduce boarding times. In February 1994, the "Smartcard" or "Smart Photocard" was implemented and tested on 21 routes in Harrow.
- The experiment, nicknamed "the new passport to Harrow's buses," was the largest of its kind in the world, costing £2 million and resulting in the distribution of roughly 18,000 photocards to Harrow residents.





- The Oyster card, which was introduced across the London transport system in 2003, has had a significant impact on how people commute in the capital. Oyster now accounts for around 80% of all journeys, and despite some controversy over unjustified fees and minor security flaws, the smartcard payment system has mainly been a success.
- Every Oyster card has a small chip that uses radio frequency identification (RFID) technology. When you beep on a bus or pass through a ticket barrier, an electromagnetic scanner sends radio waves to a ticketing machine.
- To use an Oyster card, touch the card on the yellow reader that is located at the gates as you enter and end your journey. You don't need to touch out at the end of your journey on buses and trams.

- TfL considered two other names as possible moniker options before settling on Oyster. In a parallel reality, Londoners might pay for their transportation with Gem or Pulse cards.
- A smart card that you can fill with money and use to pay for the oyster card. You can pay as you go on the bus, Tube, tram, DLR, London Overground, most TfL Rail, Emirates Air Line, and Thames Clippers River Bus services. Most National Rail services are available in London, as well as a few outside the city.



The impact of the technology introduced

- Eliminates the need to stand in line to buy tickets, resulting in faster boarding times and better service.
- The Oyster Card's popularity has grown year after year as the TFL authority has gradually phased out a huge number of ticket offices; the Oyster Card can now be topped up online or at ticket machines. It can still be topped up with cash, though this method is becoming less popular. An Oyster Card is used for well over 80% of all journeys on the network, according to estimates.



The lessons learned

- After the introduction of the oyster in the financial aspect of TFL improved
- Oyster's users save money and they are saving time
- It easy and quick method
- The technology it is accesible for everyone and simply to access



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