



Tramlink in numbers

- 28km network
- 39 tram stops
- 7 mainline stations are served by Tramlink
- 24 low floor trams
- 31m tram length
- 208 passenger capacity
- 27m passengers per year
- 99.5 per cent of scheduled km operated
- 86 (out of 100) Customer Satisfaction score
- 102 qualified drivers, ten of whom are women

Travel information

Advance information about Tramlink services and alternative travel arrangements during the improvement works will be posted around the network.

Alternatively you can check before you travel at tfl.gov.uk or call the Tfl 24-hour travel information line on 020 7222 1234



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One year on

Since Transport for London (TfL) took over Tramlink in June 2008 there have been many improvements.

We're running more trams during off-peak times and hopefully you've noticed the cleaner, brighter trams and stops. We're now working on improving maintenance and replacing worn out equipment to give you smoother, faster journeys.

TfL is investing in Tramlink and will be spending £54m on maintenance, renewals, upgrades and capacity enhancement between now and 2015.



Cleaner trams and stops

In December 2008 we funded additional cleaning of trams during late evening and overnight cleaning of tram stops. An independent inspection in April this year found significant reductions in the amount of litter on trams and at stops and improvements in both the cleanliness of trams and bin emptying at stops.

Mystery Traveller Surveys have recorded significantly improved scores for cleanliness of shelters and reduced levels of graffiti and glass etching on stops. Overall, the scores for cleanliness have risen by 10 per cent.

Improved tram stops

Tram stops have been improved. Since October 2008, the stops have been deep cleaned, repainted and had new signage and information installed.

A distinctive green edging has been added to the shelters to improve their appearance and emphasise the Tramlink branding at stops.

More frequent trams

Since July 2008 there has been an increase in services to Beckenham and Elmers End from 2 to 4 trams per hour in the evenings Monday to Saturday and all day on Sunday.

Refurbished trams

In October 2008 the first refurbished tram went into service. Trams have been refurbished at the rate of one per weekend and the fleet was completed in early April 2009.

The refurbished trams have been deep cleaned and fitted with new seats with thicker padding and a new durable covering, and new information signs. The new green, grey and blue livery has been designed to be highly visible in an urban environment and brings trams in line with other TfL modes, such as London Overground.

Working to deliver faster, smoother journeys

Maintenance

TfL has instigated an improved programme of inspections and proactive maintenance. Where potential problems are identified they are quickly addressed to stop them getting to the point where they could impact on the service.

In May 2008 we identified that sections of the track could distort in hot weather requiring trams to travel slowly over them. Over 10 days in May 2009, 100 workers and two tamping machines addressed the issue over 6km of track, and put down 500 tonnes of ballast. This has allowed the majority of the temporary speed restrictions (TSRs) on the system to be lifted – meaning that the tram can get you to your destination in less time.

Major work

We are organising a programme of major works where track or points have reached the end of their life.

In February 2009 a curved section of track at Reeves Corner was replaced and because this meant Croydon town centre tram services would be suspended and replaced with bus services, we carried out the work during the school half term. Work was completed on time and services returned to normal on the publicised date.

Tramlink is carrying out work to replace the track, points and drainage at either end of East Croydon tram stop, the George Street crossing with Wellesley Road and the junction of Cherry Orchard Road and Addiscombe Road.

The next steps

We are currently preparing 'The Next Steps', a study analysing the case for a range of improvements to Tramlink. From our research amongst passengers and close liaison with the boroughs, we have determined to prioritise improvements that address crowding and improve interchanges.



Proposals under consideration include buying or leasing more trams, making the current trams longer, replacing single track with double, improving the Wimbledon terminus and installing a real-time passenger information system.

By the autumn, we should be ready to publish a programme of improvement works to be carried out.

One million kilometre tram

In February 2008 one of the trams clocked up one million kilometres. That's almost 40,000 times around the 28km network – and it is estimated to have carried 9 million passengers.