Customer service and operational performance report

Quarter 3 2023/24 (17 September – 9 December 2023)

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Contents

We have launched four new Superloop bus routes

Introduction

Our operational performance and customer service in the third quarter of 2023/24

Customer demand continues to increase with 2,485 million journeys year-to-date compared with 2,285 million last year. On 23 November 2023, the Tube recorded the busiest day since the pandemic with over four million journeys.

Our performance during the quarter was mixed, with our rail modes, including Trams, London Overground, DLR and Elizabeth line all performing well. Our Tube and bus services just missed their targets. The Elizabeth line was affected by a number of incidents on the western route, including a protracted suspension at Ladbroke Grove due to overhead power cables being damaged. We are working with Network Rail and the other train operating companies to review our joint approach to incidents, with a specific focus on customer communications and evacuation.

From the end of November 2023, we started experiencing an abnormally high number of motor failures on our Central line fleet which has required us to take a high number of trains out of service. Our engineers are carrying out repairs but disruption is likely to continue for some time. We apologise to our customers for the disruption they are experiencing on our Central line services.

We successfully launched four new Superloop routes – SL10 Harrow to North Finchley on 25 November 2023, SL1 North Finchley to Walthamstow on 9 December 2023, SL5 Bromley to Croydon on 3 February 2024 and SL3 Bromley to Thamesmead via Sidcup and Bexleyheath on 24 February 2024. We are now focusing on delivering the one remaining route, SL2, to complete the full Superloop orbital network by the end of March 2024.

In October and November, we ran further trials on behaviour change communications to support a reduction in crowding on busy sections of our network. The trials focused on two sections of the London Overground network, using bespoke messaging chosen based on demographics and challenges at each station, asking customers travelling at busy times to consider travelling at a different time or use a different route. We have observed a range of customer behavioural responses. Our re-routing message on the East London line of London Overground has proved particularly successful with an approximate four per cent shift in behaviour.

Glynn Barton
Chief Operating Officer

Alex Williams
Chief Customer and Strategy Officer

Measures used in this report

How we monitor and record our progress

Throughout this report, we use different metrics to analyse the performance of each mode of transport to ensure we have a suitable comparison and can clearly monitor progress and performance. This page gives an overview of these key measures.

Passenger journeys

Cumulative year-on-year growth

Growth in passenger journeys shown as a percentage difference compared to the year-to-date total for the same period of the previous financial year.

Journey time

Bus journey time

This is the overall time a customer must allow to complete a journey on our high-frequency bus routes. It includes wait time, in-vehicle time, interchange, crowding and buffer time, and is weighted by customer demand and the perceived value of the customer's time to measure the overall experience.

London Underground journey time

This is a demand-weighted average of all London Underground customer journey times and comprises wait time and in-vehicle time. Actual (clock) times are weighted by customers' perceived values for waiting on platforms, platform crowding, on-train crowding, being unable to board (left behind), and on-train delays.

Rail journey time

The rail journey time measure is calculated in the same way as the London Underground journey time measure, for each of the individual rail modes: Elizabeth line, Trams, DLR and London Overground. These can be combined into a single demand-weighted value for the rail modes as a whole.

Scheduled services operated

Dial-a-Ride

The proportion of journey requests the on-demand team was able to fulfil.

IFS Cloud Cable Car availability

This measure shows the percentage of the scheduled operating time that the IFS Cloud Cable Car was available. It is calculated as the scheduled operating time (total hours and minutes) minus downtime when the service was closed to passengers.

Woolwich Ferry availability

This measure shows the percentage of the scheduled operating time that the Woolwich Ferry was available. It is calculated as the scheduled operating time (total hours and minutes) minus downtime when the service was closed to passengers.

Roads and traffic

Road disruption

This metric measures delays by comparing vehicle journey times to the same quarter in 2019/20, expressed as a percentage of the baseline figure. This is to ensure that unplanned disruption and planned works and events are managed effectively. Tracking road disruption remains important for us to meet our duties under the Traffic Management Act and our obligations as a strategic traffic authority. This measure only covers the TfL Road Network – the strategic roads in London that we manage, including most of the capital's red routes.

Average bus speed

This includes the time buses spend stationary at bus stops.

Traffic signal time savings

This measure is for pedestrians, cyclists and bus users at traffic lights. It is measured by conducting a 'before' and 'after' comparison of journey and wait times through each reviewed junction. The absolute time changes, positive and negative, are multiplied by estimates of the number of people using each set of reviewed signals on each mode of transport.

This measurement does not take place during abnormal periods of road use, such as school and bank holidays, or if planned and unplanned events and roadworks are happening nearby.

Types of road user benefiting from signal timing review

This metric measures incremental benefits to people using sustainable modes (walking, cycling or taking the bus) at traffic signals.

Santander Cycles

Docking station availability

The percentage of time that docking stations are not empty or full of cycles.

Customer

Care score

This is the percentage of Londoners who agree strongly or agree slightly that we care about our customers. It measures how well we consistently meet people's expectations, both during their journey and non-journey interactions with us. It is measured for TfL as a whole, as well as London Underground and London Buses.

Customer satisfaction

The quality of service is measured using an 11-point scale, from 10 (extremely satisfied) to 0 (extremely dissatisfied). We use an index to ensure results are straightforward and can be compared among themselves and over time. To calculate this index, the mean scores are converted to whole numbers out of 100. For example, a mean score of 6.62 becomes a customer satisfaction rating of 66.

Our scorecard

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

Our scorecard for 2023/24 is focused on the recovery of the organisation, and the capital, from the coronavirus pandemic. Scrutiny of our performance against these measures is the responsibility of the Customer Service and Operational Performance Panel.

Under Operations, 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	2023/24 Year-to-date actual	2023/24 Year-to-date target	2023/24 Full-year forecast	2023/24 Full-year target
Operations				
London Underground journey time (minutes)	28.1	28.1	27.9	27.9
Bus journey time (minutes)	34.2	34.1	33.9	33.8
Rail journey time – Elizabeth line, Trams, DLR, London Overground (minutes)	25.9	27.0	26.2	26.9
Customer				
Londoners who agree we care about our customers (%)	54	55	54	55

Scorecard measures
In this report, scorecard measures are marked with this symbol.

Operations

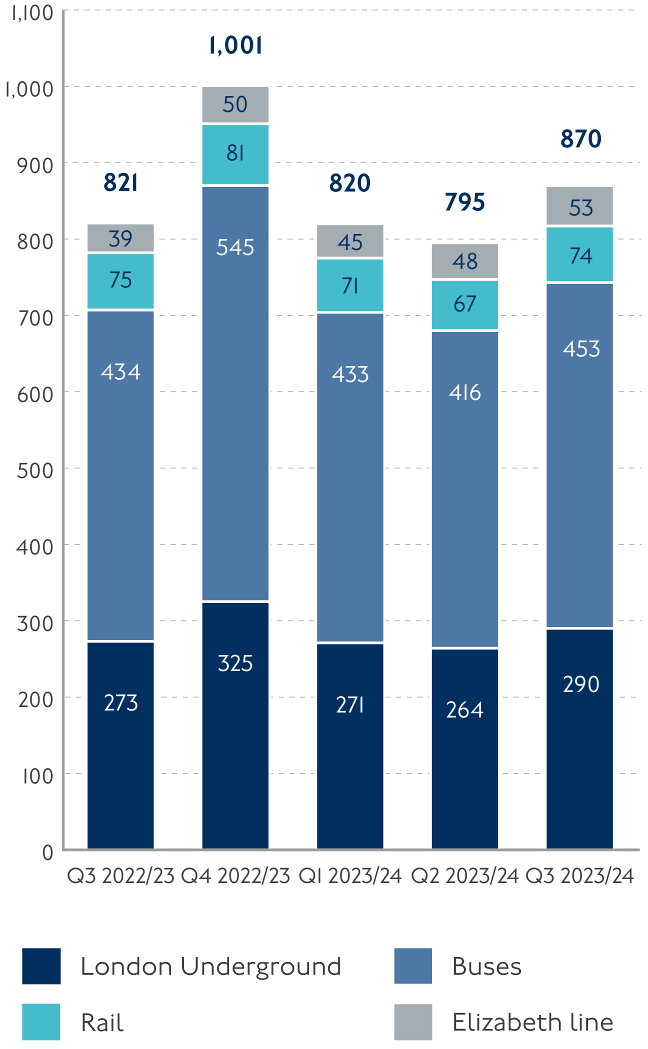
Providing safe, clean and reliable services to our customers

Passenger journeys

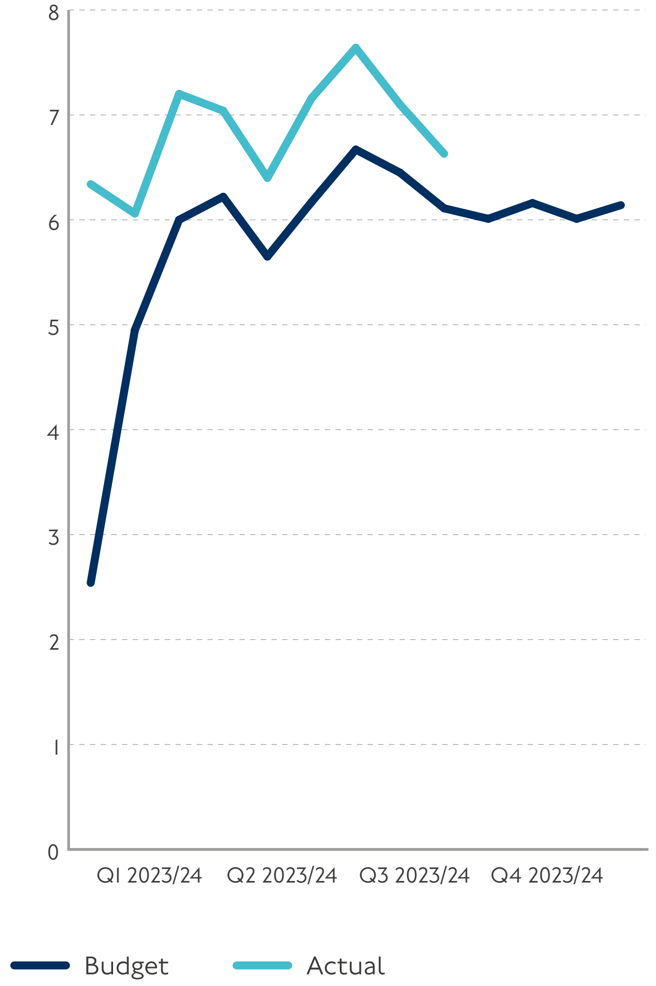
Passenger journeys across the network continue to grow, with ridership figures at key Tube stations near Christmas attractions exceeding pre-pandemic levels. Year-to-date figures show 2,485 million journeys have been completed compared with 2,252 million last year. Midweek ridership on the Tube is now regularly just under four million. Bus ridership also continues to grow, with around five million journeys now being made daily.

Thursday 23 November was the busiest day on the Tube, with just over four million journeys completed for the first time in 2023 and the highest since the start of the coronavirus pandemic in March 2020. The increase in demand demonstrates that customers are returning to their pre-pandemic travel patterns and Londoners and visitors are using the capital's transport network to enjoy its vast array of retail and leisure opportunities and festive events.

Passenger journeys*
Past five quarters (millions)



Cumulative year-on-year growth (%)



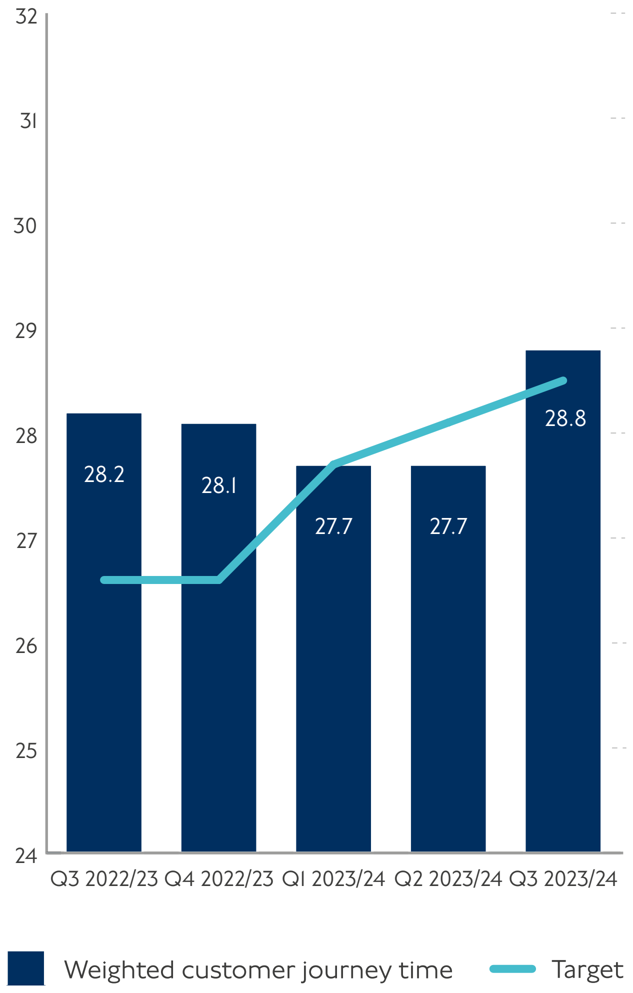
Passenger journeys across the network are above budget. The third week of November was a record-breaking week, with 24.8 million Tube journeys completed, demonstrating a further milestone for London's transport network as it recovers following the pandemic.

* Quarter 4 is longer than Quarters 1-3 (15 weeks and six days versus 12 weeks)

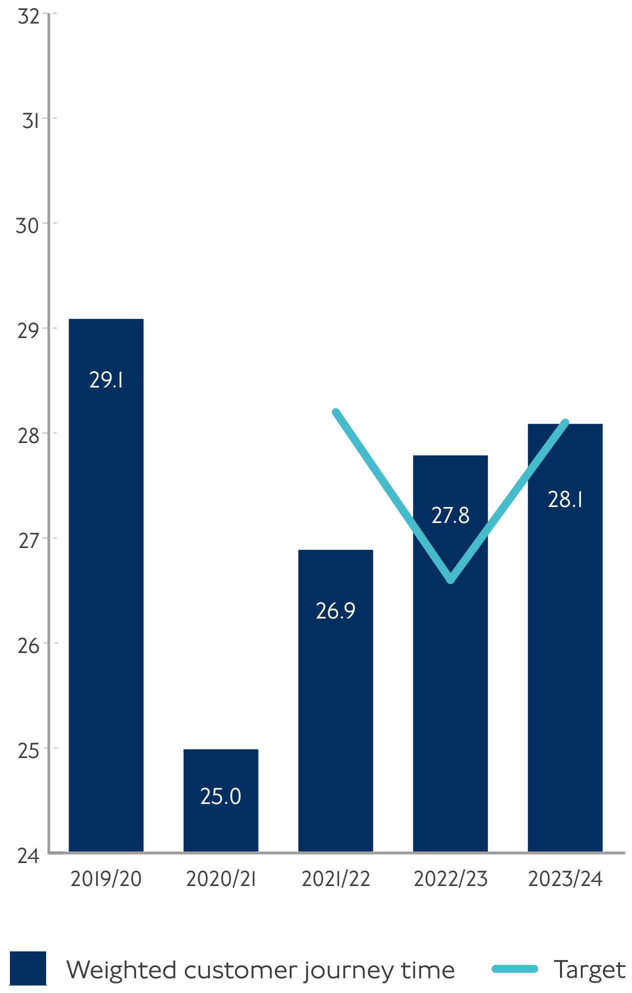
London Underground journey time

This is a demand-weighted average of all Tube customer journey times and comprises wait time and in-vehicle time. Actual (clock) times are weighted by customers' perceived values for waiting on platforms, platform crowding, on-train crowding, being unable to board (left behind), and on-train delays. It measures the journey times that customers actually experience when they use the Tube.

London Underground journey time
Past five quarters (minutes)



Annual trend (moving average)



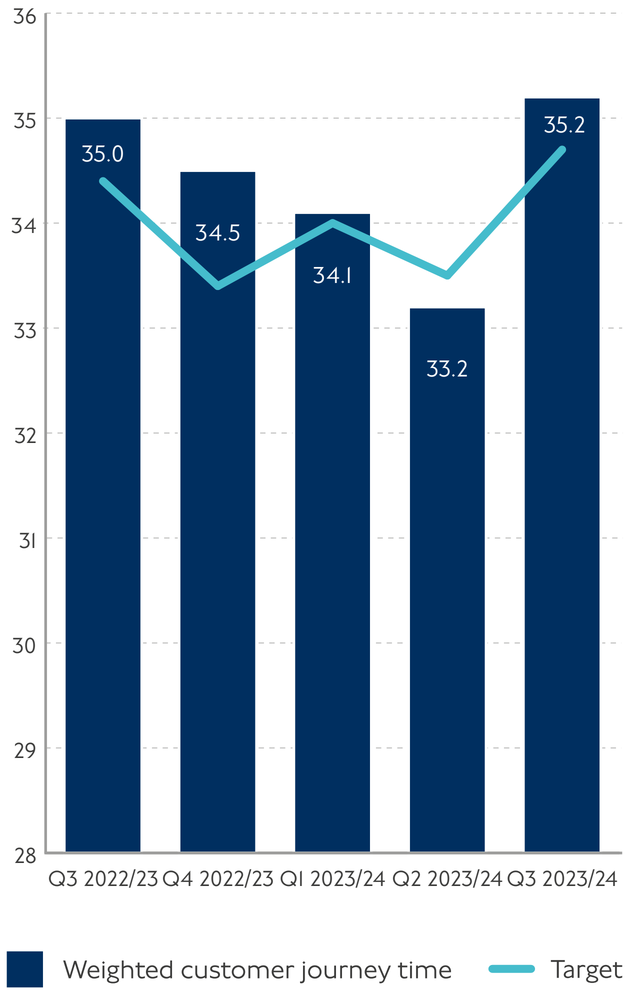
The average Tube customer journey time for Quarter 3 is 0.3 minutes higher than the target of 28.5 minutes – the highest this year. Journey times increased in the quarter predominantly due to problems with our trains on the Central and Jubilee lines. We are taking action to address reliability issues across the train fleet.

Tube customer journey times for the year-to-date remain on target, although we saw an increase in Quarter 3. Overall, journey times are higher than they were during the coronavirus pandemic, due to low demand in 2020/21 and 2021/22, but are still below pre-pandemic levels.

Bus journey time

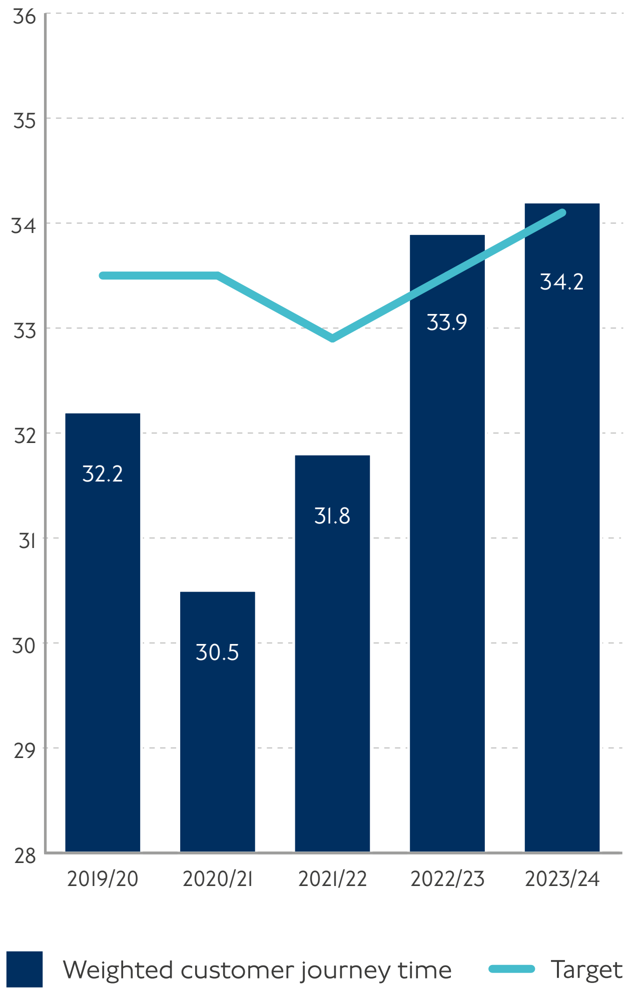
We measure the average time our passengers spend on their bus journey, which is an accumulation of all stages of a customer's journey in minutes. It enables us to monitor the performance of our bus service from the perspective of our customers. Quicker journeys are more likely to encourage people back onto our network as we recover from the pandemic.

Bus journey time
Past five quarters (minutes)



Bus customer journey times were above target in 2022/23 in four of the last five quarters. This was due to driver shortages resulting in a lower total number of kilometres covered by buses and longer journey times. Although staff availability has recently improved, journey times in 2023/24 have been adversely impacted by ongoing mechanical issues, traffic impacts and external events such as protests and industrial action.

Annual trend (moving average)

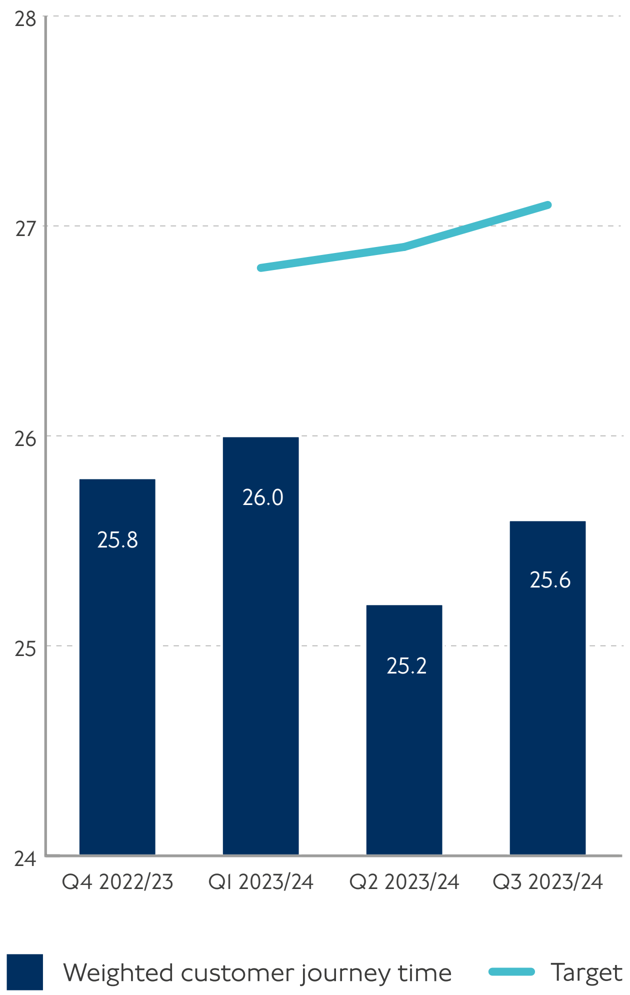


Both the actual and target bus customer journey time in 2022/23 and 2023/24 to date are higher than previous years, reflecting the longer average journeys bus customers make since the pandemic. Performance has been adversely affected by higher lost bus mileage related to staff shortages, the impact of mechanical issues and traffic leading bus speeds and reliability.

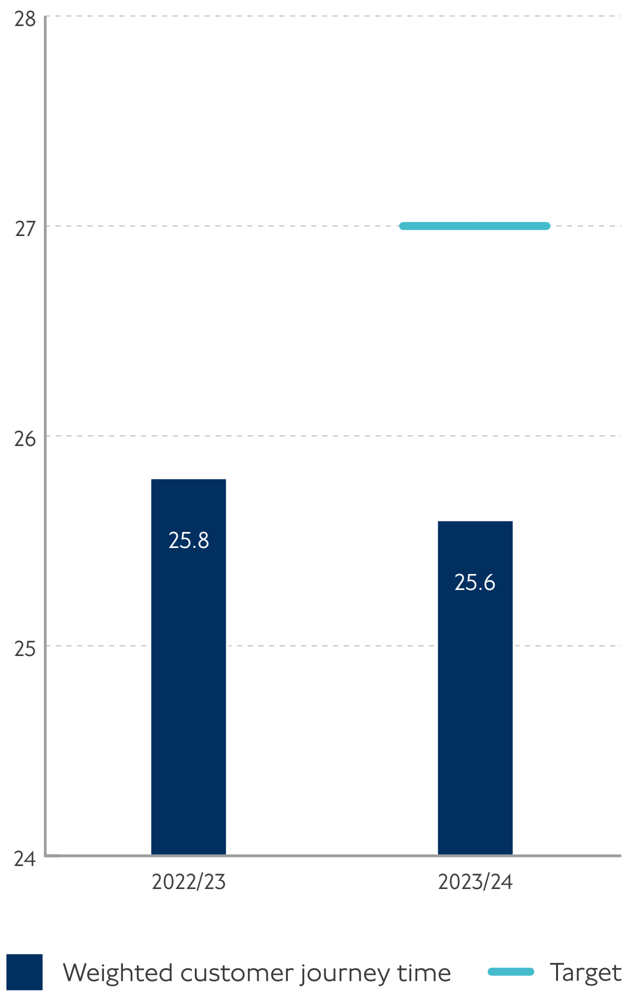
Rail journey time

We measure the average time our passengers spend on their rail journey, which is an accumulation of all stages of a customer's individual journey in minutes. This enables us to monitor the performance of our rail services from the perspective of our customers. Quicker journeys are more likely to encourage people back onto our network as we recover from the pandemic.

Elizabeth line journey time
Past four quarters (minutes) since through running commenced



Annual trend (moving average) since through running commenced

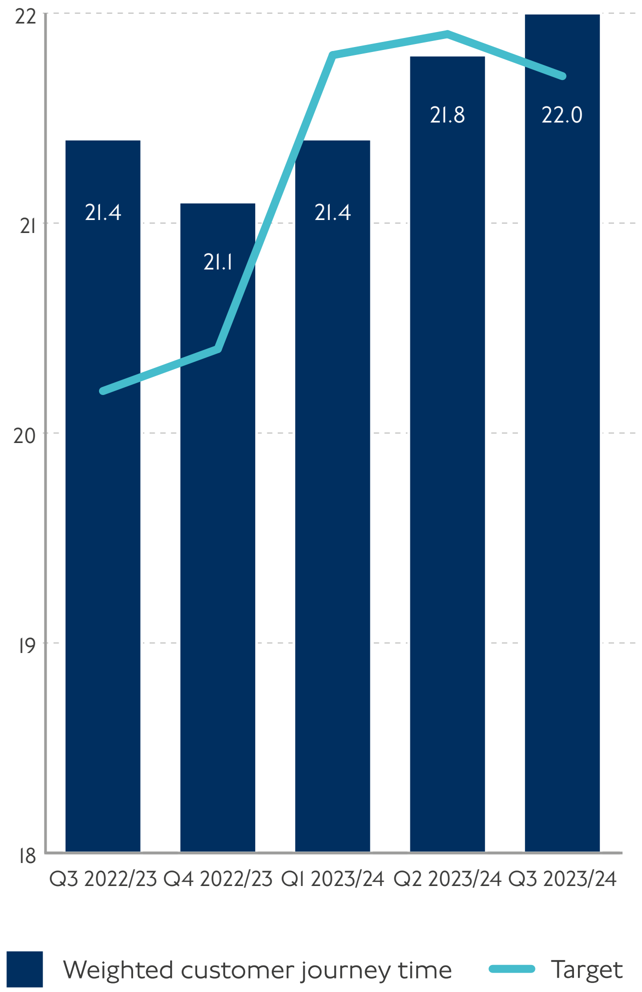


Elizabeth line services were significantly impacted this quarter by issues with trains and Network Rail assets. On 7 December, damage to overhead cables at Ladbroke Grove caused a lengthy suspension of services. Working with Network Rail and the train operating companies, we have commissioned a cross-industry review to look at improving the time taken to safely evacuate multiple trains and providing better customer information and care.

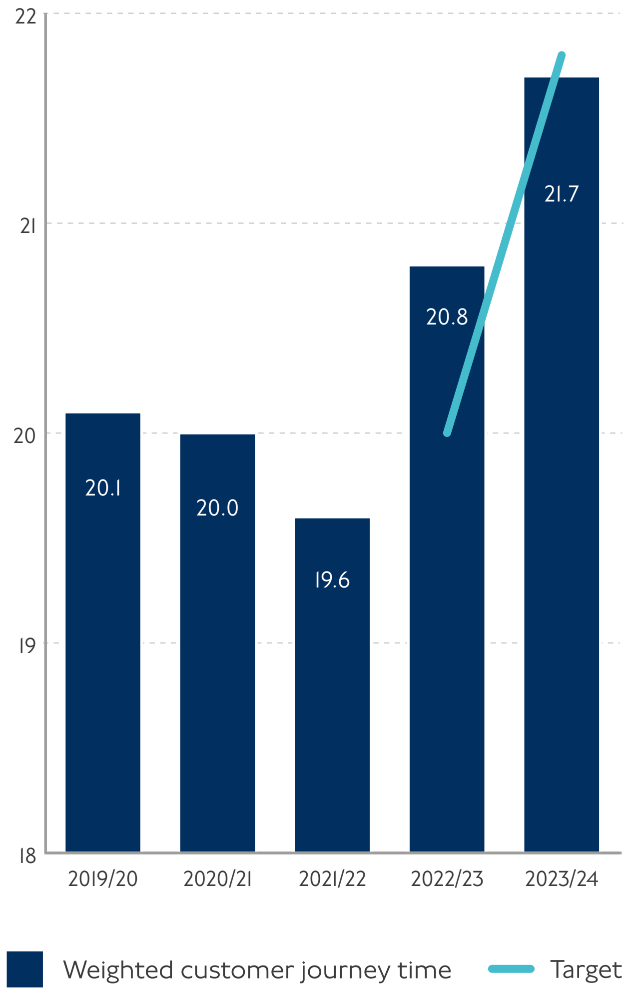
Year-to-date customer journey time for 2023/24 is 25.6 minutes, better than the annual target of 27.0 minutes. The timetable change in May 2023 increased the frequency of trains, which improved journey times. Excess journey time (the difference between scheduled and actual arrival time of a train) has also been consistently better than target despite the operation of a more frequent timetable.

The Elizabeth line has been performing well overall with customer satisfaction remaining high, despite recent performance being below the high standards set when the line was fully opened.

Tram journey time
Past five quarters (minutes)



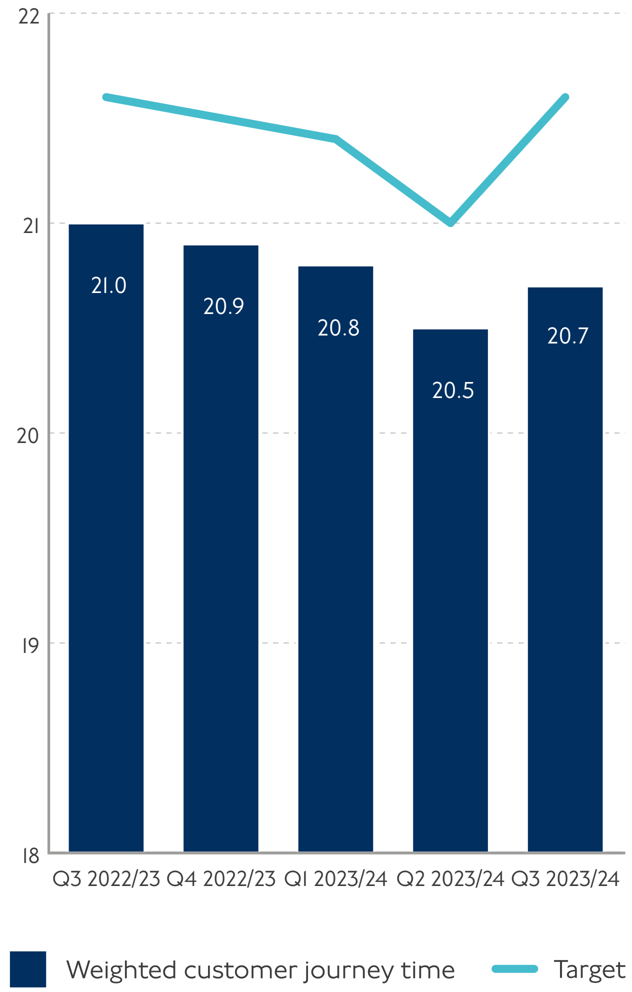
Annual trend (moving average)



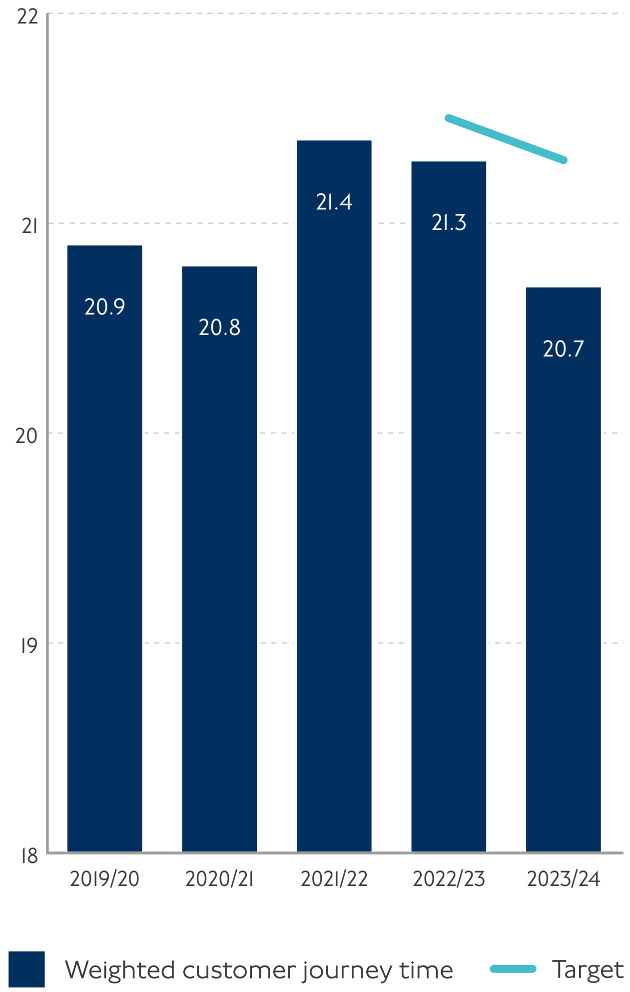
Tram customer journey time in Quarter 3 at 22.0 minutes was above the target of 21.7 minutes. The main driver behind the increase in journey time since the last quarter is ongoing problems with availability of our tram fleet. In parallel to the programme of reliability improvement works we are undertaking, we are reviewing options to replace this ageing fleet.

The year-to-date tram customer journey time for 2023/24 is 21.7. While this is better than the target of 21.8 minutes, it reflects a continuing trend of increasing journey time on the Tram network, as the poor condition of our tram fleet continues to have an adverse impact on availability.

DLR journey time
Past five quarters (minutes)



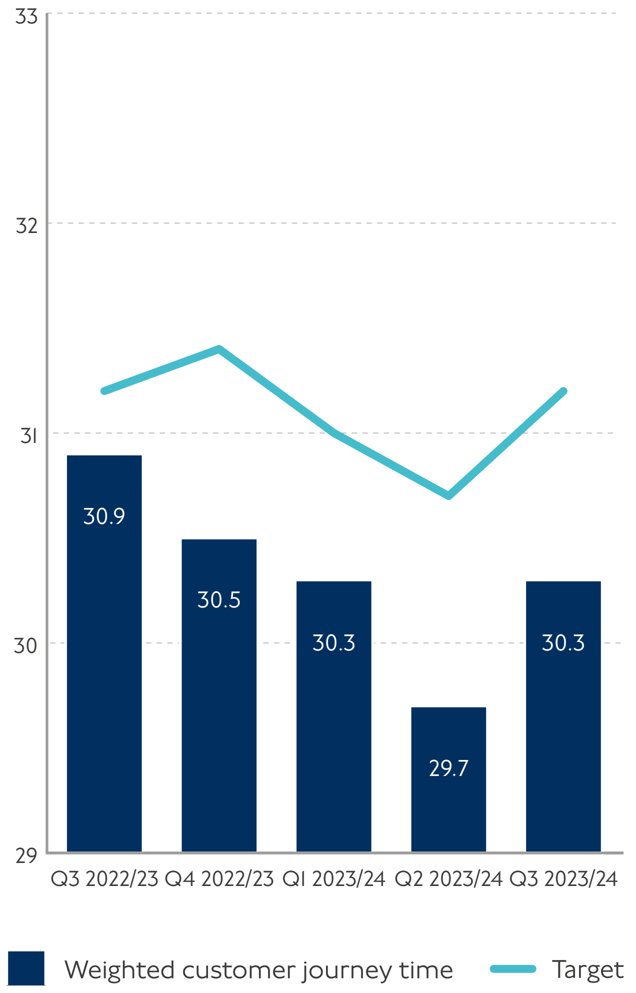
Annual trend (moving average)



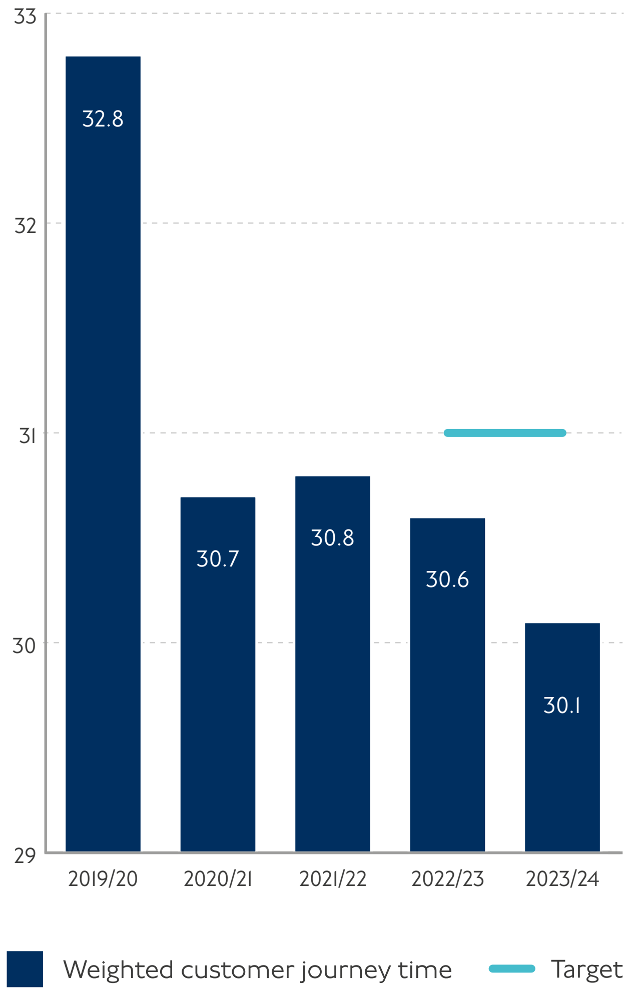
DLR customer journey time at 20.7 minutes was below target for the fifth consecutive quarter. Journey time increased slightly this quarter due to a number of asset-related incidents, including non-communicating trains caused by autumnal wet weather. The better-than-target customer journey time reflects an improved timetable with more frequent services, which has reduced average wait time and crowding.

The year-to-date DLR customer journey time for 2023/24 is 20.7 minutes, which is better than the annual target of 21.3 minutes. DLR customer journey time has reduced in 2023/24 following the introduction of a new timetable in May 2023 with a higher number of trains operating per hour.

London Overground journey time
Past five quarters (minutes)



Annual trend (moving average)



London Overground performed better than target for the fifth consecutive quarter, recording a customer journey time of 30.3 minutes against a target of 31.2 minutes. Although better than target, service was affected by a number of asset-related incidents on Network Rail infrastructure, including signal and track failures and lineside cable faults.

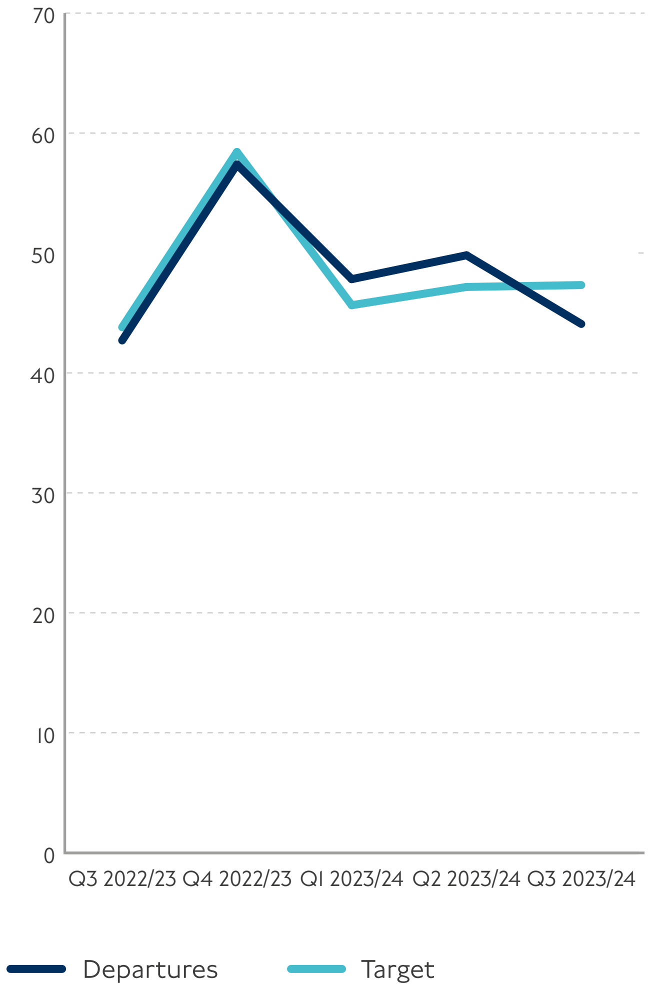
The year-to-date average London Overground customer journey time for 2023/24 is 30.1 minutes, which is better than the target of 31.0 minutes and lower than the 2022/23 customer journey time. This is due to improved reliability of trains and fewer planned early-morning and late-night closures.

We're reducing journey times on London Overground

Services operated

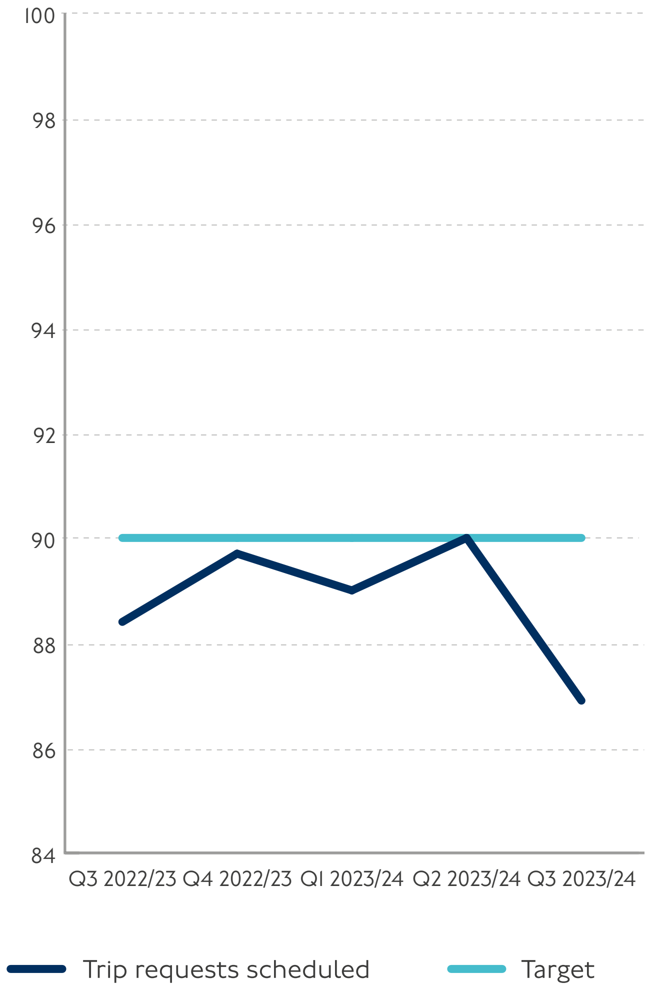
For the majority of our services, we measure reliability as a percentage of the timetabled services that run as scheduled, or as a percentage of the total planned operating time when the service is actually available to customers.

Victoria Coach Station departures
Past five quarters (thousands)



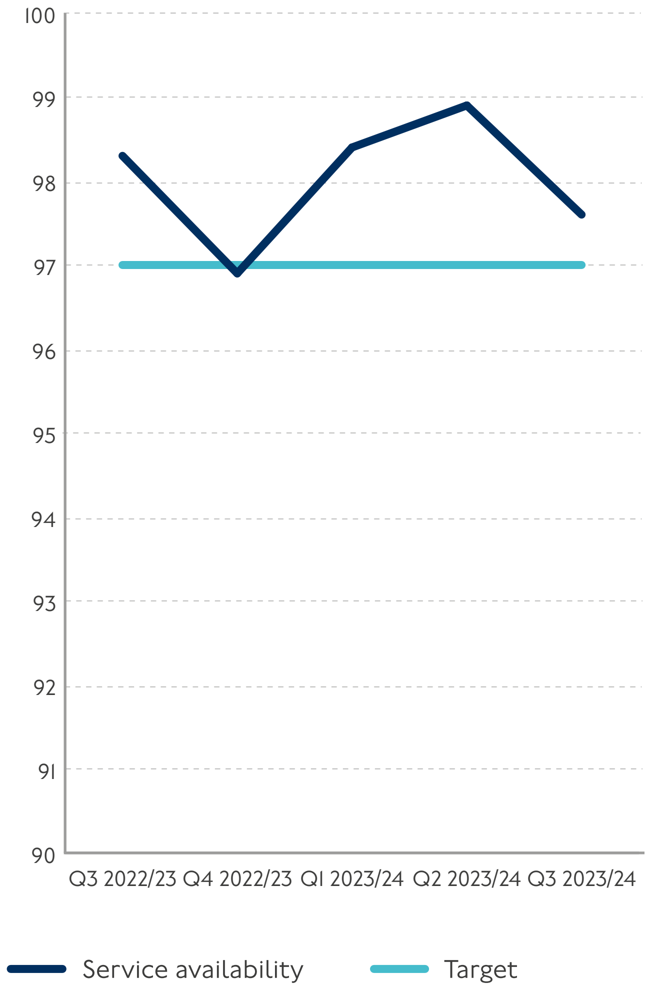
There was a small reduction in departures this quarter due to expected seasonal changes, but an increase of 3.2 per cent on the same quarter last year. In 2022/23 we saw over 182,000 domestic and international departures, involving approximately 18 million passenger movements.

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



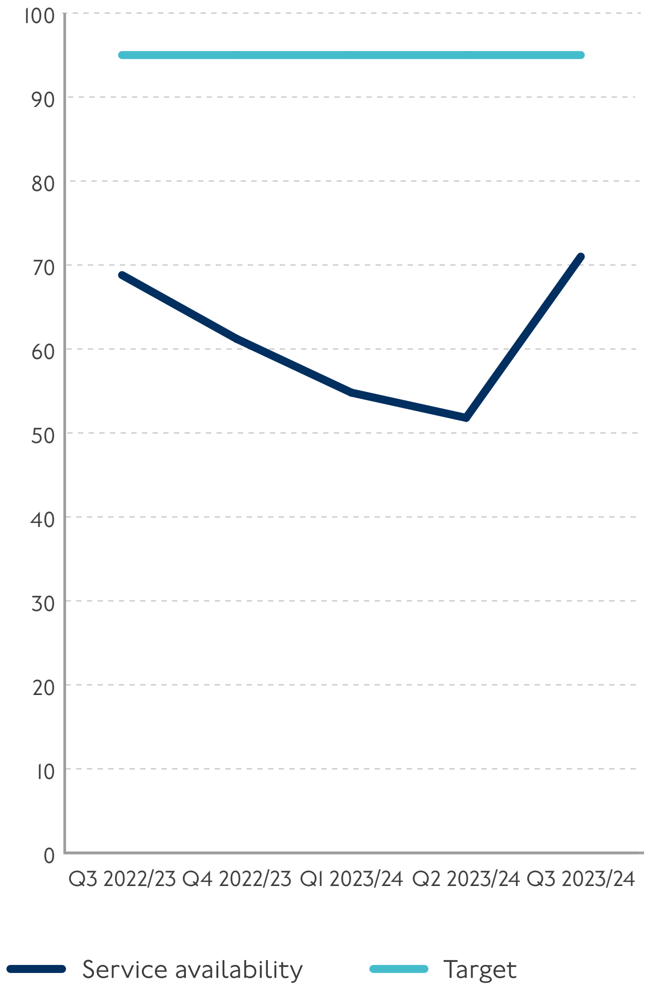
We received 11 per cent more requests this quarter compared to last year, with a 14 per cent increase in the year to date. We are recruiting more drivers to cope with this increase. We also expect to see benefits and efficiencies from our new booking and scheduling system, introduced this quarter.

IFS Cloud Cable Car availability
Past five quarters (%)



The IFS Cloud Cable Car availability was above target at 97.6 per cent. Downtime this quarter was mainly due to seasonal high-gusting wind at tower height. Over the festive period, we hosted a number of events including an interactive maze, Mrs Claus and a teddy-building workshop.

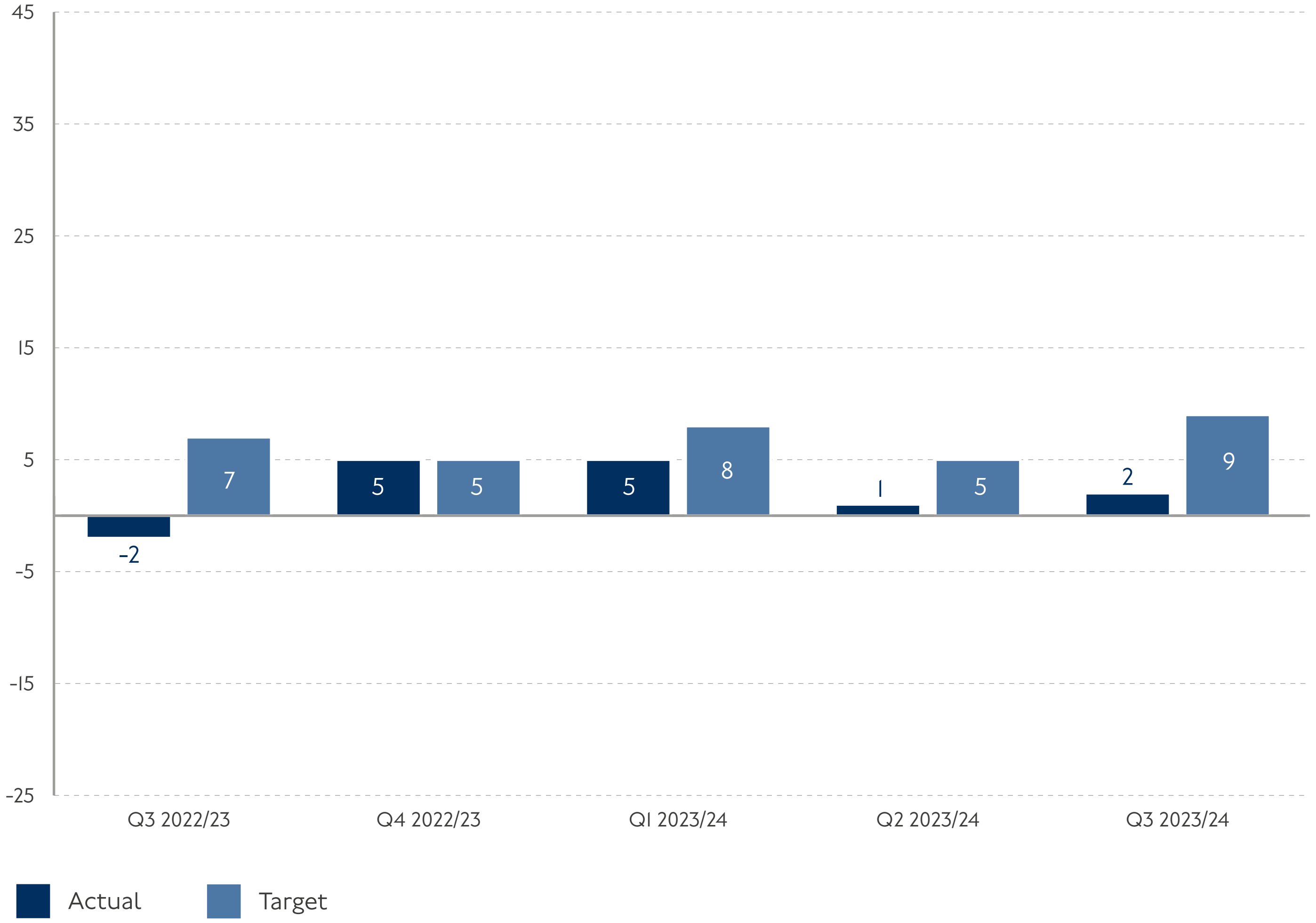
Woolwich Ferry availability
Past five quarters (%)



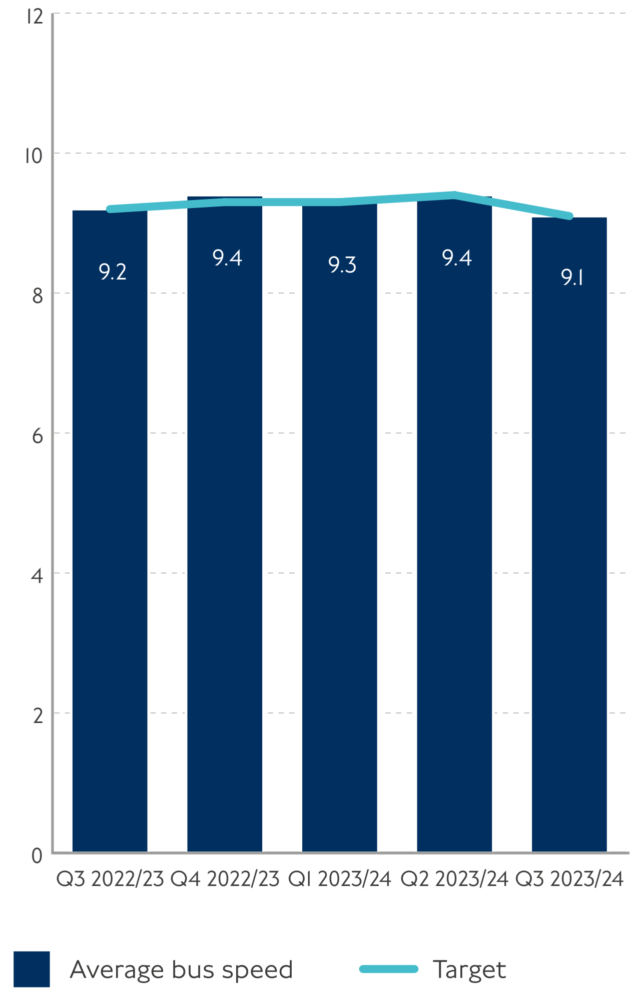
Woolwich Ferry availability was 71 per cent this quarter, compared to 68.8 per cent achieved in the same quarter last year. Service downtime was mainly due to crew resourcing issues which improved since 6 November when returned to a two-boat service.

Roads and traffic

Road disruption
Past five quarters (%)



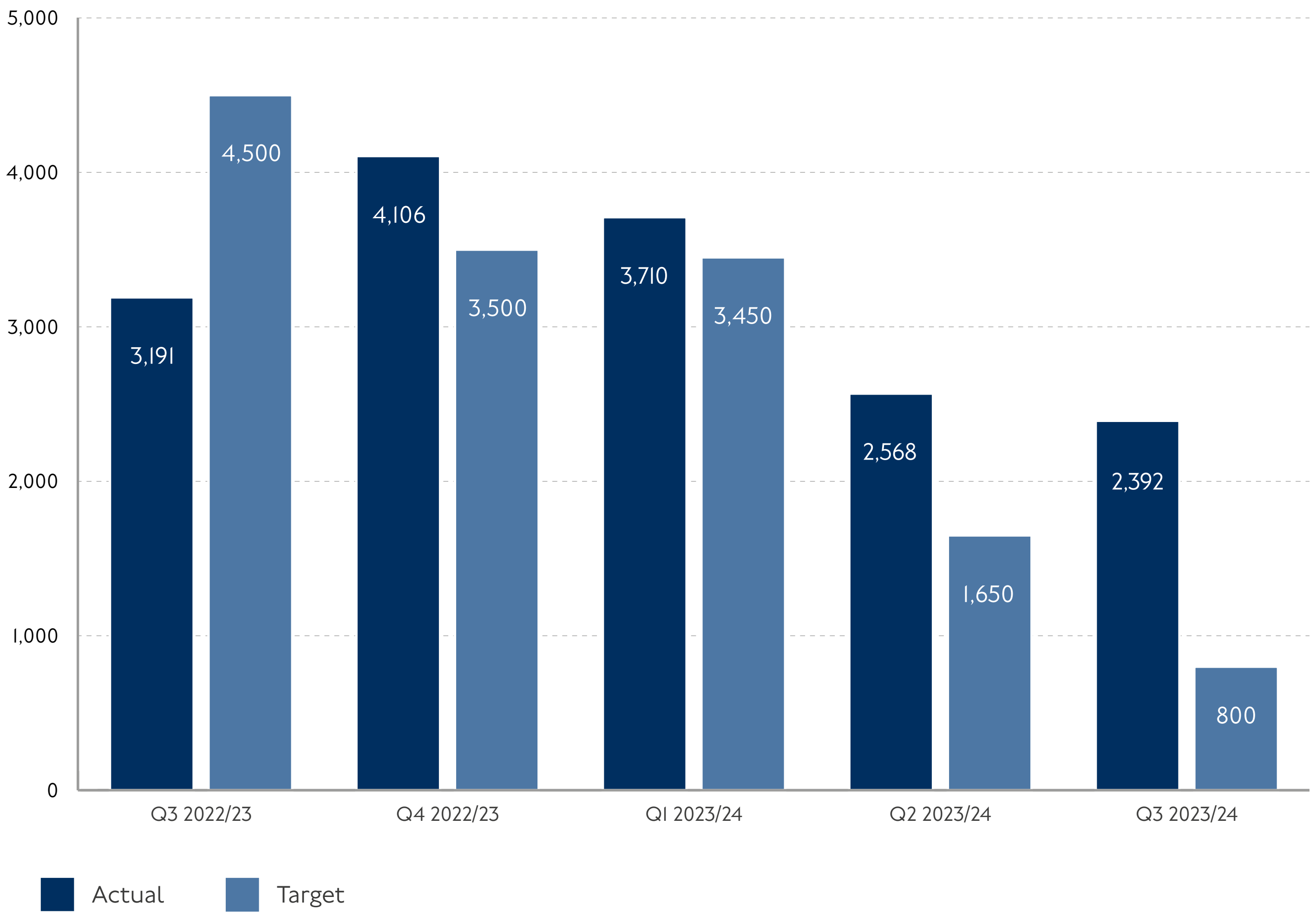
Bus average speed
Past five quarters (mph)



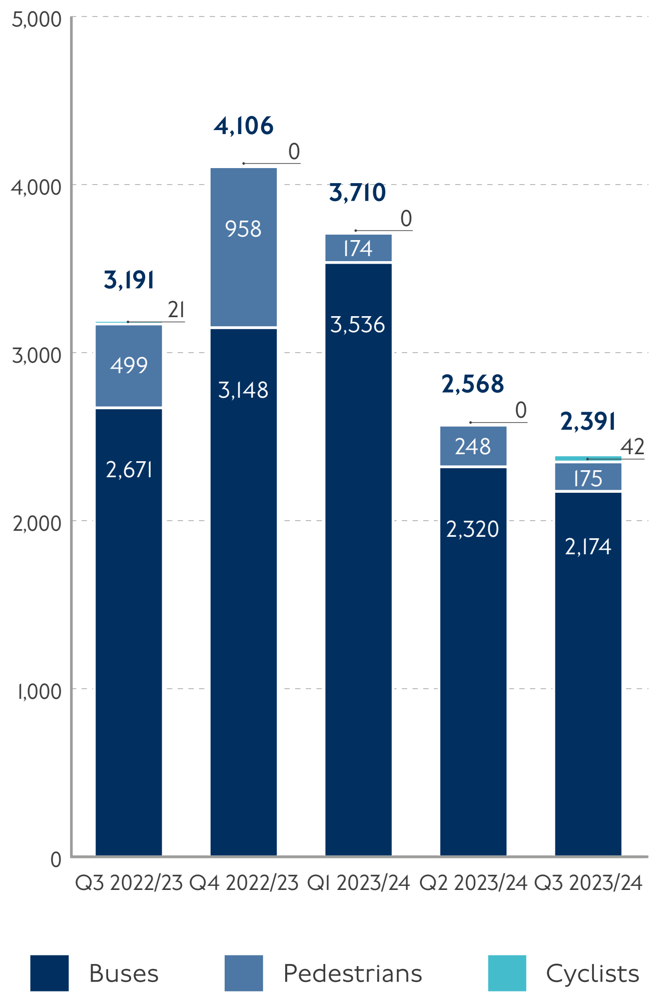
Disruption on the TfL Road Network remains below target during Quarter 3, although it has slightly increased compared to the same period last year. We work closely with local boroughs, and organisations who need to work on our road network to minimise the impact of their activities. Traffic flows on the TfL road network remain slightly lower than those recorded before the coronavirus pandemic.

Average bus speed has gradually fallen back to the pre-pandemic base as passenger volumes have increased and the level of general traffic disruption has reverted to 2019 levels. Typical seasonal variations have been recorded but actual speeds in the Quarter 3 were just below the pre-pandemic base.

Traffic signal time savings
Past five quarters (hours)



Type of road user benefiting from signal timing review
Past five quarters (hours)

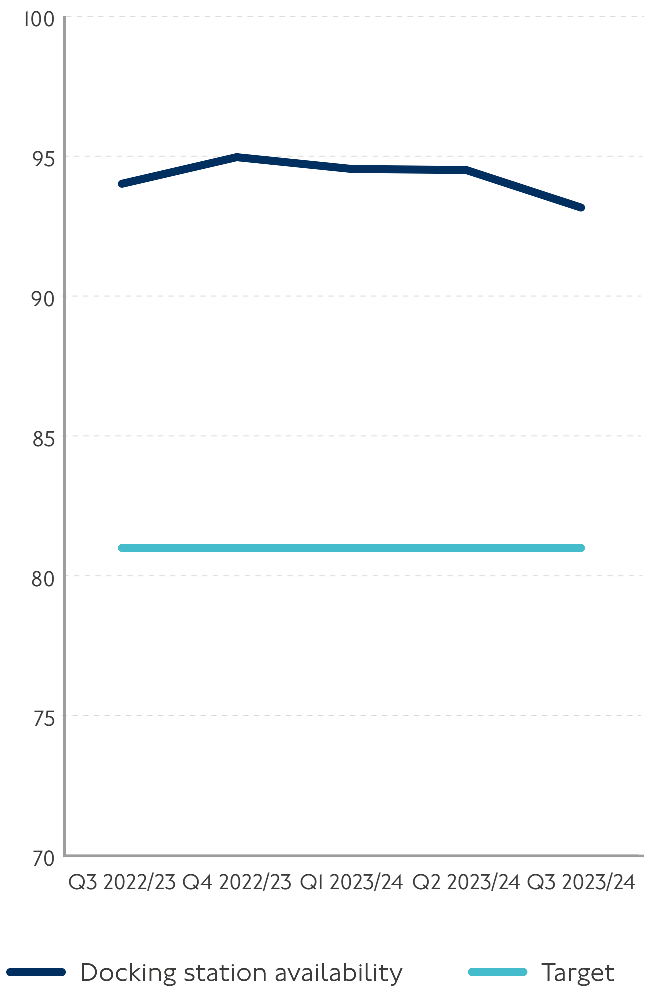


In Quarter 3, we delivered nearly 2,400 hours of savings for sustainable modes. This exceeds our target by nearly 1,600 hours. We use a data-led approach to identify locations where there are delays to buses or impacts on bus speeds. We have focused on tuning up signal equipment for new Superloop routes to ensure it is able to identify these routes and provide the necessary priority to buses. This allows those buses to progress through signals as efficiently as possible.

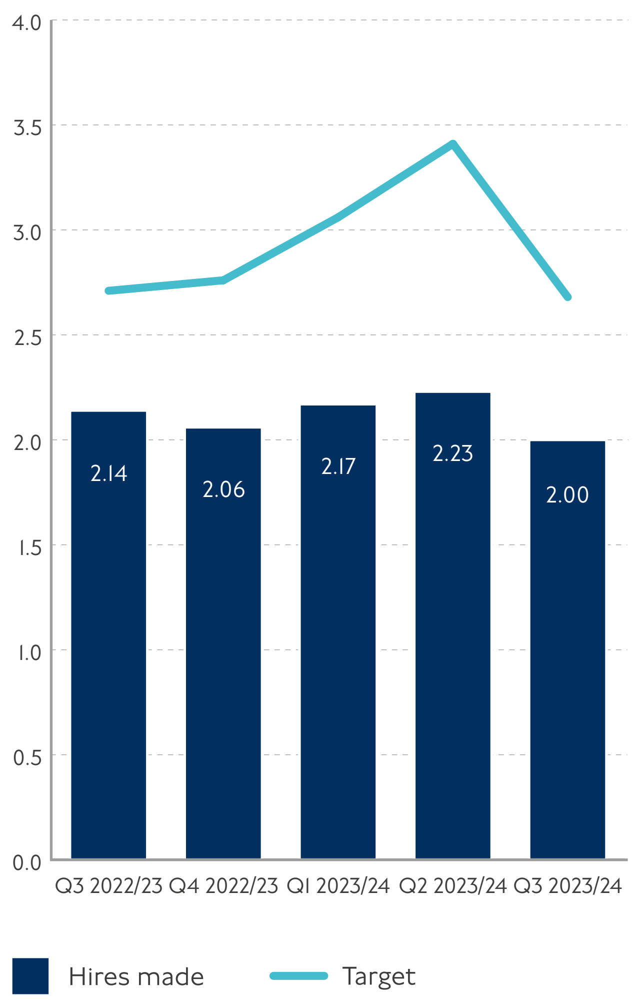
We saved 2,174 hours per day for bus passengers, 175 hours for people walking and 42 hours for cyclists. We are on track to achieve our end-of-year target of 8,800 hours.

Santander Cycles

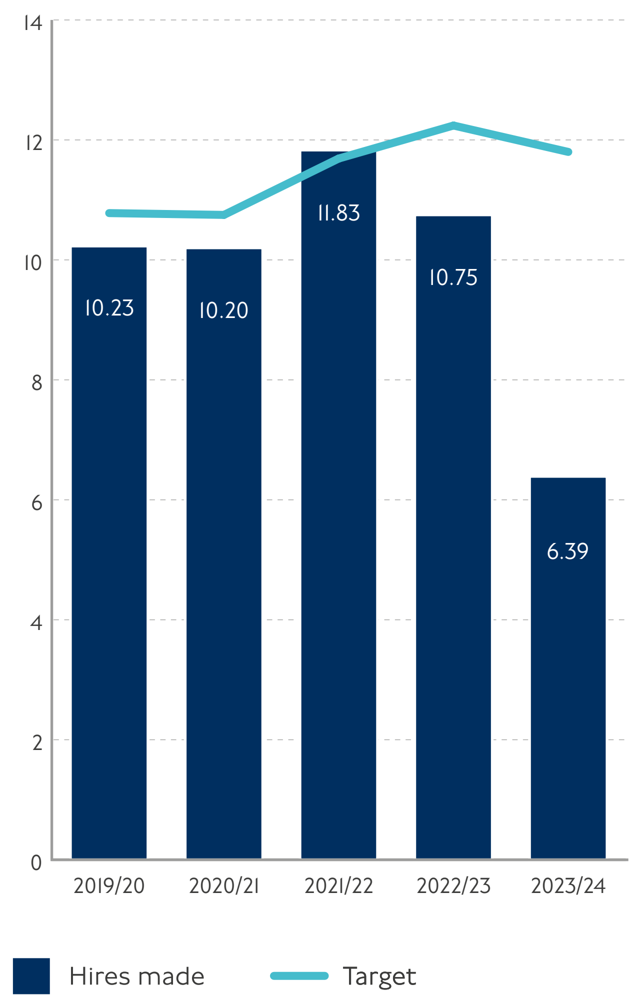
Docking station availability
Past five quarters (%)



Hires made
Past five quarters (millions)



Annual trend (year to date)



Docking station availability remained high, averaging 93 per cent this quarter. We work collaboratively with our scheme operator to maintain this good performance, which is significantly above the contractual target of 81 per cent.

Hires decreased by 10.2 per cent compared to Quarter 2 with lower-than-anticipated hires from casual customers. Member hires remain very strong, six per cent higher compared to the Quarter 3 average. E-bike hires remain high at 152,000. The new monthly membership has performed strongly, with more hires from members in 2023 than in previous years. On 3 March 2024, we will introduce a £3 day pass, which will allow unlimited rides within a 24-hour period.

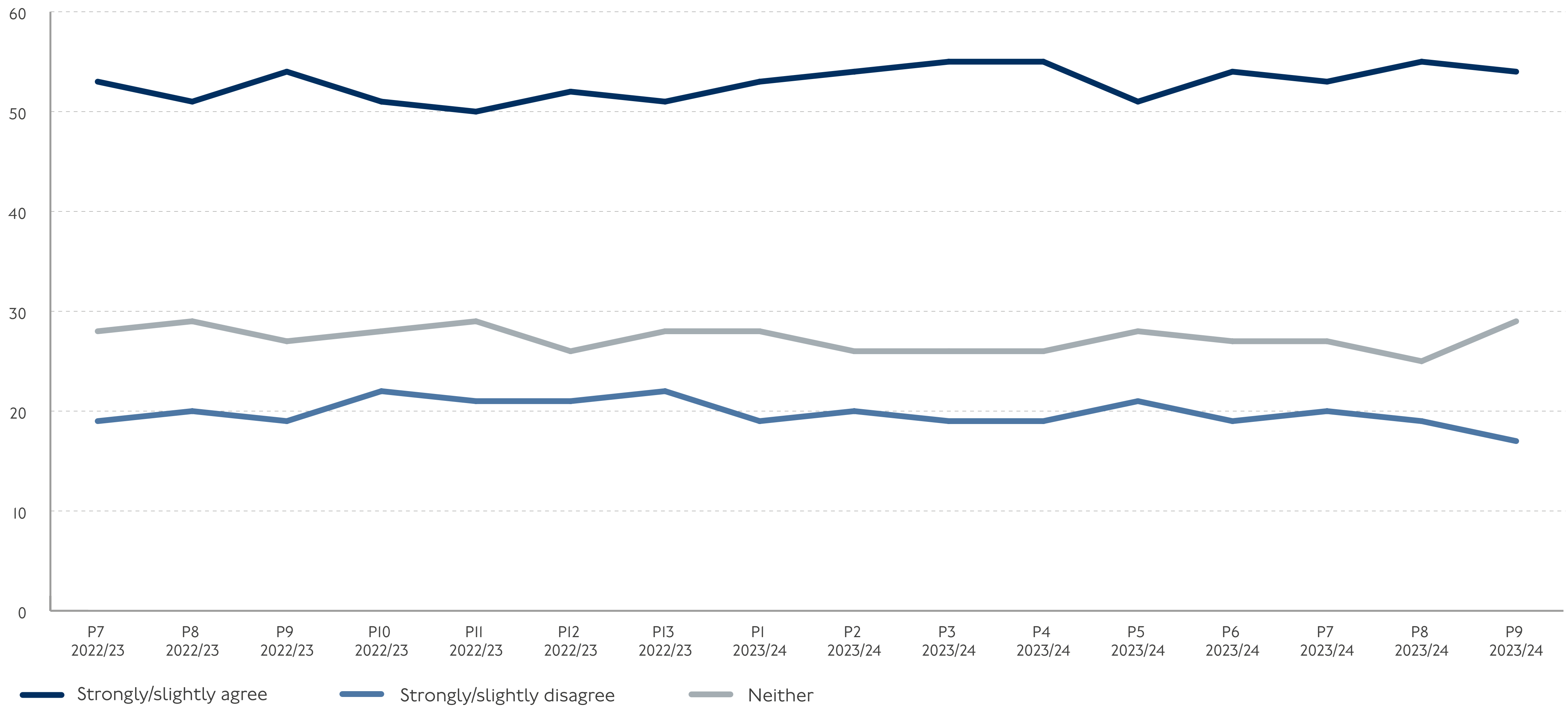
We have a very stretching target of 11.8 million hires for 2023/24 which, if achieved, would match our busiest ever year for hires in 2021/22. Hires at the end of Quarter 3 were 30 per cent lower than the year-to-date target. This is due to a significant reduction in the number of casual customers.

Customers

We have continued to support and engage our customers to ensure we deliver the best possible customer experience

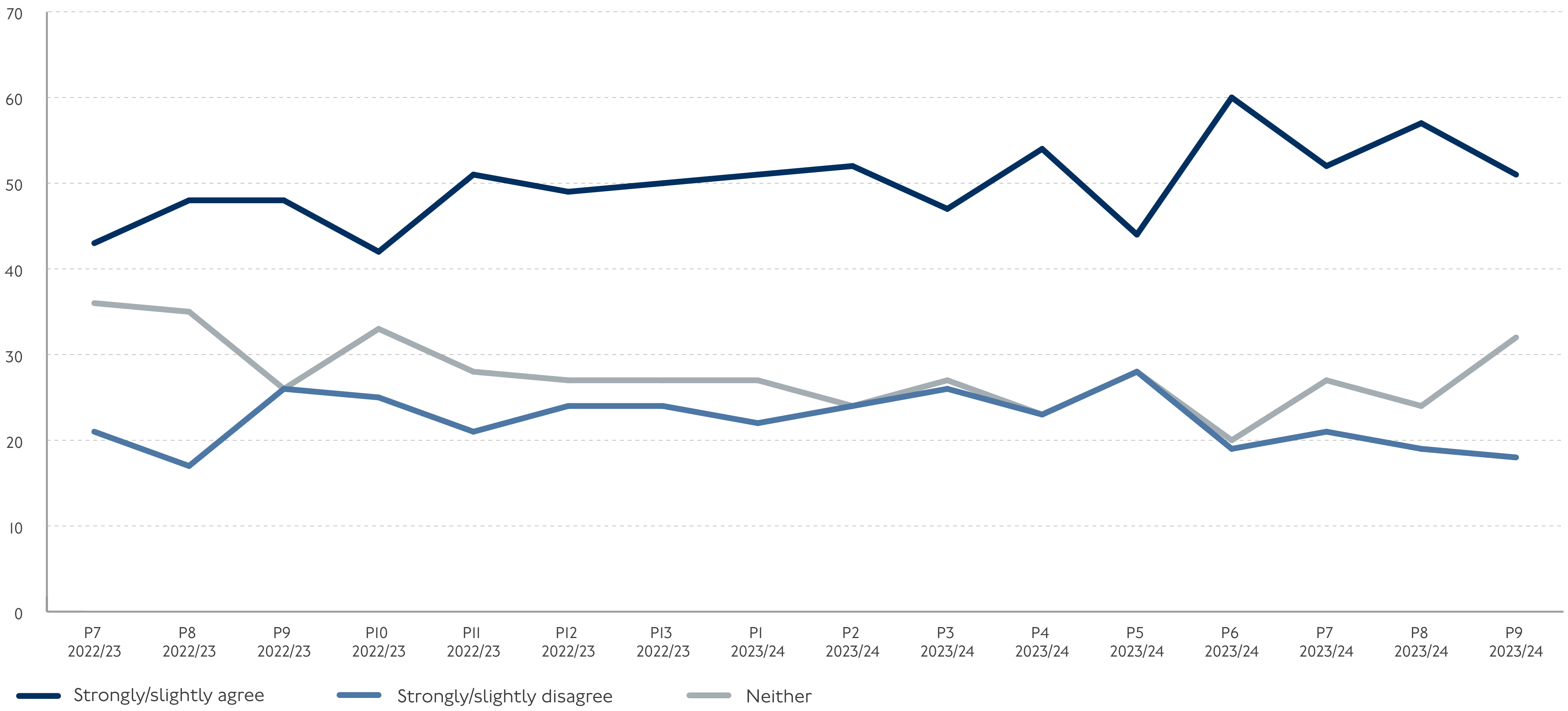
TfL cares about its customers

All Londoners
Agreement, disagreement, neither (%)



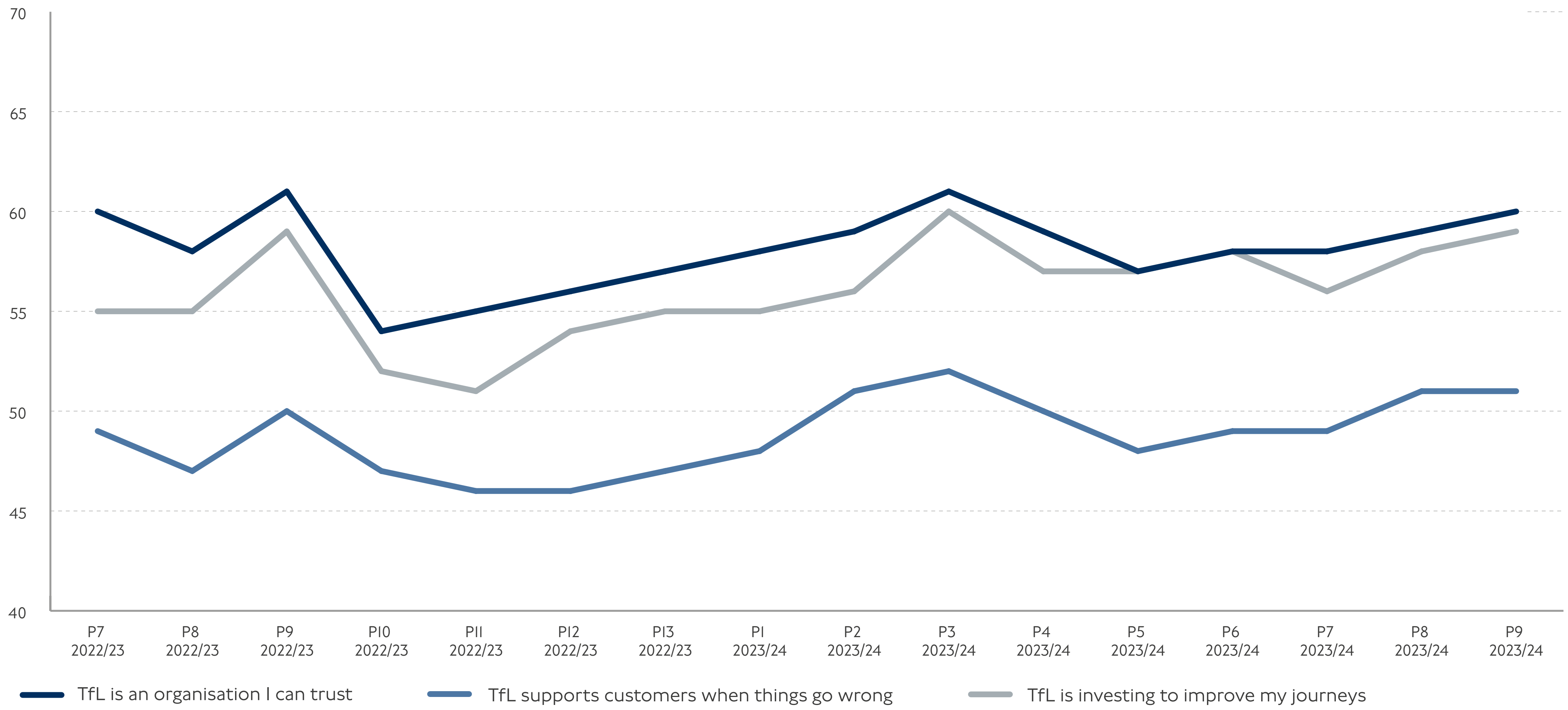
The percentage of Londoners agreeing with the statement 'TfL cares about its customers' is 54 per cent in Quarter 3. This is an increase of one point from Quarter 2, but below the annual target for 2023/24 of 55 per cent. The percentage of public transport users (those who have used public transport in the last seven days) agreeing with the statement 'TfL cares about its customers' is 57 per cent for Quarter 3.

Disabled Londoners
Agreement, disagreement, neither (%)



The percentage of disabled Londoners agreeing 'TfL cares about its customers' is 53 per cent for Quarter 3, no change from Quarter 2. Confidence to travel among disabled Londoners is lower than that of non-disabled Londoners but this gap continues to close gradually.

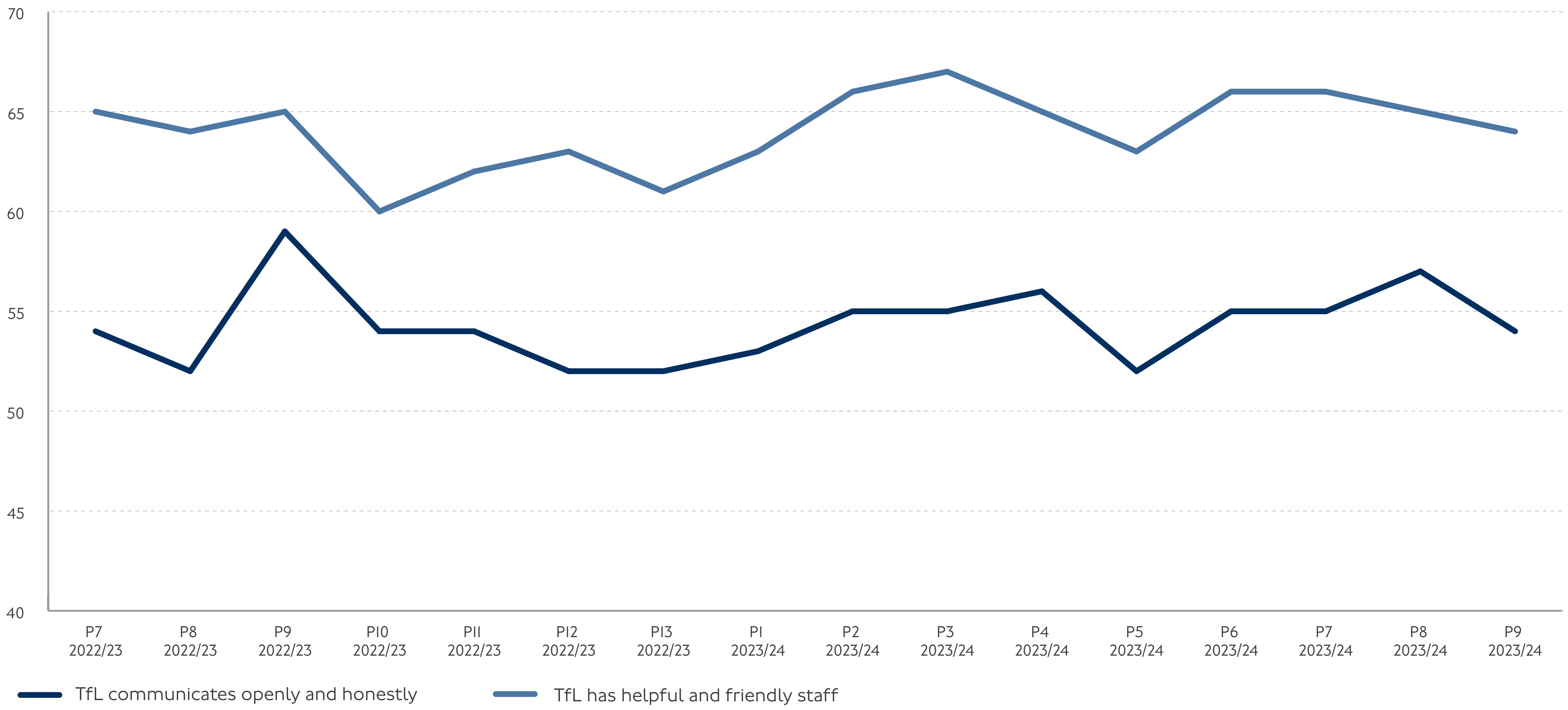
Key survey questions
Agreement (%)



Through analysis, we have identified the five key drivers that have the most influence on Londoners' perception of whether 'TfL cares about its customers'. Supporting customers when things go wrong remains a key focus area to improve customer experience and continues to perform slightly less well than the other drivers.

Overall, scores have remained stable or increased slightly in Quarter 3 compared to Quarter 2 and are at similar levels to those seen in Quarter 3 2022/23.

Key survey questions
Agreement (%)



The performance of these key drivers reflects a significant period of uncertainty with transport strikes. A continued focus on our core operational performance is critical, along with ensuring we support customers when there is disruption to services.

Our strategic priorities for customers

Provide a consistently good service

- Removing pain points and delivering our services so that every day is our 'best day' will result in a positive step-change in customers' perceptions of our services and us as an organisation

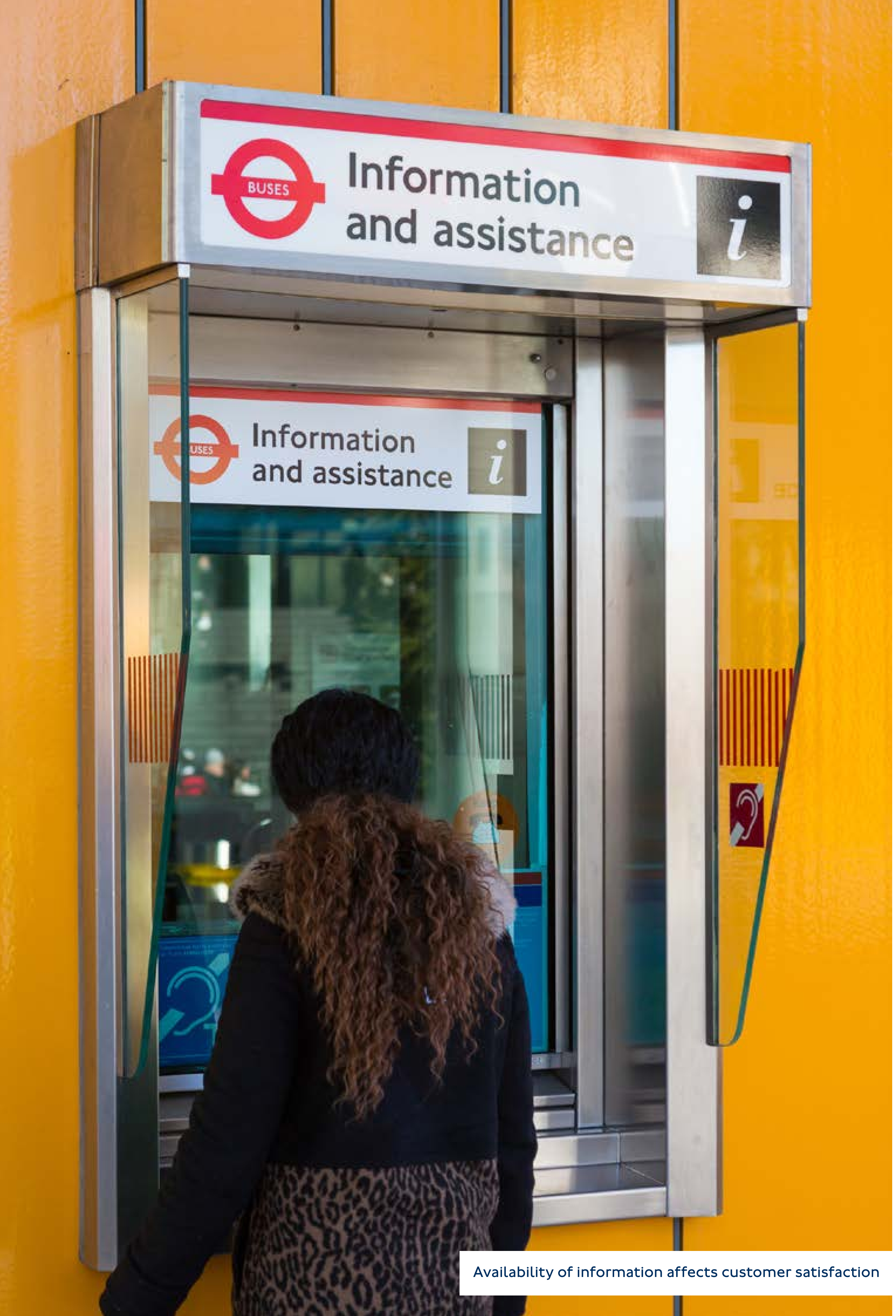
Support more sustainable streets

- We need to make walking, cycling and using the bus more attractive choices for Londoners if we are to create a more sustainable and inclusive city

Listen to our customers, build trust and show we care

- We need a deep understanding of our customers and to provide a personalised experience that reflects the multi-modal way they travel

We are improving street design to encourage more walking and cycling



Availability of information affects customer satisfaction

Satisfaction

Customer satisfaction score
Past five quarters

	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
London Underground	75	76	76	75	74
London Buses	77	78	77	77	76
DLR	77	78	79	78	78
London Overground	76	76	77	77	76
London Trams*	76	N/A	N/A	N/A	78
Elizabeth line	82	82	83	82	81

In Quarter 3, overall satisfaction decreased slightly for most modes. This was driven by the impact of increased wait and journey times, and an associated decrease in satisfaction with factors such as information and cleanliness. Satisfaction with the Elizabeth line remains high despite a decrease this quarter.

* London Trams are not surveyed on customer satisfaction score continually but once a year in Quarter 3, so N/A is shown for all other quarters

Calls

In addition to our general contact centre, we have dedicated lines for road charging and the Ultra Low Emission Zone (ULEZ), taxi and private hire, and Dial-a-Ride.

General contact centre calls

Past five quarters

	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Telephone calls	648,557	682,246	558,960	578,555	658,480
Calls abandoned (%)*	14.22	10.31	9.65	9.78	11.41
Correspondence	228,217	265,462	232,869	245,621	270,987
Cases closed (%)**	82.03	83.96	86.25	82.21	80.27
Average speed of answer (seconds)	724	734	656	663	625

Past five years

	2019/20	2020/21	2021/22	2022/23	2023/24 year-to-date
Telephone calls	2,687,696	1,304,300	2,292,137	2,426,382	1,795,995
Calls abandoned (%)*	16.2	7.6	16.12	12.22	10.34
Correspondence	757,298	364,778	580,567	900,797	749,541
Cases closed (%)**	78.9	83.4	73.80	82.76	82.86

Call volumes were up 14 per cent on last quarter, and up two per cent on the same time last year. As noted last quarter, we are still seeing a rise in correspondence demand with volumes up 10 per cent on last quarter and 19 per cent higher than the previous year.

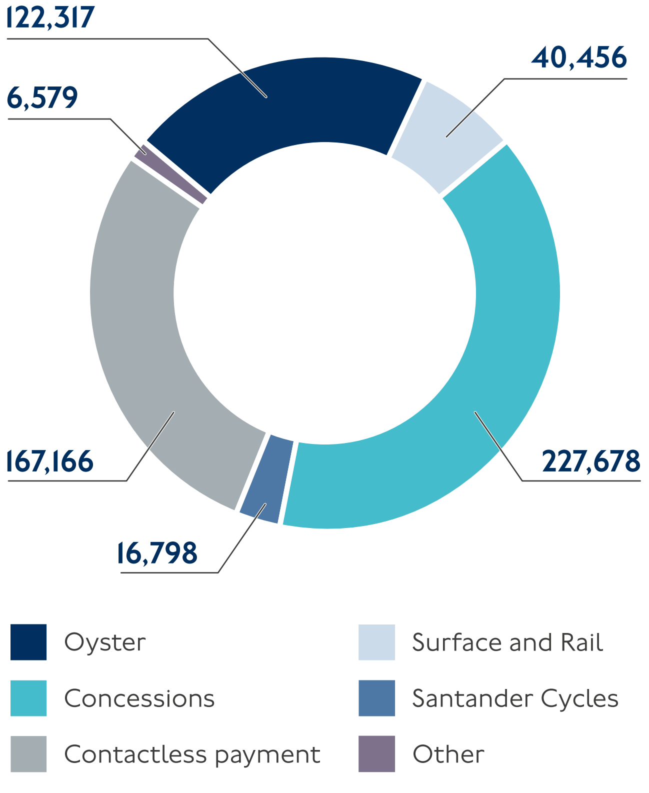
Call abandonment rates rose by 1.63 percentage points on last quarter but remain within target. Abandonment rates are also down 20 per cent on the previous year despite similar levels of demand. Correspondence cases closed remains on target but has fallen by two percentage points compared to both last quarter and financial year.

Finally, our Lost Property Office celebrated the formal opening of its new site at West Ham enabling us to help our customers retrieve lost items more efficiently.

* Target of 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

Calls by subject*
This quarter



Overall demand was up 13 per cent on last quarter, though remained roughly the same as the previous financial year. The biggest shift was on concessions, which is largely due to expected seasonal increases in demand. However, problems with our external supplier's website caused a spike towards the end of the quarter and may bleed over into Quarter 4.

Contactless demand rose four percent on Quarter 2, and was up 11 per cent on the previous year; for Oyster, the increases were nine per cent and four per cent respectively. This was largely driven by increased numbers of users on both ticketing systems, a positive indication for the organisation as a whole.

Understandably, Surface and Rail followed the trend seen in ticketing, with demand up on both last quarter and the previous year, increasing by 10 per cent and 13 per cent respectively.

* Surface and Rail comprises London Underground, London Buses, London Overground, IFS Cloud Cable Car, DLR, Elizabeth line, cycling (general), River services, Coaches and safety. Other comprises public Help Points, Taxis and private hire, ticketing apps, Sarah Hope Line and street-related calls

Call volumes to our contact centre continue to increase

Road-user charging and ULEZ

Past five quarters

	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Calls received	270,099	360,414	253,188	394,805	389,598
Calls answered	264,702	348,444	240,913	377,087	376,651
Calls abandoned (%)	2.0	3.3	5.0	4.0	3.0
Average speed of answer (seconds)	41	81	118	80	50

Past five years

	2019/20	2020/21	2021/22	2022/23	2023/24 year-to-date
Calls received	1,486,715	1,145,772	1,590,871	1,251,212	1,037,591
Calls answered	1,440,357	1,093,382	1,518,973	1,222,640	994,651
Calls abandoned (%)	3	5	5	2	4
Average speed of answer (seconds)	42	63	48	46	78

Capita's road-user charging contact centre continues to perform well within contractual targets. The average speed of answer in Quarter 3 is 50 seconds and the call abandon rate is three per cent against a target of no more than 12 per cent of calls. Call volumes are down against Quarter 2 as we start to see a return to normal.

We handle a high volume of calls about road-user charging

Taxis and private hire

Past five quarters

	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Calls received	155,402	86,949	61,357	56,006	70,477
Calls answered	100,558	77,926	60,353	54,152	68,033
Calls abandoned (%)	35.0	10.4	2.0	2.0	2.0
Average speed of answer (seconds)	2,145	323	32	50	67

Past five years

	2019/20	2020/21	2021/22	2022/23	2023/24 year-to-date
Calls received	749,561	222,291	235,135	346,552	187,840
Calls answered	532,096	158,847	225,445	280,767	182,538
Calls abandoned (%)	29	29	4	19	2
Average speed of answer (seconds)	699	896	111	870	50

The licensing and regulation contact centre is for vehicle licensing enquiries and is operated by our vehicle licensing service provider, Marston.

As anticipated, call volumes in Quarter 3 increased compared to Quarter 2. This was due to the additional vehicles licensed in the quarter prior to the change to private hire vehicle (PHV) licensing. This requires all PHVs new to licensing from 1 January 2023 to be zero-emission capable (ZEC). Ahead of the new licensing requirement, the PHV industry sought to license as many non-compliant vehicles as possible.

The anticipated increase in demand was effectively managed with several measures put in place, including an overall increase to our capacity at the contact centre and inspection sites. This ensured that despite increased volumes the abandon rate remains at two per cent. Overall, the measures put in place ensured that a good service was offered with only a slight increase to the average speed of answer.

Dial-a-Ride

Past five quarters

	Target	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Calls received	N/A	75,705	117,643	101,399	105,175	122,997
Calls abandoned (%)	10	11.0	6.8	8.9	5.8	19.2
Average speed of answer (seconds)	180	276	154	207	136	448
Email bookings	N/A	10,202	11,300	8993	8872	7683

We received 62 per cent more calls in Quarter 3, compared to the same quarter last year. Due to an increase in call volume, our calls abandoned rate rose significantly. The implementation of a new booking and scheduling system in November experienced initial teething issues which drove significant call volume. Many of these issues are now resolved and we expect performance to improve during the next quarter. The introduction of an app which allows customers to book their own trips has been well received by those who choose to use it.

Past five years

	2019/20	2020/21	2021/22	2022/23	2023/24 year-to-date
Calls received	533,868	117,275	299,944	372,094	337,519
Calls abandoned (%)	10.7	5.5	10.6	9.9	11.6%
Average speed of answer (seconds)	287	108	249	239	264
Email bookings	82,450	6,368	31,573	41,991	25,548

Complaints

Complaints
Year on year (per 100,000 journeys)

	Q3 2022/23	Q3 2023/24	Variance (%)
London Underground	0.88	1.04	18
London Buses	3.82	4.43	16
DLR	0.94	0.49	-48
London Overground	0.36	0.46	28
Elizabeth line	0.74	0.9	22
London Trams	0.64	0.54	-16
IFS Cloud Cable Car	4.17	0.79	-81
Congestion charge	2.21	3.22	46
Dial-a-Ride*	97.97	131.27	34
London River Services	0.12	0.44	267
Santander Cycles	4.57	4.9	7
Taxis**	5.12	5.06	-1
Private hire**	2.88	2.54	-12
Contactless	0.5	0.54	8
Oyster	0.63	0.61	-3

Past five years

	2019/20	2020/21	2021/22	2022/23	2023/24 year-to-date
London Underground	1.14	1.74	1.26	0.96	0.98
London Buses	3.17	4.37	3.29	3.42	3.84
DLR	0.89	1.09	0.54	0.65	0.49
London Overground	1.58	1.24	0.65	0.48	0.42
Elizabeth line	2.30	2.26	1.77	0.79	0.85
London Trams	1.65	1.76	0.85	0.81	0.76
IFS Cloud Cable Car	2.83	2.57	4.69	3.75	1.98
Congestion charge	2.48	3.83	3.55	2.24	2.27
Dial-a-Ride*	83.62	64.87	61.33	66.99	72.35
London River Services	1.26	2.44	0.47	0.25	0.3
Santander Cycles	3.54	2.68	2.24	3.29	3.22
Taxis**	8.06	1.69	3.24	4.68	3.56
Private hire**	2.57	1.36	2.3	2.95	2.15
Contactless	0.40	0.39	0.5	0.51	0.54
Oyster	0.17	0.26	0.48	0.49	0.51

All the main rail modes saw increases this quarter except DLR, which saw complaints fall despite a rise in passenger numbers. For the other areas, the main reason for the increase in complaints was an increase in passengers.

Both Oyster and contactless saw increases in use over the quarter; again contactless saw a much larger increase (over 56m) than Oyster as people shift their travel arrangements post-pandemic.

While London River Services saw the largest percentage increase in complaints, this is based on very low numbers, with only eight complaints coming in over the quarter. The increase seen on Dial-a-Ride is also driven by smaller volumes but in this case can be attributed to the launch of a new system; we expect volumes to stabilise as customers become more familiar with it.

Due to increased demand for our services over the last three periods, most areas are showing an increase on the previous financial year, though for the most part are still tracking lower than the average over the previous four years.

Bus complaints per 100,000 journeys are also tracking higher than last year, the main reason being complaints against drivers and service performance. The slight rise seen in complaints on the Elizabeth line was largely driven by an incident on 7 December where a problem with National Rail services meant many of our customers were stranded for a prolonged period on trains.

* 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. Taxis and private hire complaint numbers are not directly comparable due to the way they are received and recorded

Our frontline colleagues are praised by customers

Commendations

Commendations
Past five quarters

	Q3 2022/23	Q4 2022/23	Q1 2022/23	Q2 2023/24	Q3 2023/24
London Underground	290	351	280	364	329
London Buses	577	782	581	663	776
DLR	11	23	19	18	18
London Overground	24	38	39	36	33
Elizabeth line	46	59	65	66	83
London Trams	2	2	4	3	4
IFS Cloud Cable Car	7	2	2	4	3
Dial-a-Ride	3	0	2	4	1
London River Services	1	1	2	1	0
Santander Cycles	0	0	0	0	0
Taxis and private hire	26	31	25	16	23
TfL Road Network	1	1	1	1	3
TfL Policy	5	9	10	18	17

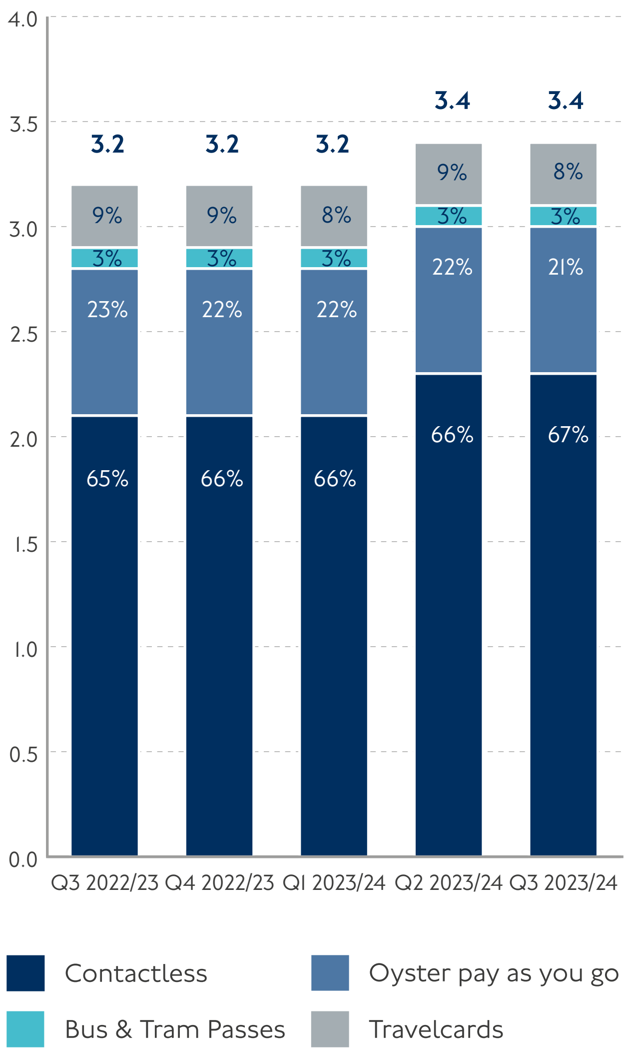
Overall commendation volumes were up eight per cent on last quarter and 29 per cent on the same quarter last year.

On the Tube, overall commendations were down nine per cent on last quarter and up 13 per cent on the previous year. Elsewhere we saw rises on many modes; this seems to follow the wider trend we have seen this quarter of increased passenger numbers.

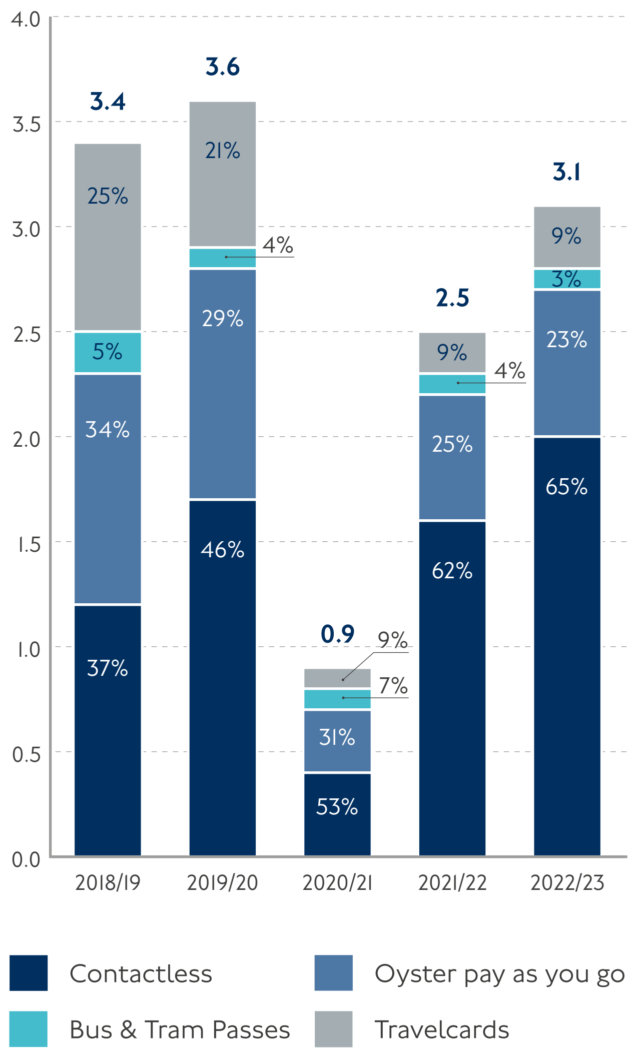
Tickets

Fare payer split on typical weekdays*

Past five quarters (millions)**



Past five years (millions)***



Overall demand has been steadily recovering. The share of contactless payment media (cards and mobile devices) used has increased to 67 per cent of all fare payer tickets in the latest quarter, up from 65 per cent a year ago.

Before the coronavirus pandemic, the total number of fare payer tickets used remained fairly stable every year while the share of contactless increased. Although demand has yet to recover to pre-pandemic levels, the increased share of contactless looks likely to be maintained.

131m 

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

4.1m

contactless journeys are made daily

* Graphs use typical weekdays to represent the trend per time period. The number of Travelcards and Bus & 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:
Quarter 3 2022/23: Thursday 24 November 2022
Quarter 4 2022/23: Thursday 23 March 2023
Quarter 1 2023/24: Thursday 11 May 2023
Quarter 2 2023/24: Thursday 6 June 2023
Quarter 3 2023/24: Thursday 9 November

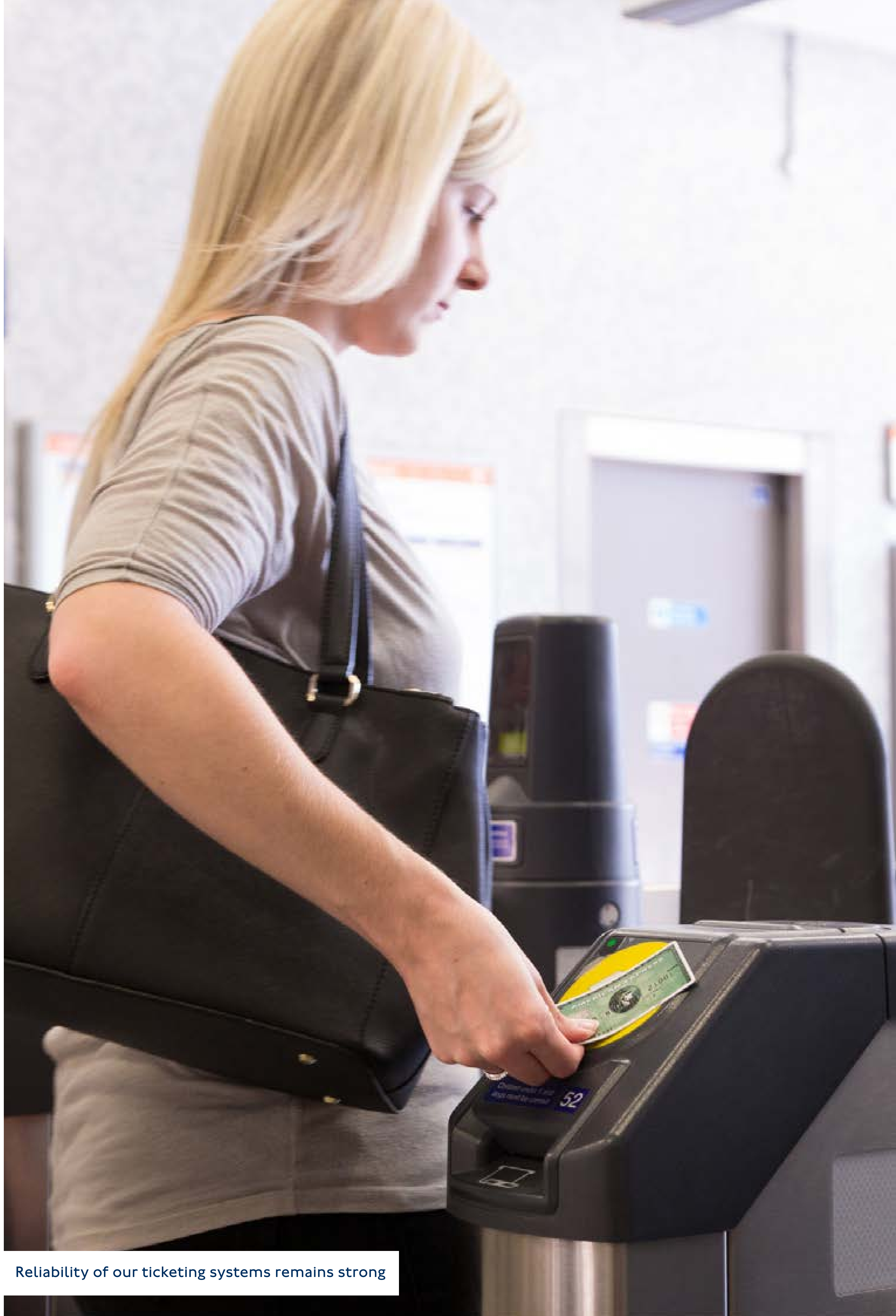
*** Days measured:
2018/19: Thursday 7 February 2019
2019/20: Thursday 6 February 2020
2020/21: Thursday 4 February 2021
2021/22: Thursday 10 February 2022
2022/23: Thursday 9 February 2023

System availability

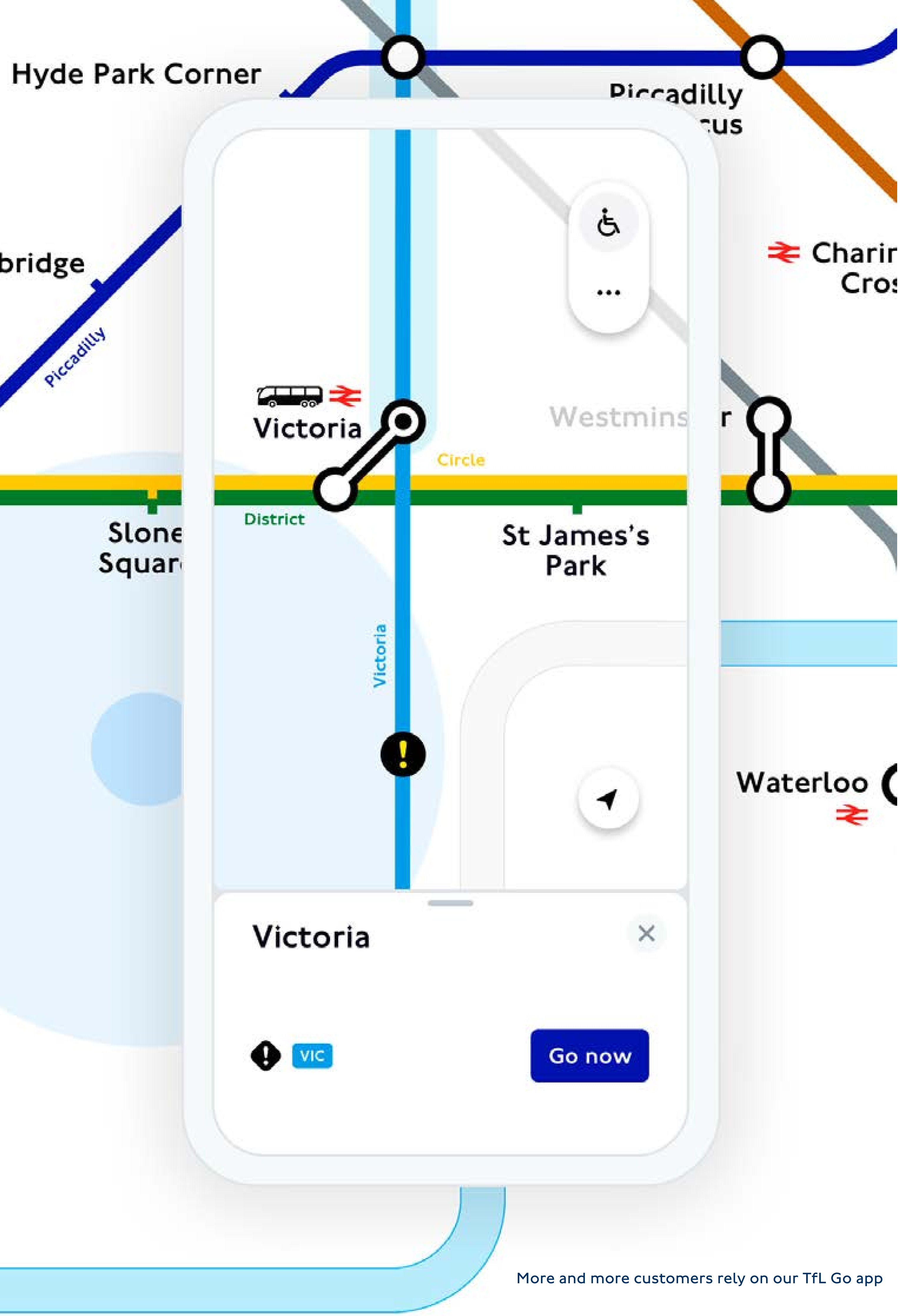
Ticketing system availability (%)

	Q3 2022/23			Q3 2023/24		
	Actual	Variance to target	Variance to Q3 2021/22	Actual	Variance to target	Variance to Q3 2022/23
London Underground – ticketing system overall availability	98.91	+0.71	-0.29	98.79	+0.59	-0.12
London Buses – bus validations – overall availability	99.67	+0.67	-0.08	99.68	+0.68	+0.01

We exceeded our targets for availability of ticketing systems on both Tube and Buses in the quarter and the year-to-date. Compared with the same quarter last year, there is greater use of the transport system, especially at weekends.



Reliability of our ticketing systems remains strong



More and more customers rely on our TfL Go app

Digital

TfL Go reached a new high of 837,000 monthly unique users in December 2023. Further progress has been made on app notifications both for Tube line disruptions and network-wide disruptions. The release of integrated payment functionality is now expected in summer 2024.

33.7m
average monthly screen views of TfL Go app (up 47.8% on Q3 2022/23)

837,000
average monthly unique users of TfL Go app (up 59.3% on Q3 2022/23)

3.3m
average monthly unique TfL website users (down 14.2% on Q3 2022/23)

69.1m
average monthly page views of TfL website (up 12.9% on Q3 2022/23)

Travel demand management

Busy sections of line
Throughout this year we have been running trials of behaviour change communications to support reduction of crowding on busy sections of the Tube and rail network. The most recent trials covered two sections of the London Overground network: the West Anglia line between Edmonton Green and Seven Sisters, and the East London line through Surrey Quays. These trials took place in October and November respectively. For these trials, we asked customers travelling at busy times to consider travelling at a different time or use a different route. The precise messages were chosen based on demographics and challenges at each station.

For the West Anglia line we focused on encouraging customers to take certain less-busy trains, while for the East London line we used a variety of messages around the choice of time, day and route. We then monitored whether customers changed their behaviour and any effect on crowding on trains. Cumulative results of the work are currently being compiled and will inform the future travel demand management delivery model for localised crowding and congestion communications.

Festive period
To support our customers over the festive period, and manage our reputation, we delivered a comprehensive travel demand management communications campaign. Our travel advice kept customers informed of planned works and service changes over this period and helped customers travel to major events such as Winter Wonderland and New Year's Eve fireworks. The majority of our services remained open except for Christmas Day. Our co-ordinated travel advice encouraged our customers to plan ahead and helped ensure they were able to enjoy all that London has to offer over the festive period.

We're helping customers find quieter times to travel

Campaigns

Campaigns – customer information email volumes
Past five years

	2019/20	2020/21	2021/22	2022/23	2023/24 year-to-date
Customer information emails (millions)	205	211	226	302	200
Campaigns	1,101	685	950	625	556

Customer relationship management
The role of the customer relationship management marketing programme is to support our core business objectives. Each email has a clearly defined purpose and audience. Emails are either an 'inform' or an 'influence' message in a short format (klaxon) or long format (thematic).

We deliver relevant and engaging content to our audience with latest campaigns and partnerships discounts tailored and personalised to the database. At present the marketing database has 1,352,054 customers subscribed.

In Quarter 3 we deployed five marketing emails to the database with multiple versions based on the segmentation of the audience – for example, families versus all others. These emails supported revenue-generating messages relating to City of London, Halloween and Christmas events, alongside partnership discounts and wider London events.

We implemented a focused and rigorous testing strategy and began using a survey within our emails to collect data on customers preferences and behaviours.

This quarter also saw an increase in open rate at 32 per cent, up four per cent compared to the previous quarter. Click-through rate also increased to 12 per cent, which is 1.7 per cent above target. Unsubscribes also remained low at 0.04 per cent.

556
campaigns so far in 2023/24

200m
million customer information emails sent in 2023/24 to date

Our educational campaigns raise awareness of local speed limit changes

Customer marketing and behaviour change campaigns

Speed campaign

Our road safety campaign tackling speeding as a dangerous behaviour continued through October and November, leading up to Road Safety Week (19 to 26 November). The campaign, targeting drivers across London, aims to challenge socially accepted driving norms by reframing drivers' perception of what counts as speeding, particularly in lower speed limit roads (20 or 30mph). The multi-channel campaign was live on TV, video-on-demand, radio, social and cinema from 11 November.

Lowering speeds campaign

To support the Vision Zero objective to eliminate death and serious injury across the transport network by 2041, speed limits have been lowered in nine boroughs where there is an increased risk of death and serious injury. Our approach to communicating these changes is twofold: first, London-wide communications to educate all Londoners on the benefits and safety reasons behind lower speed limits; secondly, localised communications to raise awareness of local speed limit changes in specific boroughs. On 18 September, we continued these localised communications in boroughs including Greenwich, Lambeth, Lewisham, Southwark, Wandsworth, Merton, Kensington and Chelsea.

Active Travel Infrastructure – Cycleways

On 18 September, we launched a campaign to support the completion of four new Cycleways in Waltham Forest and Enfield. The routes connect communities including Southgate, Chobham Manor, Blackhorse Road and Palmers Green, making it safer and easier for people to travel around London by bike. Our campaign used local and targeted communication channels to inform residents and Londoners who work and travel near a completed Cycleway about the expansion of the Enfield and Waltham Forest Cycleway networks.

Superloop

We launched four Superloop bus routes, SL10 Harrow to North Finchley on 25 November 2023, SL1 North Finchley to Walthamstow on 9 December 2023, SL5 Bromley to Croydon on 3 February 2024 and SL3 Bromley to Thamesmead via Sidcup and Bexleyheath on 24 February 2024. The final section of the orbital route, the SL2 between Walthamstow Central and North Woolwich, will be introduced by the end of March 2024. Our local campaign supported each launch with posters at locations along the routes to promote the new service and encourage ridership. Geo-targeted online advertising was also used to reach customers along the routes and informed them of how the service connects town centres and local amenities. Once all five routes are launched, the full orbital loop will be complete and a pan-London campaign will communicate this milestone.

ULEZ expansion and scrappage scheme

Both the ULEZ launch and scrappage scheme were supported by a press release, extensive stakeholder and borough communications, more than 2.5m customer emails, face-to-face leafleting at service stations on key arterial routes into London and downloadable leaflets and information on the TfL website. The extensive communications activity has contributed to high vehicle checking. Since 25 November 2022, there have been more than 19.3m page views and 9.7m unique visitors to the vehicle checker on our website, as of 21 September.

Our marketing campaigns promote new Superloop bus routes

We consult Londoners on changes to bus routes

Consultations

We launched eight consultations in Quarter 3:

- Review of taxi (black cab) fares and tariffs 2023
- Proposed changes to bus routes 178, 335 and B16 in Kidbrooke Village
- Proposed changes to bus routes 91, N91, 123 and 232 in Haringey Heartlands and Wood Green
- Improving the junction at Sussex Gardens and Edgware Road for pedestrians and cyclists
- Proposals to reroute buses U1, U2, U3 and E7 in Hillingdon
- Walking and cycling improvements between Wembley Central and Harlesden stations
- Proposed extension of bus route 394 to King's Cross Central
- Lower Lea Crossing safety improvement scheme

We are planning to launch eight consultations in Quarter 4 2023/24.

London Assembly scrutiny

London Assembly scrutiny
Quarter 3 2023/24

Date	Title	Type of scrutiny
27 September 2023	Transport Committee - Trams	Public meeting
12 October 2023	Mayor's Question Time	Public meeting
1 November 2023	Oversight Committee - HR and IT shared services	Public meeting
7 November 2023	Transport Committee - Transport safety (part 1)	Public meeting
9 November 2023	People's Question Time	Public meeting
16 November 2023	Mayor's Question Time	Public meeting
30 November 2023	Transport Committee - Transport safety (part 2)	Public meeting

The GLA regularly scrutinises our work

About us

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 safety, 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, Elizabeth line, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the IFS Cloud Cable Car.

We manage the city's red route strategic roads and are responsible for the maintenance, management and operation of more than 6,000 sets of traffic lights across the capital. The London boroughs are responsible for all the remaining roads within their boundaries. The experience, reliability and accessibility of our services are fundamental to Londoners' quality of life. Safety remains our number one priority and we continue to work tirelessly to improve safety across the network for both colleagues and customers.

Our vision is to be a strong, green heartbeat for London. We are investing in green infrastructure, improving walking and cycling, reducing carbon emissions, and making the city's air cleaner. The Ultra Low Emission Zone, and fleets of increasingly environmentally friendly and zero-emission buses, are helping to tackle London's toxic air. We are also improving public transport options, particularly in outer London, to ensure that more people can choose public transport or active travel over using their vehicles.

That is why we are introducing the outer London Superloop bus network, providing express bus routes circling the entire capital, connecting outer London town centres, railway stations, hospitals and transport hubs.

We have constructed many of London's most significant infrastructure projects in recent years, using transport to unlock economic growth and improve connectivity. This includes major projects like the extension of the Northern line to Battersea Power Station and Nine Elms in south London, as well as the completion of the London Overground extension to Barking Riverside and the Bank station upgrade.

The Elizabeth line, which opened in 2022, has quickly become one of the country's most popular railways, adding 10 per cent to central London's rail capacity and supporting new jobs, homes and economic 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 information, data and technology to make services intuitive and easy to use and doing all we can to make streets and transport services accessible and safe 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 are creating brighter journeys and a better city.

February 2024
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