

Board



Date: 22 September 2016

Item: Executive Summary – Transparency

| | |
|---|--|
| Decision required | To note an overview of TfL's position on transparency. |
| Sponsoring Director | Name: Howard Carter, General Counsel Number: 020 3054 7822 Email: HowardCarter@tfl.gov.uk |
| Summary | |
| <ul style="list-style-type: none">• The paper sets out our commitment to operating in an open, accountable and transparent manner, in line with our Transparency Strategy published in 2015. Our presumption is that all of our information should be made publicly available except in circumstances involving disproportionate cost, personal data or information which would harm our ability to maximise value for money for fare and tax payers.• Section 4 of the paper provides details on the actions that we have taken. Our pro-active publication is focussed on our operational performance; progress with the delivery of our investment programme; our people; real-time customer information; and overall value for money. Our free real-time open-data feeds provide customers and users with innovative services and up-to-date information through apps developed by third parties.• Section 5 lists a programme of activity underway to further develop our approach, including the publication of additional datasets and all FOI replies and a refresh of our Transparency Strategy. | |

This paper will be considered in public

1 Summary

1.1 This paper provides an overview of TfL's position on transparency.

2 Recommendation

2.1 **The Board is asked to note the paper.**

3 Background

3.1 TfL is committed to operating in an open, accountable and transparent manner, as expressed in the TfL Code of Conduct and Standing Orders, and we are building on actions taken in recent years to ensure that transparency is a routine part of all of our operations. We believe that greater transparency enables our customers and stakeholders to hold us to account, contributing to better decision-making and enabling public input into those decisions; delivers better value for money; and engages businesses, non-profit organisations, academics and others to make transport in London better.

4 Transparency at TfL

4.1 We intend to be at the forefront of good practice on transparency. In October 2015, we published our first 'Transparency Strategy' (Appendix 1), following a public consultation with customers and stakeholders. We asked for their views on the usefulness of the wide range of information currently published and how it is presented and what more we could offer. A total of 93 responses were received from a range of stakeholders and we are implementing the vast majority of suggestions they made for additional data to be published or existing data to be revised.

4.2 As well as compliance with all statutory transparency requirements, such as those under the Local Government Act, the Localism Act and the Local Government Transparency Code, the Strategy sets out our presumption that all of our information should be made publicly available, unless there are legitimate reasons why not. Exemptions would include disproportionate cost, personal data or information which would harm our ability to maximise value for money for fare and tax payers.

4.3 The Strategy is kept under regular review, with input from stakeholders, and we ensure it evolves. We routinely analyse, among other sources, customer questions and complaints, regular customer research, scrutiny by the London

Assembly and London TravelWatch and Freedom of Information (FOI) requests to identify demand for areas or themes where more information should be published.

- 4.4 Our presumption is that our travel information and our data should be made freely available in machine readable form. We led the transport industry in the provision of open data and our free real-time open-data feeds from operational systems power hundreds of smartphone travel apps developed by third parties. These provide customers and users with innovative services and up-to-date information on services across the TfL network, with new feeds such as live Tram information and crowding data at Tube stations launching this year.
- 4.5 We pro-actively publish an extensive range of datasets and information, focussed on:
- (a) our operational performance;
 - (b) progress with the delivery of our investment programme, which is modernising public transport and roads infrastructure;
 - (c) our people;
 - (d) real-time customer information; and
 - (e) overall value for money.
- 4.6 All of this can be accessed via a dedicated transparency page on the TfL website, which is linked to from every page on the site. The page acts as a portal to access information published elsewhere and work continues to improve the presentation of that information.
- 4.7 In line with the Strategy, we publish an extensive range of operational performance data online. This includes, amongst other areas, data on reliability, passenger volumes, service provision, asset availability, parking, safety, crime figures on public transport, road collisions, bus collisions, items received and returned by the Lost Property Office, lift availability on the Rail and Underground and the use of Oyster and contactless payments. We also publish extensive information about how TfL uses and protects the personal information provided by customers and users of our services.
- 4.8 More data sets are being made available. These will include performance on payments to suppliers, further information on taxi and private hire licensing and enforcement, environment statistics as well as data on accidents across the network and the number of assaults carried out on staff.
- 4.9 A quarterly Performance Report will be published on a fixed calendar cycle, beginning with the Report for Q1 2015/16 (see the separate agenda item on the Finance Report). The format and content are intended to improve the presentation and accessibility of financial, operational and customer information. The Report will include data on our use of Non Permanent Labour.
- 4.10 We are transparent in our approach to the remuneration of our people. We meet the requirements of the Accounts and Audit Regulations 2014 and the Local Government Transparency Code and go beyond them with the publication of data on the number and cost of Non Permanent Labour and expenses claimed by

Chief Officers and their mobile phone expenditure. Board Members' expenses and Declarations of Interests are also published. An Equalities Scheme report provides data on the composition of our workforce.

- 4.11 Our Board, Committee and Panel papers and minutes are routinely published ahead of every meeting and meetings are generally open to the public. If a matter has to be considered in a closed session of the Board or a Committee (usually for reasons of commercial confidentiality), a paper about it will still be published. Webcasts of Board meetings are available and now made available, for an indefinite period, via our own YouTube channel. The Commissioner's Report to the Board, detailing the progress made across the business since the last Board meeting, is published in full. This is in addition to the regular publication of other reports, including the Business Plan, Annual Report and Statement of Accounts and Investment Programme Report. We have also published a schedule online which lists (with links) all the publications, datasets and other information which we regularly publish and this serves as a catalogue of what we make available and when. A copy is attached at Appendix 2.
- 4.12 Extensive detail is published on our commercial contracts and procurement of goods and services. We publish details of all contracts to the value of £5,000 or more, the text of all sponsorship contracts and other contracts to raise revenue and those for the purchase of goods or services with a value over the relevant OJEU threshold. Only information subject to an exemption applicable under the FOI Act 2000 is redacted when we publish these contracts. We also publish data on each item of expenditure over £250, identifying the supplier concerned, the date and value of the purchase and a brief description of each item.
- 4.13 Transparency clauses are standard in our contractual terms, requiring suppliers to accept that our transparency (and FOI) commitments apply to their contract with us and to information held by the contractor on our behalf.
- 4.14 We answer a substantial volume of requests made under the FOI Act (over 2,500 in 2015/16), on all aspects of TfL's activities. The requests are very diverse but there is a strong correlation between the information requested and high-profile activities being undertaken by TfL. In recent years, as part of our transparency initiative, we have published datasets, or other information, on topics that were frequently requested under FOI and we now see a higher proportion of requests that aim to understand why or how a decision was reached, rather than requests focussed on operational performance or outcomes.
- 4.15 It is estimated that the cost, in staff time, of answering these requests is around £1.2m a year. Over 85 per cent of all requests are currently answered within the FOI statutory deadlines, which is a level of performance regarded as acceptable by the Information Commissioner (who regulates and enforces the FOI Act).
- 4.16 Under the FOI Act, a requester has a right of appeal, firstly through an internal review and then by making a complaint to the Information Commissioner. The Information Commissioner investigates all complaints and will establish if any non-compliance with the requirements of the FOI Act has occurred.

4.17 In 2015/16, thirteen complaints were made to the Information Commissioner. Eight complaints were made to the Commissioner about the timeliness of TfL's response to requests and a further five complaints were made regarding TfL's application of the legislation. Eight complaints were resolved informally and five Decision Notices were issued. Four Decision Notices upheld TfL's decisions and one Decision Notice was issued against TfL in respect of a late response. The Upper Tribunal has rejected a request made by an FOI requester to grant permission for an appeal against one further Decision which found in TfL's favour.

5 Next steps

- 5.1 A programme of activity is underway to further develop our approach to transparency. As part of this, we will:
- (a) begin publishing all replies to FOI requests, later in 2016, following further development of our FOI case management system. This will create a valuable resource of information about TfL's operations;
 - (b) maintain our review of FOI requests, and other sources, that help identify additional datasets for publication;
 - (c) ensure that practices are aligned and consistent across all of our subsidiaries such as Crossrail and Crossrail 2 and address any remaining variations;
 - (d) review and improve how we ensure that our assurance processes operate with the transparency that will enable the public and stakeholders to hold us to account for the delivery of our investment programme and services;
 - (e) make clear on our website how information about our assurance processes – the work of Internal Audit, the Independent Investment Programme Advisory Group and the Commercial Development Advisory Group – can be accessed, including on request;
 - (f) consult stakeholders on the next version of our Transparency Strategy; and
 - (g) take action to make it easier to find the transparency information which we make available on our website. We are, for example, reviewing how we can create a single hub for published contracts and a hub for data on the performance of our services (as well as publishing it in a more accessible and flexible format that will enable, for instance, the data to be interrogated by a user). These changes will start with London Underground's performance data and will then be rolled out across the business to make performance information easier to access.

List of appendices to this report:

Appendix 1: TfL's Transparency strategy (October 2015)
Appendix 2: TfL Publication Schedule for 2016/17

List of Background Papers:

None

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Transport for London – Transparency Strategy

October 2015

Transport for London – Transparency Strategy

Introduction

Transport for London - our purpose

We are London's integrated transport authority, responsible for implementing the Mayor's Transport Strategy. Our purpose is to keep London working and growing and to make life in the Capital better.

We are funded by income from fares, revenue raised from fees and charges, commercial property and advertising, borrowing and Government grants. Every penny of our income is reinvested in running and improving transport to ensure that London remains a world-leading city.

Our services

We are responsible for London Underground, London Buses, Docklands Light Railway, London Overground, London Tramlink, London River Services, Dial-a-Ride, Victoria Coach Station, Santander Cycles and the Emirates Air Line.

We regulate taxis and the private hire trade, operate the Congestion Charging scheme, manage the 580km red route network of London's key strategic roads, and operate 6,000 traffic signals.

We work with many partners to improve life in London. This includes taking action on road safety and enabling people to make sustainable travel choices, such as cycling and walking.

We are also delivering one of Europe's biggest programmes of capital investment, including building Crossrail, modernising the Tube and road networks and delivering the Mayor's vision for cycling.

We are determined to operate in an open and transparent way, for the benefit of our customers, stakeholders and those who hold us to account.

We recognise that with responsibility for billions of road and public transport journeys every year and an annual budget of around £11bn, we have a duty to spend that money as efficiently as possible and account for every penny.

We publish a huge amount of data reflecting the scale of what we do including contracts, expenditure, operational and financial performance, customer satisfaction and journey patterns. This helps us to explain how we run London's transport network and plan for its future. We now publish more information on how we operate than ever before. Much of this is designed to explain how we reinvest public money to improve transport for customers and road users. Our dedicated 'Transparency' and 'Publications and Reports' sections on our website show where this information can be obtained.

Openness and transparency in these and other areas is helping to transform the way in which we operate. It helps our customers use our services more effectively, strengthens

our relationships with customers and stakeholders, and helps us to work with local communities and businesses to improve our services.

Our provision of free real-time open data also enables innovation in the way our customers travel. Hundreds of smartphone apps developed by third parties are being powered by our data.

Our approach to transparency

We are committed to operating in an open and transparent way and fully recognise the benefits this offers our customers, stakeholders and, of course, us.

By being open and accountable we:

- Enable our customers and stakeholders to hold us to account, contributing to better decision-making and enabling public input into those decisions
- Deliver better value for money
- Engage businesses, non-profit organisations, academics and others to make transport in London better

We publish all the documents required by statute and supplement these to publish a range of documents which provide a detailed insight into our priorities, targets and delivery:

- Business Plan – our 10 year plan of investment and operational improvements and the financial resources required for their delivery
- Annual Budget – how the ‘first’ year of the Business Plan will be delivered, including that year’s detailed budget and performance targets
- Annual Report and Statement of Accounts – overall performance in the previous financial year including investment and operational performance, remuneration and statutory accounts
- Operational and Financial Performance Report – quarterly reporting setting out performance against annual budget
- Investment Programme Report – quarterly reporting on progress of the investment programme against annual budget and milestones
- Commissioner’s report to the Board – the main highlights of all TfL’s activities and performance since the previous Board meeting
- Annual report for Health, Safety and Environment – to provide our stakeholders with additional information on these core areas of our business

We constantly analyse what our customers and users tell us is important to them. We gathered views through a public consultation on our approach to transparency and routinely analyse, among other sources, questions and complaints, regular customer research, scrutiny by the London Assembly and London TravelWatch and Freedom of Information requests.

This analysis allows us to identify core areas of public interest and thus the new data sets which we should publish as a matter of course rather than waiting to be asked for them.

Our published information is focussed on:

- Our operational performance, including the reliability and safety of public transport and the road network, and data on ticketing derived from the Oyster and contactless payment card system
- Progress on delivery of our investment programme which is modernising public transport and roads infrastructure
- Our people, including levels of remuneration and expenses
- Real-time customer information on the status of public transport and roads, including open data feeds that can be used by third parties free of charge
- Overall value for money, including commercial contracts and sponsorships

Operational performance

We must ensure that millions of journeys are made safely and reliably every day and publish data on our operational performance, through the Operational and Financial Report to the Board. Additional examples of more detailed information published about our operations are:

- Detailed and frequent performance information published on our website in the 'Transparency' and 'Publication and reports' sections
- Information on planned modernisation work which might disrupt journeys, including sending information out each week to millions of customers and users who have registered to receive service-related emails from us
- An array of live 'service status' information
- Crime figures on public transport
- Data on all road collisions, including the number of people killed and seriously injured
- Data on all collisions involving buses under contract to TfL
- A range of operational information derived from the Oyster and contactless payment card system
- Bus-related crime data by borough, based on figures provided by the Metropolitan Police Service
- Bus operator league tables, showing performance against a number of measures
- The performance of TfL Customer Services

In addition, we publish more general information on our operations, such as customer research and guidance on how to get the best out of the services we operate. We help customers to understand the features of Oyster and contactless payments and how they can make sure they pay the right fare and get the best value for money. This includes promotion of daily and weekly fare capping, off-peak fares, remembering to touch in and out, and refunds following service delays.

The investment programme

Increasing capacity and connectivity is central to meeting the needs of a rapidly expanding world city. London is growing faster than anyone expected a few years ago, with its population expected to rise from 8.6 million today to around 10 million by 2030.

To accommodate this, we must increase services and unlock areas of economic development. This requires better local connections, more people using sustainable transport and the capacity to take people to where they work.

Our quarterly Investment Programme Report to the TfL Board describes our major programmes and projects designed to expand capacity. It describes the objectives of each, the financial cost and their progress against milestones. We also publish:

- Details of our most significant projects, including through short films, available via our website
- An annual report, which sets out the improvements we have delivered

Our people

We publish:

- A high-level organisation chart, with contact details
- Extensive details of the remuneration of staff
- Our annual Workforce and Monitoring Report and Single Equalities Scheme describing the composition of our workforce
- Biographies of all Board members and Chief Officers, with declarations of interests, a register of gifts and hospitality and any expenses claimed

Customer information

We reinvest all of our income into running and improving our services. Explaining this is a common theme in our public communications, helping to set out how we use public money to benefit the economy of London and the UK.

Customers rightly regard real-time travel information as part of the core service we provide. Their expectations of how they should be kept informed and how they transact with us have shifted dramatically, and will continue to do so.

Examples of how we have adapted to these expectations include:

- Providing a real-time commentary on the status of transport services via our website and social media such as Twitter
- Films on our website that answer customers' most frequently asked questions in an accessible way
- Factsheets to help customers get the most from our services and make sure any charges, such as the Congestion Charge, are fully explained

- Complaints levels, the major themes which emerge from complaints and the action we take to address them
- All live feeds of operational service status are made openly and freely available in machine readable form

Thousands of developers and others use our feeds to create real-time travel information apps for millions of customers. The Shakespeare Review, commissioned by the Government in 2013 to consider the use of open data created by the public sector, noted that this approach benefited our customers by up to £58m each year in time saved.

We are proactive in explaining to our customers how we will handle personal information that they share with us. This includes publishing detail on what we do with their data, who it is shared with and how long it is retained.

Value for money

Delivering value for fare and tax payers' money is central to everything we do. We explain how we spend public money productively and the resulting benefits through publishing:

- Details about our financial decision making, including agendas, papers and minutes from Board and other key governance meetings
- Details of all expenditure over £250
- Details of all contracts worth more than £5,000 and any that have been released as a result of a Freedom of Information (FOI) request
- All contracts announced in a press release, as well as those concluded as a result of an invitation to tender issued after 1 September 2013, where the value of the contract exceeds the applicable OJEU threshold. This includes revenue raising contracts (such as deals for sponsorship or property development) as well as contracts for the purchase of goods and services
- Contract opportunities
- Internal audit reports, showing the actions we have taken

In addition, we communicate any discounts customers might be eligible for by promoting Zip Oyster cards for children and adult discount and concession cards. This includes supporting London Councils to promote Freedom passes.

Accountability

We have substantially changed the way information is made available about our decision-making. We have published the information required by the Government's 2015 Local Government Transparency Code and met all of the requirements in relation to disclosure of remuneration data.

We answer around 2,500 FOI requests a year, providing access to an even greater range of data, often of particular benefit to individuals with a local or specialist interest in our operations.

We also use these requests to identify information that we should publish routinely, such as London Underground's working timetables or data on the use of Oyster and contactless payment cards. In 2014/15 84 per cent of all FOI requests resulted in the disclosure of information in full and 87 per cent of all FOI requests were answered within statutory deadlines.

Approximately 2,000 questions put to the Mayor by the London Assembly about TfL through the Mayoral Question Time process are also answered each year, as well as around 2,500 pieces of correspondence from Assembly Members.

Our commitment to transparency

Our presumption is that all our information should be made publicly available and, in the case of data, provided in machine readable form, unless there are legitimate reasons why not – for example, disproportionate cost, personal data or information which would harm our ability to maximise value for money for customers and tax payers.

All the information we publish is available through our website and we will ensure that it is easily identifiable (including via improved search), accurate and up-to-date and, where appropriate, available in machine-readable form.

We will normally make data available on our website for as long as is necessary to ensure accountability and establish trends. We assign staff to own our published information and take responsibility for its quality.

We align with the Principles set out by the Government's Public Sector Transparency Board and where our practice differs (eg on the use of data.gov.uk or in the requirement for app developers to register with us to gain access to our data feeds) we consider that this brings benefits to the users of our data.

We will develop and publish a schedule which outlines when we plan to make specific information available such as publications, Board papers, replies to FOI requests and datasets. This will initially cover regular publications and will expand to include ad hoc and planned future information as far as is practicable.

Further developing our approach

We will formally review our overall approach to transparency on an annual basis and keep stakeholders informed and involved in its development. We aim to continuously develop the range and quality of information we make available. Twice a year we will publish an update summarising developments in this area, and comments on our approach are welcome. These can be sent to HowardCarter@tfl.gov.uk or VernonEveritt@tfl.gov.uk.

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2016-17 TfL Publication schedule

| Publication | Contents | Frequency | Link |
|--|---|--|---|
| Board papers | | | |
| Audit and Assurance Committee | Meeting papers published 5 working days before meeting | Meeting dates: 08 March, 14 June, 11 October, 07 December 2016 and 14 March 2017 | https://tfl.gov.uk/corporate/publications-and-reports/audit-and-assurance-committee |
| Board papers | Meeting papers published 5 working days before meeting | Meeting dates: 03 February, 17 March, 19 July, 22 September, 02 November, 15 December 2016 and 08 February and 29 March 2017 | https://tfl.gov.uk/corporate/publications-and-reports/board-papers |
| Investment Programme Report | Quarterly Investment Programme Report to the TfL Board. Papers published 5 working days before meeting | Meeting dates: 19, July, 22 September, 15 December 2016 and 29 March 2017 | https://tfl.gov.uk/corporate/publications-and-reports/quarterly-progress-reports |
| Operational Financial and Performance Report | Quarterly Operational, Financial and Performance Report to the TfL Board. Papers published 5 working days before meeting. | Meeting dates: 19, July, 22 September, 15 December 2016 and 29 March 2017 | https://tfl.gov.uk/corporate/publications-and-reports/quarterly-progress-reports |
| Finance and policy committee | Meeting papers published 5 working days before meeting | Meeting dates: 21 January, 02 March, 21 June, 27 July, 13 October, 30 November 2016 and 24 January and 08 March 2017 | https://tfl.gov.uk/corporate/publications-and-reports/finance-and-policy-committee |
| Rail & Underground panel | Meeting papers published 5 working days before meeting | Meeting dates: 24 February, 10 May, 12 July, 23 November 2016 and 02 March 2017 | https://tfl.gov.uk/corporate/publications-and-reports/rail-and-underground-panel |
| Remuneration committee | Meeting papers published 5 working days before meeting | Meeting dates: 15 March, 24 May, 28 June, 17 November 2016 and 16 March 2017 | https://tfl.gov.uk/corporate/publications-and-reports/remuneration-committee |

| Publication | Contents | Frequency | Link |
|---|--|---|---|
| Safety Accessibility and Sustainability panel | Meeting papers published 5 working days before meeting | Meeting dates: 10 March, 30 June, 08 November 2016 and 19 January and 21 March 2017 | https://tfl.gov.uk/corporate/publications-and-reports/safety-accessibility-sustainability |
| Surface transport panel | Meeting papers published 5 working days before meeting | Meeting dates: 25 February, 12 May, 14 July, 24 November 2016 and 23 February 2017 | https://tfl.gov.uk/corporate/publications-and-reports/surface-transport-panel |
| Performance reports | | | |
| Annual report | TfL Annual Report | July | https://tfl.gov.uk/corporate/publications-and-reports/annual-report |
| Annual accounts | TfL Annual accounts | July | https://tfl.gov.uk/corporate/publications-and-reports/annual-report |
| Boroughs | Borough cycling programme allocations | January | https://tfl.gov.uk/info-for/boroughs/ |
| | Borough Bulletins | Monthly | |
| Buses performance data | Annual performance summary | December | https://tfl.gov.uk/corporate/publications-and-reports/buses-performance-data |
| | Latest quarter summary | Quarterly (March, May, August, November) | |
| | Good and improved routes | Quarterly (March, May, August, November) | |
| | Long-term trends | December | |
| Buses | Bus safety data | Quarterly (February, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/buses |
| | Bus passenger usage data | December | |
| | Bus service changes | When service changes occur | |
| | Bus working timetables | Weekly | |
| | Temporary Countdown sign removals | Fortnightly | |
| Bus crime statistics | All Boroughs statistics for previous four months | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/bus-crime-statistics |
| Bus operator league tables | High frequency – excess waiting time | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/bus-operator-league-tables |
| | High frequency – long gaps | | |
| | High frequency night buses – excess wait time | | |
| | Low frequency – on time | | |
| | Low frequency - early | | |

| Publication | Contents | Frequency | Link |
|------------------------------------|---|--|---|
| | Night buses – on time | | |
| | Mileage before losses due to traffic delays | | |
| | Actual mileage operated | | |
| | Mileage lost due to traffic delay | | |
| Bus route & Borough reports | Quality of service indicators (Search by route and Borough) | Quarterly (March, May, August, November) | https://tfl.gov.uk/forms/14144.aspx |
| Congestion charge | Finance, operations and performance | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/congestion-charge |
| Crime and Incident Bulletins | Crime and antisocial behaviour statistics bulletin | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/crime-and-incident-bulletins |
| Cycle hire performance | Quarterly performance statistics | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/cycle-hire-performance |
| Cycling and Walking | Santander Cycle customer satisfaction surveys | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/cycling-and-walking |
| | Casual users profiles | | |
| DLR performance data | Performance report | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/dlr-performance-data |
| Emirates Air Line performance data | Passenger journeys | Weekly | https://tfl.gov.uk/corporate/publications-and-reports/emirates-air-line-performance-data |
| Health, safety and environment | Health, safety and environment report | December | https://tfl.gov.uk/corporate/publications-and-reports/health-safety-and-environment |
| Freedom of Information | FOI Performance | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/transparency/foi-performance |
| London Overground performance | Customer charter performance | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/london-overground-performance |
| | Customer satisfaction survey reports | | |
| London Underground performance | Latest performance figures | Four weekly | https://tfl.gov.uk/corporate/publications-and-reports/underground-services-performance |
| Low emission zone | Finance, operations & performance | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/low-emission-zone |
| Red routes | Red route parking spaces and revenue | July | https://tfl.gov.uk/corporate/publications-and-reports/red-routes |
| Road safety | Fact sheets – casualties | June | https://tfl.gov.uk/corporate/publications-and-reports/road-safety |
| | Provisional figures | Quarterly (March, May, August, November) | |
| | Collision and casualties London roads | Quarterly (March, May, August, November) | |

| Publication | Contents | Frequency | Link |
|-------------------------------------|---|--|---|
| Streets performance | Performance reports | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/streets-performance |
| Financial reports | | | |
| TfL Business Plan | TfL Business plan and TfL Budget | December | https://tfl.gov.uk/corporate/publications-and-reports/business-plan |
| TfL Budget | | | |
| Chief Officers expenses | Chief Officer expenses | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/chief-officers-expenses |
| TfL Expenditure | Expenditure over £250 | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/expenditure-over-250 |
| Final internal audits reports | Final internal audit reports | Quarterly (March, May, August, November) | https://tfl.gov.uk/corporate/publications-and-reports/final-internal-audit-reports |
| Funding letters | Correspondence with Government | When required | https://tfl.gov.uk/corporate/publications-and-reports/funding-letters |
| Local implementation plans | LIP funding allocations summaries | December | https://tfl.gov.uk/corporate/publications-and-reports/local-implementation-plans |
| Purchase orders over £5,000 | TfL purchases over £5,000 | When required | https://tfl.gov.uk/corporate/publications-and-reports/purchase-orders-over-5-000 |
| | GLA purchases over £5,000 | | |
| Chief Officers | Chief Officers' register of gifts and hospitality | Updated when required | https://tfl.gov.uk/corporate/about-tfl/how-we-work/corporate-governance/chief-officers |
| | Chief Officers declaration of interests | | |
| Other | | | |
| Equality and inclusion publications | Annual workforce monitoring report | July | https://tfl.gov.uk/corporate/publications-and-reports/equality-and-inclusion-publications |
| | Action on Equality – four year plan | July | |
| London travel demand survey | London travel demand survey | December | https://tfl.gov.uk/corporate/publications-and-reports/london-travel-demand-survey |
| Organisation charts | TfL organisation charts | July | https://tfl.gov.uk/corporate/publications-and-reports/organisation-chart |
| Senior staff | Job titles, responsibilities | July | https://tfl.gov.uk/corporate/publications-and-reports/senior-staff |
| Trade union facility time | Trade union facility time | July | https://tfl.gov.uk/corporate/publications-and-reports/trade-union-facility-time |
| Travel in London report | Travel in London report | December | https://tfl.gov.uk/corporate/publications-and-reports/travel-in-london-reports |
| Tube working timetables | Tube working timetables | When a timetable is updated | https://tfl.gov.uk/corporate/publications-and-reports/working-timetables |
| Contracts released under FOI | Published Contracts | When required | https://tfl.gov.uk/corporate/publications-and-reports/contracts-released-under-foi |
| Contracts | | | |
| Invitations to tender | TfL invitations to tender since April 2014 | When required | https://tfl.gov.uk/corporate/publications-and-reports/invitations-to-tender |
| | GLA invitations to tender since April 2014 | | |

| Publication | Contents | Frequency | Link |
|---------------------------|---|-------------------------------|---|
| Contracts | Future contract opportunities over £500k | When required | https://tfl.gov.uk/corporate/publications-and-reports/contract-opportunities |
| | List of TfL contracts greater than £5,000 | | https://tfl.gov.uk/corporate/publications-and-reports/contracts-greater-than-5000 |
| | Text of TfL contracts over OJEU | | https://tfl.gov.uk/corporate/publications-and-reports/contracts |
| | Text of all sponsorship contracts | | |
| GLA contracts | | | |
| Media | | | |
| Media | Press releases | Daily | https://tfl.gov.uk/info-for/media/ |
| | News articles | | |
| Open data | | | |
| General | Journey Planner API data | Live | https://tfl.gov.uk/info-for/open-data-users/our-feeds |
| | Journey Planner timetables | Every 24 hours | |
| | Station Locations | Every 24 hours | |
| | Stations Facilities | Every 24 hours | |
| Tube | Tube departure boards, line status and station status | Every 30 seconds | https://tfl.gov.uk/info-for/open-data-users/our-feeds |
| | Tube this weekend | Every 12 hours | |
| Bus, coach and river | Live bus and river bus arrivals API (instant) | Every 30 seconds | https://tfl.gov.uk/info-for/open-data-users/our-feeds |
| | Live bus and river bus arrivals API (stream) | Every 30 seconds | |
| | Bus stops locations and routes | Weekly | |
| | iBus | Weekly | |
| | Coach parking sites/locations | Every 24 hours | |
| | Pier locations | Every 24 hours | |
| Roads | London digital speed limit map | Every 2 months or as required | https://tfl.gov.uk/info-for/open-data-users/our-feeds |
| | Live traffic disruptions – TIMS | Every 5 minutes | |
| | Road disruptions | Up to 12 months ahead | |
| | Post code areas impacted by major road schemes | Monthly | |
| | Live traffic camera images (CCTV) | Every 2 minutes | |
| | Live roadside message signs | Every 5 minutes | |
| | Licensed private hire operators – Findaride | Every 24 hours | |
| Santander Cycles | Santander Cycles Availability | Every 1 minute | https://tfl.gov.uk/info-for/open-data-users/our-feeds |
| Oyster | Oyster ticket stop locations | Every 24 hours | https://tfl.gov.uk/info-for/open-data-users/our-feeds |
| Accessibility and toilets | Step-free Tube guide and toilet data | April to June | https://tfl.gov.uk/info-for/open-data-users/our-feeds |

| Publication | Contents | Frequency | Link |
|--------------------|--|---------------------|---|
| | Enhanced London Rail Accessibility Data | July to September | |
| | Bus toilet data | October to December | |
| Network statistics | Public transport access level (PTAL) | January to March | https://tfl.gov.uk/info-for/open-data-users/our-feeds |
| | Rolling origin & destination survey (RODS) | April to June | |
| | London Underground passenger counts data | July to September | |
| | Dial-a-Ride statistics | October to December | |
| | Santander Cycle Hire Statistics | Live | |
| | Oyster Card Journey information | Live | |