

Customer service and operational performance report

Quarter 3 (19 September – 11 December 2021)

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The expanded Ultra Low Emission Zone launched this quarter

Introduction

This report reviews our operational performance and customer service in the third quarter of 2021/22

We continue to play our part in supporting London's recovery from the coronavirus pandemic. Now, more than ever, our customers expect a safe and reliable transport network, offering value for money and innovation.

We put customers at the heart of everything we do. We are committed to listening to them, focusing on tackling their most common day-to-day frustrations, while investing to improve journeys.

During this quarter, our passenger figures continued to increase, until the guidelines changed to work from home. Confidence in travelling on our network increased as more people returned. We used our data to help customers make better informed decisions on when best to travel and we continue to reassure our customers that wherever they want to go, we will get them there safely, quickly and sustainably.

This quarter saw the successful launch of the expansion to the Ultra Low Emission Zone (ULEZ) to help clean up London's air. In the first month, 92 per cent of vehicles driving into the expanded zone were compliant with the new standards.

This report shows that we continue to experience the same challenges as other businesses and services, with staff absences remaining high due to coronavirus-related absence. Despite this, we have delivered a near-full level of service. We are extremely proud of our colleagues who continue to support London's recovery from the pandemic.

A handwritten signature in black ink, appearing to read 'Andy Lord'.

Andy Lord
Chief Operating Officer

A handwritten signature in black ink, appearing to read 'Gareth Powell'.

Gareth Powell
Deputy Commissioner | Chief Customer and Strategy Officer

Our scorecard

Measuring the reliability of our services and the progress of London's recovery

Our scorecard for 2021/22 continues to focus on the recovery of the organisation and the Capital from the pandemic.

Scrutiny of our performance against the measures included here is the responsibility of the TfL Board's Customer Service and Operational Performance Panel.

In the Operations section of this report, passenger journeys set the context for the metrics that follow. We have structured this section by metric rather than by operational area to provide a more thematic approach, which reflects the scorecard.

For operational areas not included on the scorecard, we have included the metric used at an operating business level to provide appropriate insight.

Measure	2021/22 Year-to-date actual	2021/22 Year-to-date target	2021/22 Full-year forecast	2021/22 Full-year target
Operations				
Passenger journeys – London Underground, Buses, London Overground, London Trams, DLR, TfL Rail, Cycle Hire – compared to pre-coronavirus levels (%)	60.3	65.0	67.0	67.0
Bus journey time (minutes)	31.8	32.7	32.4	32.9
London Underground trips operated against schedule (%)	88.6	90.6	88.6	91.0
Customer				
TfL cares about its customers (%)	57.0	56.0	57.0	56.0

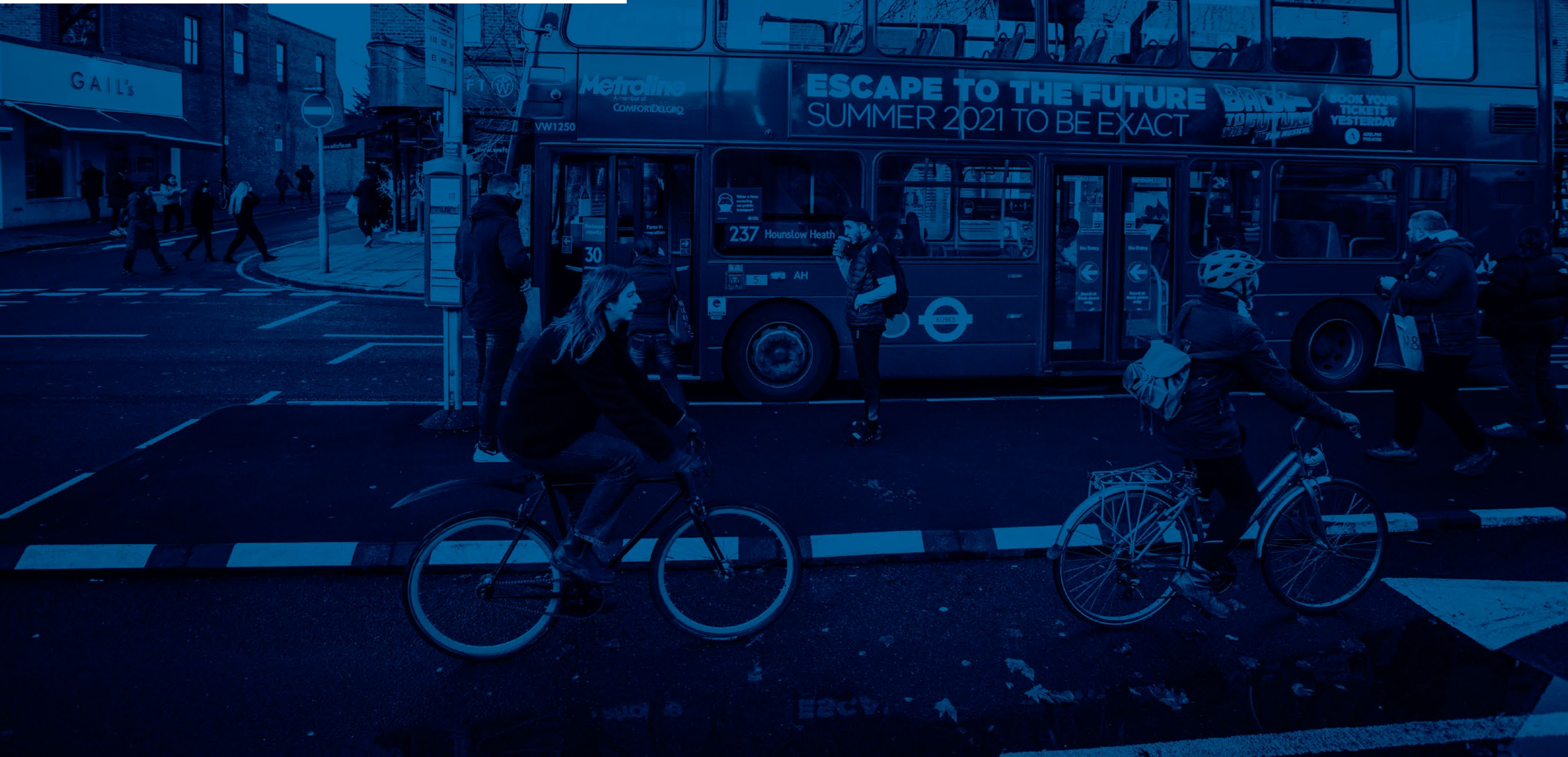


Scorecard measures in this report

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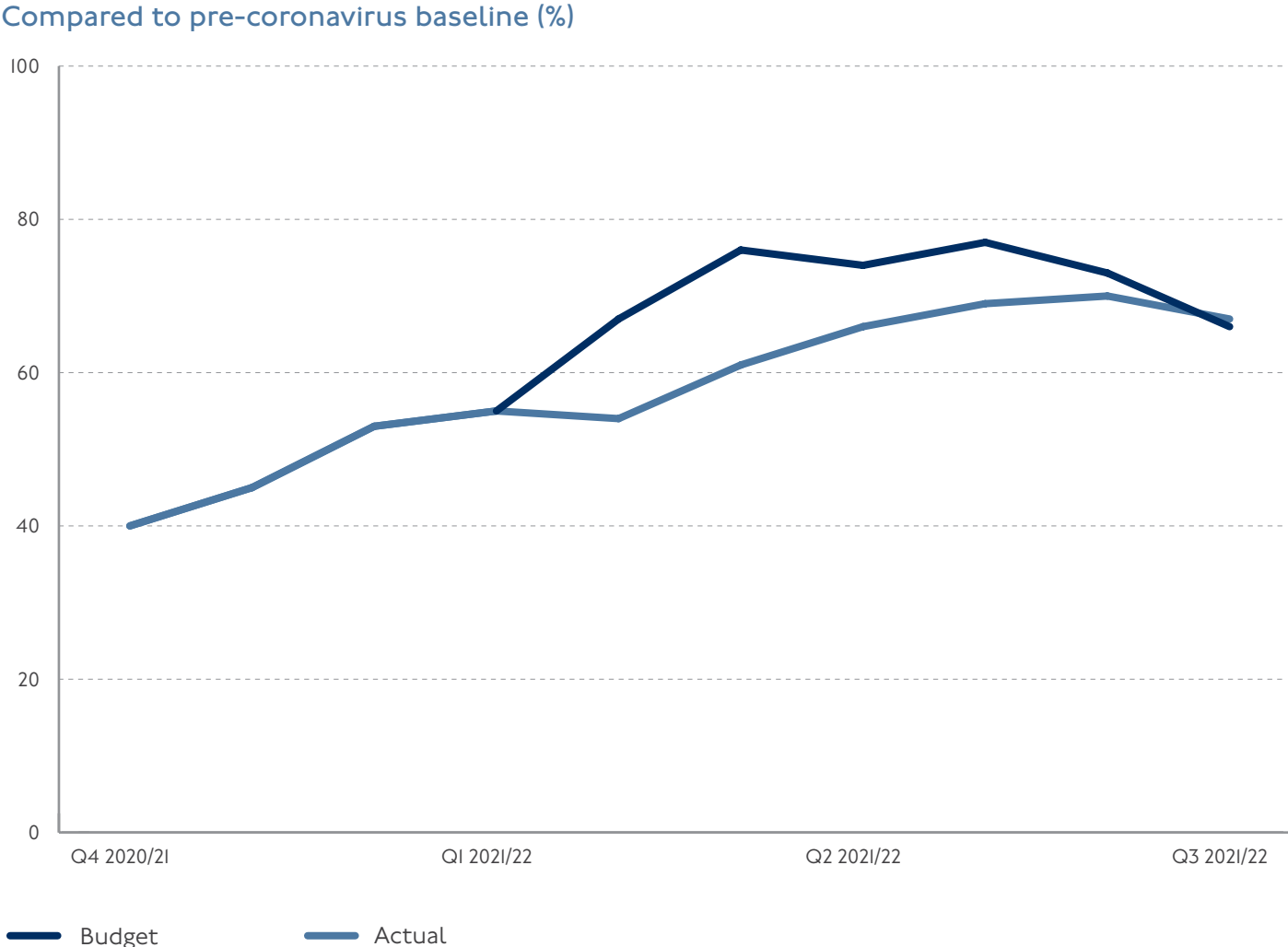
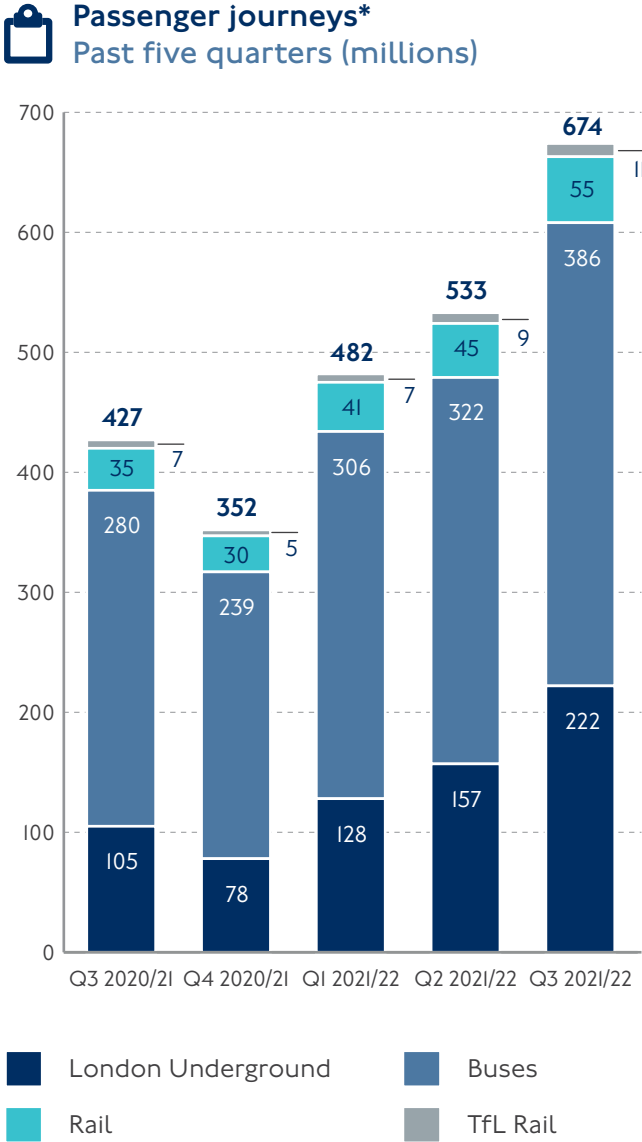
Operations

Providing safe, clean and reliable services to support the recovery



Passenger journeys

Journey numbers continue to increase, although not at the rate expected across most modes. Growth between Q2 and Q3 is three times higher than between Q1 and Q2 as we continue to promote the message that our network is clean and safe. However, with the Government's confirmation at the beginning of December to move to Plan B and with it to work from home if possible, suggests that this growth may slacken in the next quarter.



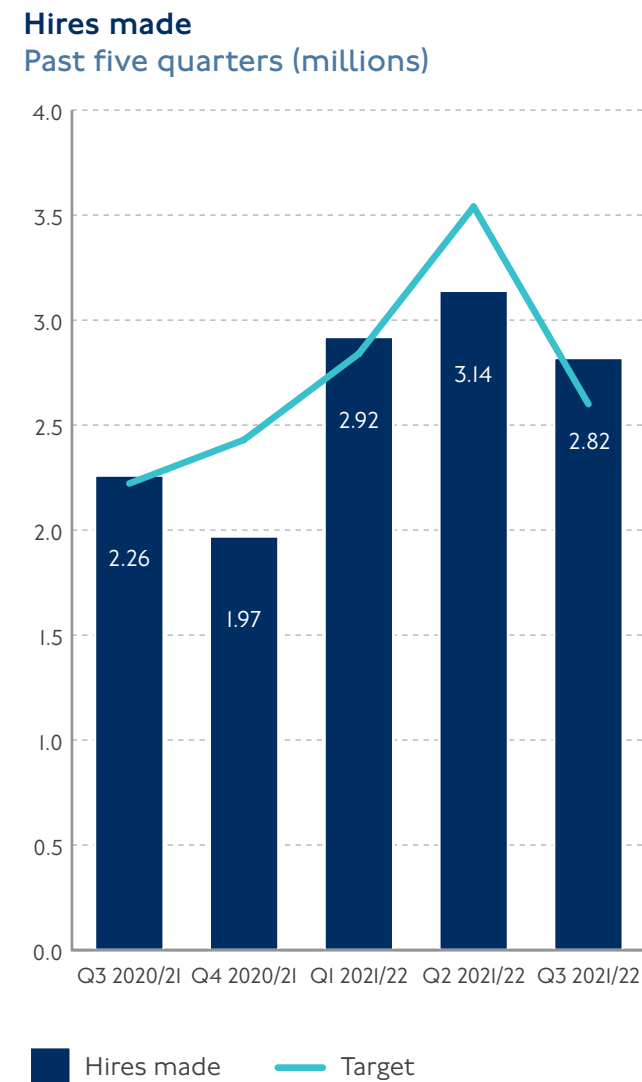
Overall journeys were 68 per cent of pre-pandemic levels at the end of Q3, which is in line with our budget. Although our expectations are that journey numbers will improve by the end of the year, we realise that customer demand is directly impacted by the spread of the pandemic and consequent Government directives.

* Q4 is longer than Q1 to Q3 (16 weeks and one day vs 12 weeks)

Santander Cycles – hires made

There were 2.8 million hires in Q3, an increase of more than 550,000 on Q3 last year (+24 per cent). More hires also took place in Q3 this year, than any previous Q3 in the scheme's history. September and October saw more than one million hires for the first time.

More than 1,000 Black Friday annual member discount codes were redeemed in November. This was the most popular annual member promotion ever. Just under 12,500 free NHS and keyworker promo codes were redeemed in the quarter and almost 30,000 new members joined the scheme, which represents an increase of 12 per cent on the same quarter last year.

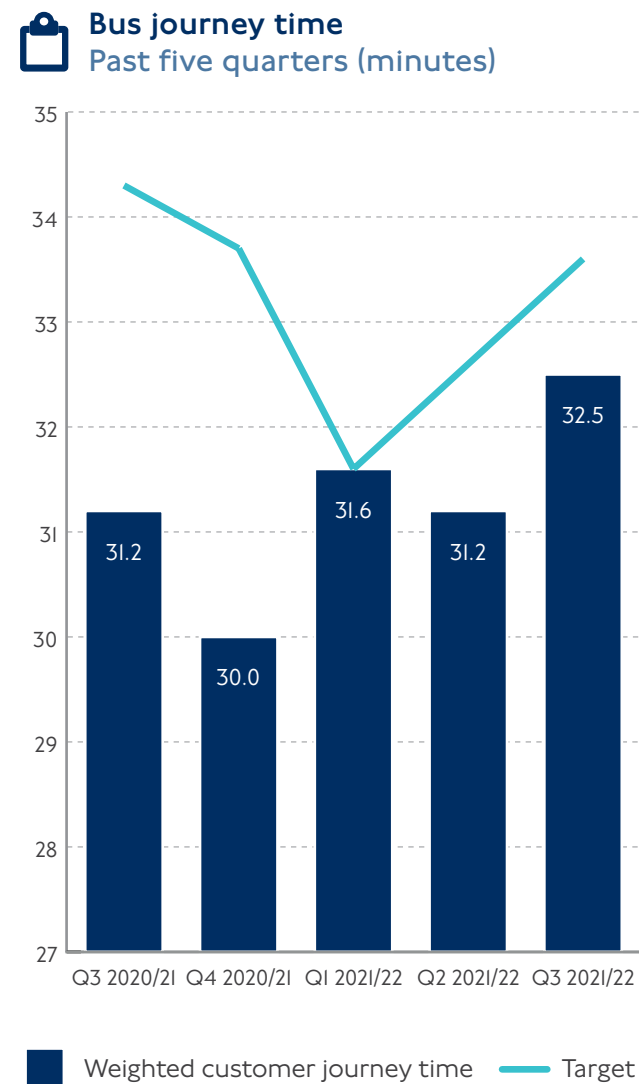


Our Black Friday member discount was redeemed more than 1,000 times

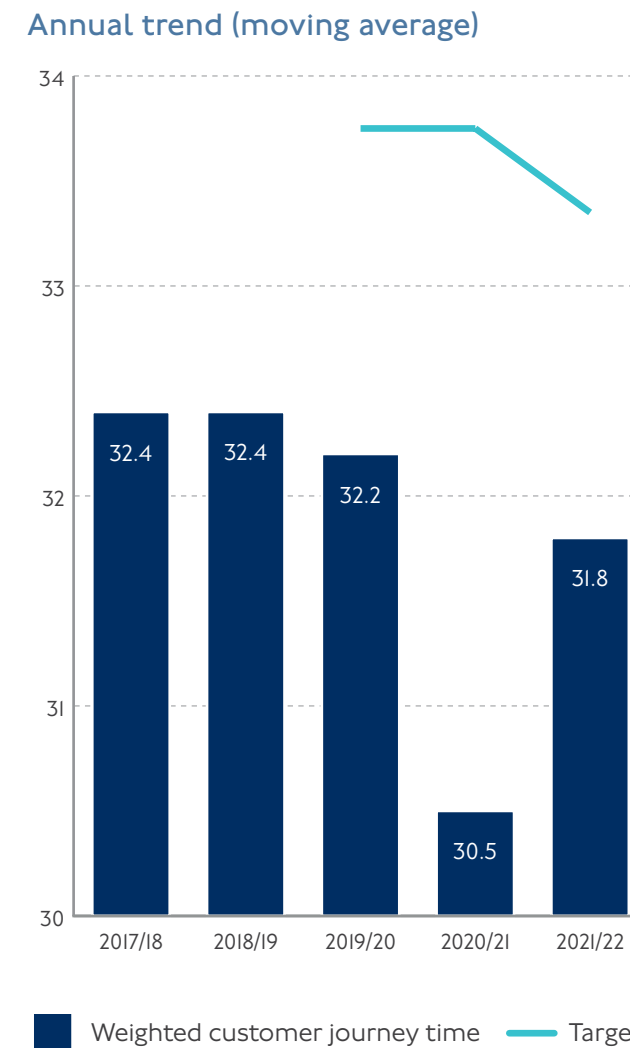
Bus journey time

Bus journey time is an accumulation of all the stages of a customer's journey experience, measured in minutes.

It enables us to monitor the performance of our bus service from the perspective of our customers, helping us to better understand how to encourage the public back onto our network as we recover from the pandemic.



Bus journey times have fluctuated throughout the coronavirus pandemic, in line with the recovery of bus journeys and road traffic volumes. Periods with less strict COVID-19 regulations had more bus journeys and more road traffic, resulting in higher average journey times for customers. Across all five quarters we have been better than target, except for Q1 2021/22, which met target.

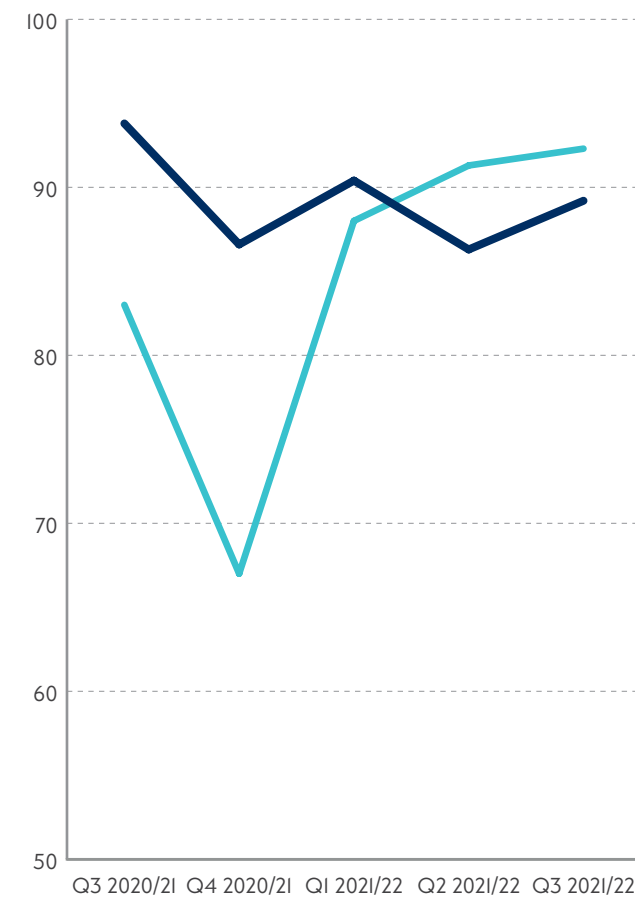


Following reduced average journey times in 2019/20 compared to previous years, journey times improved substantially in 2020/21 due to reduced demand and lower levels of traffic disruption because of the coronavirus pandemic. Journey times increased in the first three quarters of 2021/22, due to increased passenger demand and higher levels of traffic and roadworks, but journey times remain below pre-pandemic levels and are better than 2019/20.

Services operated

We continue to run as many services as possible, while seeking to secure the long-term, sustainable Government funding needed to go on supporting London's recovery.

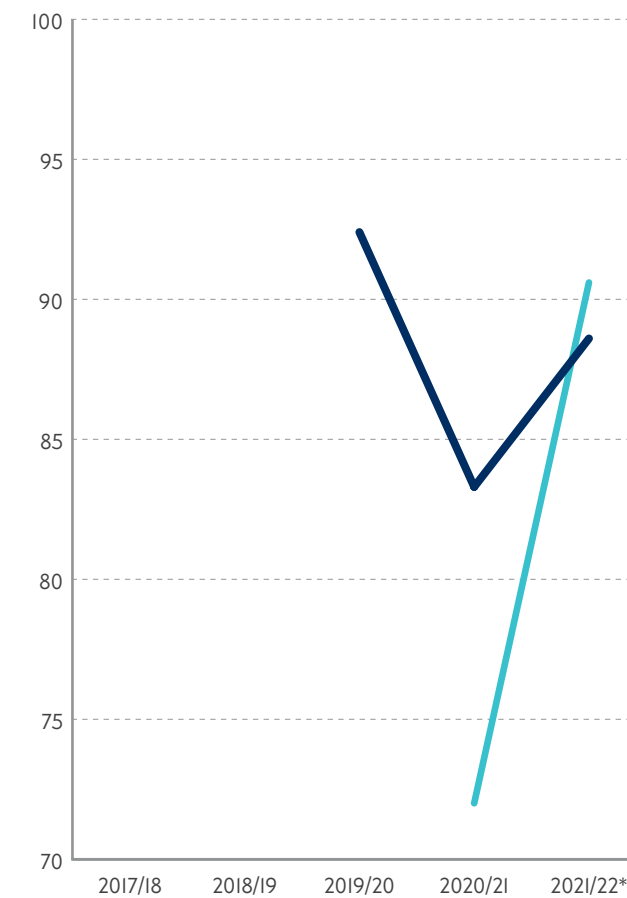
 **London Underground trips operated, against schedule**
Past five quarters (%)



— Trips operated, against schedule — Target

The coronavirus pandemic continues to be a challenge. The impact was more severe than forecast, notably from self-isolations resulting from NHS app notifications in the summer and the Omicron wave. Despite high levels of absence through the year, we are now operating a near-normal service. Leaf fall between October and December often causes problems, but our wheel protection plan meant relatively few trains were cancelled due to this, compared to some years.

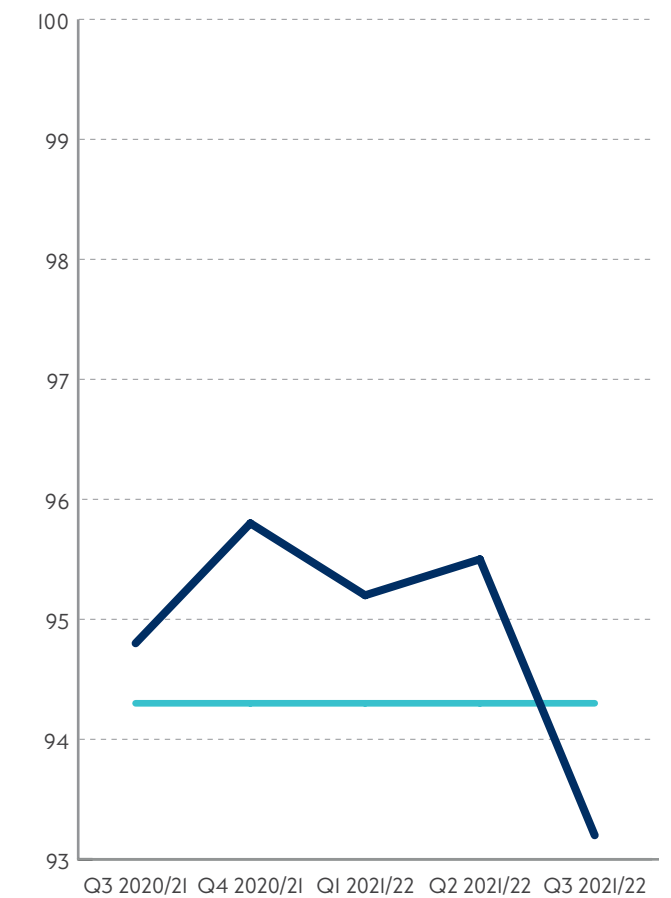
Annual trend (moving average)



— Trips operated, against schedule — Target

The percentage of trips operated in the year to date is still ahead of last year, but down on 2019/20 levels, and a couple of per cent below target. We are forecast to achieve nearly 90 per cent of services operated against the year-end target of 91 per cent.

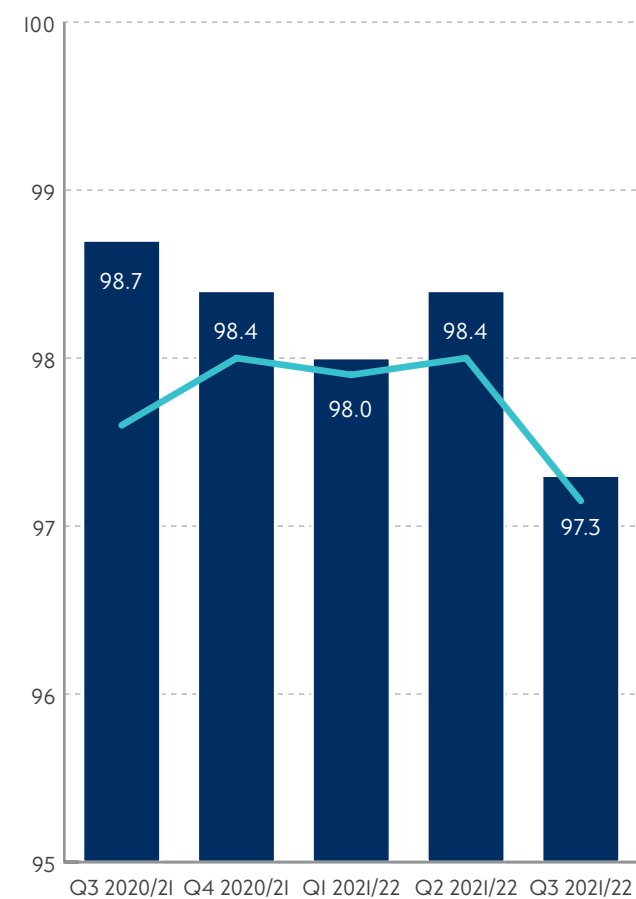
Elizabeth line (TfL Rail) public performance measure
Past five quarters (%)



— Public performance — Target

TfL Rail experienced challenges, particularly approaching the end of the quarter. Network Rail infrastructure issues impacted both the east and west services. Following the rollout of full-length Class 345 trains in the east, there was also a significant increase in reliability incidents at the end of the quarter. However, many of these relate to known software faults which future updates are planned to address.

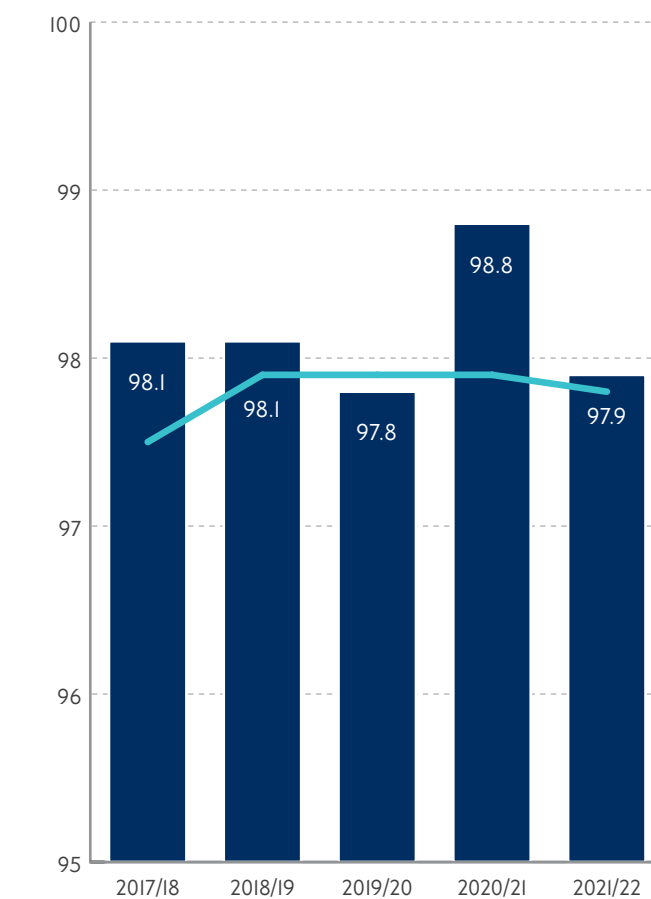
Bus scheduled services operated
Past five quarters (%)



■ Scheduled services operated — Target

The proportion of scheduled kilometres operated in Q3 2021/22 was better than forecast, but lower than Q2 2021/22 due to normal seasonal impacts, and much lower than expected traffic losses. However, this has been partially offset by an increase in staff absence due to sickness and some shortages in staffing. Mechanical issues also impacted service.

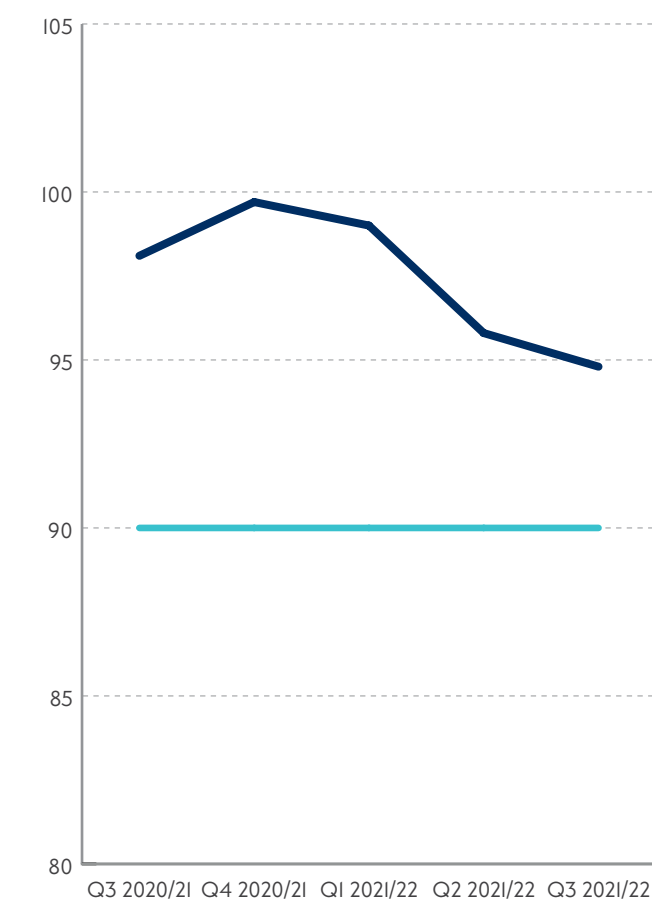
Annual trend (moving average)



■ Scheduled services operated — Target

The operated percentage fell slightly in 2019/20 against the previous two years (2017/18 and 2018/19), having been affected by increases in emergency utility works and central London demonstrations. 2020/21 saw record operated percentage (though scheduled mileage was reduced) as COVID-19 restrictions caused reduced passenger numbers and minimal traffic disruption. To date, 2021/22 has seen more normal levels of activity return, compared to 2020/21.

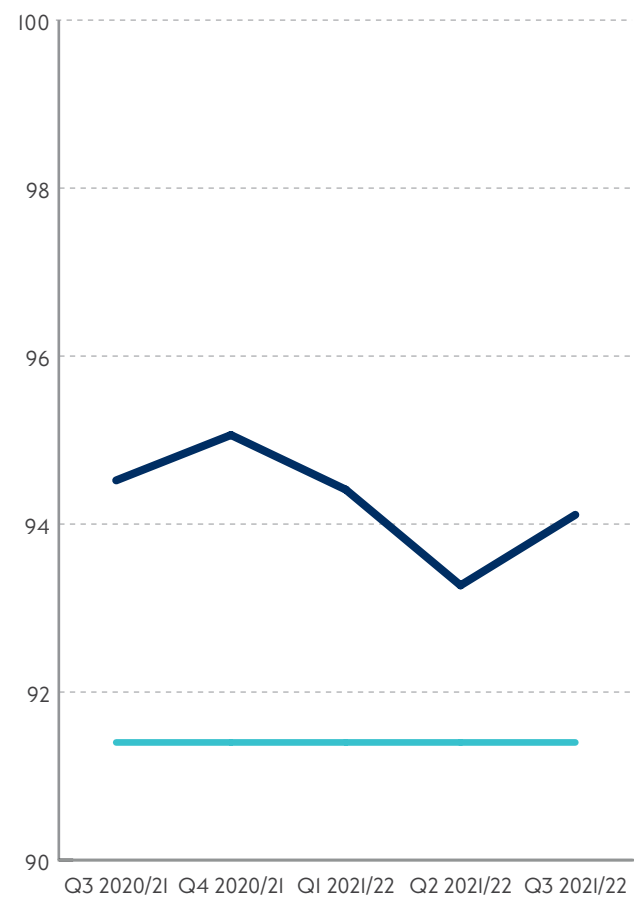
Dial-a-Ride trip requests scheduled
Past five quarters (%)



— Trip requests — Target

Dial-a-Ride remains well above the target for percentage of trip requests scheduled. After several months of slowly increasing journey requests, demand levels have stabilised at just under 50 per cent of pre-pandemic volumes. We continue to try and limit the number of passengers on each bus, while still meeting journey requests.

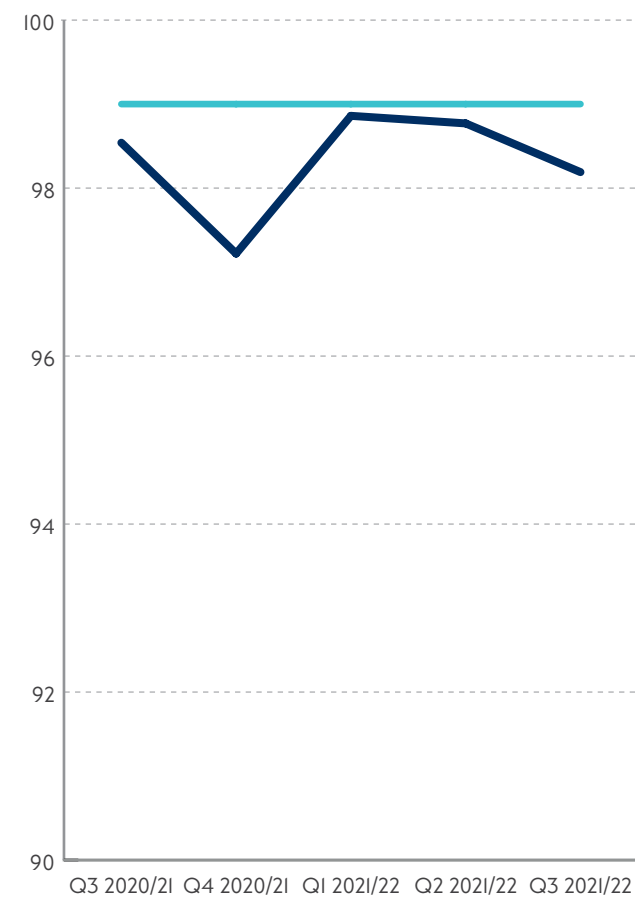
London Overground time to three measure
Past five quarters (%)



— Scheduled service operated — Target

The performance trend is consistent across all quarters with time to three between 93 and 95 per cent. The best period was Q4 2020/21 at 95.06 with the worst being Q2 2021/22 at 93.06. Performance exceeded the target of 91.4 per cent across all five quarters.

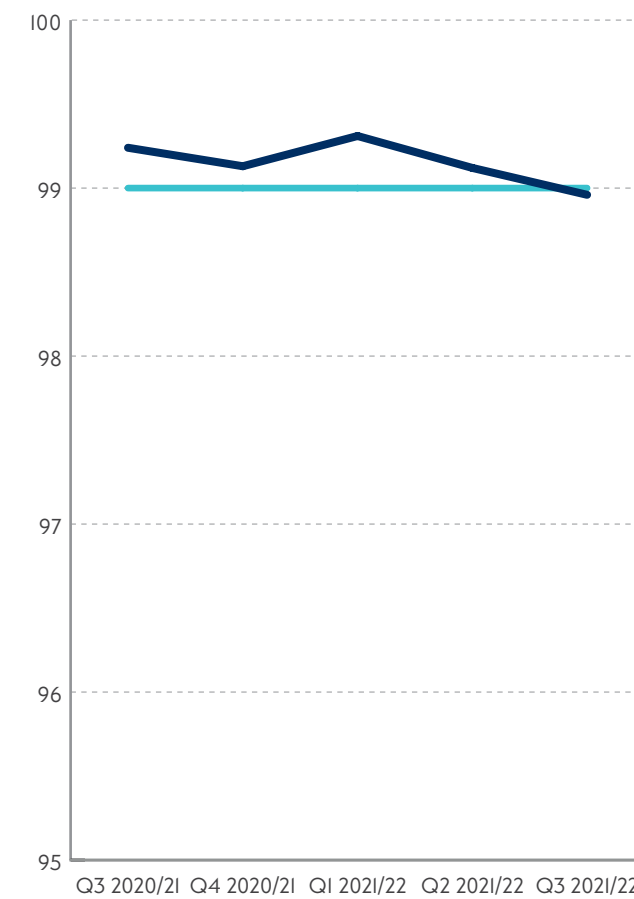
London Trams scheduled services operated
Past five quarters (%)



— Scheduled service operated — Target

Reduced availability of wheels and increased motor bearing failures for the Stadler trams contributed to lost kilometres on London Trams. Two major police incidents causing lengthy suspensions of service, a power line communication signalling failure at Avenue Road and our operators increased staff sickness levels, resulted in the 99 per cent target being missed. However, performance remains relatively stable across the quarters.

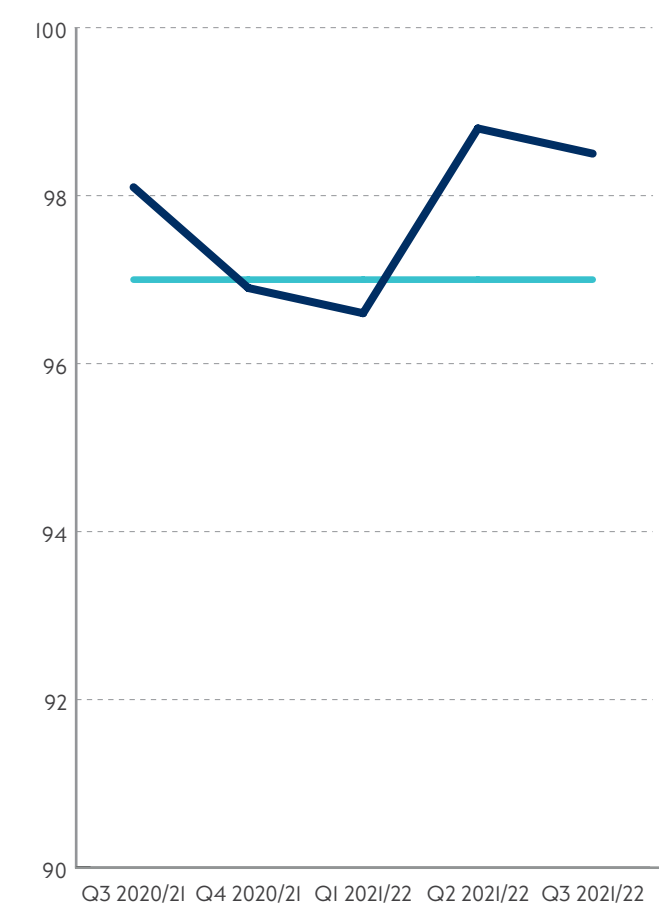
DLR departures
Past five quarters (%)



— Departures — Target

The number of trains operated compared to schedule fell slightly below 99 per cent during the quarter. The most disruptive incidents were two failures of the signalling system, both in the latter part of Q3 2021/22, as well as a power supply issue earlier in the same quarter. This is also reflected in the excess waiting time score, which correlates with the departures.

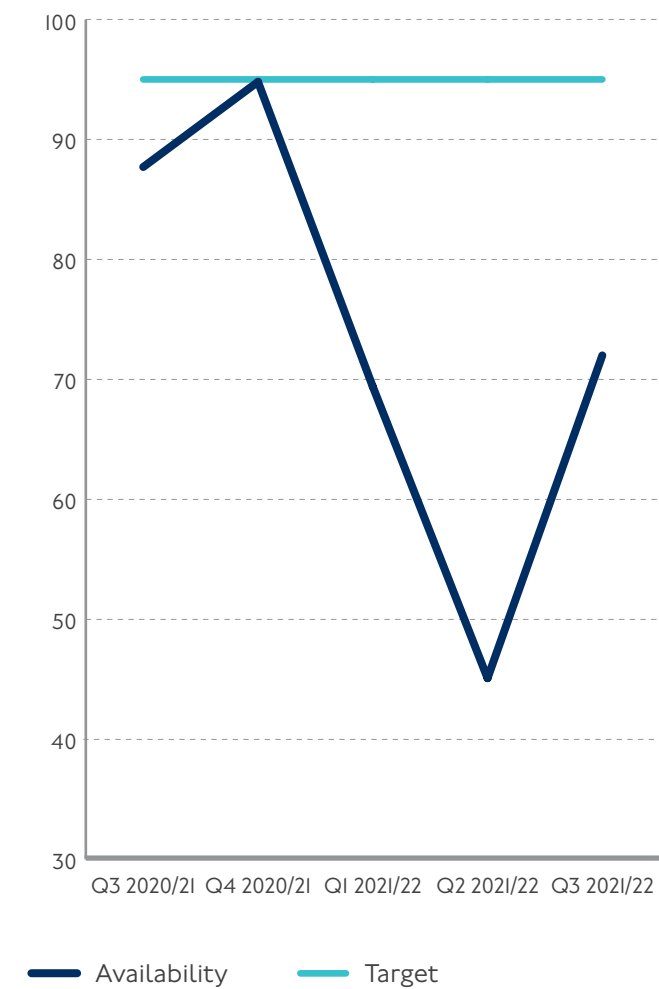
Emirates Air Line availability
Past five quarters (%)



— Availability — Target

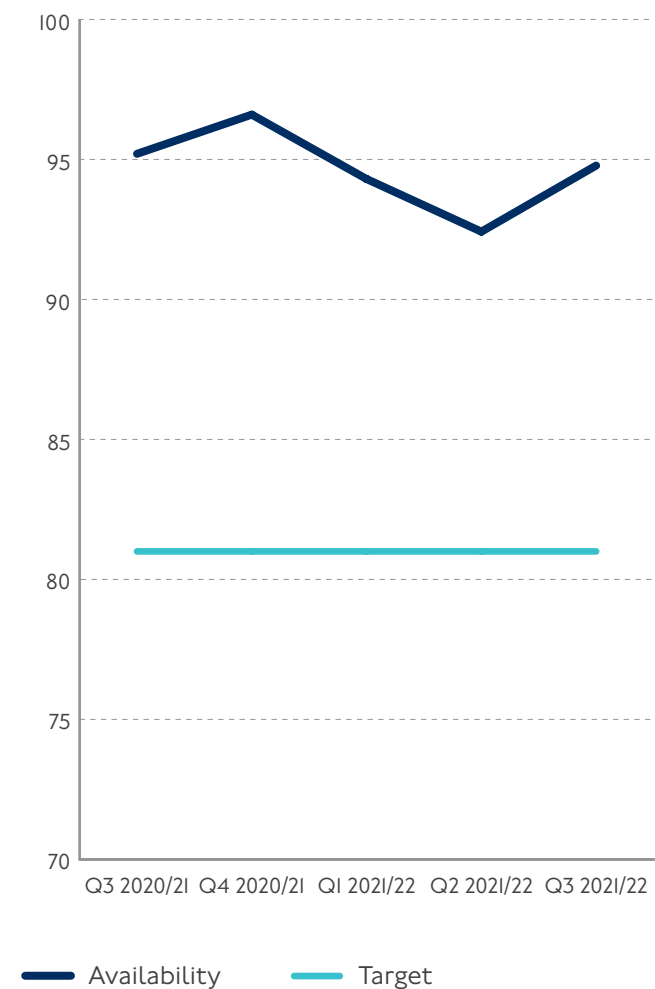
System availability was 98.5 per cent in Q3 2021/22, compared to 98.1 per cent for the same quarter in 2020/21. Downtime this quarter was mainly due to seasonal high-gusting wind at tower height, which meant suspending the service for safety reasons.

Woolwich Ferry availability
Past five quarters (%)

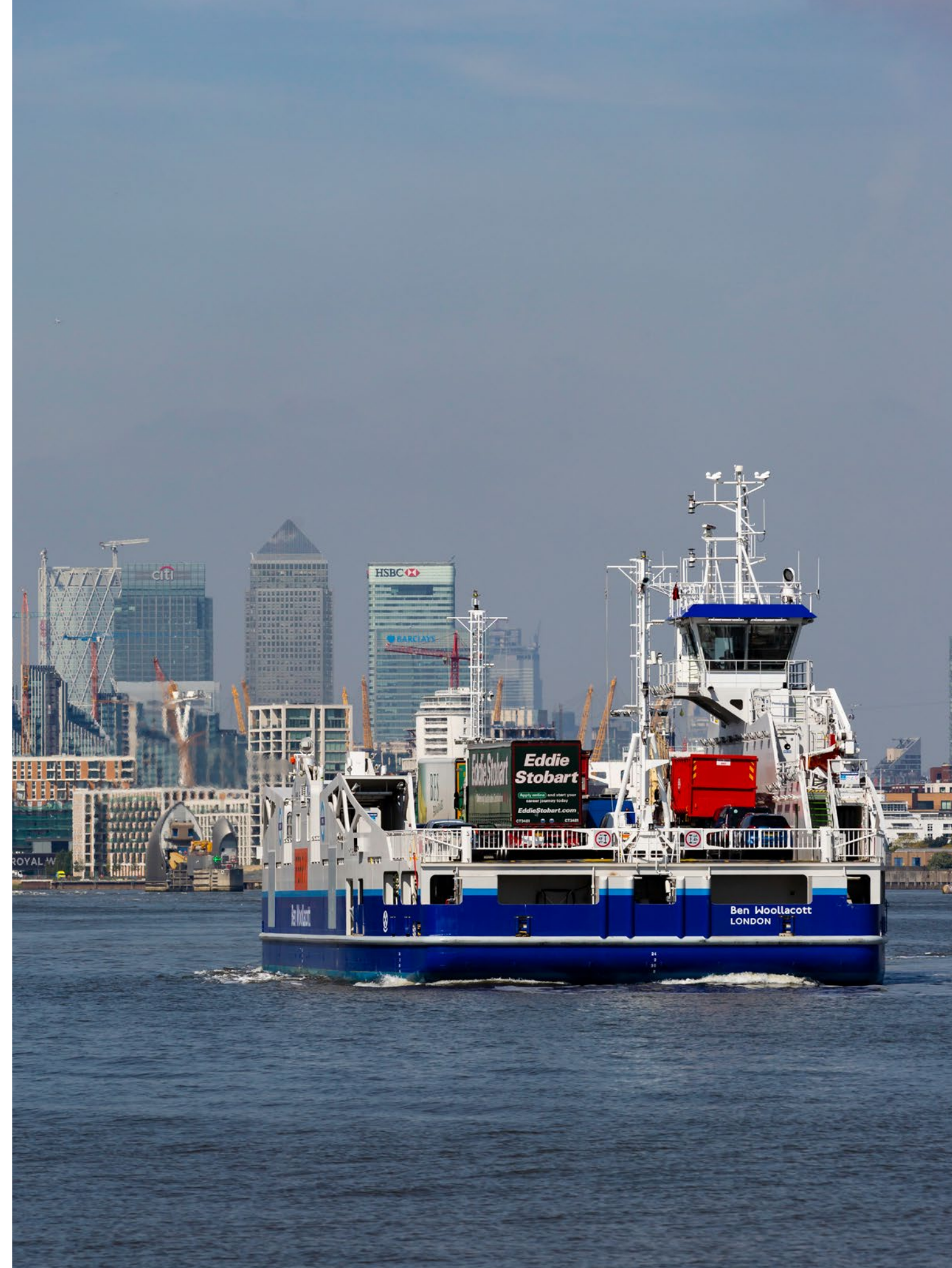


System availability was 72 per cent in Q3 2021/22 compared to 87.7 per cent in the same quarter last year. This year, availability was mainly affected by staff shortage (including strike action) and weather (high tide and fog).

Santander Cycles docking station availability
Past five quarters (%)



Docking station availability remained high in Q3 with an overall availability of 94.8 per cent. This is a slight increase from the previous quarter. Lower demand from customers in the winter months and fewer commuter hires led to greater availability of cycles and docking points.



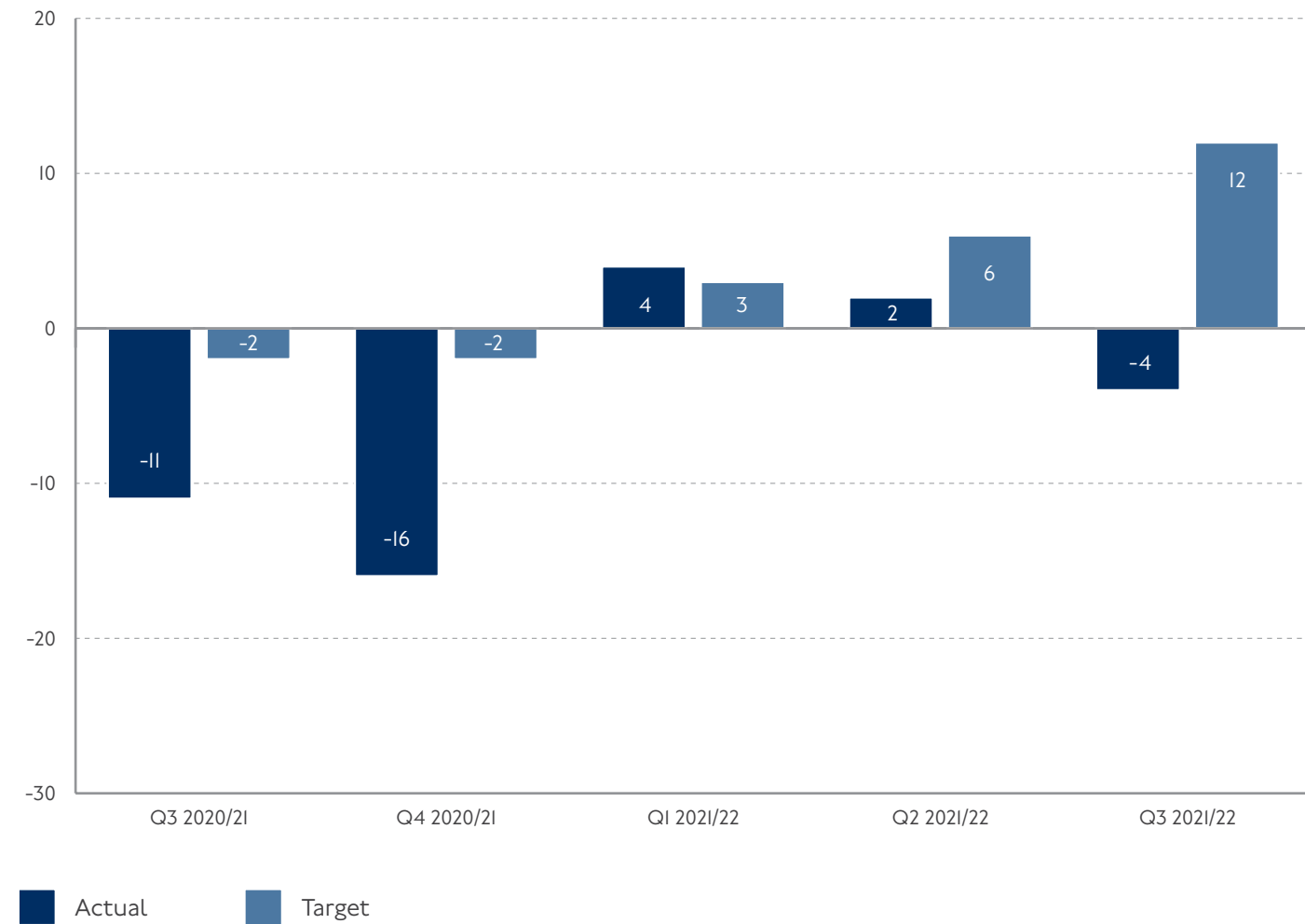
The Woolwich Ferry links Woolwich and North Woolwich

Roads and traffic

Following revisions to guidelines for COVID-19 from Government and advice about returning to work, traffic recovery on our roads has continued to not be as high as anticipated. Therefore, the associated disruption has been less than expected.

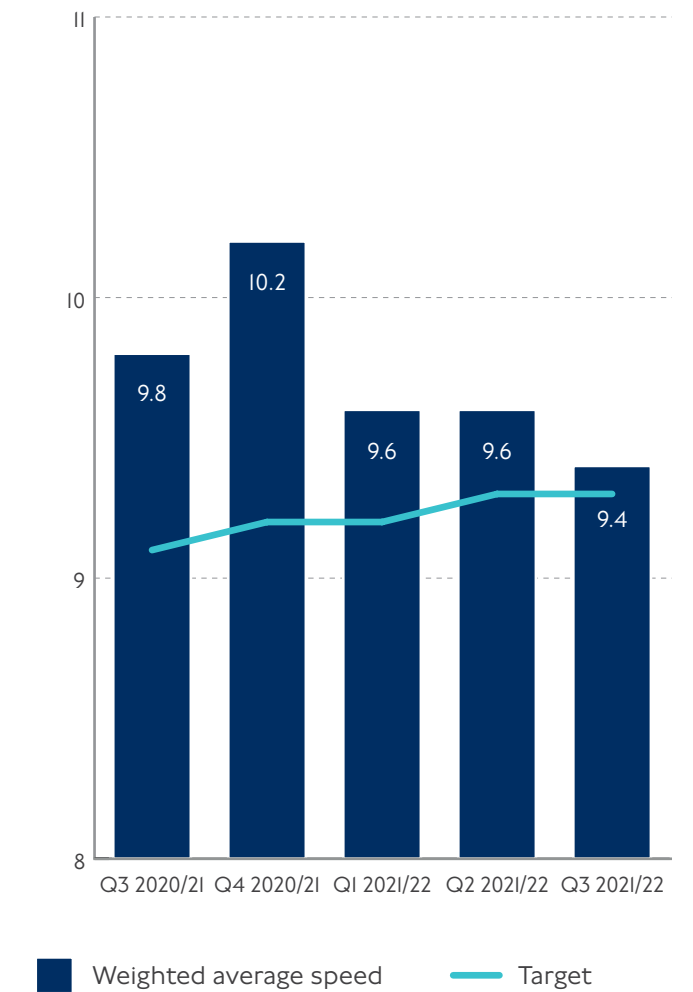
We continue to improve journeys for people who cycle, those walking and bus customers by adjusting traffic signal timings on our roads. This has resulted in a total of 4,202 traffic signal hours saved for these user groups.

Road disruption
Past five quarters (%)



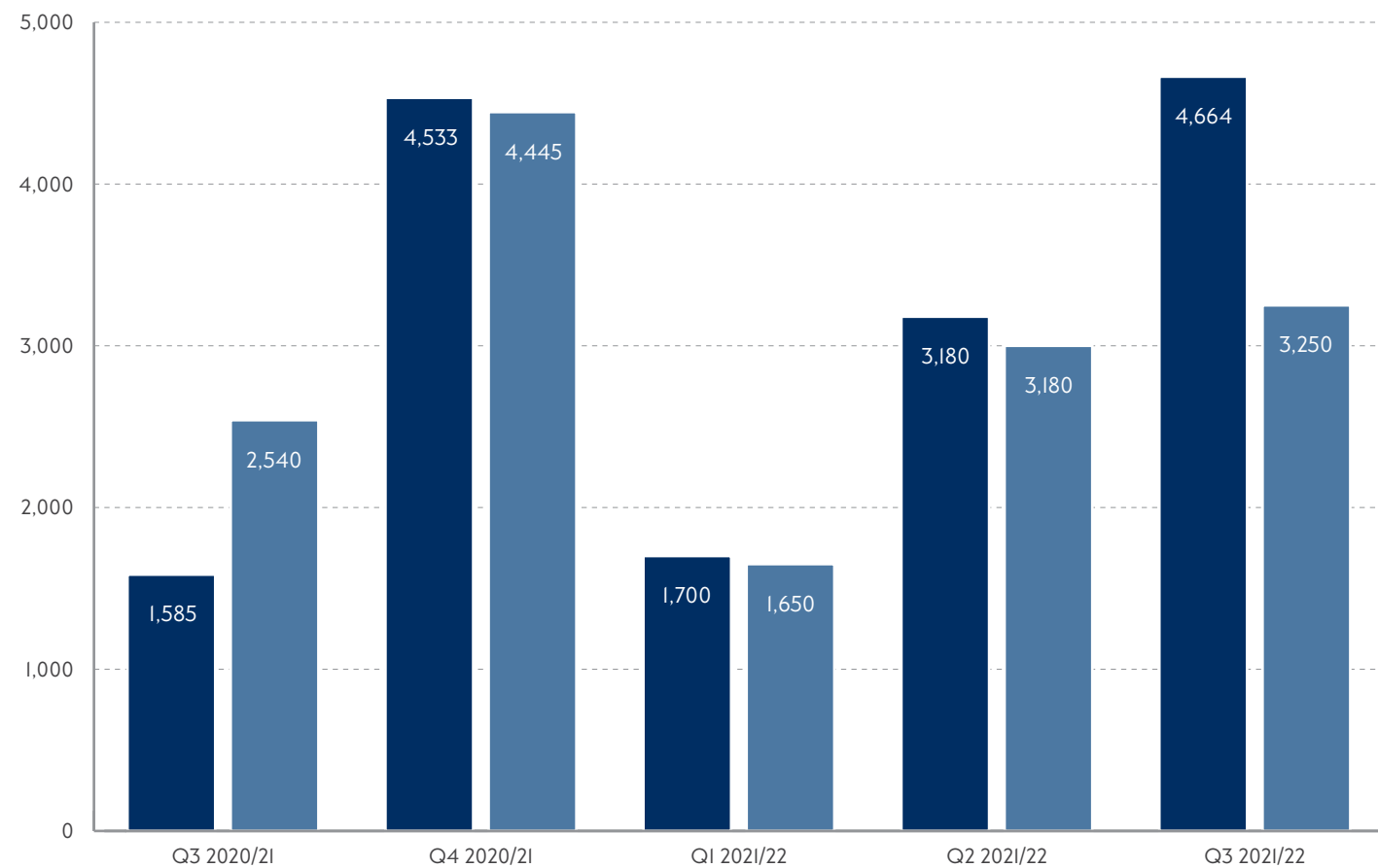
Q3 2020/21 contained the second lockdown, so disruption fell to -11 per cent and then to -16 per cent in Q4, following the third lockdown. In Q1 and Q2 of 2021/22, disruption increased in line with recovering traffic volumes. In Q3 of 2021/22, traffic flow recovery reversed due to fuel shortages and the return of COVID-19 restrictions, and traffic disruption fell to -4 per cent. The Q3 disruption target assumed a recovery to traffic volumes above 2019 baseline levels.

Bus average speed
Past five quarters (mph)



London-wide bus speed was better than forecast but worse than Q2 2021/22 due to normal seasonal variations. Typical seasonal variations have been recorded so far this year with the average bus speed tracking at two to four per cent faster than the pre-pandemic baseline. All areas of London were proportionally similar to the overall network fall in autumn and all except inner north-west and outer north-east areas remain better than the pre-pandemic baseline.

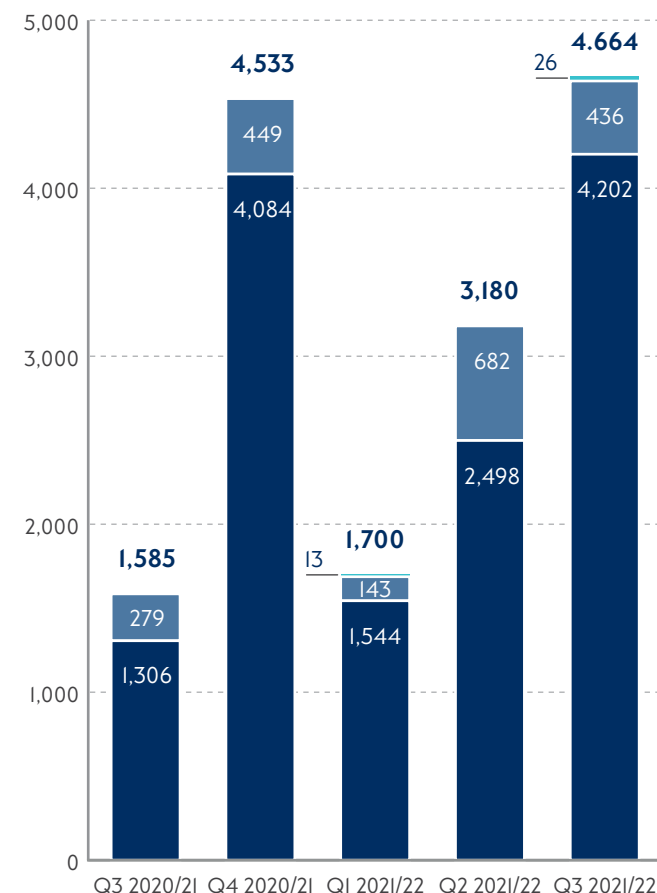
Traffic signal time savings Past five quarters (hours)



Actual Target

We continue to save time from traffic light timing changes for people travelling by bus, on foot or by cycle. In Q3, actual hours saved have again exceeded the target for hours saved for sustainable modes of transport (buses, people walking and people cycling). We have exceeded the expected sustainable hours saved targets for timing reviews consistently since Q4 2020/21 through to Q3 2021/22 and this is due to several factors. These factors include reviews delivering considerably higher benefits than projected and others being delivered ahead of schedule, as well as the impacts of various Government coronavirus restrictions that have varied across recent quarters.

Type of user Past five quarters (hours)



Buses Pedestrian Cyclists

We have improved the operation of the signals at Vauxhall Cross by reducing cycle times and making operational updates through SCOOT (a real-time adaptive traffic control system). Buses at Purley Way Fiveways now have better progression and pedestrian wait times have been reduced. A Living Streets nominated review was completed at Shoreditch Triangle, where a new method of signal control was implemented. This gave benefits for buses, people walking and people cycling.

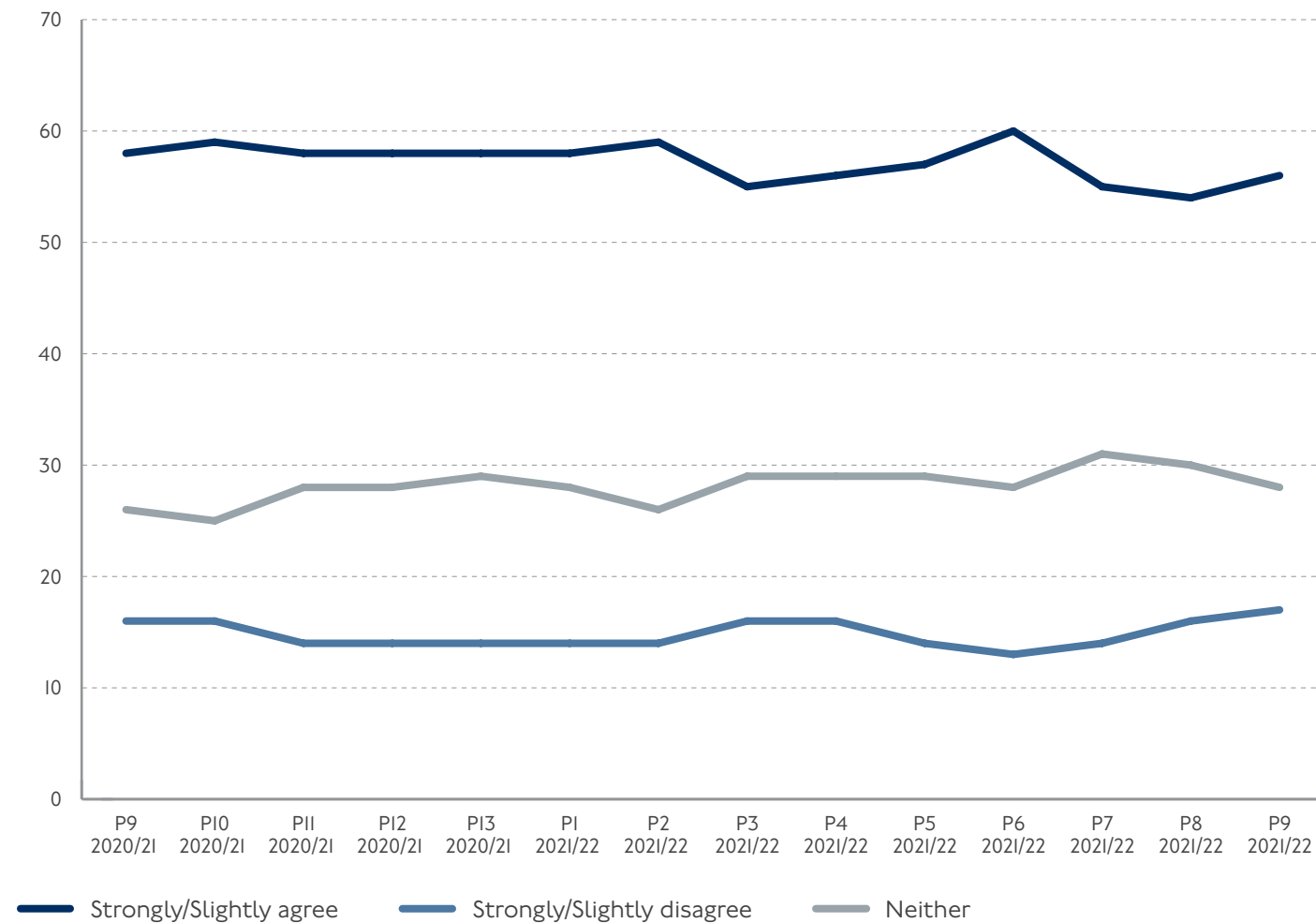
Customers

Regardless of the challenges posed by the pandemic, we have continued to support and engage with our customers



TfL cares about its customers

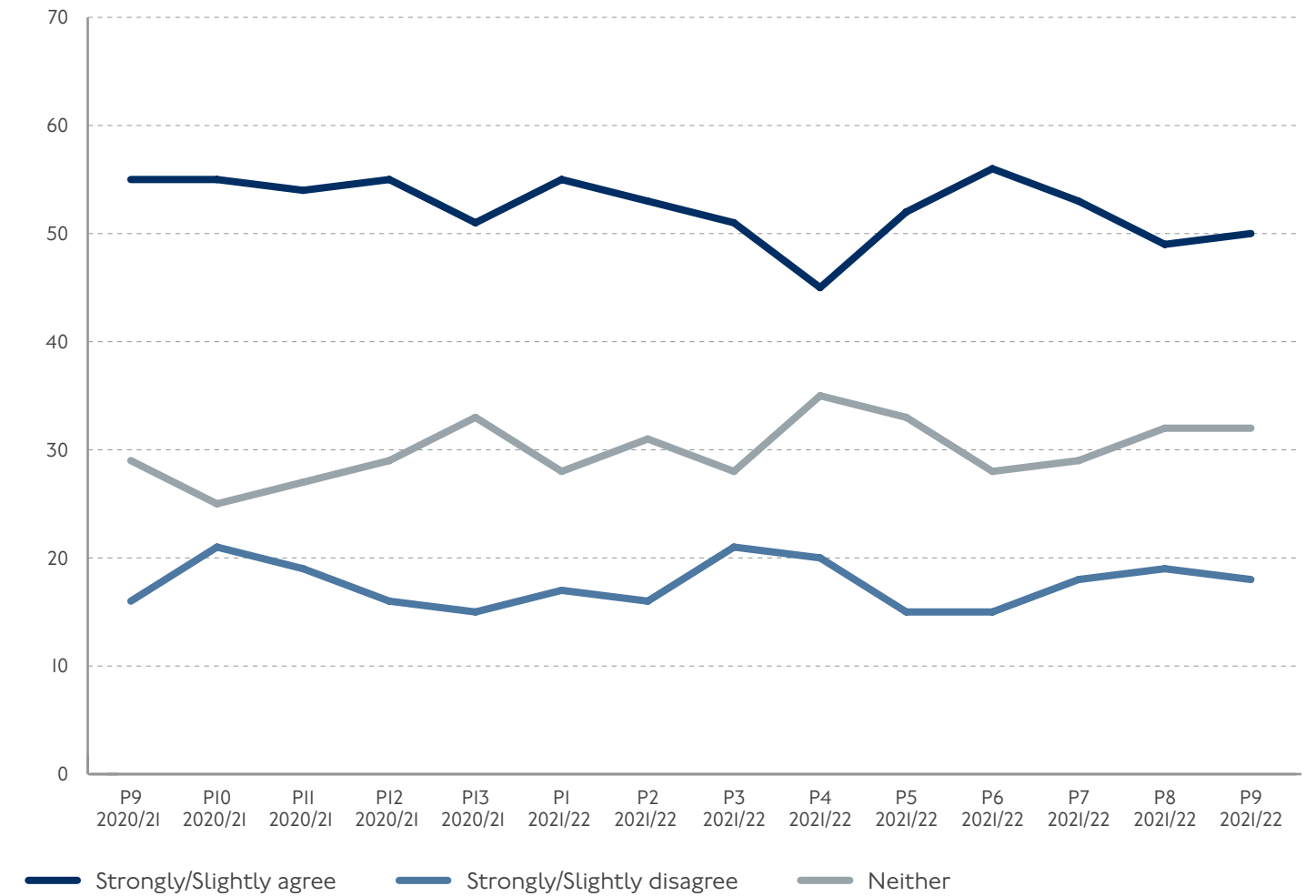
 **All Londoners**
Agreement, disagreement, neither (%)



Our customer care metric ‘TfL cares about its customers’ measures Londoners’ perceptions of how well we perform on ‘Every Journey Matters’, and if we consistently meet customer expectations. It reflects Londoners’ overall experience of their journey and non-journey interactions.

The percentage of Londoners agreeing ‘TfL cares about its customers’ is 56 per cent for P9 2021/22. Our year-to-date score remains above target at 57 per cent agreement. Londoners appreciate positive interactions with friendly and helpful staff, although this is not consistently experienced.

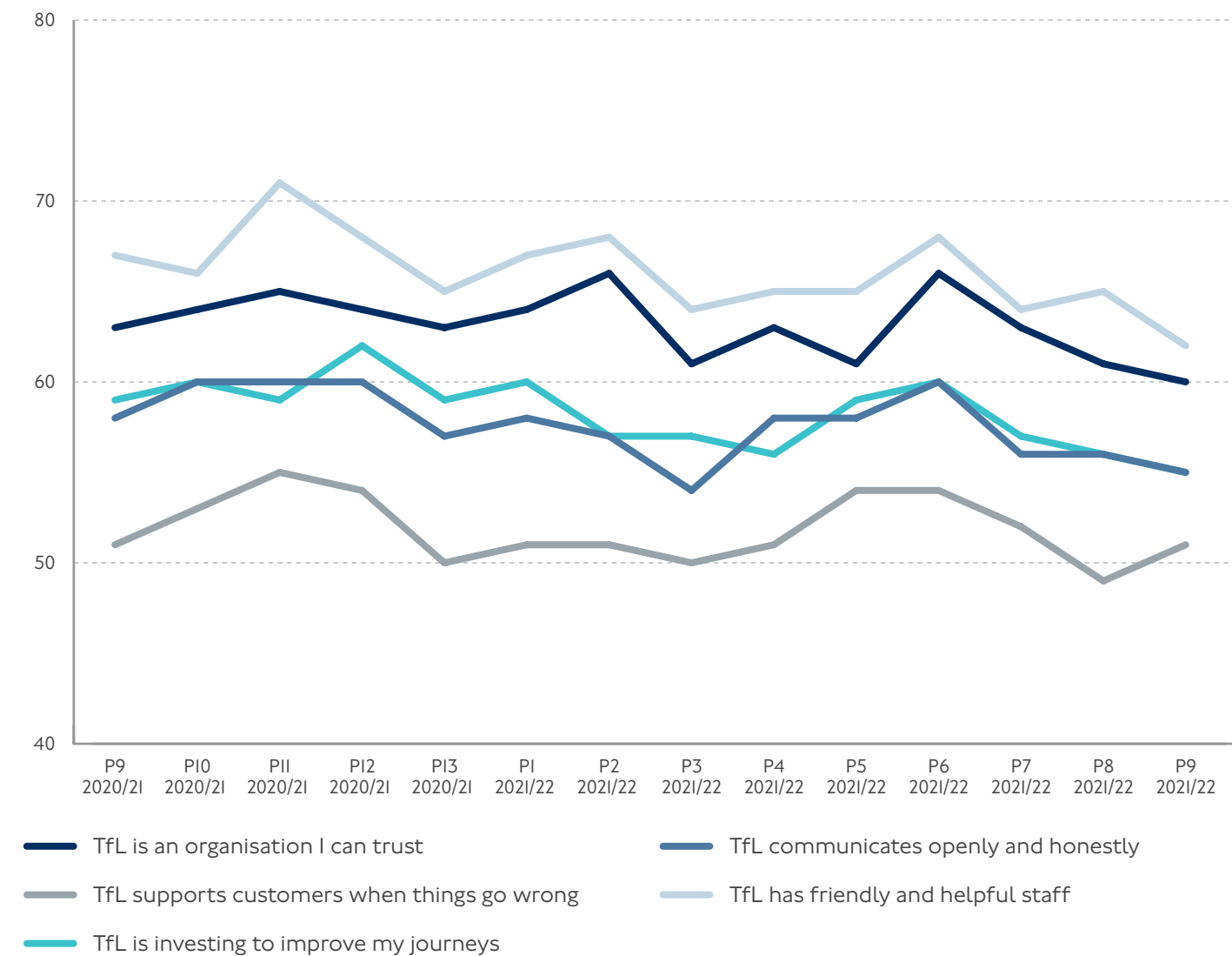
Disabled Londoners
Agreement, disagreement, neither (%)



The percentage of disabled Londoners agreeing ‘TfL cares about its customers’ is 50 per cent for P9 2021/22. Our year-to-date score is 52 per cent, one percentage point lower than our 2020/21 score. Confidence to travel among disabled Londoners continues to be lower than that of non-disabled Londoners. Although the gap has been closing, so we continue to focus on supporting customers when things go wrong, building trust and communicating well to improve our performance.

Key survey questions

Agreement (%)



Winning back our customers: key areas of focus

The need to travel has greatly reduced for many people, but as London opens up we have the opportunity to win back customers and journeys. Londoners will travel when they have somewhere to go – we need to provide a good, cost-effective service to keep them coming back to public transport.

Visible COVID-19 safety measures are critical to winning customers back: enforcement of the wearing of face coverings and visible cleaning regimes give customers confidence to travel. For those who have returned to the network, their priorities remain unchanged: a safe, reliable and frequent service with real-time information and staff available when they are needed.

We need to continue to emphasise to customers that the network is clean, safe and well-managed. We need to operate a reliable service and support customers effectively when there is disruption. We need to continue efforts to promote use of the network as a means to access everything that people have missed about living or being in London.

Through analysis, we have identified the five key drivers that have the most influence on Londoners' perceptions and our 'TfL cares about its customers' metric. Supporting customers when things go wrong remains a key focus area to improve customers' experience.

Overall, scores have decreased during Q3 2021/22, most notably in 'TfL is an organisation I trust' and 'TfL has friendly and helpful staff'. Increasing pressure on the network as well as challenges relating to the coronavirus pandemic may explain these dips.

Calls

In addition to our general contact centre, we also have dedicated lines for road charging and ULEZ, taxi and private hire, and Dial-a-Ride.

General calls (contact centre) Past five quarters

	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22
Telephone calls	419,129	296,212	363,418	535,824	696,500
Calls abandoned (%)*	6.4	6.4	9.0	15.77	22.78
Correspondence	96,209	70,847	94,424	124,263	163,862
Cases closed (%)**	86.4	88.7	83.9	78.75	70.33
Average speed of answer (seconds)	135	100	213	1,034	1,573

Telephone demand was up a further 30 per cent on last quarter (up 66 per cent on the previous year). This is due to the usual seasonal spike in concessions demand we experience as schools and colleges return after the summer break. As noted in the last report this has had a more severe impact on our performance this year, as our outsourcers have struggled to recruit sufficient staff over the pandemic.

While our supplier, Novacraft, has taken steps to improve staffing levels since Q2, photocard service levels have been heavily impacted by several new system-related problems. These led to our concessionary customers not receiving cards that they had applied for and/or not having the required tickets on their cards.

Correspondence demand also rose on last quarter, increasing a further 32 per cent and up 70 per cent on the previous year. Again, this has been driven by the high demand on our concessions and ticketing teams.

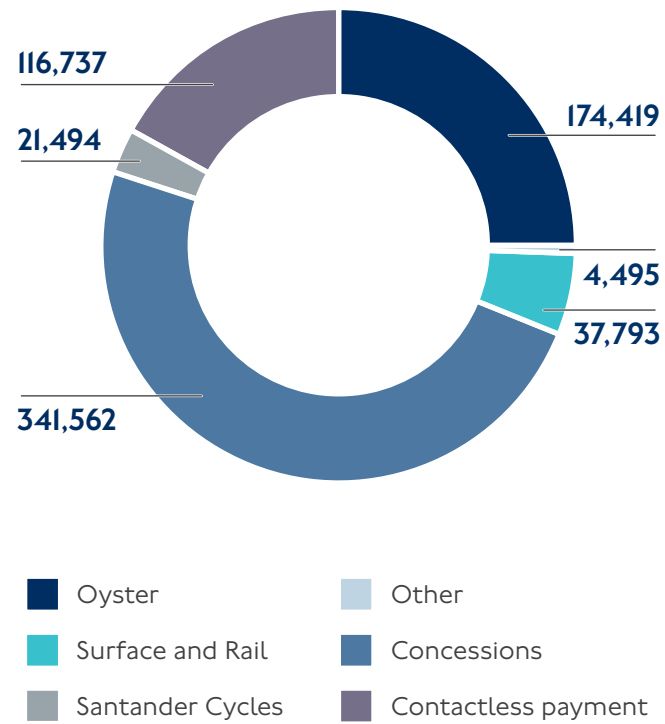
* Calls abandoned target 15 per cent or lower

** Cases responded to within the agreed timeframe. Our target is 80 per cent of correspondence responded to within three working days, or 10 working days for more complex issues that require investigation

Past five years

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
Telephone calls	2,835,189	2,699,025	2,687,696	1,304,300	1,595,742
Calls abandoned (%)*	10.5	10.9	16.2	7.6	17.30
Correspondence	542,760	609,201	757,298	364,778	382,539
Cases closed (%)**	85.9	82.0	78.9	83.4	76.39

Calls by subject* **
This quarter



Telephone demand in Q3 was up 30 per cent on last quarter and was up 66 per cent on the same period last financial year. These increases are still being driven by concessions (up 68 per cent on last quarter) as well as ticketing. The latter reflecting increases in ridership on our services, with contactless up 15 per cent and Oyster rising by 12 per cent. This is in line with growth in usage across the network, with contactless journeys rising 11 per cent and Oyster only increasing by 21 per cent on the previous quarter.

All other areas saw a decrease in demand of around 11 per cent, with Santander Cycles falling a further 20 per cent as cycling becomes less attractive for customers over the autumn/winter months. Despite this, more than 1,000 Black Friday annual member discount codes were redeemed in November, the most popular annual member promotion in the scheme's history.

* Surface and Rail: London Underground, London Buses, London Overground, Emirates Air Line, DLR, TfL Rail, Cycling (general), River services, Safety, Coaches

** Other: Crossrail, Public help points, Taxi and Private Hire, Ticketing app, Sarah Hope Line, Street-related calls



Telephone demand was up 30 per cent on last quarter

Road user charging and ULEZ
Past five quarters

	Q3 2020/21	Q4 2020/21	Q1 2021/21	Q2 2021/22	Q3 2021/22
Calls received	328,163	331,800	275,732	292,501	462,698
Calls answered	314,995	318,557	265,662	279,011	431,969
Calls abandoned (%)	4.0	4.0	3.7	4.6	6.6
Average speed of answer (seconds)	52	36	47	72	76

Capita's road user charging contact centre continues to perform well within contractual targets, despite a significant increase in call volumes during Q3 as a result of the expansion of the ULEZ on 25 October 2021. The average speed of answer for Q3 is 76 seconds and the call abandonment rate is 6.6 per cent against a target of no more than 12 per cent of calls.

Past five years

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
Calls received	1,245,815	1,080,837	1,486,715	1,145,772	1,030,931
Calls answered	1,166,545	1,043,877	1,440,357	1,093,382	976,642
Calls abandoned (%)	6	3	3	5	5
Average speed of answer (seconds)	73	43	42	63	67

Taxi and private hire
Past five quarters

	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22
Calls received	93,609	42,252	46,513	59,083	72,942
Calls answered	55,180	41,898	45,959	58,163	65,385
Calls abandoned (%)	41.1	0.8	1.2	1.6	10.4
Average speed of answer (seconds)	1,652	16	33	32	314

Calls to our taxi and private hire contact centre increased during Q3, in line with expected increased demand for our vehicle inspection slots during October 2021. This increase was due to additional vehicles requiring inspection during this period because of the closure of our vehicle inspection centres during lockdown.

Action has now been taken to reduce the number of vehicles that will require inspection during this period in future years. This will ensure that the forecasted demand on the contact centre is within capacity tolerance levels.

Despite mitigations being introduced, including additional resource and the promotion of the online booking solution, call waiting times increased with an average speed of answer of 314 seconds (just over five minutes) for Q3 and a call abandon rate of 10.4 per cent against a target of no more than five per cent of calls.

Past five years

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
Calls received	684,904	840,178	749,561	222,291	178,538
Calls answered	623,837	582,022	532,096	158,847	169,507
Calls abandoned (%)	8	30	29	29	5
Average speed of answer (seconds)	118	733	699	896	141

Dial-a-Ride
Past five quarters

	Target	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22
Calls received	N/A	37,313	33,413	46,691	66,591	83,958
Calls abandoned (%)	10	3.8	3.7	3.1	12.4	9.7
Average speed of answer (seconds)	180	84	72	59	269	238
Email bookings	N/A	3,494	1,184	3,764	6,939	10,186

Dial-a-Ride saw a 26 per cent increase in call volumes compared to Q2 2021/22 and a 125 per cent increase when compared with the same quarter last year. Our average speed of answer decreased by 31 seconds when compared to the last quarter and our calls abandoned reduced by 2.7 per cent when compared to the previous quarter.

Lower levels of absence have led to a marked improvement in performance in Q3. Considering Dial-a-Ride transports some of the most vulnerable Londoners in the capital, our contact centre staff are scheduled to attend virtual Disability Equality training over the coming months to improve the customer experience and refresh their understanding of customers varying needs.

Past five years

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
Calls received	596,161	564,391	533,868	117,275	198,486
Calls abandoned (%)	12.1	10.5	10.7	5.5	8.9
Average speed of answer (seconds)	252	233	287	108	202
Email bookings	44,655	45,950	82,450	6,368	20,889

Complaints

Complaints

Year on year (per 100,000 journeys)

	Q3 2020/21	Q3 2021/22	Variance (%)
London Underground	1.25	1.22	-2
London Buses	4.38	3.32	-24
DLR	0.97	0.54	-44
London Overground	1	0.65	-35
TfL Rail	1.72	2.04	19
London Trams	1.83	0.82	-55
Emirates Air Line	1.07	3.47	224
Congestion charge	3.33	3.33	0
Dial-a-Ride*	66.85	74.92	12
London River Services	1.57	0.16	-90
Santander Cycles	1.94	2.16	11
Taxis**	2.25	4.21	87
Private hire**	1.78	2.24	26
Contactless	0.41	0.50	22
Oyster	0.26	0.83	219

Several areas have seen increases in the number of complaints per 100,000 journeys over the last year. This is partly down to the relaxing of COVID-19 restrictions compared to 2020 and increases in passengers on the network.

Ticketing rose because of this growth in demand, contactless increased by 85 per cent on last year – considerably higher than the 22 per cent increase in complaints received. Oyster also saw a rise in passenger numbers (37 per cent up) but problems with our outsourced concessions supplier this year have inflated the complaint figures considerably.

Past five years

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
London Underground	0.89	0.98	1.14	1.74	1.4
London Buses	2.89	3.17	3.17	4.37	3.43
DLR	0.82	0.78	0.89	1.09	0.57
London Overground	1.68	1.69	1.58	1.24	0.71
TfL Rail	2.47	2.39	2.30	2.26	2.03
London Trams	1.62	1.28	1.65	1.76	0.82
Emirates Air Line	2.40	4.11	2.83	2.57	4.34
Congestion charge	4.04	1.59	2.48	3.83	3.68
Dial-a-Ride*	82.23	69.86	83.62	64.87	61.01
London River Services	0.79	1.49	1.26	2.44	0.44
Santander Cycles	4.56	4.00	3.54	2.68	2.22
Taxis**	7.28	7.22	8.06	1.69	2.3
Private hire**	3.92	2.95	2.57	1.36	1.68
Contactless	0.14	0.21	0.40	0.39	0.5
Oyster	0.18	0.15	0.17	0.26	0.5

While operational areas experienced a number of challenges, complaints fell across a number of modes. This is despite increased customer demand for London Underground, Buses, DLR and London Overground, which saw the most notable increases.

* The highly individual nature of the Dial-a-Ride service results in a high complaint rate compared to the mass-volume mainstream modes

** Journeys not recorded; figures based on survey data. Taxi and private hire complaint numbers are not directly comparable due to the way they are received/recorded



As passenger numbers increased, the number of staff commendations rose

Commendations

Commendations Past five quarters

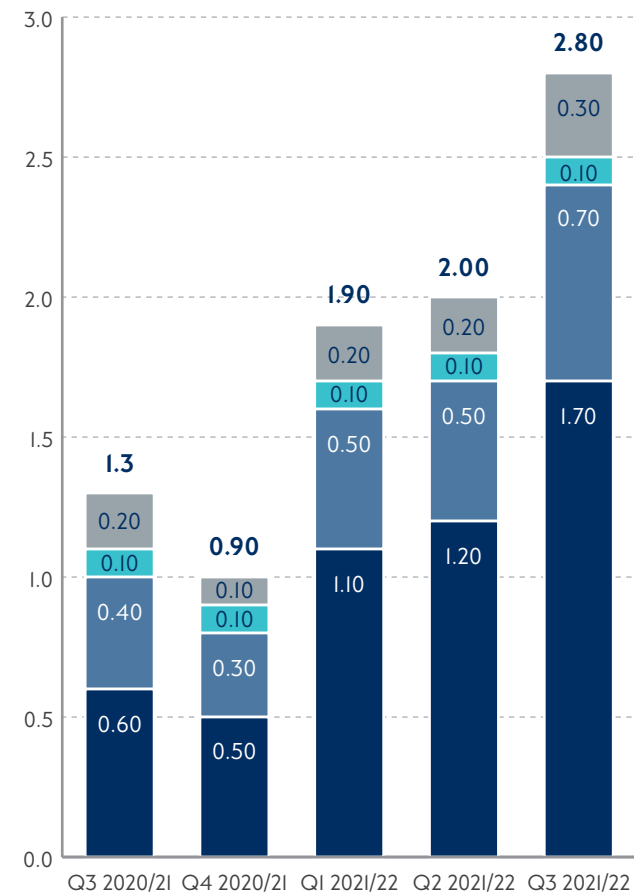
	Q3 2020/21	Q4 2020/21	Q1 2020/21	Q2 2021/22	Q3 2021/22
London Underground	110	75	168	274	259
London Buses	507	406	549	551	607
DLR	6	2	6	8	12
London Overground	12	18	29	25	38
TfL Rail	31	14	38	116	29
London Trams	1	0	4	0	5
Emirates Air Line	0	1	10	9	7
Dial-a-Ride	7	6	17	3	35
London River Services	2	0	1	3	2
Santander Cycles	0	0	1	0	0
Taxis and private hire	6	12	9	14	23
TfL Road Network	7	4	3	3	0
TfL Policy	2	6	0	2	4

Commendations rose one per cent over last quarter and were up 48 per cent on the same time last financial year. This increase is mainly attributable to the rise in passenger numbers seen across our network. Buses and London Underground again proved to be our biggest areas in terms of the number of commendations received, with buses rising 10 per cent on last quarter and London Underground falling five per cent.

The largest increase was on Dial-a-Ride, up 1,067 per cent on Q2, and up 400 per cent on last year.

Tickets

Fare payer split on typical weekdays*
Past five quarters (millions)**

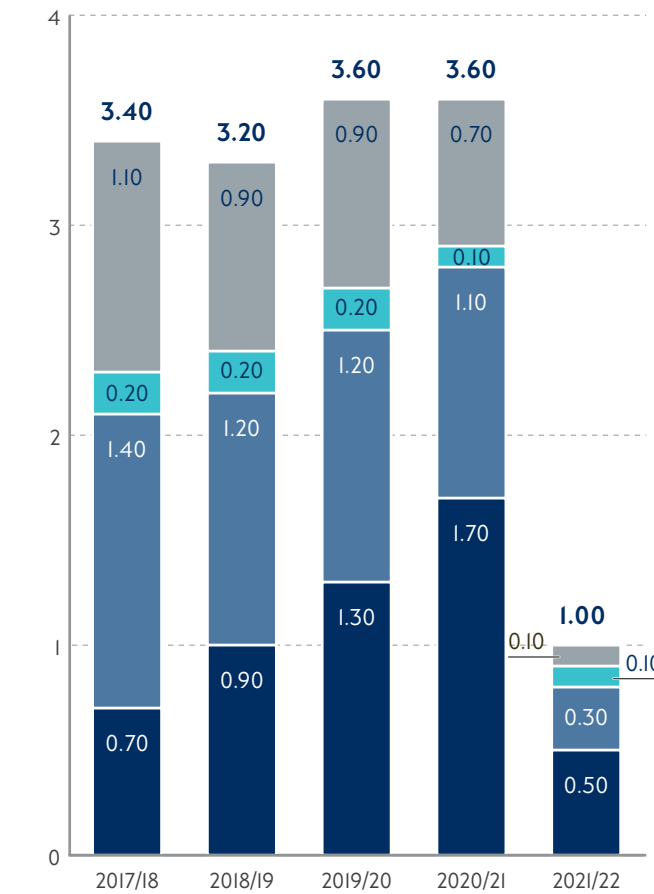


■ Contactless ■ Oyster PAYG
■ Bus and Tram ■ Travelcards

The national lockdowns during the coronavirus pandemic saw demand drop dramatically, but the share of contactless payments (cards and mobile devices) remained around half of all fare payer tickets throughout this period.

Demand continued to recover in Q3 2021/22 before the Government implemented new restrictions to prevent the spread of the Omicron variant in mid-December 2021.

Past five years (millions)***



■ Contactless ■ Oyster PAYG
■ Bus and Tram ■ Travelcards

Before the coronavirus pandemic, the total number of fare payer tickets remained fairly stable every year, while the share of contactless payments increased.

During the coronavirus pandemic, the use of contactless payment and Oyster pay as you go recovered to a greater extent than Travelcards, suggesting some migration from the latter to the former.



535k

automated refunds were issued in Q2

98.5m



contactless bank cards and mobile devices have been seen on bus, Tube and rail services



3.2m

contactless journeys are made daily

* Graphs use typical weekdays to represent the trend per time period. The number of Travelcards and bus and tram passes valid on these typical weekdays is used as a proxy for the number of tickets used. The population studied covers all fare payer ticket types, excluding paper single tickets, which comprise less than one per cent of journeys on the network

** Days measured:
Thursday 5 November 2020 Q3 2020/21
Thursday 4 February 2021 Q4 2020/21
Thursday 20 May 2021 Q1 2021/22
Thursday 16 September 2021 Q2 2021/22
Thursday 25 November 2021 Q3 2021/22

*** Days measured:
Thursday 9 February 2017
Thursday 8 February 2018
Thursday 7 February 2019
Thursday 6 February 2020
Thursday 4 February 2021

System availability

Ticketing

	Q3 2020/21			Q3 2021/22		
	Actual	Variance to target	Variance to last year	Actual	Variance to target	Variance to last year
London Underground – ticketing system overall availability (%)	99.65	+1.45	+1.18	99.20	+1.00	-0.45
London Buses – bus validations – overall availability (%)	99.63	+0.63	-0.07	99.75	+0.75	+0.12

For both London Underground and buses, ticketing system availability exceeded targets. With more customers and cash use especially on London Underground, as the London economy slowly grew in this quarter, we continue to move toward availability performance seen pre-pandemic.

Internal IT

Past five quarters (%)

	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22
System performance	99.99	99.89	99.89	99.82	99.96

Q3 was our highest quarter in terms of availability this financial year at 99.96 per cent. Within Q3, we experienced seven Mission Critical Severity I incidents, which impacted for a total of 1,470 minutes. Of these, our Uniformed Public API Service

had the highest impact, of 490 minutes. The other mission critical services impacted were: Computerised Track Access Control System, iBus, London Road User Charging, SAFE, Surface Transport CCTV and Technical Service Networks.

Annual trend (%)

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
System performance	99.59	99.87	99.93	99.94	99.88

Digital

In August we introduced real-time busyness information into journey planner results in the TfL Go app. Customers can see whether stations are 'quiet now', 'busy now' or 'very busy now' when they plan a journey involving the Tube. We have also added new customisation features so that customers can plan journeys based on preferred travel modes, plus least walking and fewest changes options.

In September we added real-time information for the Northern Line Extension. By October, the app had reached its first half million downloads, with a 4.7* rating on iOS and a 4.4* rating on Android.

Our focus continues to be on integrating account and payment functionality so that customers can plan, pay and travel in one fully inclusive, integrated digital experience.

8.7m

unique devices
visiting the TfL
website this quarter



550k

downloads of the
TfL Go app since launch



Our TfL Go app has now been downloaded more than 500,000 times

Travel demand management

From September we saw our passenger numbers gradually increasing and customers showing confidence in our network being safe, clean and orderly. We continued to review all demand data, which showed the quieter times to travel began to vary between Tube, rail and buses. Using this information, we updated all our channels with the new quieter times, to help our customers make better informed decisions on when best to travel, and continue to keep these under review.

As we approached Black Friday on 26 November and Christmas, when many people turn to online shopping, we raised awareness of the negative impacts this peak shopping season has on road congestion and air quality, due to an increase in van deliveries. We created some action-oriented messages for consumers to encourage sustainable and responsible shopping habits, reducing the volume of deliveries and collections.

Combining deliveries to one location like a click and collect point, allows for drop off to happen at fewer places and drastically reduce the number of vehicles on the roads. We continue to collaborate with colleagues from Commercial Development on the rollout of click and collect lockers on our land. This provides a valuable opportunity for revenue generation, as well as supporting the Healthy Streets agenda and Freight action plan.



We let our customers know the quieter times to travel on our network

Campaigns

Campaigns – Customer information email volumes Past five years

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
Customer information emails (millions)	187	189	205	211	149
Campaigns	1,043	930	1,101	685	761

We have supported multiple recovery campaigns across the year, while still managing essential customer information requirements. Across the business we have supported campaigns where possible including Northern Line Extension, works and closures, consultations and ULEZ expansion.

149m

customer information emails sent in 2021/22 to date



761

customer campaigns so far in 2021/22



We have managed essential customer information campaigns on the network



is expanding up to the North and South Circular Roads



We supported the launch of the expanded ULEZ with an awareness campaign

Customer marketing and behaviour change campaigns

The ULEZ expansion campaign aimed to raise awareness of ULEZ and to educate drivers about how and where the scheme operates to encourage timely behaviour change by initially encouraging drivers to check their vehicles and to plan their options, for example, by switching to walking and cycling, or by using public transport.

We have been working with the Rail Delivery Group, British Transport Police, Metropolitan Police, academics and sexual violence practitioners on the development of a new campaign to address sexual harassment on public transport. We are leveraging the Rail Delivery Group's national campaign to address unwanted sexual behaviour with a joined up, consistent message to demonstrate zero-tolerance towards the issue.

We celebrated the launch of the Northern Line Extension by getting Londoners excited about the positive change it will bring to London and Londoners alike and encouraging use at both of the new stations.



We want to hear from Londoners about their views on our consultations

Consultations

We launched 10 consultations in Q3:

One key consultation:

- New Congestion Charge proposals. The Congestion Charge consultation opened on 28 July and closed on 6 October. The proposals covered issues such as how much the charge should be, the days and hours when the charge would apply and discounts for residents living in the zone

Nine other consultations:

- Route 633 extension to Pollards Hill
- Lower speed limits (20mph) in Westminster
- Bus route R7 rerouting

- Penalty charge notice increases on our roads
- Improvements for pedestrians and bus passengers on Earls Court Road
- Changes to bus routes N21, N550 and N551
- Route 410: removal of double runs on Davidson Road
- Route 497 extension
- Hatch Lane rerouting (routes 212, 357 and 657)

We are preparing to launch 16 consultations in Q3.

London Assembly scrutiny

London Assembly scrutiny in Q3

Date	Title	Type of scrutiny
30 September 2021	Environment Committee: Climate adaptation and climate risks in London	Open meeting
7 October 2021	Economy Committee: London's night-time economy (Geoff Hobbs in attendance)	Open meeting
14 October 2021	Mayor's Question Time	Open meeting
21 October 2021	Fire, Resilience and Emergency Planning Committee: Flooding – London's Resilience	Open meeting
2 November 2021	Oversight Committee: GLA group procurement	Informal, site visit
16 November 2021	Transport Committee: Crossrail	Open meeting
18 November 2021	Mayor's Question Time	Open meeting

In Q4 – subject to change

Date	Title	Type of scrutiny
13 December 2021	Environment Committee: Climate Adaptation and Climate Risk	Open meeting
16 December 2021	Mayor's Question Time	Closed meeting
11 January 2022	Transport Committee: Vision Zero	Open meeting
14 January 2022	Budget and Performance Committee: Mayor's Budget 2022/23	Open meeting
20 January 2022	Mayor's Question Time	Open meeting
9 February 2022	Transport Committee: TfL finance	Open meeting
24 February 2022	Mayor's Question Time	Open meeting
24 March 2022	Mayor's Question Time	Open meeting



We have met with the London Assembly throughout the year

Glossary

Measure	Unit	Description
Bus average speed	mph	The average speed of buses running in service, including the dwell time while stationary at bus stops.
Bus journey time	mins	<p>This measure is the overall time a customer must allow to complete a bus journey on the London bus network (high-frequency routes only).</p> <p>It includes the components of wait time, in-vehicle time, interchange, crowding and buffer time, and is weighted by customer demand and the financial value of the customer's time to measure the overall customer experience.</p>
DLR departures	%	The percentage of scheduled trains that have completed their end-to-end journey.
Elizabeth line: public performance measure	%	<p>The public performance measure (PPM) shows the percentage of trains that arrive at their final destination on time.</p> <p>It combines figures for punctuality and reliability into a single performance measure, and is the rail industry standard measurement of performance.</p> <p>It measures the performance of individual trains advertised as passenger services against their planned timetable, as agreed between the operator and Network Rail at 22:00 the night before the journey in question. It is therefore the percentage of trains arriving 'on time' compared with the total number of trains planned.</p> <p>In London and the South East, a train is defined as being on time if it arrives at its destination within five minutes (four minutes, 59 seconds or less) of the planned arrival time.</p> <p>Where a train fails to run its entire planned route (not calling at all timetabled stations), it will count as a PPM failure.</p>
Emirates Air Line availability	%	The scheduled hours/minutes minus downtime (when the service is closed to passengers) as a percentage of the scheduled hours/minutes.
London Overground: time to three	%	<p>Time to three measures train punctuality in terms of the percentage of recorded station stops arrived at early or less than three minutes after the scheduled time.</p> <p>This is different to the PPM, which measures the punctuality of trains at the final destination only.</p> <p>Time to three excludes station stops where the train fails to call. For PPM, all cancelled trains are included in the measure and counted as 'non-punctual' trains.</p>

Measure	Unit	Description
Passenger journeys compared to pre-coronavirus levels	%	This measure compares 2021/22 demand with the 2019/20 demand level.
Road disruption	%	<p>This measures delays to vehicle journey times in order to ensure that unplanned disruption and planned works and events are managed effectively.</p> <p>Tracking road disruption remains important for TfL to meet its duties under the Traffic Management Act, and its obligations as a strategic traffic authority.</p> <p>Note: this covers only the TfL Road Network (red route).</p>
Santander Cycles docking station availability	%	The percentage of time that docking stations are not empty of cycles/full of cycles.
Scheduled services operated	%	<p>London Underground: the percentage of our scheduled services that we operate.</p> <p>London Buses: the proportion of planned in-service mileage that has been provided for passenger use. Note: operated mileage may be less than planned mileage due to staffing, mechanical or traffic congestion issues.</p> <p>Dial-a-Ride: the proportion of member journey requests the On-Demand Team has been able to fulfil.</p> <p>London Trams: the percentage of services that are operated compared with the scheduled timetable.</p>
Traffic signal time savings (time saved by pedestrians, cyclists and bus users at traffic lights)	hours	<p>The metric is measured by conducting a 'before' and 'after' comparison of journey and wait times through each reviewed junction. The absolute time changes (both positive and negative) are multiplied by estimates of the number of people using each set of reviewed signals on each mode of sustainable transport.</p> <p>Note: measurement does not take place during 'abnormal' periods of road network use, such as during school and bank holiday periods, or if planned and unplanned events and roadworks are happening in the locality.</p>
Woolwich Ferry availability	%	The scheduled hours/minutes minus downtime (when the service is closed to passengers) as a percentage of the scheduled hours/minutes.

About TfL

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport.

We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners' and helping to create a safer, fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made by walking, cycling or using public transport by 2041. To make this a reality, we prioritise sustainability, health and the quality of people's experience in everything we do.

We run most of London's public transport services, including the London Underground, London Buses, the DLR, London Overground, TfL Rail, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the Emirates Air Line. The quality and accessibility of these services is fundamental to Londoners' quality of life. By improving and expanding public transport and making more stations step

free, we can make people's lives easier and increase the appeal of sustainable travel over private car use.

We manage the city's red route strategic roads and, through collaboration with the London boroughs, we are helping to shape the character of all London's streets. These are the places where Londoners travel, work, shop and socialise. Making them places for people to walk, cycle and spend time will reduce car dependency, improve air quality, revitalise town centres, boost businesses and connect communities. As part of this, the Ultra Low Emission Zone scheme and more environmentally friendly bus fleets are helping to tackle London's toxic air.

During the coronavirus pandemic we have taken a huge range of measures to ensure the safety of the public. This includes enhanced cleaning using hospital-grade cleaning substances that kill viruses and bacteria on contact, alongside regular cleaning of touch points, such as poles and doors, and introducing more than 1,000 hand sanitiser points across the public transport network.

Working with London's boroughs we have also introduced Streetspace for London, a temporary infrastructure programme providing wider pavements and cycle lanes so people can walk and cycle safely and maintain social distancing.

At the same time, we are constructing many of London's most significant infrastructure projects, using transport to unlock much needed economic growth. We are working with partners on major projects like the extension of the Northern line to Battersea, Barking Riverside and the Bank station upgrade.

Working with Government, we are in the final phases of completing the Elizabeth line which, when open, will add 10 per cent to central London's rail capacity. Supporting the delivery of high-density, mixed-use developments that are planned around active and sustainable travel will ensure that London's growth is good growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means using data and technology to make services intuitive and easy to use and doing all we can to make streets and transport services accessible to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day. None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services.

By working together, we can create a better city as London recovers from the pandemic and moves forward.

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