

## Agenda

**Meeting: Customer Service and  
Operational Performance Panel**

**Date: Tuesday 7 December 2021**

**Time: 10:00am**

**Place: Conference Rooms 1 and 2,  
Ground Floor, Palestra, 197  
Blackfriars Road, London, SE1  
8NJ**

### Members

Dr Mee Ling Ng OBE (Chair)  
Bronwen Handyside

Anne McMeel  
Dr Lynn Sloman MBE

Copies of the papers and any attachments are available on [tfl.gov.uk How We Are Governed](https://tfl.gov.uk/How-We-Are-Governed).

This meeting will be open to the public and webcast live on [TfL YouTube channel](#), except for where exempt information is being discussed as noted on the agenda.

There is access for disabled people and induction loops are available. A guide for the press and public on attending and reporting meetings of local government bodies, including the use of film, photography, social media and other means is available on [www.london.gov.uk/sites/default/files/Openness-in-Meetings.pdf](https://www.london.gov.uk/sites/default/files/Openness-in-Meetings.pdf).

### Further Information

If you have questions, would like further information about the meeting or require special facilities please contact:

Jamie Mordue, Secretariat Officer; Email: [v\\_JamieMordue@tfl.gov.uk](mailto:v_JamieMordue@tfl.gov.uk)

For media enquiries please contact the TfL Press Office; telephone: 0343 222 4141; email: [PressOffice@tfl.gov.uk](mailto:PressOffice@tfl.gov.uk)

Howard Carter, General Counsel  
Monday 29 November 2021

**Agenda**  
**Customer Service and Operational Performance Panel**  
**Tuesday 7 December 2021**

**1 Apologies for Absence and Chair's Announcements**

**2 Declarations of Interest**

General Counsel

**Members are reminded that any interests in any matter under discussion must be declared at the start of the meeting, or at the commencement of the item of business.**

**Members must not take part in any discussion or decision on such matter and, depending on the nature of the interest, may be asked to leave the room during the discussion.**

**3 Minutes of the Meeting of the Panel held on 7 October 2021**

(Pages 1 - 8)

General Counsel

**The Panel is asked to approve the minutes of the meeting of the Panel held on 7 October 2021 and authorise the Chair to sign them.**

**4 Matters Arising and Actions List**

(Pages 9 - 12)

General Counsel

**The Panel is asked to note the updated actions list.**

**5 Customer Services and Operational Performance Report - Quarter 2, 2021/22**

(Pages 13 - 50)

Managing Directors Customers, Communication and Technology, Surface Transport, and London Underground and TfL Engineering

**The Panel is asked to note the paper.**

**6 Assisted Transport Services Update**

(Pages 51 - 62)

Managing Director Surface Transport

**The Panel is asked to note the paper.**

**7 Update on Customer Safety and Security**

(Pages 63 - 88)

Director of Compliance, Policing and Operations and Security

**The Panel is asked to note the paper.**

**8 Members' Suggestions for Future Discussion Items**

(Pages 89 - 92)

General Counsel

**The Panel is asked to note the forward plan and is invited to raise any suggestions for future discussion items for the forward plan and for informal briefings.**

**9 Any Other Business the Chair Considers Urgent**

The Chair will state the reason for urgency of any item taken.

**10 Date of Next Meeting**

Thursday 17 March 2022 at 10.00am.

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## Transport for London

### Minutes of the Customer Service and Operational Performance Panel

#### Teams Virtual Meeting 10.00am, Thursday 7 October 2021

##### Members

Dr Mee Ling Ng OBE (Chair)  
Anne McMeel  
Dr Lynn Sloman MBE

##### Executive Committee

Howard Carter General Counsel  
Vernon Everitt Managing Director Customers, Communication and Technology  
Andy Lord Managing Director, London Underground and TfL Engineering (up to Minute 31/10/21)

##### Other Staff

Sophie Achillini Diversity and Inclusion Lead (for Minute 34/10/21)  
Bob Blitz Bus Network Planning Manager (for Minute 32/10/21)  
Mark Evers Chief Customer Officer, Customers, Communication and Technology  
Geoff Hobbs Director, Public Transport Service Planning  
Marcia Williams Director, Diversity, Inclusion and Talent (for Minute 34/10/21)  
Shamus Kenny Head of Secretariat  
Jamie Mordue Secretariat Officer

#### **27/10/21 Apologies for Absence and Announcements**

The Chair welcomed everyone to the meeting and reminded those present that safety was paramount at TfL and encouraged Members to raise any safety issues during discussions on a relevant item or with TfL staff after the meeting.

As the number of Members who were able to attend the meeting in person fell below the quorum, the meeting was held via Microsoft Teams and streamed on TfL's YouTube channel.

Apologies for absence had been received from Bronwen Handyside. On behalf of the Panel, the Chair wished her a speedy recovery. Gareth Powell, Managing Director Surface Transport was unable to attend but was represented by Geoff Hobbs.

## **28/10/21 Declarations of Interest**

Since the last meeting, Dr Lynn Sloman MBE had been appointed as the Chair of the Welsh Government's Roads Review Panel and her biography and register of interests had been updated.

Members confirmed that their declarations of interests, as provided to the Secretariat and published on tfl.gov.uk, were up to date and there were no interests to declare that related specifically to items on the agenda.

## **29/10/21 Minutes of the Meeting of the Panel held on 14 July 2021**

**The Chair, following consultation with the Panel, approved the minutes of the meeting held on 14 July 2021 as a correct record. The minutes would be provided to the Chair for signature at a future date.**

## **30/10/21 Matters Arising and Actions List**

Howard Carter introduced the item.

**The Panel noted the Actions List.**

## **31/10/21 Customer Services and Operational Performance Report – Quarter 1 2021/22**

Vernon Everitt introduced the paper, which provided the quarterly Customer Service and Operational Performance report for the first time since February 2020. The format of the report had been updated.

The new report format allowed for a better focus on the Mayor's Transport Strategy (MTS) outcomes within the remit of the Panel and to the TfL Scorecard metrics. Key themes that had an impact on customers or operations would continue to be shared with the Panel, although the data might be shared in other quarterly reports.

The Panel noted that some data sets did not necessarily lend themselves to periodic reporting. For example, information on Active Travel and accessibility were thought to be better suited to more detailed standalone papers or deep dives.

There had been a significant increase in public transport usage to 60 per cent of normal ridership during the week, compared to five per cent in March 2020. The bus network regularly saw 75 per cent of normal ridership during the week. Both network use and bus ridership were higher on the weekends.

Andy Lord noted that the Waterloo & City line had reopened in the morning and evening peaks, and TfL would continue to review demand. A good service had been maintained on the London Underground (LU) over the period, albeit with an increase in planned engineering works on weekends and despite an increase in the number of staff being contacted through the NHS Covid-19 app.

Step-free access had been completed at the 89<sup>th</sup> LU station at Osterley, in addition to those on the TfL Rail network. The Northern Line Extension had recently opened, which required large collaborative efforts across TfL, and was generating positive feedback. Turn-up-and-go (TUAG) services had been reintroduced in the summer and work was ongoing towards the phased reintroduction of the Night Tube. Andy Lord thanked colleagues for helping TfL play a big part in the Paralympian homecoming event.

Geoff Hobbs told the Panel that bus performance data tended to follow the pattern of the coronavirus pandemic and associated restrictions. The bus care score performed well and was above target for the TfL Scorecard. The removal of capacity limits, on 17 May 2021, made operating conditions more readily achieved.

London Overground and Docklands Light Railway had performed well and service levels had returned to pre-pandemic levels.

Members welcomed the return of the quarterly report and noted that data on safety was reported to the Safety, Sustainability and Human Resources Panel (SSHRP). Where it fell within the Panel's remit, information would continue to be shared and the Director of Compliance, Policing, Operations and Security would also regularly attend future meetings.

The Panel asked that some data sets relating to Healthy Streets be reintroduced to the report, such as: Santander Cycle usage, cycle loads in central London (to understand how the use of streets was changing), air quality (particularly relating to the Ultra Low Emission Zone) and bus speed data. The Panel asked whether data could be included that showed any differences between the different regions in London, whether that be between inner and outer London or other regional definitions. **[Action: Vernon Everitt]**

Members noted that the percentage of disabled Londoners that agreed that 'TfL cares about its customers' was consistently lower than the comparative score for all Londoners and was decreasing. It was thought that this may relate to the impact of the lockdown, the general availability of public transport, government messaging or the suspension of TUAG services. Data would be monitored to determine whether any other longer-term themes could be identified.

Although demand was increasing week on week, it was likely to remain below previously anticipated recovery trajectory levels. This was largely a result of delays to coming out of lockdown, lower than anticipated commuter demand and no international tourism. Further to this, as people socialised more, there was an increase in non-Covid illnesses, which meant people would work from home.

It was not clear why the number of customers agreeing that 'TfL has friendly and helpful staff' had declined over the previous period, while other metrics had improved. Staff would monitor results to see whether any contributing factors could be identified, such as lower staffing levels in specific areas reducing customer confidence and the recent resumption of more revenue enforcement activities,.

The length of time taken to answer calls received through TfL's contact centres had increased, due to the increased complexity of the issues being raised, callers seeking more reassurance and guidance around rule changes and a decrease in staff availability. Driver and operator licensing queries were now permanently dealt with by email.

Trials for electric scooter use on roads and cycleways would last a year and the results would be shared with SSHRP. Updates on non-customer facing technology were typically reported to the Programmes and Investment Committee.

There had been several adverse weather events that had impacted services. The most disruptive was in July 2021, which led to 29 LU stations being closed and a District line train being surrounded by water. In the morning of 5 October 2021, one month's worth of rain fell, which caused flooding at Knightsbridge station. The infrastructure coped well and staff had reopened the station by 8.00am. TfL would look at innovative ways to stop water getting into stations, what could be done to maintain track drainage and how it could ensure that sewers and drains outside of stations were clear. The Panel thanked staff for their efforts to keep the network operating, despite the impact of recent adverse weather conditions.

**The Panel noted the paper.**

### **32/10/21 Bus Services to London's Hospitals**

Geoff Hobbs and Bob Blitz introduced the paper, which provided an update on bus services to London's hospitals.

A new 456 route to North Middlesex University Hospital (Edmonton) with direct links to Winchmore Hill and Enfield had been introduced and had received good support from the borough. Route 324 had been extended from Stanmore to the Royal National Orthopaedic Hospital. Route H22 had been extended from Twickenham to West Middlesex Hospital, which was an outcome of requests received during consultation on restructuring the scheme; the extension retained links that were broken by a restructuring of route 110 and created new links to the hospital from the Whitton area.

The scheme for Royal Marsden Hospital (Sutton) and the associated London Cancer Hub and new Sutton acute care hospital had been amended following a wider review of bus links in the Sutton area.

TfL continued to run temporary services to Finchley Memorial Hospital and the Night route N20 extension from Barnet Church to serve Barnet Hospital. TfL would consult on making these permanent later in 2021.

Of the seven top priority actions identified in 2017, five had been completed and good progress had been made on one more. Of the eight lower priority actions, four had been completed and four were in progress.

It was estimated that each one per cent increase in service volume resulted in a 0.6 per cent increase in demand. It was difficult to determine to what extent the improved links to hospitals had resulted in passengers changing their mode of transport, particularly due to the impact of the coronavirus pandemic on all travel patterns and a reliance on ticket data. At an appropriate time in the future, TfL would look to conduct a more structured survey to determine whether improved bus links had caused a modal shift. Analysis would be shared at a future meeting of the Panel. **[Action: Bob Blitz]**



The Panel thanked the team for their work and noted that the work done prior to the pandemic played a crucial role in enabling key workers to get to work.

**The Panel noted the paper.**

### **33/10/21 Winning Back Our Customers**

Vernon Everitt introduced the report, which set out the actions TfL was taking to win customers back to public transport and make more extensive use of walking and cycling facilities.

An increase in public transport usage was being observed and three quarters of Londoners had used the public transport network in the previous 28 days. Leisure travel had recovered more sharply and there was a clear distinction between travel for work and leisure.

Many Londoners had said that they would use public transport more when they had a reason to travel. TfL was encouraging travel via a marketing campaign to promote what makes London a great place to live, work and visit.

Customer feedback highlighted that customers wanted to travel on a network that was safe, clean and orderly. TfL had responded by making the wearing of face coverings a condition of carriage; carrying out visible cleaning across the network; running a near full service to ensure customers could continue to turn up and go; providing customers with information about travelling during quieter times via the TfL Go app; and using marketing campaigns to promote our safety measures and reassure customers.

Face coverings played an important part in increasing customers' confidence. Legislation that mandated face coverings on public transport expired in July 2021 and TfL was no longer able to enforce face coverings using criminal sanctions. TfL had made wearing a face covering a condition of carriage, which allowed TfL to refuse entry to the network.

Overall, there had been a decrease in the number of customers observed to be wearing a face covering whilst on the network. The latest research showed that over 90 per cent of customers knew that wearing a face covering was a condition of carriage and 72 per cent reported that they did so on a regular basis. There was potential for some confusion, as there were different rules for different transport operators, and more was needed to be done to reach those in the 16-24 age groups. Five hundred enforcement officers conducted targeted operations across London, particularly in areas where high non-compliance had been reported.

Members supported customers being encouraged to wear a face covering to normalise being considerate of other passengers and to conceptualise wearing a face covering as contributing to a shared endeavour. TfL was working with businesses to help get the message to their employees and had increased the frequency of in station announcements. Bus drivers were encouraged to make announcements where they felt it was needed or helpful.

It was noted that face covering usage was one layer of protection for customers. Anti-viral cleaners were used, UV lights on escalators and ventilation also helped to

maintain cleanliness. Imperial College London had conducted regular testing of touch surfaces on TfL services and no trace of the coronavirus was found.

Nine key, top level areas of focus had been identified to encourage customers back to the public transport network. Further information on these would be presented at future meetings of the Panel and, where possible, would include differences between inner and outer London. **[Action: Vernon Everitt]**

**The Panel noted the paper.**

### **34/10/21 Enterprise Risk Update – Disparity Leading to Unequal or Unfair Outcomes (ER11)**

Marcia Williams introduced the paper, which provided an update against Enterprise Risk 11 (ER11) – Disparity Leading to Unequal or Unfair Outcomes.

TfL's new Vision and Values were launched on 15 September 2021 and had been created from what TfL's workforce said TfL's future should look like and how they said colleagues should work together to achieve it.

An updated set of organisational equality objectives, which set out the actions TfL will take over the next four years, had been agreed and would be published during autumn 2021. A briefing for all Members on the Action for Inclusion Programme would be arranged ahead of its publication, which was scheduled for January 2022.

**[Action: Marica Williams]**

Guidance had established that Equality Impact Assessments should be carried out at different stages of projects, so that they formed an active part of design thinking and risk management. It was also important to consider how different schemes and interventions linked together, to understand the cumulative impacts on different communities.

**The Panel noted the paper and exempt supplementary information on Part 2 of the agenda.**

### **35/10/21 Members' Suggestions for Future Discussion Items**

Howard Carter introduced the Forward Plan.

**The Panel noted the paper.**

### **36/10/21 Any Other Business**

There was no urgent business.

### **37/10/21 Date of Next Meeting**

The next scheduled meeting was due to be held on Tuesday 7 December 2021 at 10.00am.

### **38/10/21 Exclusion of the Press and Public**

The Panel agreed to exclude the press and public from the meeting, in accordance with paragraph 3 of Schedule 12A to the Local Government Act 1972 (as amended), when it considered the exempt information in relation to the item on Enterprise Risk Update – Disparity Leading to Unequal or Unfair Outcomes (ER11).

The meeting closed at 12.07pm.

Chair: \_\_\_\_\_

Date: \_\_\_\_\_

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## Customer Service and Operational Performance Panel



**Date:** 7 December 2021

**Item:** Matters Arising and Actions List

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### **This paper will be considered in public**

#### **1 Summary**

1.1 This paper informs the Panel of progress against actions agreed at previous meetings.

#### **2 Recommendation**

2.1 **The Panel is asked to note the Actions List.**

#### **List of appendices to this report:**

Appendix 1: Actions List

#### **List of Background Papers:**

Minutes of previous meetings of the Customer Service and Operational Performance Panel

Contact Officer: Howard Carter, General Counsel

Email: [HowardCarter@tfl.gov.uk](mailto:HowardCarter@tfl.gov.uk)

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**Customer Service and Operational Performance Panel Actions List  
(Reported to the meeting on 7 December 2021)**

Appendix 1

**Actions from the meeting held on 7 October 2021**

Minute No.	Item/Description	Action By	Target Date	Status Note
31/10/21	<p><b>Customer Services and Operational Performance Report – Quarter 1 2021/22: Data in quarterly reports</b> The Panel asked whether data could be included that showed any differences between the different regions in London, whether that be between inner and outer London or other regional definitions.</p>	Vernon Everitt	Ongoing	To be included in future quarterly reports
32/10/21	<p><b>Bus Services to London’s Hospitals: modal shift survey</b> At an appropriate time in the future, TfL would look to conduct a more structured survey to determine whether improved bus links had caused a modal shift. Analysis would be shared at a future meeting of the Panel.</p>	Bob Blitz	September/October 2022	An update will be provided in the next annual update to the Panel.
33/10/21	<p><b>Winning Back Our Customers: key areas of focus</b> Nine key, top level areas of focus had been identified to encourage customers back to the public transport network. Further information on these would be presented at future meetings of the Panel and, where possible, would include differences between inner and outer London.</p>	Vernon Everitt	March 2022	Updates will be provided at future meetings.

Minute No.	Item/Description	Action By	Target Date	Status Note
34/10/21	<p><b>Enterprise Risk Update – Disparity Leading to Unequal or Unfair Outcomes (ER11): Inclusion Programme briefing</b></p> <p>A briefing for all Members on the Action for Inclusion Programme would be arranged ahead of its publication, which was scheduled for January 2022.</p>	Marcia Williams	December 2021/ January 2022	A briefing will be arranged for late 2021/early 2022.

### Actions from previous meetings

Minute No.	Item/Description	Action By	Target Date	Status Note
07/02/21 (2)	<p><b>Assisted Transport Services Update: demand responsive bus trials</b></p> <p>Evaluation of the demand responsive bus trials was ongoing and would be shared with the Panel once complete.</p>	James Mead	December 2021	Complete. Information is included in the item on this agenda.
13/02/21	<p><b>Members' Suggestions for Future Discussion Items: Taxicard</b></p> <p>Members requested further details on Taxicard, specifically how TfL planned to map future demand and encourage those eligible to apply, when the information was available.</p>	James Mead	December 2021	Complete. Information is included in the item on this agenda.



## Customer Service and Operational Performance Panel



**Date:** 7 December 2021

**Item:** Customer Services and Operational Performance Report - Quarter 2, 2021/22

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### **This paper will be considered in public**

#### **1 Summary**

- 1.1 The purpose of this paper is to update the Panel on TfL's customer service and operational performance for Quarter 2 2021/22, which is appended in the format of a report.
- 1.2 This report covers the period from 27 June – 18 September 2021.
- 1.3 The format of this report continues to align with the Mayor's Transport Strategy and clearly highlights TfL scorecard measures.

#### **2 Recommendation**

- 2.1 **The Panel is asked to note the paper.**

#### **3 Background**

- 3.1 During the coronavirus pandemic, our priority was to run a service to enable all Londoners who needed to travel in keeping with the Government rules. London is now in a period of recovery and we are seeing increasing numbers of customers using our transport network.
- 3.2 The report outlines our performance aligns with our priorities and measures. It also provides additional information requested by Members at the previous meeting. The report will continue to be updated to better reflect reporting information requested by the Panel.

#### **List of appendices to this report:**

Appendix 1: Customer Services and Operational Performance Report, Quarter 2 2021/22

#### **List of Background Papers:**

None

Contact Officer: Vernon Everitt, Managing Director, Customers, Communication and Technology

Email: [VernonEveritt@tfl.gov.uk](mailto:VernonEveritt@tfl.gov.uk)

Contact Officer: Andy Lord, Managing Director, London Underground and TfL Engineering

Email: [AndyLord@tfl.gov.uk](mailto:AndyLord@tfl.gov.uk)

Contact Officer: Gareth Powell, Managing Director, Surface Transport

Email: [GarethPowell@tfl.gov.uk](mailto:GarethPowell@tfl.gov.uk)

# Customer service and operational performance report

Quarter 2 (27 June – 18 September 2021)

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We want to reassure customers as they return to our transport network

# Introduction

## This report reviews our operational performance and customer service in the second 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.

We continue to reassure customers as they return to the network. Our recent campaign reminds them that wherever they want to go, we'll get them there safely, quickly and sustainably. This is reflected in our continued increasing passenger figures and our highest ever customer care metric.

More people are returning to our network and September saw our highest ever month of hires for Santander Cycles in its 11-year history as increasing numbers of Londoners returned to the office.

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 and the summer period. 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.

We reached a major milestone with the opening of the Northern Line Extension between Kensington and Battersea. The

new extension is the first major Tube extension this century and has been a monumental effort during the most challenging of times but is already playing a vital role in London's recovery from the pandemic and in regenerating the Vauxhall, Nine Elms and Battersea areas.



**Andy Lord**  
Managing Director  
London Underground and TfL Engineering



**Gareth Powell**  
Managing Director  
Surface Transport



**Vernon Everitt**  
Managing Director  
Customers, Communication  
and Technology

# 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
<b>Operations</b>				
Passenger journeys – London Underground, Buses, London Overground, Trams, DLR, TfL Rail, Cycle Hire – compared to pre-coronavirus levels (%)	56	60	67	67
Bus journey time (minutes)	31.4	32.2	32.7	32.9
London Underground trips operated against schedule (%)	88.4	89.7	90.4	91.0
<b>Customer</b>				
TfL cares about its customers (%)	58	56	57	56



### Scorecard measures in this report

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# Operations

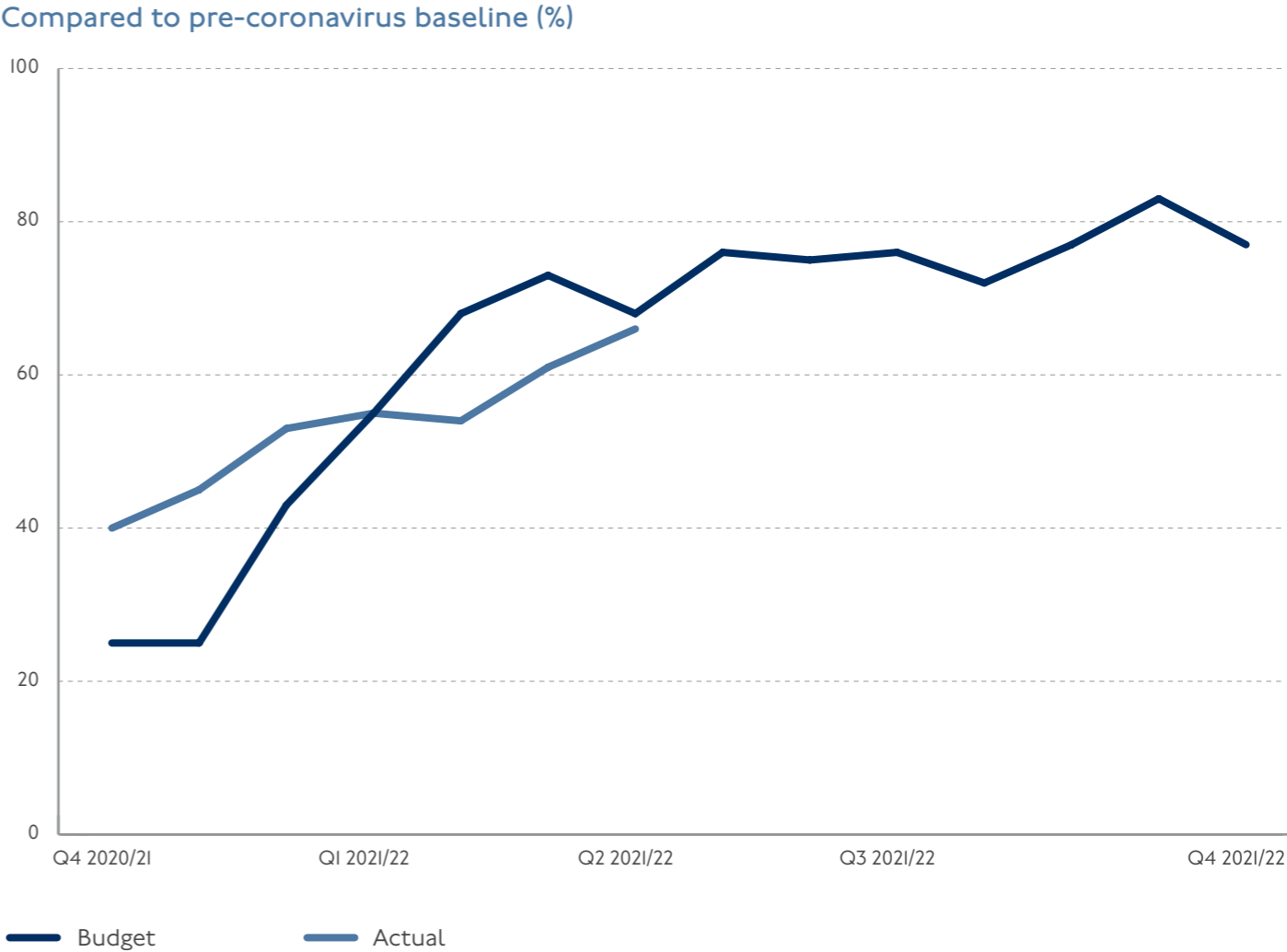
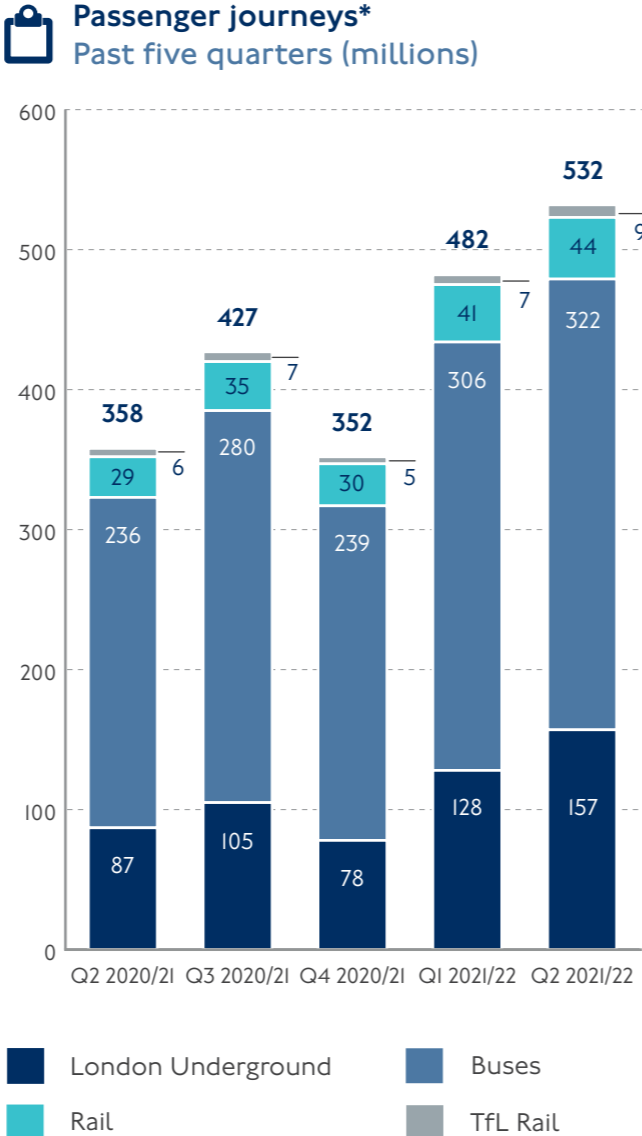
Providing safe, clean and reliable services to support the recovery



# Passenger journeys

Customers have continued to return to our network in increasing numbers, with passenger journeys reaching 66 per cent of pre-pandemic levels by the end of Q2.

Journey growth had flattened for a period through summer, partly as a result of the delay to Step 4 of the Government's roadmap, followed by the holiday season.



Passenger journey numbers are almost double the previous year. Confidence increased, although demand remained at 66 per cent of pre-pandemic level. Demand is lower than budgeted figures across the network, owing to the delayed ending of lockdown restrictions at the beginning of Q2.

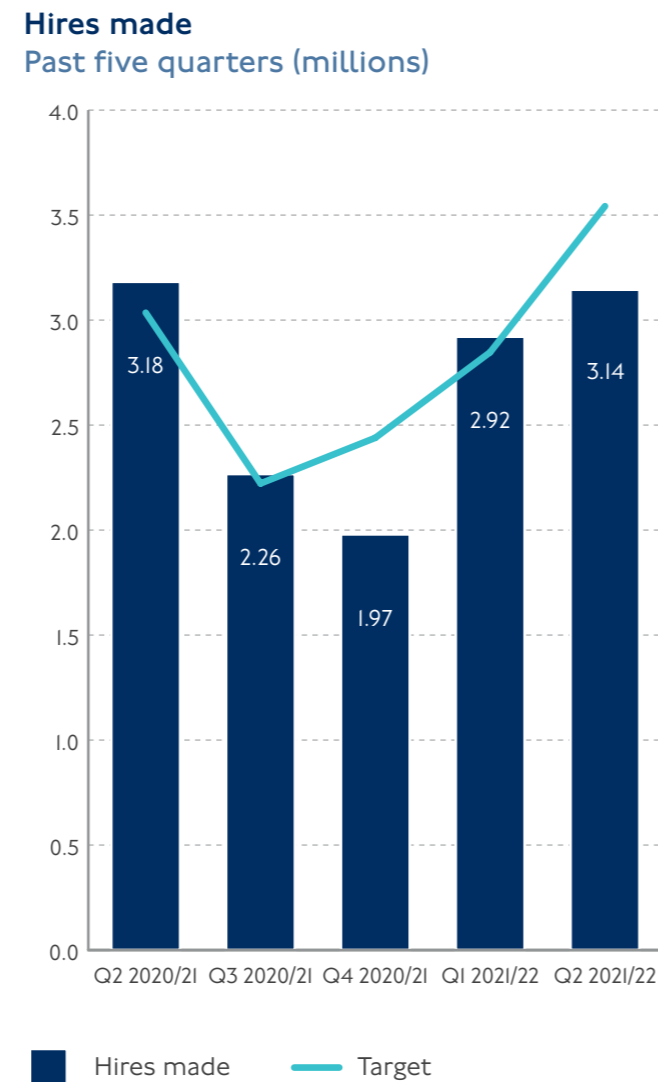
\* Q4 is longer than Q1 to Q3 (16 weeks and one day vs 12 weeks)



# Santander Cycles – hires made

Cycle Hire has seen continued high demand throughout the coronavirus pandemic, with a dramatic change in customer behaviour. Commuter demand dropped markedly in 2020/21, with one million fewer member trips. This was particularly evident in Q4 2020/21 where member demand usually accounts for most hires through the winter period.

Demand for leisure trips increased significantly in 2021/22, with one million more casual trips made, resulting in Cycle Hire making a surplus for the first time. Q2 2021/22 has seen the return of commuters and more member hires than ever before.




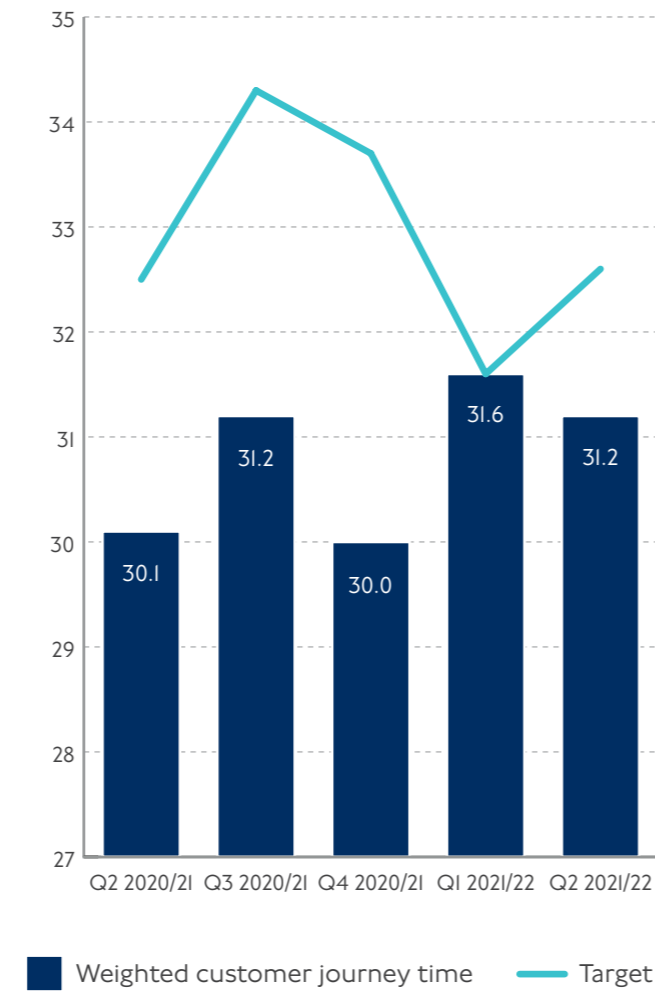
One million more casual Cycle Hire trips were made in 2021/22

# Bus journey time

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

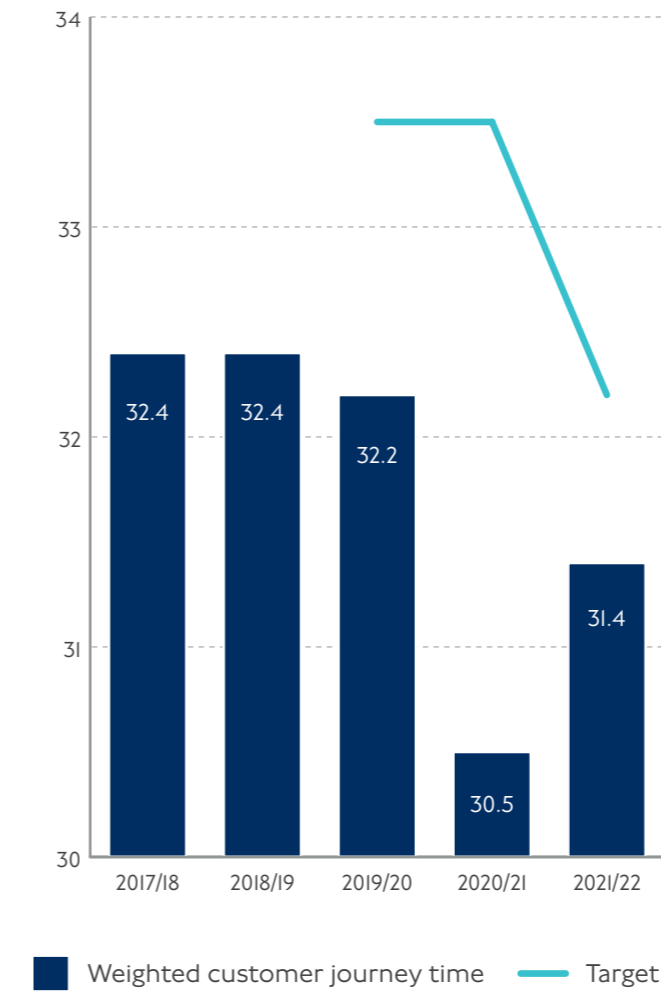
It enables us to monitor the performance of our bus service from the perspective of our customers, helping us to better understand how to encourage the public back onto our network as we recover from the pandemic.

 **Bus journey time\***  
Past five quarters (minutes)



Journey times have fluctuated during the coronavirus pandemic, in line with bus journeys and road traffic volumes. Periods with lockdowns (Q2 and Q4 2020/21) saw shorter journey times. 2021/22 values have been higher as bus journeys and road traffic have started to recover. Q2 journey time fell slightly compared to Q1, due to the seasonal impact of school summer holidays on both bus passenger volumes and road traffic levels.

**Annual trend (moving average)**




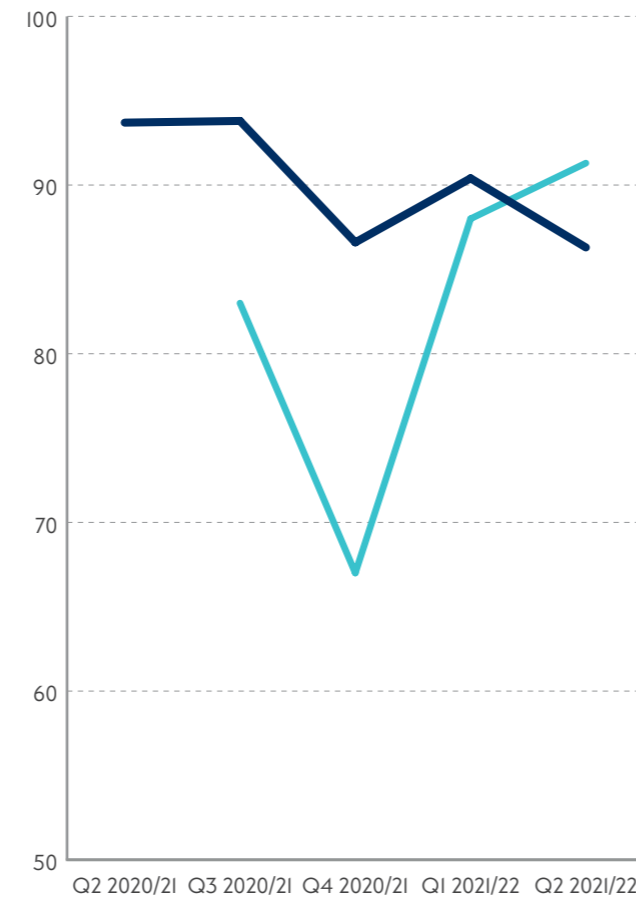
Following reduced average journey times in 2019/20 compared to previous years, journey times improved substantially in 2020/21 due to reduced demand and lower levels of traffic disruption as a result of the coronavirus pandemic. Journey times increased in the first half of 2021/22, due to increased passenger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

\* No data available for Q1 2020/21 due to middle door boarding

# Services operated

As demand grows, 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.

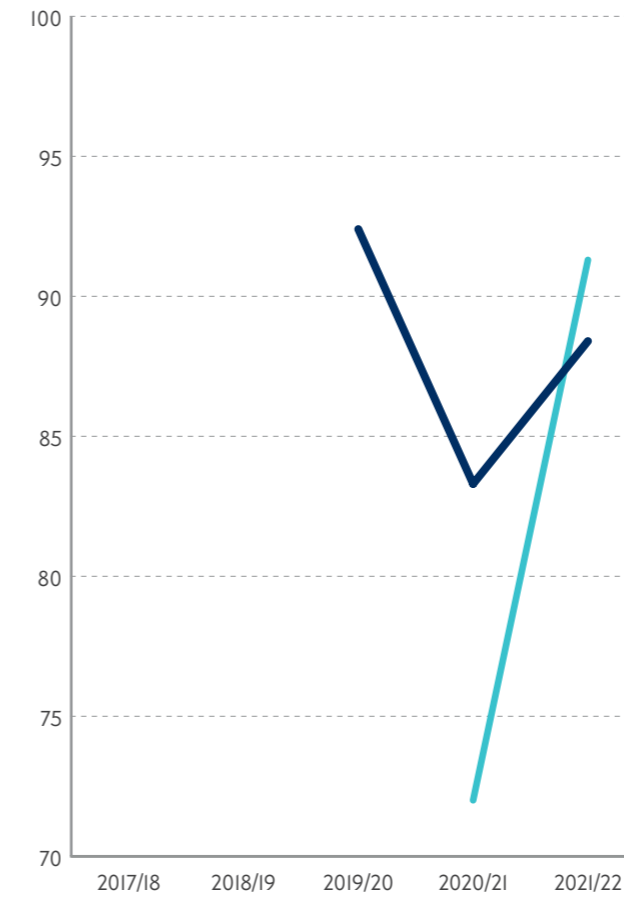
 **London Underground trips operated, against schedule**  
Past five quarters (%)



— Trips operated, against schedule — Target

Our challenges continued to be pandemic-related, with driver availability still a problem, exacerbated by the number of staff 'pinged' by the NHS app, training restrictions and peak annual leave. Despite this and issues like extreme flooding in July, we delivered a consistent good level of service, albeit under target, which had been based on ambitious assumptions. Unfortunately, recovery lags behind, though we did see a slight increase as schools and office workers returned.

**Annual trend (moving average)\***

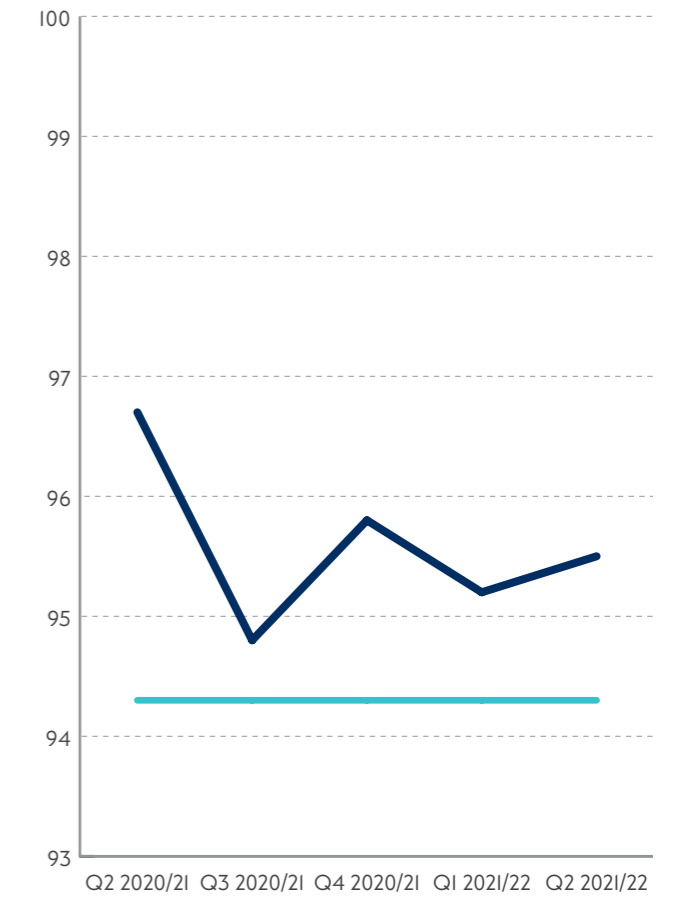


— Trips operated, against schedule — Target

For the year to date, the percentage of trips operated is still ahead of last year, but down on 2019/20 levels.

Our focus on supporting colleagues to return to work has been helped by the change in Government advice that those who have received two vaccinations no longer have to self-isolate after being 'pinged' by the NHS app. Our aim is to meet steadily growing passenger demand, especially at weekends.

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

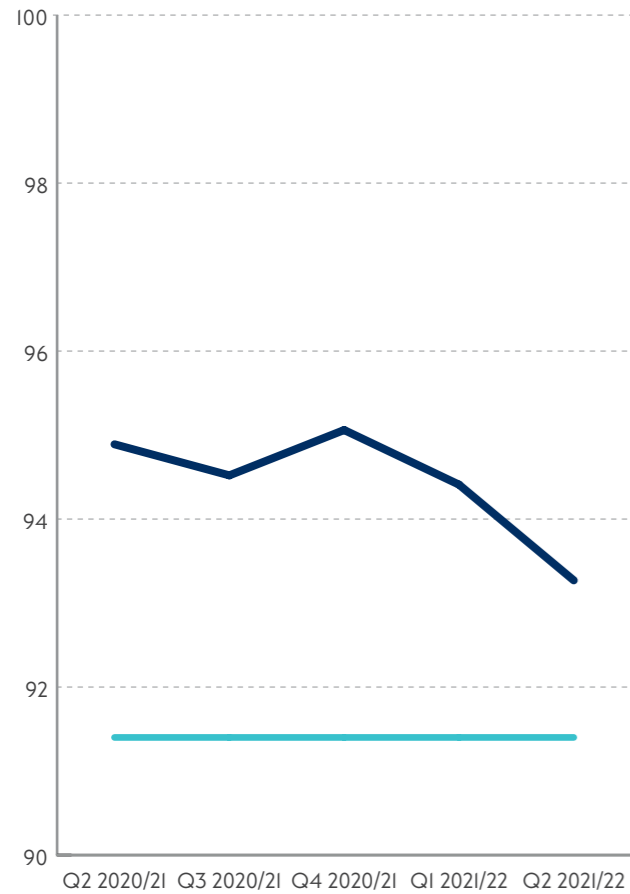


— Public performance — Target

TfL Rail continues to perform above target and delivered the second highest performance in the industry during two periods in Q2. There are challenges with train control software but containment measures are lessening the impact to passenger service. Software testing is underway by Alstom, with significant improvement in reliability expected the fixes are loaded to the fleet.

\* 2019/20 data is now available

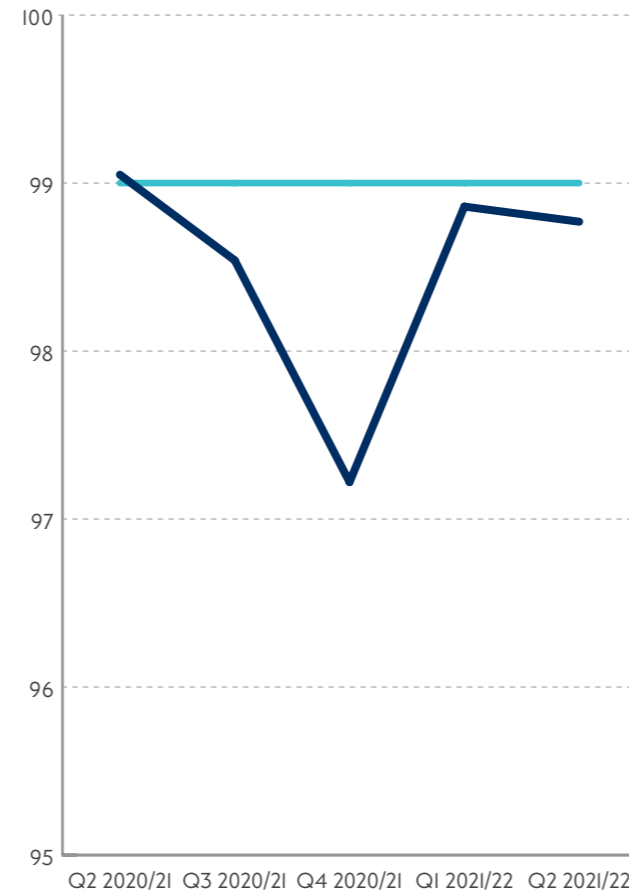
**London Overground time to three**  
Past five quarters (%)



London Overground Target

London Overground performance dipped slightly to 93.27 per cent for Q2 but remains above the target of 91.4 per cent. We are seeing a large increase of passenger returns, with a strong return rate on the Gospel Oak to Barking route at around 90 per cent of pre-coronavirus levels. We are consistently in the top four across all train operating companies each period and work with Arriva Rail London and Network Rail to continuously improve performance and reduce service delays.

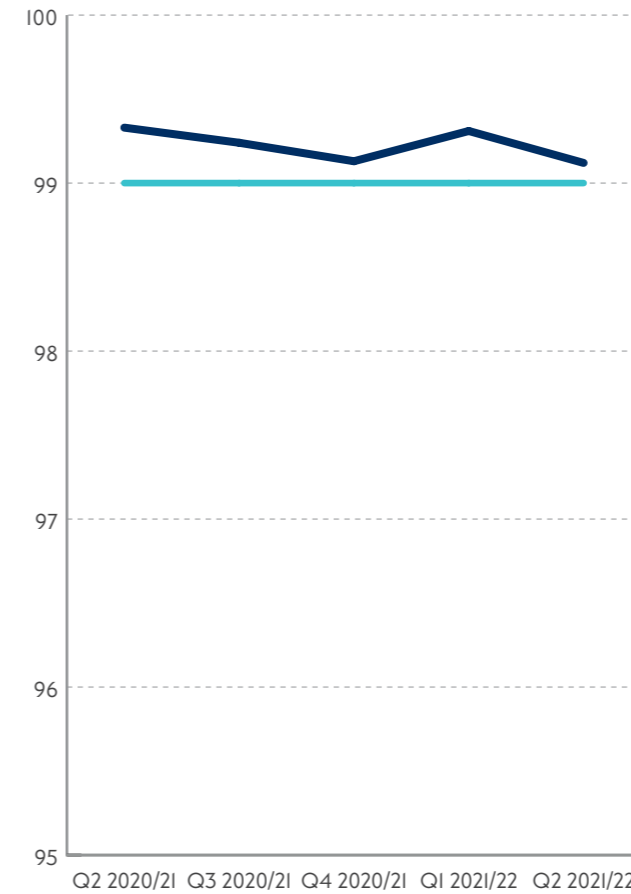
**London Trams scheduled services operated**  
Past five quarters (%)



Scheduled services operated Target

London Trams performance remains relatively stable over the past five quarters just below the 99 per cent target. Performance has improved since the dip in Q4, however, the Q2 performance (98.77 per cent) is slightly down on Q1. This is primarily due to signalling failures and a major underground cable fire in the latter part of Q2 that caused a significant service suspension while the fire was dealt with and traction power reconfigured.

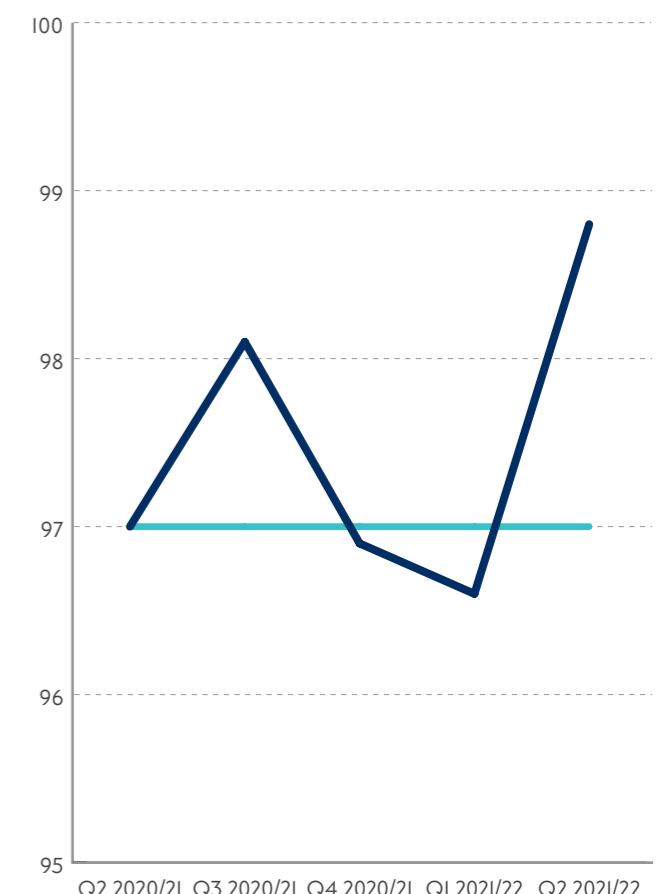
**DLR departures**  
Past five quarters (%)



DLR Target

The quarterly departures score dropped to 99.12 per cent but remains comfortably above the DLR scorecard target. Losses related to signalling were reduced, however, these were more than outweighed by increased losses attributed to a number of factors including issues with rolling stock, track and challenges around service delivery.

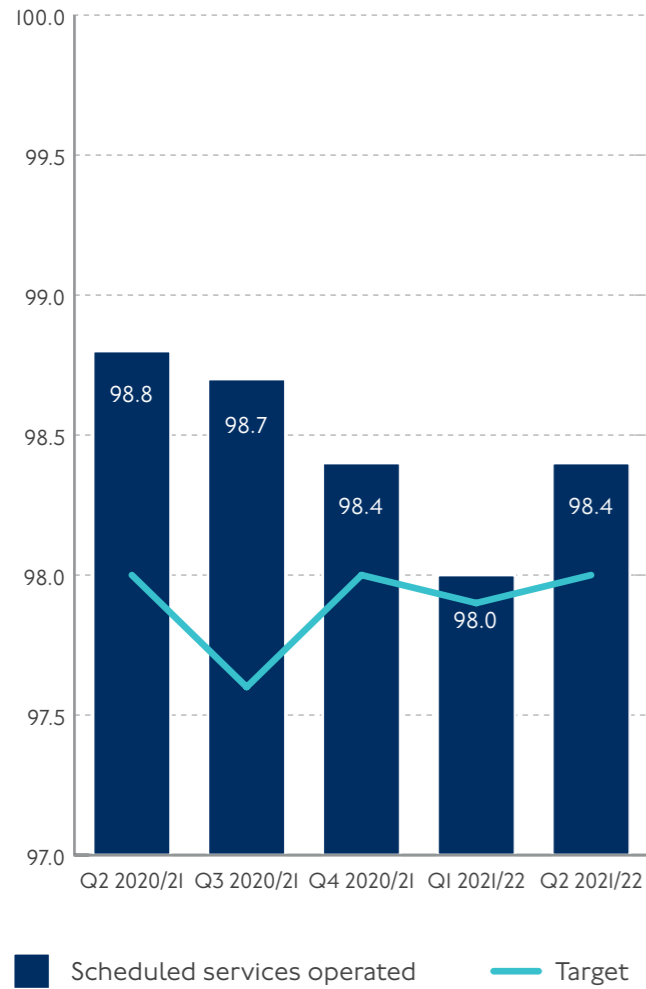
**Emirates Air Line availability**  
Past five quarters (%)



Emirates Air Line Target

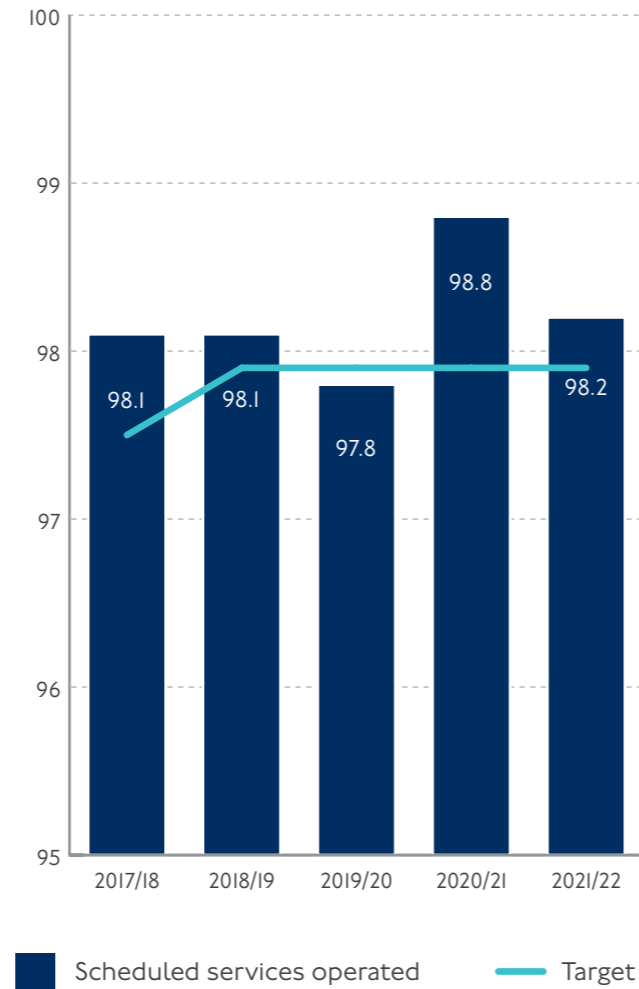
System availability was 98.8 per cent in Q2 2021/22, compared to 97 per cent for the same quarter in 2020/21. Downtime this quarter was mainly due to threat of lightning in the area and high gusting wind at tower height.

**Bus scheduled services operated**  
Past five quarters (%)



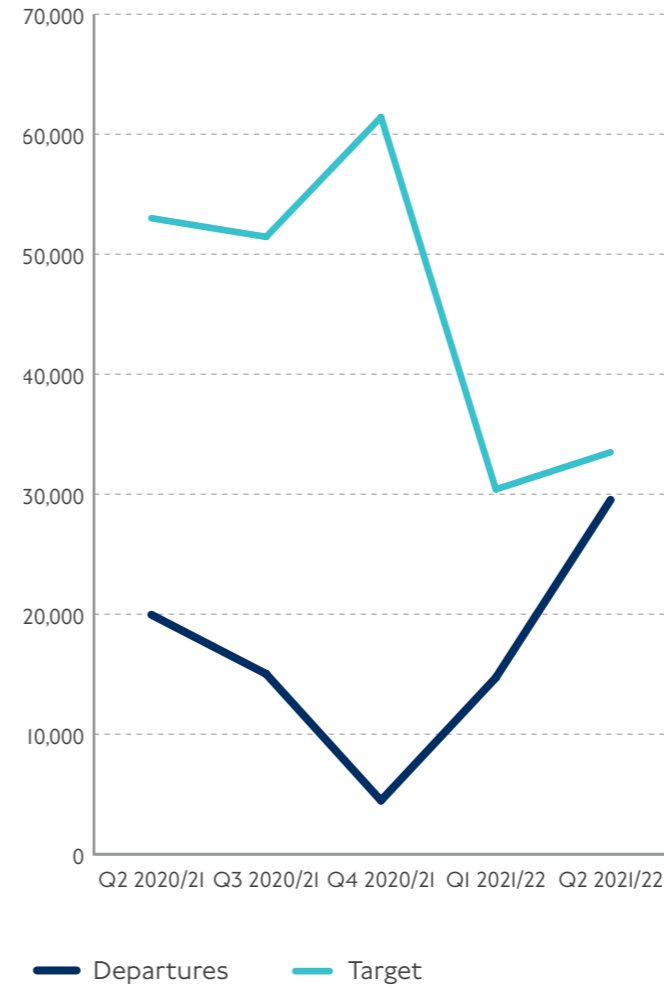
Q2 and Q3 2020/21 saw higher than normal operated percentage as coronavirus restrictions brought reduced passenger numbers and lower traffic disruption, which more than offset increased staff absence. Subsequent quarters have seen a steady return towards more normal levels as traffic disruption increased, though Q4 2020/21 and Q1 2021/22 were additionally impacted by bus operator industrial action. The latest quarter has seen the percentage of buses scheduled services operated slightly above pre-coronavirus levels.

**Annual trend (moving average)**



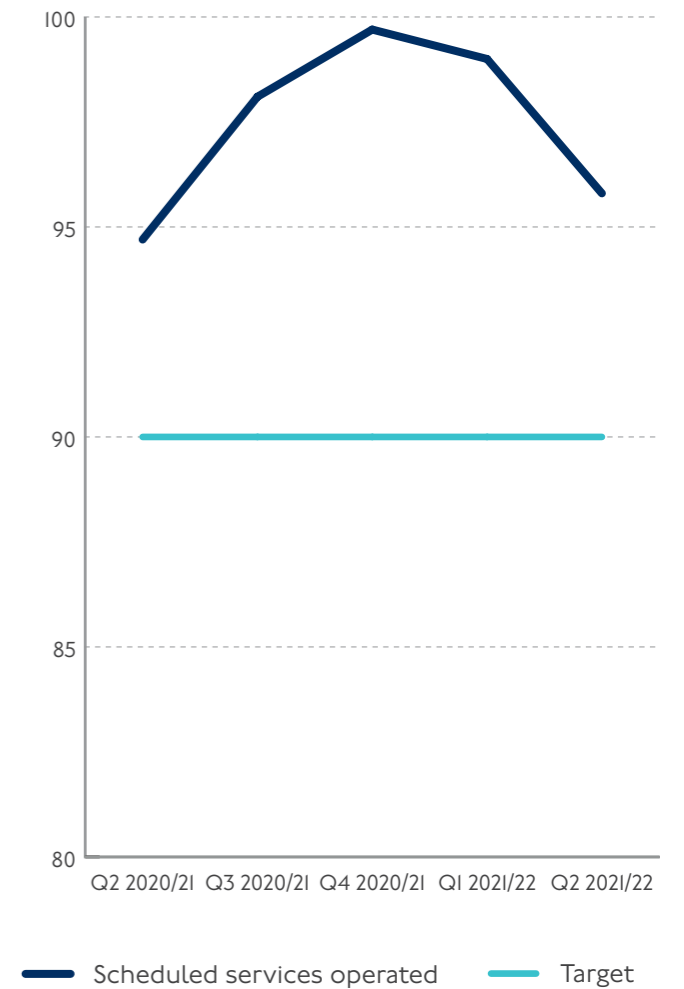
The operated percentage fell slightly in 2019/20 against the previous two years, having been affected by increases in emergency utility works and central London demonstrations. 2020/21 saw record operated percentage (though scheduled mileage was reduced) as COVID-19 restrictions caused reduced passenger numbers and minimal traffic disruption. This more than offset increased staff absence. 2021/22 to date has seen more normal levels, having been adversely affected by bus operator industrial action.

**Victoria Coach Station departures**  
Annual trend (moving quarterly average)



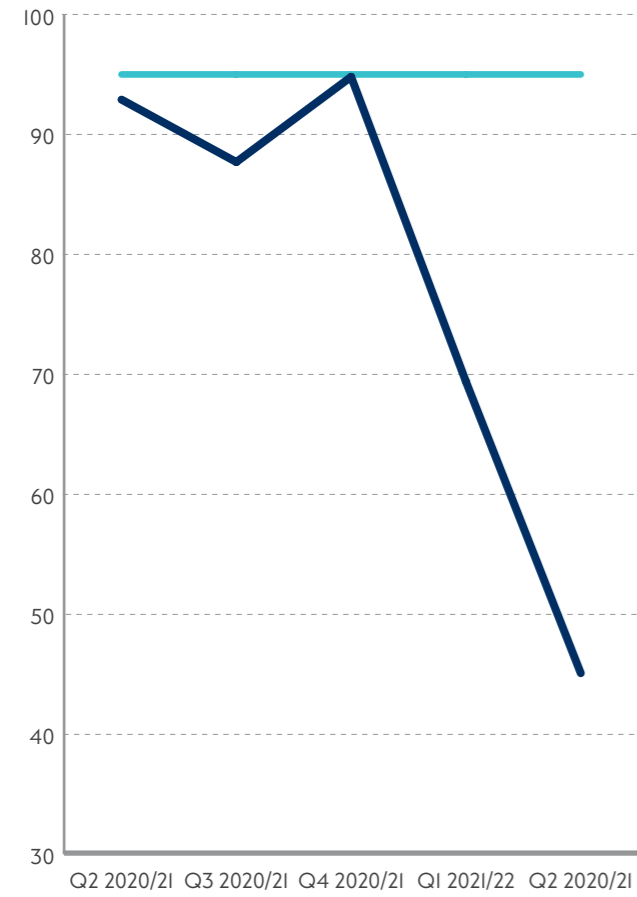
Services to Victoria Coach Station temporarily closed due to private coach operators pausing their operations during the various pandemic lockdown periods. When services restarted in April 2021, there was a consistent increase in departure numbers. We continue to support all operators to a return to services and the restart of customer-focused activity. Departure levels in Q2 2021/22 have been on average 55 per cent of pre-coronavirus levels.

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



The combination of rising member demand and restrictions on the number of passengers on our buses has led to a small decline in the percentage of passenger journey requests fulfilled. At around 96 per cent this remains well above our 90 per cent target. We are continuing to monitor our ability to meet passenger demand and are gradually increasing the number of passengers allowed on a bus at a time.

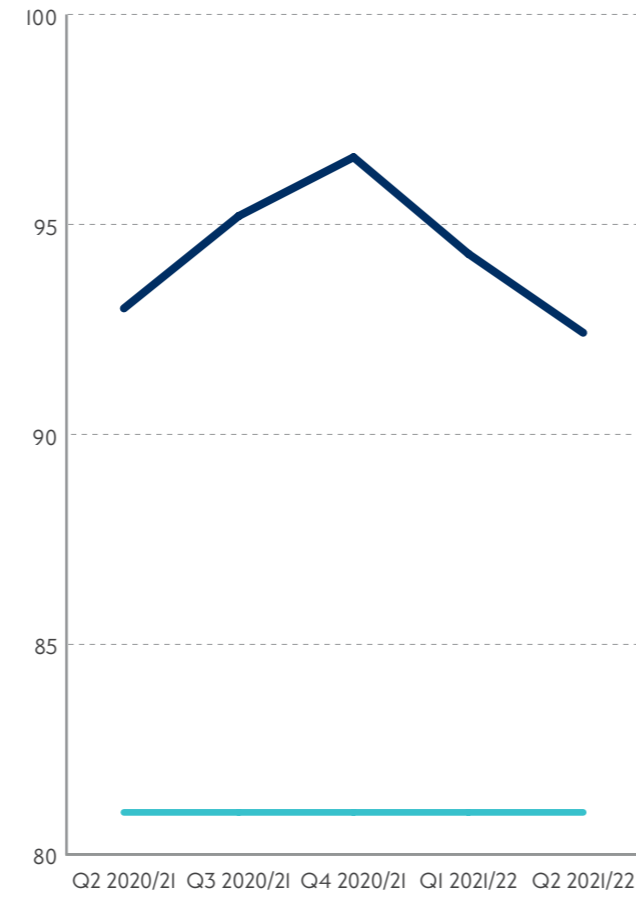
**Woolwich Ferry availability**  
Past five quarters (%)



— Woolwich Ferry      — Target

System availability was 45.1 per cent in Q2 compared to 92.9 per cent in the same quarter last year. This year, availability was significantly affected by strike action which has remained ongoing while we have continued to work with the union Unite to resolve the issues raised.

**Santander Cycles docking station availability**  
Past five quarters (%)



— Docking station availability      — Target

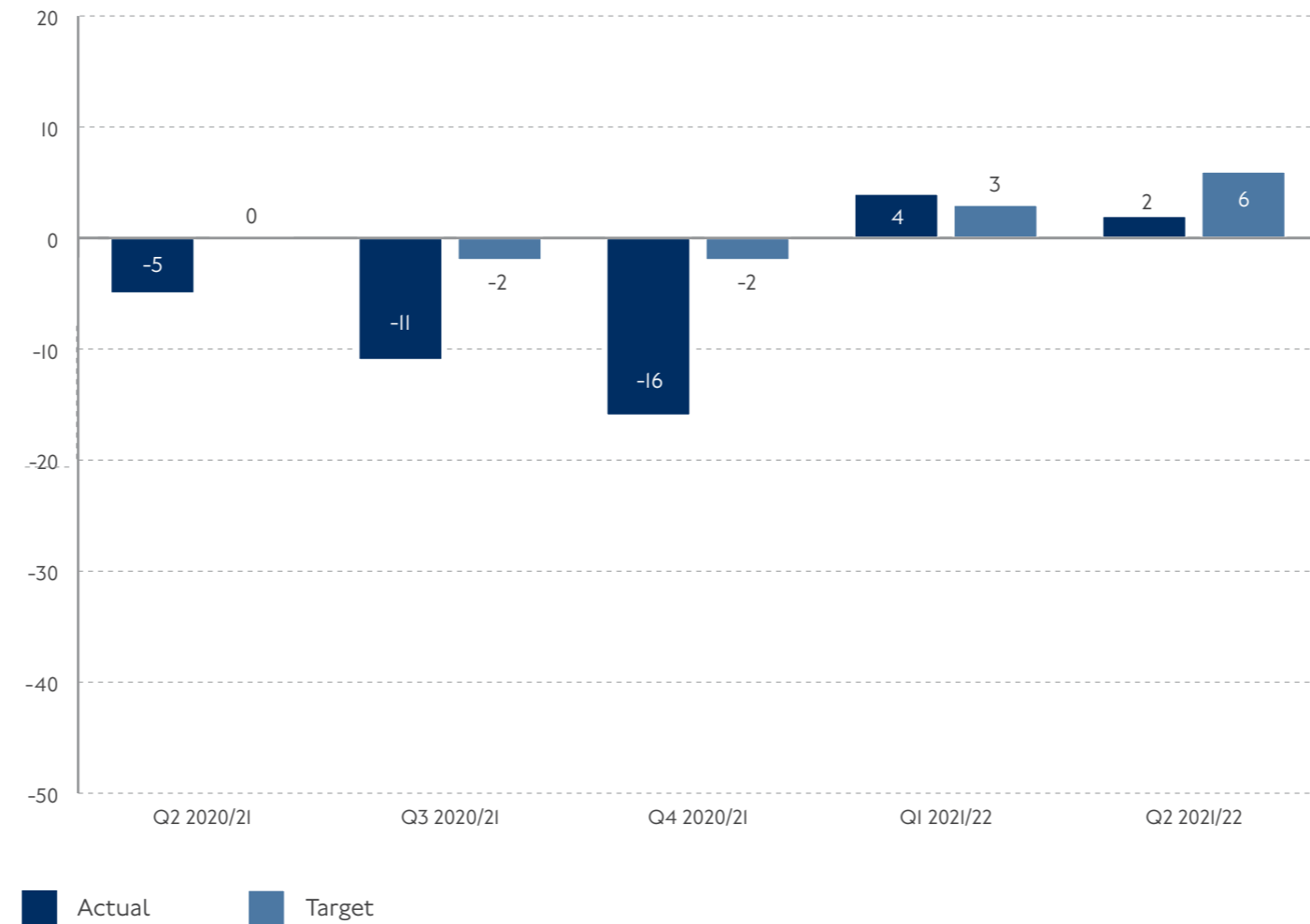
Docking station availability is the measure that is used to ensure that customers can hire or return a cycle to a station of their choice. Availability remains above target as we manage our key supplier Serco to maintain a balanced scheme across our docking stations.

# Roads and traffic

Following revisions to guidelines for COVID-19 and advice about returning to work, traffic recovery on the TfL Road Network has not been as high as anticipated. Therefore, the associated disruption has been less than expected.

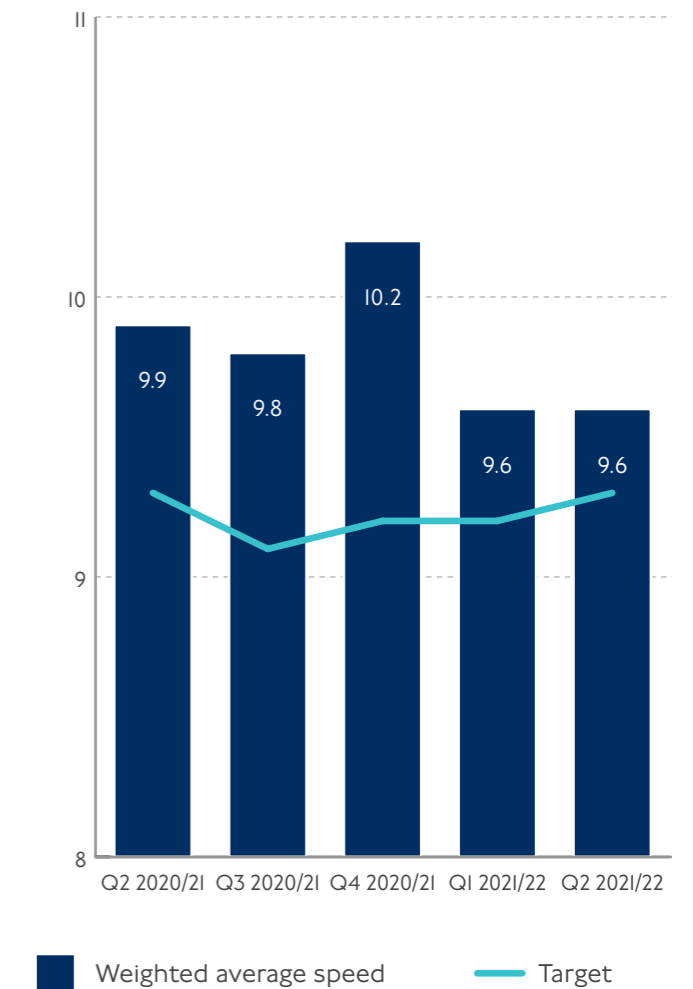
We continue to improve journeys for people who cycle, people walking and bus customers by adjusting traffic signal timings on the TfL Road Network.

**Road disruption**  
Past five quarters (%)



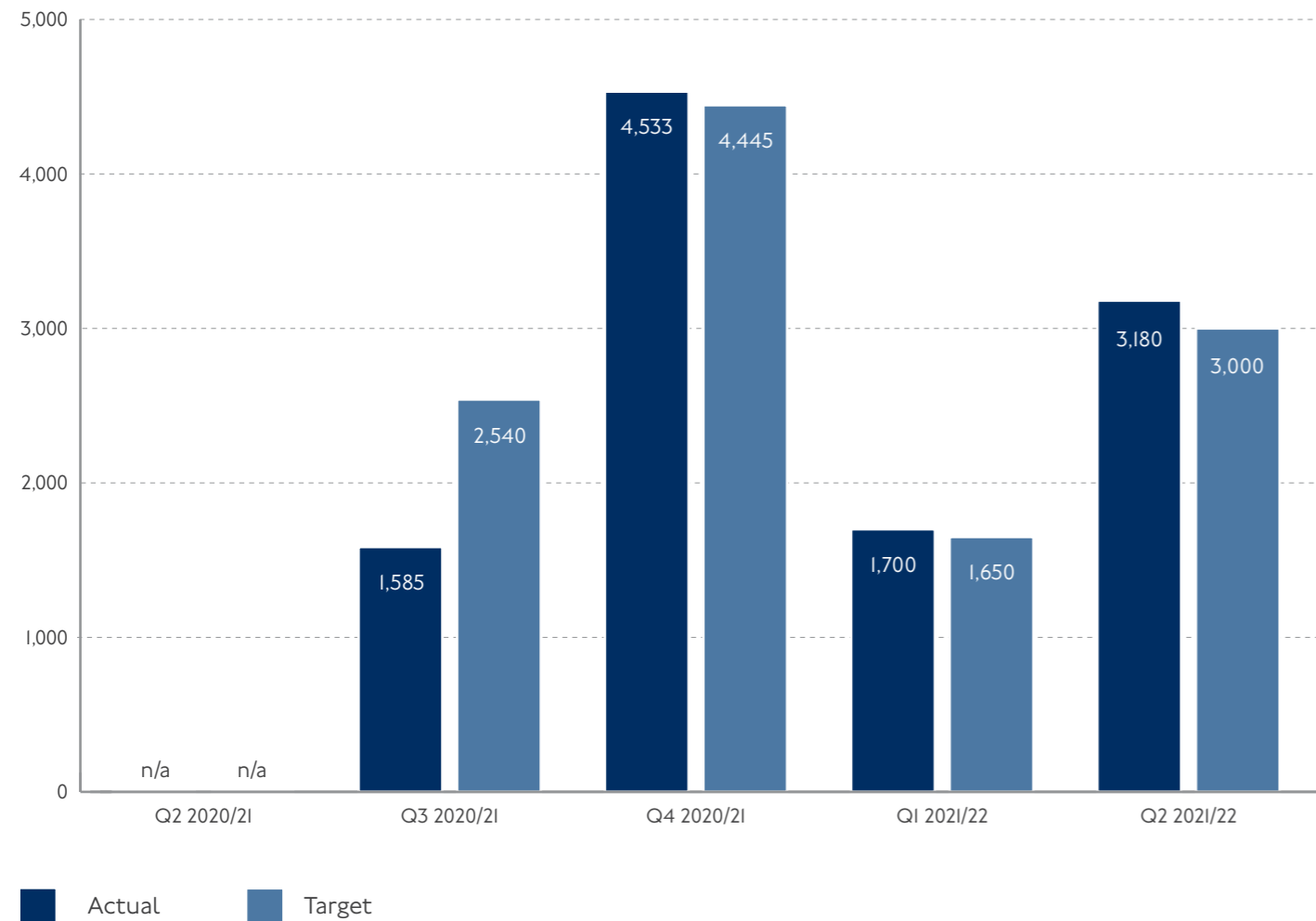
In Q2 2020/21, following the end of the first lockdown, halfway through the quarter, traffic flows briefly touched close to 2019 levels, so roads disruption came up from -44 per cent in Q1 to -5 per cent. The second lockdown started on 5 November 2020 so disruption fell to -11 per cent in Q3 and fell further in Q4 to -16 per cent following the third lockdown on 5 January 2021. In Q2 2021/22 traffic flows have been close to 2019 levels but have not fully recovered. Therefore, the most recent roads disruption at +2 per cent has been less than anticipated.

**Bus average speed**  
Past five quarters (mph)



Q2, Q3 and Q4 2020/21 saw much higher than normal bus speeds as the COVID-19 restrictions resulted in reduced traffic and disruptive works. The gradual lifting of restrictions in 2021/22 has seen bus speeds begin to fall but they remain slightly higher than pre-pandemic levels.

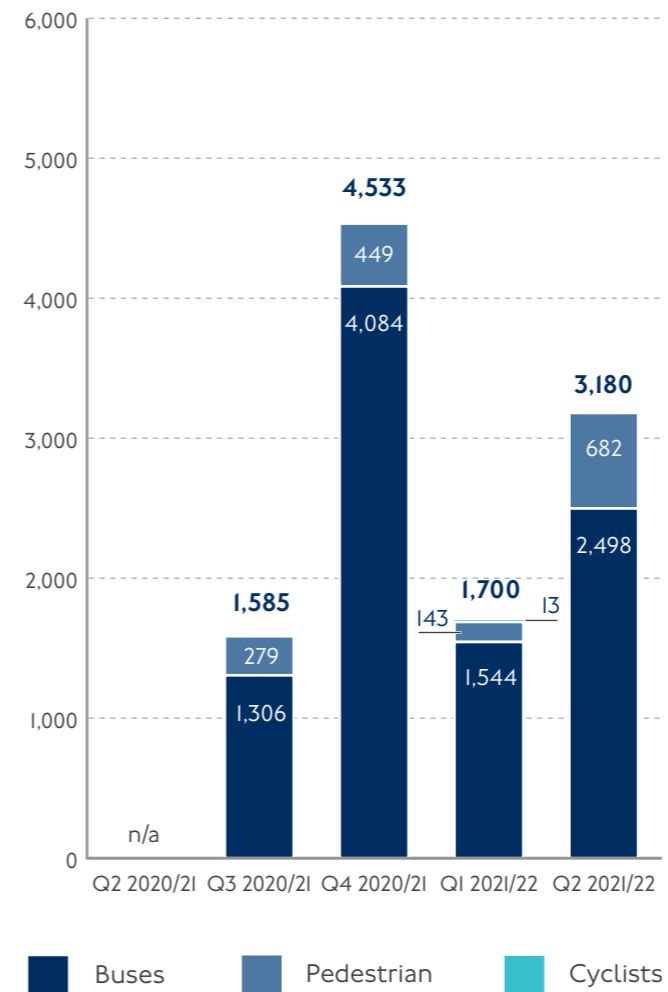
**Traffic signal time savings**  
Past five quarters (hours)\*



We continue to save time from traffic light timing changes for people travelling by bus, on foot or by cycle. In Q3 2020/21, traffic flows remained volatile, but we adjusted our approach to reviews to exceed targets in Q4 2020/21 and Q1 2021/22. The network has stabilised, and we are undertaking timing reviews as close to normal as possible. We have exceeded the expected sustainable hours saved targets for the timing reviews in Q1 and Q2 carried out on the road network.

\* No data available for Q1 and Q2 2020/21

Past five quarters (hours)\*



In Q2 2021/22, the results of our most impactful reviews include improved journey times for people walking and bus passengers at Stamford Hill by improving our congestion mitigation measures and improving the priority for buses. We have improved the lights at Haven Green in Ealing, by installing new real time adaptive traffic control systems (known as SCOOT). In Brixton we have updated our emission management related strategy delivering significant bus benefits.



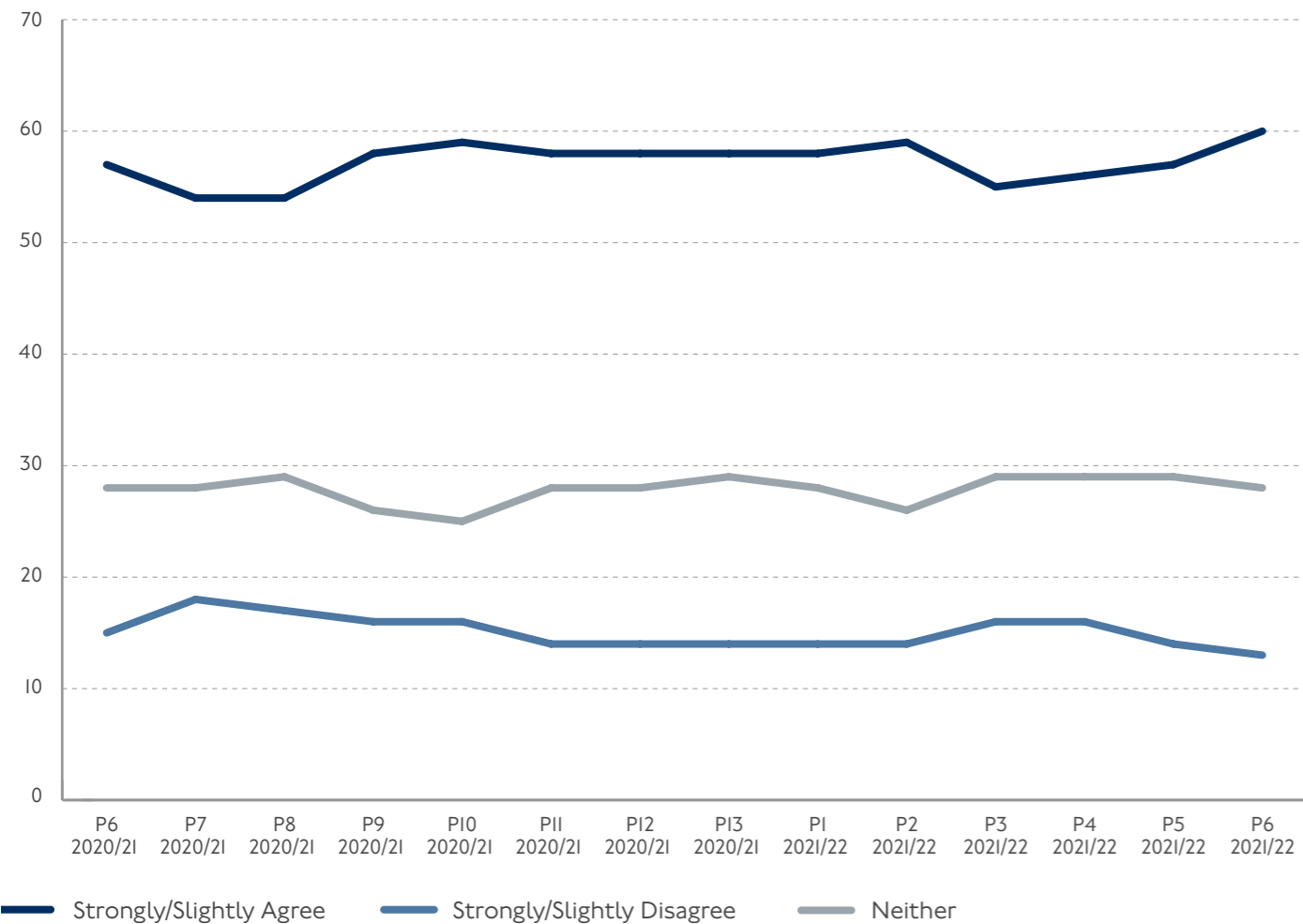
# Customers

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



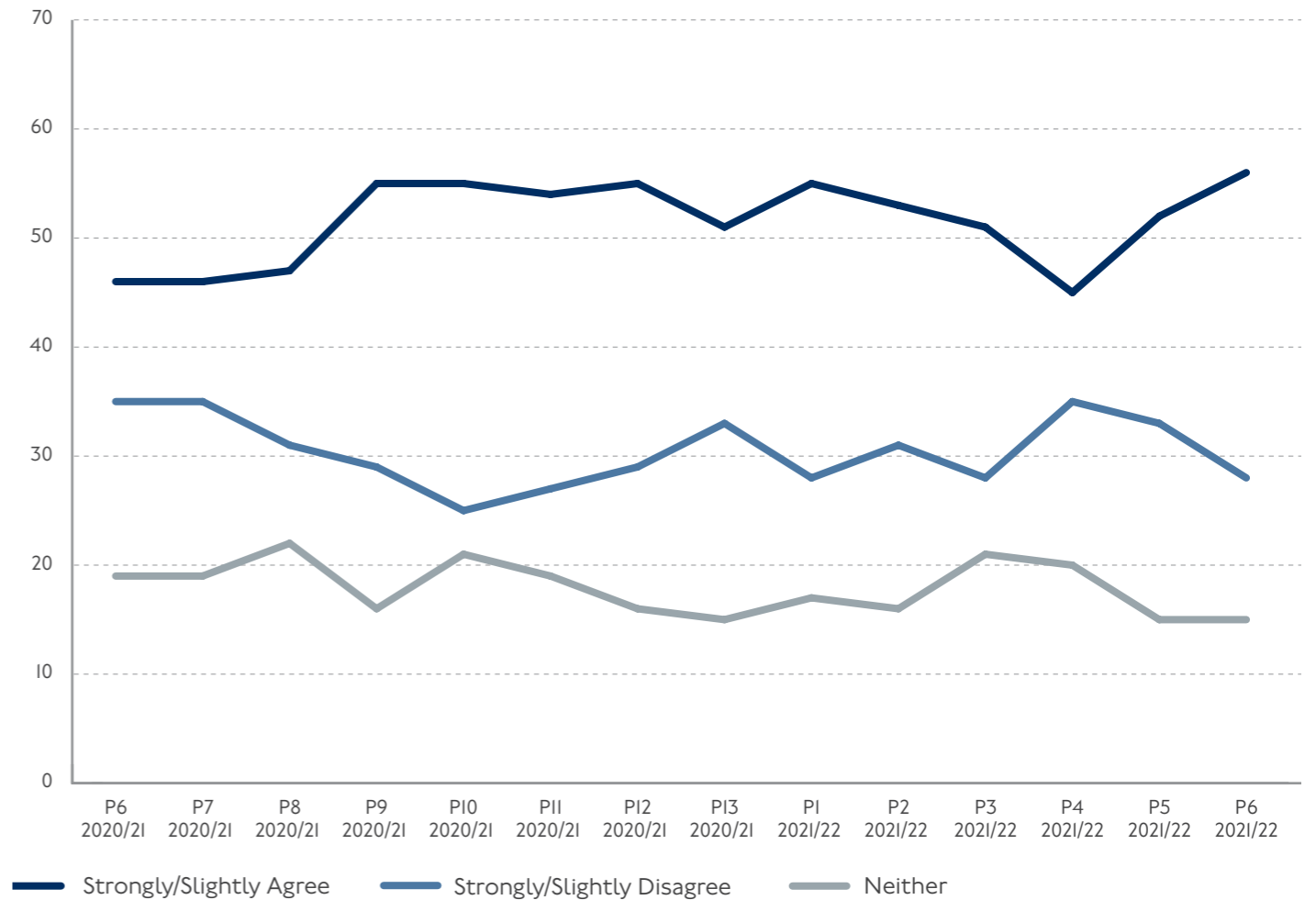
# TfL cares about its customers

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



Page 30

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



The 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 in terms of their journey and non-journey interactions.

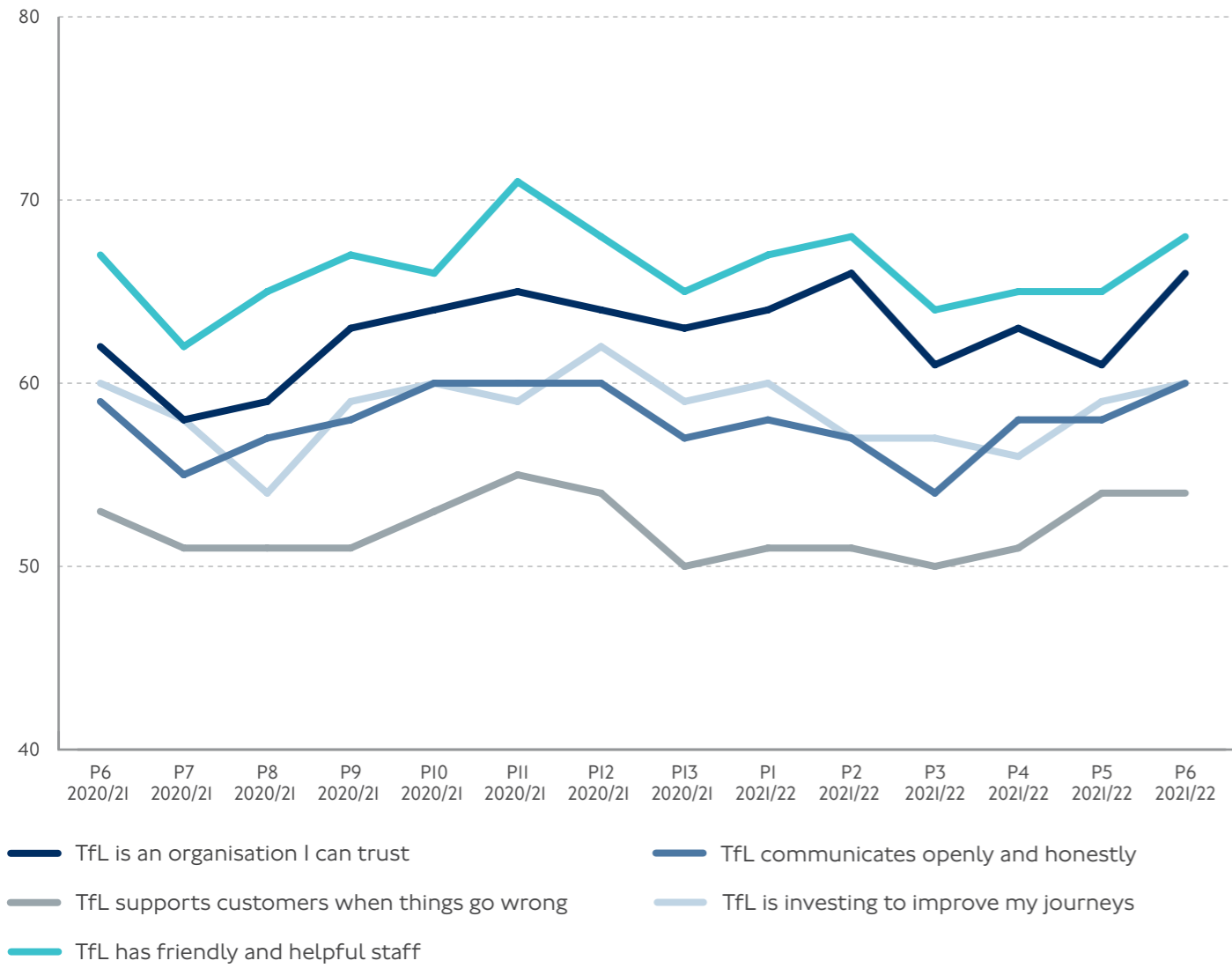
We have analysed the key factors influencing the ‘TfL cares’ metric, and therefore understand where we need to prioritise to improve our customer experience.

The percentage of Londoners agreeing ‘TfL cares about its customers’ is 60 per cent for period 6 2021/22 – our highest score since period 1 of 2020/21. Our year-to-date score remains above target at 58 per cent agreement. Londoners refer to positive experiences of friendly and helpful staff.

The percentage of disabled Londoners agreeing that ‘TfL cares about its customers’ is 56 per cent for period 6 2021/22. Our year-to-date score is 52 per cent, one percentage point lower than our 2020/21 annual score.

Disabled Londoners talk about good experiences of staff helping them with their journey and a good service. We remain focused on supporting customers when things go wrong, building trust, and communicating well. The outlook for disabled customers has improved significantly. The improvement figures are almost the same as non-disabled Londoners. The full return of the Turn up and go service has improved this.

**Key survey questions**  
Agreement (%)



'TfL cares about its customers' has five key drivers which have the most influence on Londoners' perceptions. Overall, scores have increased during Q2 2021/22, with a notable increase in 'TfL is an organisation I trust' increasing five percentage points to 66 per cent in period 6 2021/22. Supporting customers when things go wrong continues to be a key area of focus for improvement.



The customer care metric score has remained resilient

# Satisfaction

## Satisfaction Past five quarters (scores)

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
London Underground	75	76	76	78	75
London Buses	76	78	79	79	78
DLR	77	78	78	78	79
London Overground	75	76	76	76	76
London Trams	N/A	76	N/A	N/A	N/A
TfL Rail	74	76	75	78	77

In Q2 2021/22, customers overall satisfaction while travelling on London Underground declined significantly by three points but remained stable for all other areas, such as London Buses, the DLR, TfL Rail and London Overground. Satisfaction on London Underground has declined across the majority of station and on train metrics. The biggest declines were for the ability to social distance on the train (-7 points) and at the station (-6 points).

Customers feeling positive emotions during their journey significantly decreased for London Underground and London Overground and significantly increased for TfL Rail, DLR and London Buses. On London

Underground, customers are clearly feeling more anxious, nervous and frustrated as patronage increases and so perceptions of crowding increase, and satisfaction of this measure decreases.

The proportion of customers who claimed to experience delays or disruptions on their journey remained relatively stable across all areas.

With the lifting of coronavirus restrictions, there were declines in most of the coronavirus metrics, in particular, satisfaction with customers wearing face coverings and TfL's enforcement of the wearing of face coverings on the network. This is the same across all areas.

By changing to online methods, we continued to survey customer satisfaction

# Calls

In addition to our general Contact Centre, we also have dedicated lines for road charging and Ultra Low Emission Zone (ULEZ), Taxi and private hire, and Dial-a-Ride.

## General calls (Contact Centre) Past five quarters

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Telephone calls	361,144	419,129	296,212	363,418	535,824
Calls abandoned (%)*	10.3	6.4	6.4	9.0	15.77
Correspondence	48,412	96,209	70,847	94,424	124,263
Cases closed (%)**	85.8	86.4	88.7	83.9	78.75
Average speed of answer (seconds)	343	135	100	213	1,034

## 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	899,242
Calls abandoned (%)*	10.5	10.9	16.2	7.6	13.05
Correspondence	542,760	609,201	757,298	364,778	218,677
Cases closed (%)**	85.9	82.0	78.9	83.4	81.08

Q2 has seen customer telephone demand rise 47 per cent on last quarter (up 48 per cent on the previous year). While this has been partly due to rising numbers of customers using the network, the main increase has been around concessions as children and students return to school.

This is an expected seasonal peak but has been complicated this year by the coronavirus pandemic's impact on our outsourcer's ability to recruit additional staff to handle the demand. This lack

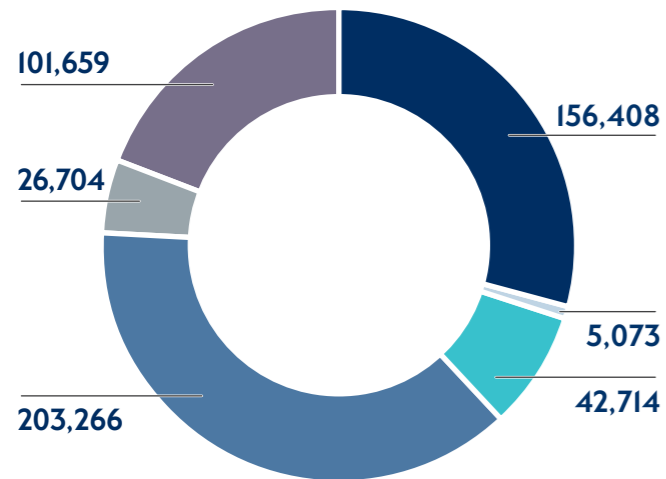
of recruits has meant we have seen increases in abandonment rates and wait times for our concessions teams.

Correspondence demand has also risen 32 per cent on last quarter (up 157 per cent on the same time last year). This has also been impacted by the seasonal rise in concessions demand as well as a technical issue which meant many customer emails were blocked from reaching us following a security update on the TfL estate.

\* 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

**Calls by subject\* \*\***  
This quarter



- Oyster
- Surface and Rail
- Santander Cycles
- Other
- Concessions
- Contactless payment

Overall customer telephone demand has risen 47 per cent on last quarter, the bulk of which has been on our concessions lines which saw 84 per cent increases on the previous quarter and was up 73 per cent on the previous year. We also saw significant rises on ticketing with contactless rising 46 per cent and Oyster increasing by 37 per cent. This is far above the actual growth in usage across the network, with contactless journeys rising 20 per cent and Oyster increasing by only six per cent on the previous quarter.

Santander Cycle demand fell by three per cent over the same period, the inclement weather in August being a large factor behind this shift. This was also the only area to see a fall on last year, down 20 per cent on Q2 last year.

\* 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



Our telephone service continues to take high volumes of calls for help and guidance

## Road user charging and ULEZ

### Past five quarters

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Calls received	339,257	328,163	331,800	275,732	292,501
Calls answered	324,276	314,995	318,557	265,662	279,011
Calls abandoned (%)	4.4	4.0	4.0	3.7	4.6
Average speed of answer (seconds)	70	52	36	47	72

Capita's Road User Charging Contact Centre continues to perform well within contractual targets. Call volumes have increased in Q2 as a result of the restart and recovery, and customer engagement regarding the ULEZ expansion. The average speed of answer for Q2 is 72 seconds and the call abandonment rate is 4.6 per cent against an abandonment rate 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	568,233
Calls answered	1,166,545	1,043,877	1,440,357	1,093,382	544,673
Calls abandoned (%)	6	3	3	5	4
Average speed of answer (seconds)	73	43	42	63	60

**Taxi and private hire**  
Past five quarters

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Calls received	67,644	93,609	42,252	46,513	59,083
Calls answered	50,303	55,180	41,898	45,959	58,163
Calls abandoned (%)	25.6	41.1	0.8	1.2	1.6
Average speed of answer (seconds)	737	1,652	16	33	32

Our taxi and private hire contact centre continues to perform well within contractual targets. The average speed of answer for Q2 is 32 seconds and the call abandon rate is 1.6 per cent against an abandonment rate target of no more than five per cent of calls.

From January 2021, we have introduced several additional measures such as seven day opening and a call back service. Webchat has also recently been introduced. These measures have led to a significant improvement in Average speed of answer and a reduction in the percentage of calls abandoned, particularly at peak times.

The necessary closure of our vehicle inspection centres in lockdown period has led to significant demand on our vehicle inspection slots for October 2021. Measures are in place to meet this short-term increase in demand including the use of Compliance, Policing and On-street Services officers to undertake inspections and increasing capacity in our service provider contact centre. As part of those measures, some private hire vehicles will be issued short-term licences so that the date of their next vehicle inspection will permanently move to avoid a similar capacity issue in future years.

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	105,596
Calls answered	623,837	582,022	532,096	158,847	104,122
Calls abandoned (%)	8	30	29	29	1
Average speed of answer (seconds)	118	733	699	896	32



**Dial-a-Ride**  
Past five quarters

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Calls received	33,143	37,313	33,413	46,691	66,591
Calls abandoned (%)	9.0	3.8	3.7	3.1	12.4
Average speed of answer (seconds)	196	84	72	59	269
Email bookings	1,538	3,494	1,184	3,764	6,939

Dial-a-Ride saw a 43 per cent increase in call volumes compared to Q1 2021/22, and a 101 per cent increase when compared with the same quarter last year. Our average speed of answer increased by 210 seconds when compared to last quarter and calls abandoned exceeded our 10 per cent target at 12.4 per cent. This is due to the impact of staff shortages as several colleagues were required to self-isolate this quarter having been identified by NHS Track and Trace. All colleagues who were required to self-isolate have since returned to the office.

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	113,282
Calls abandoned (%)	12.1	10.5	10.7	5.5	7.8
Average speed of answer (seconds)	252	233	287	108	164
Email bookings	44,655	45,950	82,450	6,368	10,703

# Complaints

## Complaints

Year on year (per 100,000 journeys)

	Q2 2020/21	Q2 2021/22	Variance (%)
London Underground	1.91	1.62	-15
London Buses	4.6	3.12	-32
DLR	1.42	0.57	-60
London Overground	1.63	0.72	-56
TfL Rail	2.1	1.97	-6
London Trams	2.33	0.85	-64
Emirates Air Line	0.65	5.02	672
Congestion charge	4.8		
Dial-a-Ride	79.85	50.82	-36
London River Services	1.95	0.57	-77
Santander Cycles	2.1	2.07	-1
Taxis*	1.99	2.94	48
Private hire*	1.44	2.47	76
Contactless	0.4	0.55	38
Oyster	0.19	0.42	121

Most areas have seen drops in the number of complaints per 100,000 journeys over the past year. This is due to the relaxing of coronavirus restrictions compared to 2020.

Both Oyster and contactless saw increases in the number of complaints made this quarter. This reflects the increasing numbers of our customers returning to the network and the seasonal peak for Oyster demand due to schools returning.

Bus complaints fell 32 per cent compared to last year, the biggest drop being seen in accidents, safety and security, though mask

use and social distancing concerns remain a significant issue for many of our customers.

London Underground improved 15 per cent, partly due to the increase in passengers but also thanks to our active steps to reassure the public about safety concerns and promoting quieter times to make journeys, as we know many customers will be returning to the network after long absences.

The large rise of complaints for Emirates Air Line reflects the much lower number of journeys compared with our other services.

## Past five years

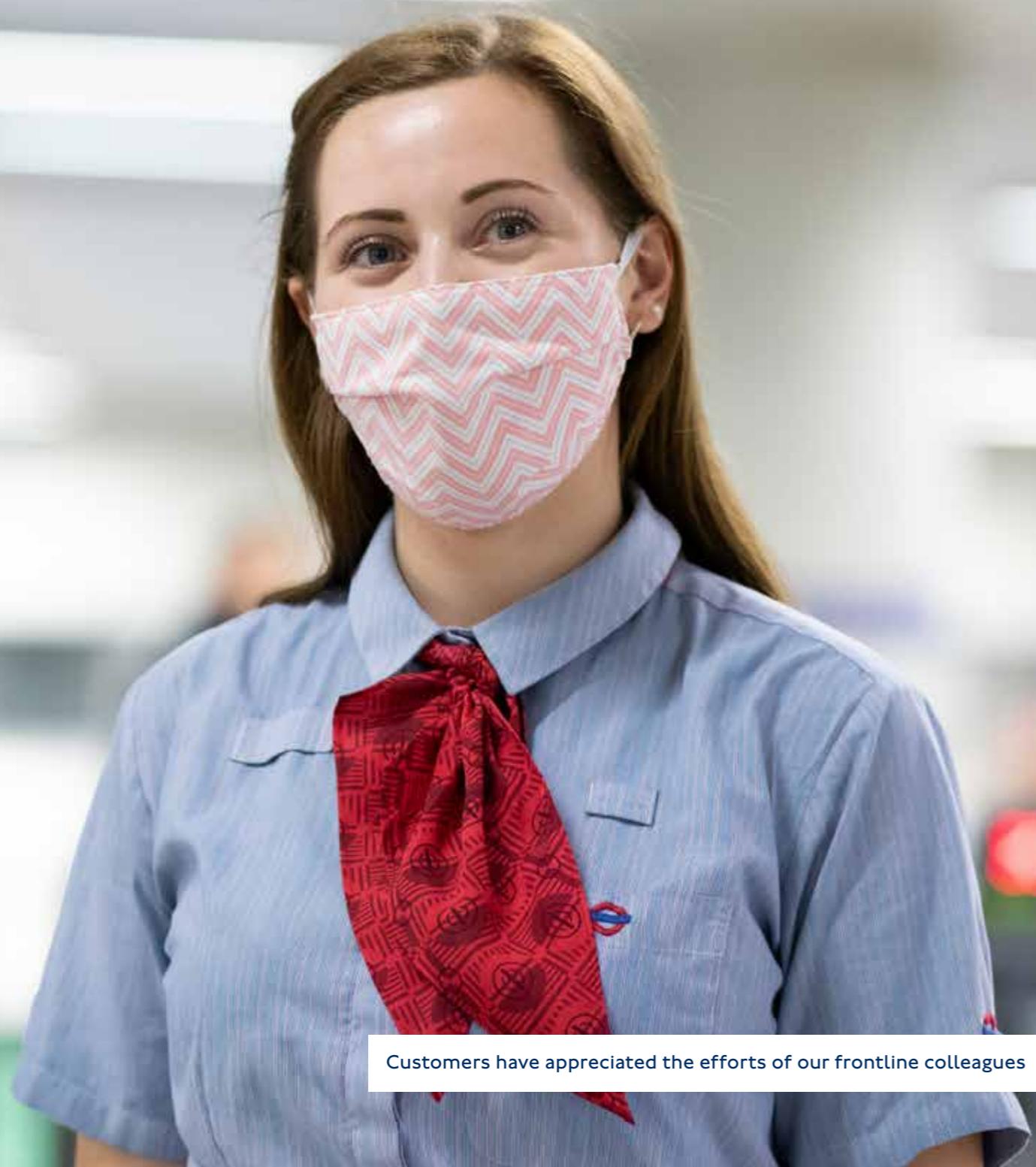
	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
London Underground	0.89	0.98	1.14	1.74	1.53
London Buses	2.89	3.17	3.17	4.37	3.49
DLR	0.82	0.78	0.89	1.09	0.59
London Overground	1.68	1.69	1.58	1.24	0.75
TfL Rail	2.47	2.39	2.30	2.26	2.03
London Trams	1.62	1.28	1.65	1.76	0.82
Emirates Air Line	2.40	4.11	2.83	2.57	4.14
Congestion charge		2.57	4.66	3.83	2.94
Dial-a-Ride	4.04	1.59	2.48	3.83	
London River Services	82.23	69.86	83.62	64.87	51.03
Santander Cycles	0.79	1.49	1.26	2.44	0.57
Taxis*	4.56	4.00	3.54	2.68	2.24
Private hire*	7.28	7.22	8.06	1.69	1.33
Contactless	3.92	2.95	2.57	1.36	1.17
Oyster	0.14	0.21	0.40	0.39	0.50

While we are still emerging from the pandemic, we are seeing most areas recording lower complaints compared to journeys, thanks again in large part to the increases in passenger numbers compared to last year.

We continue to monitor this closely, alongside the wider economic picture and Government guidance while we establish the 'new normal' for our services. We have noticed that customers returning to the network do seem more likely to contact us for help as they may be anxious about resuming their commutes, particularly

when it comes to ticketing issues. Demand at our contact centres tends to exceed the rises seen in passengers on the network.

\* 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



Customers have appreciated the efforts of our frontline colleagues

# Commendations

## Commendations Past five quarters

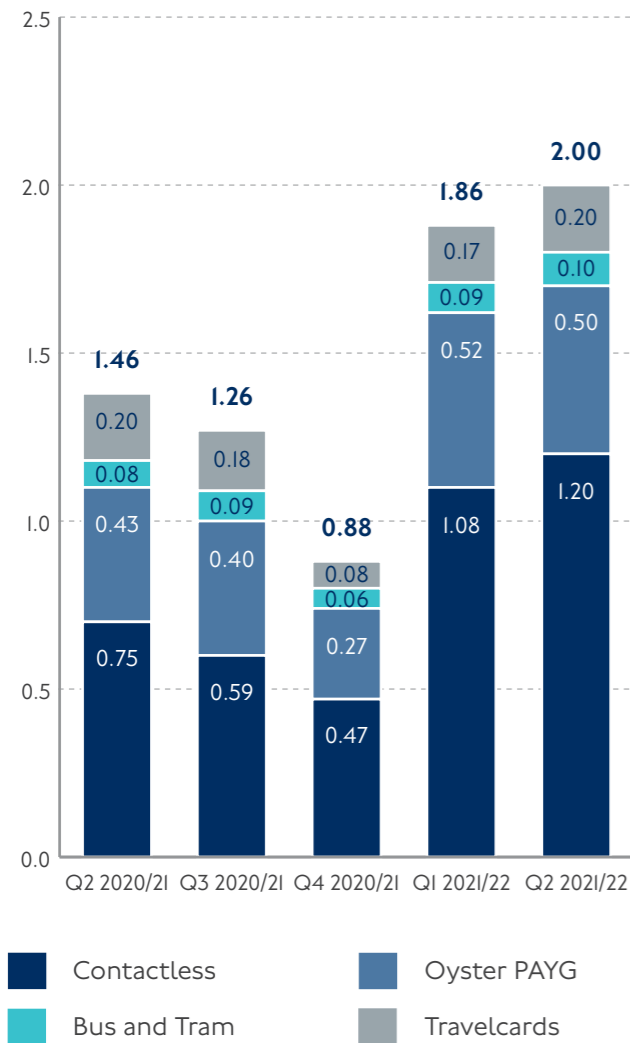
	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
London Underground	96	110	75	168	274
London Buses	473	507	406	549	551
DLR	3	6	2	6	8
London Overground	21	12	18	29	25
TfL Rail	18	31	14	38	116
London Trams	2	1	0	4	0
Emirates Air Line	3	0	1	10	9
Dial-a-Ride	2	7	6	17	3
London River Services	1	2	0	1	3
Santander Cycles	0	0	0	1	0
Taxis and private hire	5	6	12	9	14
TfL Road Network	7	7	4	3	3
TfL Policy	2	2	6	0	2

Commendations rose 20 per cent over last quarter and were up 59 per cent on the same time last financial year. This increase is mainly attributable to the rise in passenger numbers across our network. Buses and London Underground again proved to be our biggest areas in terms of the number of commendations received, with both increasing on last quarter and Q2 last year.

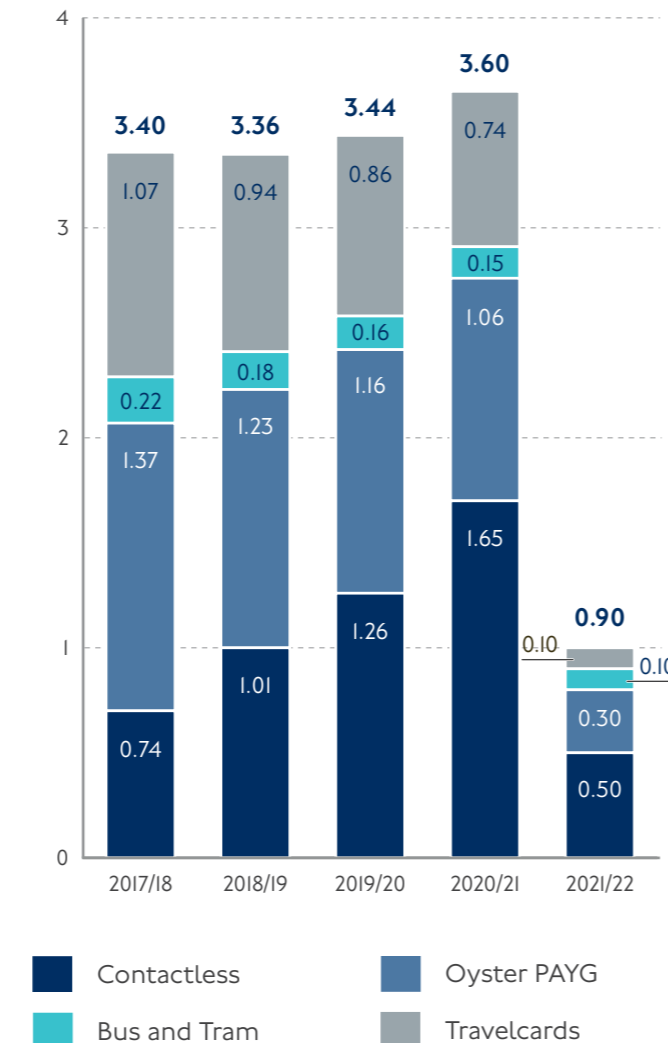
The largest increase was on TfL Rail, up 205 per cent on Q1, and up 544 per cent on last year. These increases in commendations track far above the increases in passengers in that area (up 22 per cent on last quarter and 50 per cent on the previous financial year) and reflect improvements to accessibility at stations, notably at Southall with new bilingual signage reflecting the needs of the local community.

# Tickets

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



Past five years (millions)\*\*\*



**535k**

automated refunds were issued in Q2, with £3.2m refunded

**88.4m**



contactless bank cards and mobile devices have been seen on bus, Tube and rail services over the past five years\*\*\*\*



**2.6m**

contactless journeys are made daily (this is the daily Q2 average, and figures have fluctuated in this time due to lockdown easing)

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

Before the pandemic, the total number of fare payer tickets used remained fairly stable every year, while the share of contactless payment media 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.

\* 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 20 August 2020 Q2 2020/21  
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

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

\*\*\*\* Due to data issues, we have calculated lifetime usage of contactless payment card from mid-2016 onwards

# System availability

## Ticketing

	Q2 2020/21			Q2 2021/22		
	Actual	Variance to target	Variance to last year	Actual	Variance to target	Variance to last year
London Underground – ticketing system overall availability (%)	99.53	+1.33	+1.03	99.39	+1.19	-0.14
London Buses – bus validations – overall availability (%)	99.62	+0.62	-0.05	99.70	+0.70	+0.08

Availability remains stable across both London Underground and London Bus systems. Cash acceptance on retail devices is being monitored since the introduction of a new improved cash handling device.

## Internal IT

### Past five quarters (%)

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
System performance	99.92	99.99	99.89	99.89	99.81

In Q2 there were 13 critical incidents impacting nine mission critical services, with Network Support Services the worst impacted. This was due to a localised fire that resulted in a loss of power in the

Broadway Computer Services Department room, impacting multiple station depots for over three days. This was followed by the Urban Traffic Control Service and Contactless Card Payment Services.

### 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	99.86

# 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 customisation features so that customers can plan journeys based on preferred travel methods, 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 4.6\* rating on iOS and a 4.3\* 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

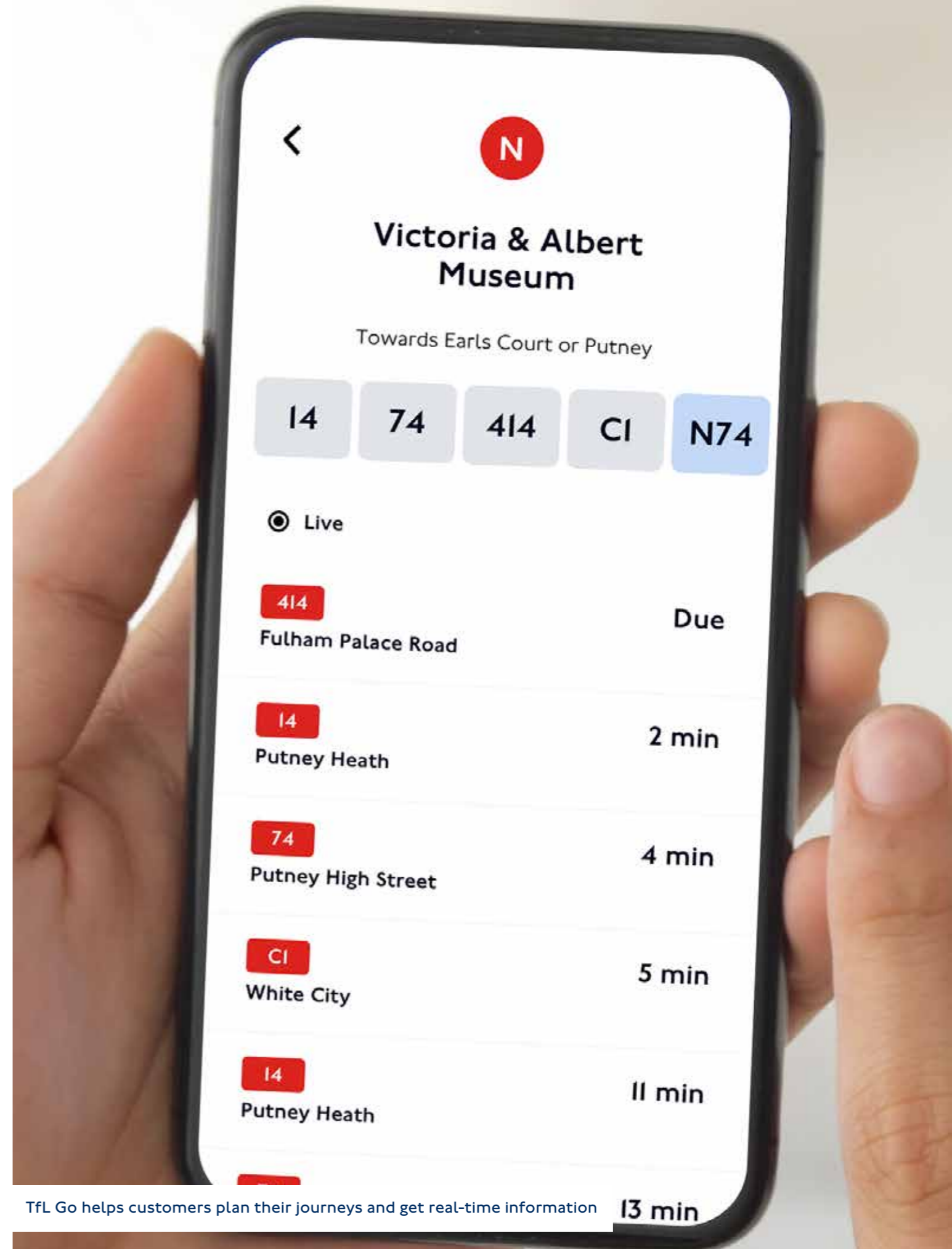


**40.6m**

website page views this quarter

**600k**

downloads of the TfL Go app since launch



TfL Go helps customers plan their journeys and get real-time information

# Travel demand management

As coronavirus restrictions lifted in mid-July, we continued to encourage customers to travel at quieter times to maximise space on the network. Using anonymous Wi-Fi data, we showed dynamic quieter times on digital assets at 30 key Tube stations offering bespoke, near realtime busyness information.

We also worked with employers offering practical travel advice, such as the [Travel Guidance for Businesses](#) webpage and the [Active Travel Guidance for Businesses](#) page. Our approach was successful, with over half of weekday Tube, rail and bus journeys made at quieter times between 30 May and 18 September.

During August there was a nine-day part closure of the Circle and District lines, the first significant planned disruption since the coronavirus pandemic started. Our Travel Demand Management campaign was successful in encouraging customers to re-time their journeys to quieter times and re-route around busier stations. Demand decreased at Bank/Monument by 16 per cent and Earl's Court by 45 per cent. The promotion of bus use between Waterloo and Bank stations, saw an increase of nine per cent during the closure.

On Sunday 12 September the Paralympics GB Homecoming took place at The SSE Arena Wembley to celebrate our amazing athletes. We put in place a comprehensive communications plan to help attendees, VIPs and other customers to get where they were going, avoiding any disruption.

Travel demand management has been crucial for the return of large-scale events

# Campaigns

## Campaigns – Customer information email volumes Past five years

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
Customer emails (millions)	187	189	205	211	88
Campaigns	1,043	930	1,101	685	461

As we continue to support London’s recovery from the coronavirus pandemic, we have multiple campaigns to reassure our customers that public transport is safe, reliable and sustainable. Our campaigns also include the promotion of the ULEZ expansion and the opening of the Northern Line Extension. As we approach the festive period, it is important that our customers continue to receive the information they need to plan their journeys.

**88m**

customer information emails sent in 2021/22 to date



**461**

customer campaigns so far in 2021/22



Clear communication with our customers has never been more important



### Customer marketing and behaviour change campaigns

Our recent campaigns include the opening of the Northern Line Extension and service improvements; public transport recovery; face coverings; ventilation reassurance; recovery and cleaning of the network; public transport safety; abusive behaviour; value fares; better behaviours; active travel; Santander Cycles; online cycle skills training; Walking and Cycling Grants; ULEZ expansion; and air quality.

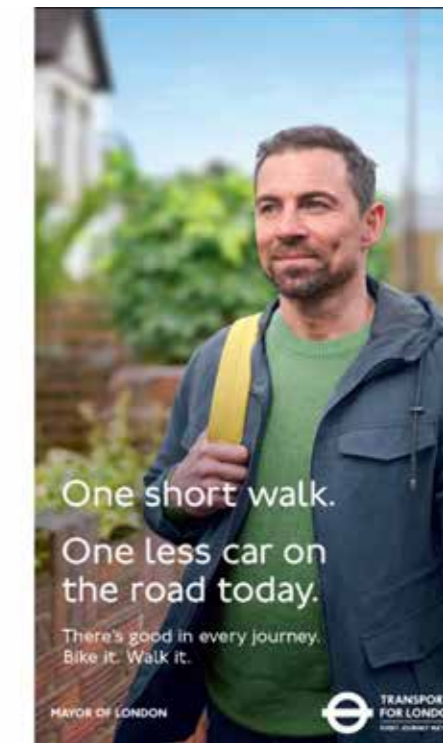
Some major campaigns have focused on recovery. Since the government’s easing of all coronavirus restrictions on 19 July, our recovery campaign celebrated the enabling role of public transport in Londoners’ lives and linking public transport usage to the destinations and activities it takes you to. The multi-channel campaign runs in high impact and engaging media including TV, cinema, digital posters, social media and a partnership with Time Out to ensure we reach Londoners who aren’t travelling much, and is also supported by advertising across our network. More than 4.5 million people have seen our TV advert.

The media partnership with Time Out also includes sponsored content and advertising, a social media competition, digital adverts, social assets, customer emails and an online hub with a Culture Map showing destinations that can be reached using public transport. More than 22,000 people viewed the Culture Map. This activity ran alongside messages to reassure Londoners that we are working hard to help them travel safely and reinforcing that customers must continue to wear a face covering on TfL public transport services and stations, unless

exempt. A campaign also encouraged Londoners to walk and cycle throughout the summer and as they returned to schools and offices in September, featuring TV ads in July and August, as well as online display advertising, online video advertising and posters.

The Northern Line Extension on 20 September marked the first major Tube extension since the Jubilee line 20 years ago. Two brand new stations; Battersea Power Station and Nine Elms, will revolutionise travel for Londoners, especially those living in or commuting to and from the surrounding areas of Vauxhall, Nine Elms and Battersea. A campaign launched on 13 September to celebrate the benefits of the extension and encourage use of both new stations, showing how TfL is ‘Bringing more of London together’. Online advertising, emails, leaflets, posters and press advertisements promoted key benefits of the extension, including quicker journey times, step-free access and larger, more spacious stations.

Active travel was a particular focus throughout the summer, including campaigns to support Cycle 2 Work Day on 5 August, the opening of the new Kingston Cycleway, Santander Cycles and our online Cycle Skills. Applications for TfL’s Walking and Cycling Grants also opened from 27 July until 10 September. Grants for up to £10,000 are provided over three years for community projects that encourage walking and cycling. A campaign ran from 26 July until 10 September to raise awareness of the support and funding available to community groups and charities, including posters, emails and social media and a virtual launch event on 5 August.





# Consultations

We launched 10 consultations in Q2, as follows:

One key consultation:

- New Congestion Charge proposals. The Congestion Charge consultation opened on 28 July and closed on 6 October. The proposals cover 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 the TfL Road Network
- Improvements for pedestrians and bus passengers on Earl's 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.

We want as many Londoners as possible to have their say in our consultations

# London Assembly scrutiny

## London Assembly scrutiny

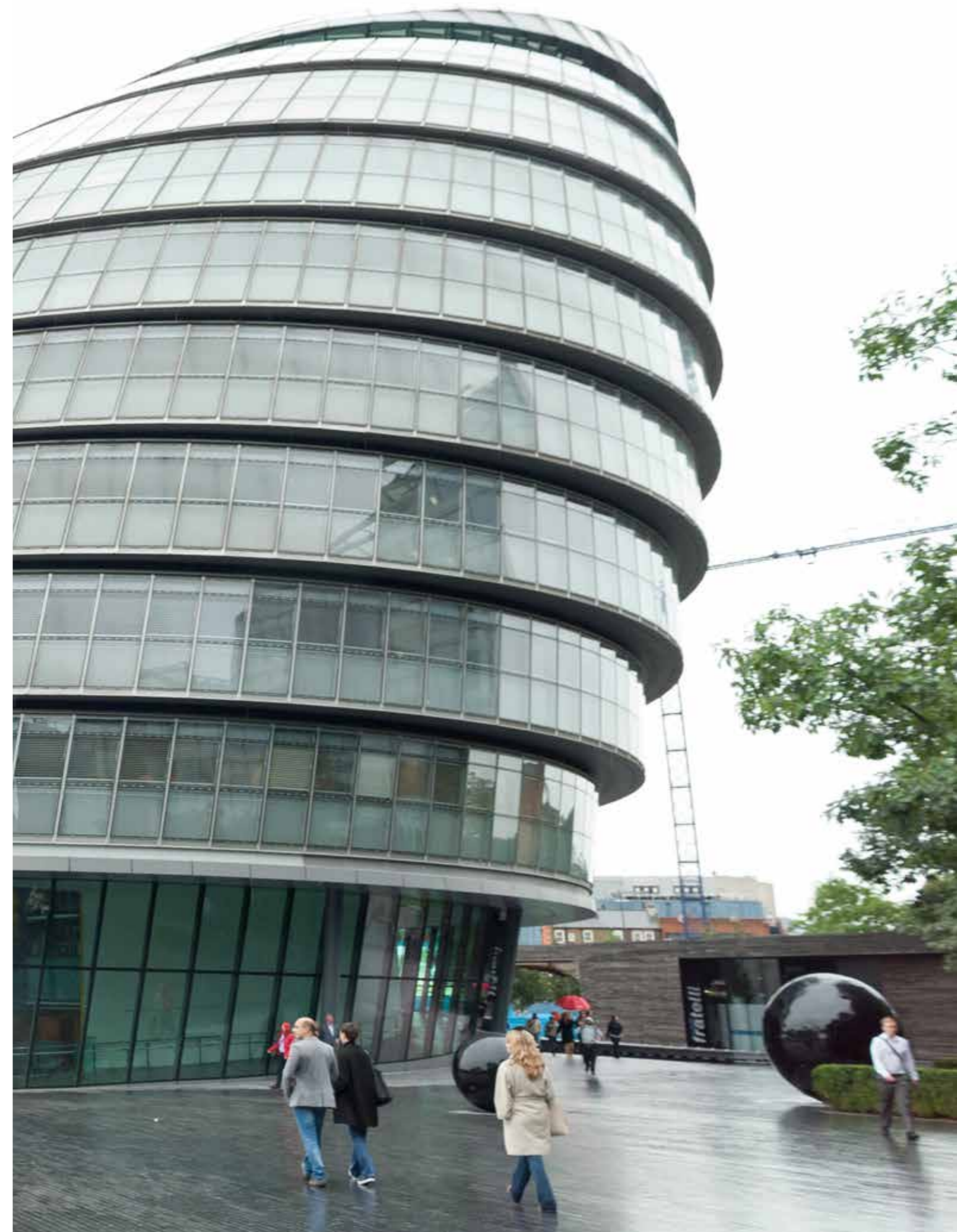
### Q2

Date	Title	Type of scrutiny
30 June 2021	Transport Committee: TfL Finances (Heidi Alexander, Vernon Everitt, Patrick Doig in attendance)	Open meeting
15 July 2021	Mayor's Question Time	Open meeting
19 July 2021	Transport Committee: London's River Crossings (Gareth Powell and David Rowe in attendance)	Open meeting
2 September 2021	Transport Plenary (Mayor of London and Transport Commissioner in attendance)	Open meeting
7 September 2021	Transport Committee: visit to Northern Line Extension	Informal, site visit
9 September 2021	Mayor's Question Time	Open meeting
14 September 2021	Health Committee: Public Toilets (Mark Evers in attendance)	Open meeting

### Q3\*

Date	Title	Type of scrutiny
30 September 2021	Environment Committee: Climate adaptation and climate risks in London (Lilli Matson in attendance)	Open meeting
7 October 2021	Economy Committee: London's night-time economy (Geoff Hobbs in attendance)	Closed 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	Open meeting
16 November 2021	Transport Committee: Crossrail	Open meeting
18 November 2021	Mayor's Question Time	Open meeting
16 December 2021	Mayor's Question Time	Open meeting

\* The dates may be subject to change



We have met virtually with the London Assembly throughout the pandemic

# 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.

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## 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.



## Customer Service and Operational Performance Panel



**Date:** 7 December 2021

**Item:** Assisted Transport Services Update

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### This paper will be considered in public

#### 1 Summary

- 1.1 This paper outlines the work carried out to progress the Assisted Transport Services (ATS) strategy since the last update to the Panel, on 24 February 2021.
- 1.2 It also provides an update on how ATS continues to adapt to support Londoners with reduced mobility during the ongoing coronavirus pandemic, as well as information on Demand Responsive Bus Trials and the emerging work with London Councils around Taxicard, as raised when the last update was given.

#### 2 Recommendation

- 2.1 The Panel is asked to note the paper.

#### 3 Background

- 3.1 ATS refers to the range of services available to assist people with limited mobility who require additional help getting around. Services available in London include door-to-door transport services such as Dial-a-Ride (DaR) and Taxicard, alongside enablers to using general public transport, such as travel mentoring. ATS are pre-booked and so Turn up and Go, which does not require pre-booking, does not come under its umbrella.
- 3.2 The ATS roadmap sets out a series of incremental actions aimed at the following priority areas for improvement:
  - (a) increasing customers' awareness of the range of ATS available;
  - (b) simplifying the customer service offering by helping customers to make the right choices about which service to use and ensuring consistency in the information we provide;
  - (c) harnessing the opportunities created by improvements to the accessibility of general public transport to increase customer independence where possible; and
  - (d) integration, where possible, of the operating resources available to ATS to make best use of available funding to cater for present and future demand.

- 3.3 The Mayor's Transport Strategy commits TfL to delivering improvements in these areas, based around five key design principles:
- (a) consistently **safe and reliable** journeys, with a customer focus, including highly trained staff across the whole network;
  - (b) providing **convenience** through information and support, to improve user confidence in journey planning and independent travelling;
  - (c) allowing users **flexibility and choice** in their preferred mode, time of travel, booking approach and level of assistance;
  - (d) providing a seamless and **integrated** multi-modal service, single user platform and personalised account, that incorporate all public transport modes including dedicated assisted transport services; and
  - (e) utilising the latest technological **innovation** in bookings, payments, service routing, customer care and performance monitoring, to ensure the system is convenient, efficient and provides value for money.
- 3.4 During the ongoing coronavirus pandemic, London's ATS services have adapted to support customers in line with the above principles, and in light of rapidly evolving circumstances. Alongside this work, the momentum for change and improvement within this area of TfL activity has also been maintained. Updates on both these strands of activity are provided below.

## 4 Supporting ATS customers through the coronavirus pandemic

### Passenger support

- 4.1 Until recently, demand for DaR services has grown slowly but steadily since the last update, at which time DaR was receiving some 15 per cent of the journey requests seen pre-pandemic. Over the succeeding months, DaR continued to receive higher levels of trip requests, reaching 47 per cent of pre-Covid demand in mid-October 2021.
- 4.2 Since mid-October 2021, journey requests have stabilized, and demand has remained at approximately 47 per cent of pre-Covid volumes over the four weeks. We are still meeting over 95 per cent of all trip requests, against a target of 90 per cent.
- 4.3 This plateauing of journey requests appears to be primarily due to concerns about rising numbers of coronavirus cases amongst our passengers, although the not all social clubs and similar locations have re-opened.
- 4.4 The increasing demand for DaR services has meant that we have relaxed our one-household per bus rule, in line with Government guidelines around social distancing. We will now allow multiple passengers on a bus when required, in particular when our customers are all going to and from the same destination.
- 4.5 We are still requiring customers to wear face coverings whilst travelling, as do our drivers whilst assisting passengers.



- 4.6 We continue to limit capacity as much as possible, whilst still meeting demand, to reduce any possible risk to our customers and to ensure passengers are sitting at least one metre from the driver.
- 4.7 As with DaR, Taxicard had seen increasing demand over the months since our last update, though that has fallen back again. Taxicard returned to some 90 per cent of pre-Covid volumes, though it has been tracking at around 70 per cent over recent months.
- 4.8 Taxicard performance has generally been good, with over 95 per cent of trips being met within 15 minutes of the scheduled time over the three months ending in October 2021.
- 4.9 ComCab London, the service partner contracted to deliver Taxicard and previously known as City Fleet, currently has enough drivers to deliver all required journeys, and does not foresee issues in the short-term. However, ComCab is well aware of the high numbers of drivers leaving the trade, and is undertaking significant recruitment activities to insulate themselves against any future shortfall.
- 4.10 We expect demand for both services to grow should the continuing campaigns to encourage vaccination amongst all populations and booster shots for those eligible prove successful in limiting Covid cases.

### **Travel Mentoring Service**

- 4.11 In February 2021, we reported on the new Covid-safe methods of working the Travel Mentoring team was using to assist passengers. With changes in Government guidance, we have been able to return to more face-to-face work.
- 4.12 Individual journey assistance and group activities, such as bus days, have been restarted. The latter is particularly important considering bus days had been suspended, as there was no effective way to undertake these activities safely. Both TfL colleagues and customers continue to wear face coverings, and follow appropriate hygiene protocols in line with the latest government guidance.
- 4.13 We are retaining some of the new methods of working implemented during the pandemic and are offering video or telephone assistance where customers prefer. Although most people prefer the in-person approach, it's important to offer digital alternatives when requested.
- 4.14 Train the trainer sessions have also restarted. These sessions are designed to assist staff at organisations such as clubs and residences to provide advice to their residents and customers on independent travel. Our Travel Mentoring team will meet with staff at these organisations and take them through all the travel options available to disabled people and those with other mobility impairments. We will also provide coaching on how to assist their customers with their travel needs in a positive, supportive way.

## **5 Taxicard future demand**

- 5.1 When we last updated the Panel we were asked about how we will map future demand and encourage eligible Londoners to apply for Taxicard membership. We are currently working collaboratively with London Councils to ensure

Taxicard remains an important part of the ATS mix.

- 5.2 Although we provide the majority of funding for Taxicard (and have provided 100 per cent of funding in the last two full financial years), the programme is managed by London Councils on behalf of the London boroughs, and it is the latter who primarily promotes the service.
- 5.3 TfL assists in publicizing Taxicard in our customer facing materials, such as the [Accessible Transport in London brochures](#) included in all new member welcome packs.
- 5.4 TfL also features Taxicard on our website in our [accessible transport pages](#), and provides links to the [Taxicard information](#) and application website.
- 5.5 TfL's Travel Mentoring team is also fully versed in Taxicard, and provide advice on Taxicard services and membership process as part of their role.
- 5.6 TfL, London Councils, and several boroughs have been holding joint meetings to discuss how to best take the service forward. Although these working parties are in their early days, we have already had productive discussions around such areas as harmonising membership criteria and benefits.

## **6 Demand Responsive Bus Trials**

- 6.1 At the February 2021 meeting, we were also asked to provide an update on Demand Responsive Bus (DRB) Trials.
- 6.2 The DRB trials in Sutton and Ealing in 2019-2020 tested technology to enable customers to book on a mobile app, and also provided a phone booking option. Originally planned to run for 12-months, the schemes had to be cut short as a result of the pandemic. The GoSutton trial started in May 2019 and ended in March 2020, whilst Slide Ealing launched in November 2019 and also ended in March 2020.
- 6.3 Although this meant some of the planned changes, surveys and testing could not happen, these trials still provide useful insights into how DRB can serve traditional DaR passengers:
  - (a) Older people are happy to use DRB services. Riders of the trial services were more likely to be aged 65 or over than the proportion in the general population – Freedom Pass riders represented nearly of 50 per cent of rides on GoSutton, and a third on Slide Ealing.
  - (b) Wheelchair users were attracted to the service, with 13 per cent of GoSutton customers using wheelchairs. These customers also had a higher than average number of rides.
  - (c) Older passengers are happy to use an app for booking. Eighty-three per cent of Slide Ealing Freedom Pass bookings were by app, and 98 per cent of GoSutton Freedom Pass bookings were by app. Users were satisfied with the digital experience and thought the apps were easy to use.
  - (d) DRB is not a door to door service, utilising “virtual stops” which customers must walk to in order to board the bus. Some users expressed frustration if

pick-up/ drop-off virtual stops differed each time for the same journeys.

- (e) A customer satisfaction survey was undertaken for the GoSutton Service. Those respondents with an older person's Freedom Pass gave particularly high ratings (9.6 or 9.7 out of 10) for the cleanliness and condition of the vehicle, personal security, safety of driving and helpfulness of the driver.
- (f) The lowest ratings (all 8.7) for those with an older person's Freedom Pass was for the convenience of pick-up/drop off, area covered and the time waited for pick up – though these were in line with respondents with a disabled person's Freedom Pass or paying a fare.

- 6.4 There are indications that DaR and Taxicard customers would use a DRB service. In the GoSutton Customer Satisfaction Survey, respondents were asked to consider whether they would use certain modes more, less or the same in the future if GoSutton was available.
- 6.5 Of the 541 respondents, 39 were DaR users and 23 (59 per cent) of these stated that they would use DaR less if DRB was available. A similar proportion (56 per cent) of Taxicard users in the survey also stated they would use Taxicard less if DRB was available. These are small sample sizes, not statistically significant, but point toward the possibility that DRB can have a role in ATS.
- 6.6 Through engagement with the DRB service providers, DaR has also gained useful insights into booking and scheduling systems and customer facing web portals and apps. This knowledge has helped inform our specifications for TfL's new system procurement.

## **7 ATS Roadmap updates**

- 7.1 Progress along the ATS Roadmap continues to be made and a summary of progress since the update in February 2021 is included at Appendix 1. Further information relating to the key areas of progress are provided below.

### **One-stop shop booking and scheduling platform**

- 7.2 Central to the delivery of the ATS strategy is the introduction of a one-stop shop that will eventually give customers the ability to access the range of ATS services using a single online portal alongside a telephone option. This project was paused during the height of the pandemic, and the invitation to tender was released in October 2020.
- 7.3 Thirteen companies originally submitted bids, and we are now down to the final three contenders. TfL is currently undertaking a negotiation phase with the finalists to ensure best value for money is achieved.

### **ATS customer segmentation and future demand**

- 7.4 TfL has received the customer segmentation report discussed in February's update, and is analysing the results in the context of developing the future ATS strategy. We will present the outcomes of this research in the next ATS update

## **8 Next Steps**

- 8.1 Updates on progress will continue to be provided to the Panel every six months and will continue to be shared with the London Assembly Transport Committee as has been the practice to date.

### **List of appendices to this report:**

Appendix 1: The journey towards the vision for a world class Assisted Transport Services – December 2021

### **List of Background Papers:**

Papers submitted to the panel on 24 February 2021, relating to Assisted Transport Services Update

Contact Officer: Louise Cheeseman, Director of Bus Operations  
Email: [LouiseCheeseman@tfl.gov.uk](mailto:LouiseCheeseman@tfl.gov.uk)

## The journey towards the vision for a world class Assisted Transport Services (February 2021)

Objective	Improvement Initiative	Detail of initiative	Status in February 2021	Current Status – December 2021	Expected Delivery Date
<b>Create an integrated umbrella identity for ATS</b>	<b>1. Assisted Transport Services (ATS) umbrella identity</b>	Develop a new umbrella identity for ATS to build joint identity across the existing delivery partnerships.	Complete – identity developed and ready for use for joint initiatives with London Councils and other future institutional partners when piloting innovation or integration across the broader ATS offering.	n/a	
	<b>2. Joint taxi and Private Hire Vehicle (PHV) procurement</b>	TfL/London Councils Joint framework for the procurement of taxi and private hire elements of Taxicard, Dial-a-Ride and Capital Call services. Set up common customer service standards and performance management structures.	Complete – Joint contract is in place covering the Taxicard, Dial-a-Ride and Capital Call elements of the contract.	n/a	

	<b>3. Strategy to raise profile of ATS as important customer market for taxi and PHV trade</b>	Work with TfL Taxi and Private Hire (TPH) to encourage the supply of high-quality taxi and PHV drivers for the delivery of ATS journeys across London.	Discussions ongoing with TPH over potential for developing strategies to ensuring future supply of suburban taxi and HGV drivers for ATS services.	Conversations have expanded to include DaR / Taxicard provider. Provider working with knowledge companies and other partners to attract drivers into the trade.	Regular forums currently in place.
	<b>4. Relaunch e-learning for taxi and PHV drivers</b>	An e-learning course for taxi and PHV drivers undertaking ATS work has been developed by TfL, modelled on Dial-a-Ride driver training.	As at start February, over 800 taxi drivers have completed the ATS e-learning training, representing approximately 90% of taxi drivers actively undertaking ATS work at present.	This work has now been completed, though TfL will continue to update the course as required.	
<b>One stop shop platform for Assisted Transport Services</b>	<b>5. Dial-a-Ride and Capital Call alignment</b>	Dial-a-Ride and Capital Call merged booking centre.	Complete – Merged booking system in operation.	n/a	
	<b>6. Integrated customer feedback</b>	Integrated customer feedback for Capital Call, Dial-a-Ride and Taxi services.	Complete – The joint contract has been awarded to City Fleet and greater integration of TfL TPH driver complaints is in place.	n/a	

	<p><b>7. Use Dial-a-Ride delivery partners to provide delivery of services to suit customer needs</b></p>	<p>Use taxis and community transport to support Dial-a-Ride services where suitable for customers' needs.</p>	<p>New driver app launched, promotion delayed due to continuing Covid-19 related impact on ATS trip demand.</p>	<p>Promotion of the app has begun, though it is too early to be certain, it appears to be successful in attracting drivers.</p> <p>Drivers leaving taxi trade remains a longer-term strategic concern.</p>	<p>ComCab London will provide update on driver recruitment in next quarterly meeting, February 2022.</p>
	<p><b>8. Integrated booking and scheduling system</b></p>	<p>Develop a one-stop shop integrated booking platform for TfL ATS services, which includes capacity management, scheduling, booking and cancellations.</p>	<p>Standard Selection Questionnaire (SSQ) stage of procurement has been completed. Five bidders have progressed to Invitation to Negotiate stage. On target to complete tendering process as per timetable.</p>	<p>Invitation to Tender was released in October 2020. TfL has down-selected to the final three bidders, and is currently in negotiation.</p>	<p>Contract award December 2021.</p> <p>Go live by June 2023.</p>
	<p><b>9. Integrate third parties with the one stop shop (e.g. hospital providers)</b></p>	<p>Following pilots and Demand-Responsive Transport (DRT), use lessons learned to further develop the ATS one stop shop platform beyond TfL/London Councils to include NHS funded services, third sector services and new forms of public transport where appropriate.</p>	<p>Engagement plan expanded after linking with Bus Services to Hospital review. Some initial customer information integration achieved.</p>	<p>Patient transport services database has been compiled and shared with appropriate customer contact teams to provide to customers on request.</p>	<p>Timetable for future stakeholder engagement TBC considering Covid-19 pressures on NHS.</p> <p>Priority will be given to emerging transport issues as and when they arise in the meantime.</p>

<p><b>Increase awareness of the range of transport options available to customers</b></p>	<p><b>10. Integrated customer information and marketing of ATS and public transport options</b></p>	<p>Increase awareness of the full range of transport options, with integrated customer information about ATS and accessible public transport options.</p>	<p>Accessible Transport in London leaflet has been circulated to a variety of pan London disability organisations, boroughs and London Councils for their further distribution.</p> <p>Draft updates to the Accessible Transport in London leaflet have been produced, including information on hospital transport for the first time.</p> <p>Leaflet currently on hold pending decisions on Covid-19 changes to public transport environment</p>	<p>Accessible transport in London leaflet visuals in process of being updated to better reflect the current, Covid-safe, travel experience.</p>	<p>Accessibility Delivery Group to agree strategy regarding Accessible Transport in London leaflet.</p> <p>Once clarified, further opportunities to promote to be actioned (including with NHS Trusts and borough independent living and re-ablement services).</p>
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	<b>11. Travel mentoring strategy</b>	Create a new strategy to increase usage of the travel mentoring scheme.	Travel mentoring strategy has been produced– implementation dependent on Covid-19 recovery timelines. In the meantime, Covid- safe working methods have been introduced to ensure ATS customers who need to travel continue to receive the support they need.	Travel mentoring is currently focused on recommending services, and bringing them back to pre-pandemic levels.	Travel Mentoring strategy to be agreed by February 2022 and implementation plan to be rolled out as from April 2022.
<b>Improve TfL's understanding of the ATS market</b>	<b>12. Personal budgets pilot</b>	Conduct a pilot in two London boroughs to understand customer choices between the different ATS services.	n/a – Recommendation not to proceed.		
	<b>13. Demand responsive transport</b>	Research opportunities to harness Demand Responsive Bus (DRB) innovations to contribute to core ATS.	The lockdown in March 2020 led to a decision to close both Sutton and Ealing DRB trials.  Summary of lessons learnt in respect of links between DRB and ATS markets to be completed by January 2021.	This is complete, discussed in report above.	

	<b>14. Customer data</b>	Conduct data analysis and customer engagement to understand customer choice between ATS and mainstream services.	TfL Customer Experience team leading on a fresh approach to customer research that will not require a data sharing agreement to proceed.	Analysis completed.	TfL to present results at next Panel update.
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## Customer Services and Operational Performance Panel



**Date:** 7 December 2021

**Item:** Customer Safety and Security Update

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### This paper will be considered in public

#### 1 Summary

- 1.1 The paper provides an overview of the key elements of our work to improve the safety of women and girls while travelling in the Capital. Separate to this there is a summary report on the pattern and trends in customers personal safety and security which can be found in Appendix 1.
- 1.2 The murders of Nicole Smallman, Bibaa Henry, Sarah Everard and Sabina Nessa by strangers in public spaces in London have shocked us all, sparked anger and ignited fears over women's safety in the UK. It has understandably intensified the public focus on violence against women and girls and what is being done by authorities to end it.
- 1.3 Violence against women, whether it occurs directly within, or outside an organisation, is a serious, prevalent, and preventable issue. It can take many forms. As customers, women and girls are disproportionately affected by sexual offences and harassment while travelling in London by public transport, in taxi and private hire vehicles, walking and cycling. Intersectionality further increases vulnerability and fear of crime.
- 1.4 The safety and security of our customers and staff is our top priority. Concerted action with our transport policing partners to tackle sexual offences on our public transport networks (Project Guardian) and in taxi and private hire (Operation Safer Travel at Night) has been underway for many years and significant progress has been made. Our network is generally very safe for our staff and customers but there is still much to do.
- 1.5 With our police partners, we have reviewed our plans and activities and have identified a number of areas which are particularly important for improving the safety of women and girls. The programme of activity builds on the measures we have in place to ensure the safety and security of all our staff and customers. This includes a clean, well maintained and managed transport environment, good lighting, CCTV, passenger alarms and help points, crime prevention advice and the presence of capable guardians i.e. visible, trained and engaged frontline transport staff and police.

## **2 Recommendation**

### **2.1 The Panel is asked to note the paper.**

## **3 Background**

- 3.1 It is widely recognised that violence against women and girls is prevalent across society but significantly underreported. Even when incidents are reported to the police, the sexual nature of incidents (explicit comments and gestures, harassing behaviour) is not always recorded. For these reasons, the true scale and nature of violence against women and girls both travelling in London (on public transport, in taxi and private hire vehicles, walking, cycling) is unknown.
- 3.2 Police data for the first six months of 2021/22, show there were 743 sexual offences reported on TfL's public transport networks. This is almost a quarter lower than in 2019/20 (245 fewer reported incidents) which in part reflects the lower level of passenger journeys due to the pandemic. The most common type of sexual offence is sexual assault (non-consensual touching). These figures do not include sexually motivated crimes such as obscene comments or gestures. These crimes are not covered by sexual offence legislation and commonly reported as public order within police violent crime figures. The British Transport Police now extracts and reports on other sexually motivated crimes such as public order offences. We are now working with the Metropolitan Police Service (MPS) Roads and Transport Policing Command to do the same. As covered by the BBC recently, the figures show that in London, there were 313 reports between April and October compared with 194 reports over the same period in 2019 – a 61 per cent increase.
- 3.3 Provisional analysis of taxi and private hire journey-related sexual offences by drivers against fare paying passengers in 2020 shows that there were around 150 reported incidents. This is around 40 per cent lower than the level of offences reported in 2019 which reflects the reduction in passenger journeys during the pandemic. In 2019, there were 236 taxi and private hire journey-related sexual offences by drivers against fare paying passengers. Twenty-seven of these were allegations of rape; 209 were sexual assault (non-consensual touching). The 2020 data is due to be published later this year, after verification is complete.
- 3.4 Our partnership working with the police continues to be an integral part of our activity to improve the safety of women and girls on public transport and in taxi and private hire vehicles. In addition to this, we are working closely with the Mayor's Office for Policing and Crime and the Night Czar to coordinate activity and deliver on the Mayor's pledge to make London one of the safest cities in the world for women and girls. We are strengthening our stakeholder engagement with women's safety organisations to better understand and respond to the issues facing women and girls as they travel in the Capital.
- 3.5 London Travel Watch (LTW) has undertaken research that provides us with additional and helpful insight on the personal safety of London public transport users. The watchdog has called on transport providers and the Police need to make it easier to report incidents which threaten transport users' personal security as well as building trust in the reporting process. London Travel Watch called on the Mayor of London to build on his Women's Night Safety Charter with

a new strategy for night-time safety that includes the transport network. We, with our police partners, are delivering on the recommendations for us to improve confidence to report incidents and empower people to act; commit to public education campaigns; improve guidance for bystanders; and make better use of technology such as reporting apps and CCTV and video footage.

#### **4 Action to tackle violence against women and girls and improve confidence to travel**

- 4.1 Our women's safety programme is focussed on tackling the issues that disproportionately impact women and girls – sexual offences and harassment and improving their confidence to travel. Our programme covers policy, environment/infrastructure measures, communications, training and legislation. This work will have wider benefits for all our customers and staff. It complements other activity we have underway such as the safeguarding of children and vulnerable adults, tackling hate crime and work-related violence and aggression and improving customer care.
- 4.2 We work closely with the police and the night-time industry to get people home safely at night. We recognise that the reopening of the Night Tube on Central and Victoria lines on 27 November 2021 and the planned reopening of the Overground on 17 December 2021 is an important step in helping women feel safer as they travel in the Capital. We are working to reopen the other lines as quickly as we can in 2022.
- 4.3 On 27 October 2021, we launched a new multi-media communications campaign to tackle sexual harassment, developed in partnership with the Rail Delivery Group, our transport policing partners, academics and experts in the field of women's safety and sexual violence. The campaign takes a united, national approach to define exactly what behaviours are unacceptable, emphasise our zero-tolerance approach and encourage those experiencing or witnessing sexual harassment to report incidents to the police. There was excellent media coverage of the campaign launch with broad public and political support.
- 4.4 Sexual harassment training is being rolled out to all our frontline customer service staff and enforcement officers to help them respond to reports, support customers and each other and challenge behaviour. The training begins this month starting with TfL's enforcement Officers. Sexual harassment will also form part of the enhanced diversity and inclusion training being rolled out to all 25,000 bus drivers, beginning in April 2022. It is also covered in the new Safeguarding, Equality and Regulatory Information and assessment for private hire vehicle drivers, setting and communicating clear standards of behaviour.
- 4.5 Our Project Guardian school sessions are an essential part of our activity to tackle sexual harassment on public transport and help promote the campaign's messages. These sessions, run by the London Transport Museum's Safety and Citizenship Team, aim to reach over 6,000 boys and girls every year to raise awareness of the issue, our zero-tolerance approach and encourage reporting. We have delivered 55 sessions, to a total of 3,278 students, so far this academic year (1 September to 15 November 2021).

- 4.6 We are in the process of becoming accredited with 'White Ribbon', a charity that is working to end male violence against women by engaging with men and boys to make a stand against violence. Male allies across our organisation are signing up to get involved. This will help to demonstrate to our customers and our staff how seriously we take this issue and what we are doing to tackle it.
- 4.7 We are rolling out signage across the public transport network (on vehicle, stations and bus stops) to give customers advice on what to do in an emergency and how to report crime. This is important for customer safety and crime prevention as well as customer reassurance. The rollout of bus notices will be complete by the end of the year and is already in place at stations. We continue to rollout signage/notices in a phased approach, coordinated with other changes, to minimise costs.
- 4.8 We are also exploring how we can work with the advertising industry to promote more positive representations of women and girls and challenge harmful stereotypes. Media images and representations of women in urban public space play a key role in making cities feel safer and more gender inclusive. Sexist advertising can make the city feel like an alienating and hostile environment, especially if someone has recently experienced street harassment. TfL already has a robust policy in place that includes standards relating to sexual nature of adverts; distasteful, indecent or obscene imagery or language, for example. This goes over and above standards set by the Advertising Standards Agency but we think there is more that we can do.
- 4.9 Work is also underway to progress these key medium- and long-term actions:
- (a) enhance help points as part of the London Underground modernisation programme;
  - (b) run an innovation challenge so technology innovators can help us develop solutions for improving the safety of women and girls;
  - (c) consider core safety and security standards for TfL stations so they are safe havens for customers and members of the public;
  - (d) support the provision of safe spaces for women and girls;
  - (e) rollout of CCTV on London Underground trains (Central and Piccadilly lines);
  - (f) advocate for legislation change that would give us and our policing partners appropriate powers to deal with sexual harassment of women and girls on transport premises and vehicles. Specifically, we suggest byelaw making powers for the London bus network and new legislation to criminalise sexual where it is currently a grey area under existing legislation.
  - (g) consider measures for taxi and private hire vehicles including signage about how to make a complaint to TfL, improvements to driver photo identification and licence checkers and CCTV in vehicles; and
  - (h) work together with the Greater London Authority, Mayor's Office for Policing and Crime (MOPAC), Metropolitan Police Service (MPS), London Councils, London borough authorities and other stakeholders to tackle street

harassment and the barriers to women and girls walking and cycling more (i.e. more inclusive planning, design and management of public space, infrastructure improvements).

4.10 In addition to the above customer-focussed activities, we have work underway to tackle all forms of violence and improve the support for staff.

**List of appendices to this report:**

Appendix 1: Customer Safety and Security Crime and Anti-Social Behaviour Summary Report (November 2021)

**List of Background Papers:**

None

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Customer Safety and  
Security  
Crime and Anti-Social  
Behaviour Summary  
Report  
November 2021



# Crime and Anti-Social Behaviour Summary

## Pan-modal crime and ASB trends

- Overall recorded crime is lower than forecast with 13,098 crimes recorded financial year to date (1 April - 30 September) compared with the pre-pandemic average\* (PPA) of 16,606 crimes; 21% fewer recorded crimes.
- The crime rate per million passenger journeys is currently 11.8, compared to the PPA of 8.4.
- Whilst crimes are down 21% across all modes, passenger volume is down by 44% creating a higher rate of being a victim of crime, across all modes.

Mode	Pre-pandemic average		FYTD 21/22	
	Volume	Rate	Volume	Rate
Bus	7,697	6.9	7,375	10.8
London Underground	7,319	10.8	4,505	14.2
London Overground	784	8.3	536	10.9
TfL Rail	343	13.2	312	17.9
Docklands Light Railway	330	5.5	269	7.6
Trams	133	9.4	101	11.3
<b>Overall crime</b>	<b>16,606</b>	<b>8.4</b>	<b>13,098</b>	<b>11.8</b>

\* The pre-pandemic average (PPA) is the average of the preceding three financial years FY2017/18, 2018/19 and 2019/20; it is inadvisable to compare directly with FY2020/21 due to the abnormal recorded passenger and crime levels during the pandemic. The PPA is used to generate the current forecast range displayed in all subsequent charts.

## Passenger perception

- TfL Customer Pulse survey information reveals (Q2 21/22):
  - ~ 1/3 felt worried on public transport in the past three months and 9% of Londoners overall were completely or temporarily deterred from using public transport due to a worrying incident.
  - Most worrying incidents occurred on the bus and London Underground networks.
  - The most commonly cited worrying incidents include threatening behaviour of other passengers, fellow passengers not wearing face coverings, drunkenness, overcrowding and youth/school-related anti-social behaviour.

# Bus-related Crime and Anti-Social Behaviour Summary

## Bus-related offences - Summary

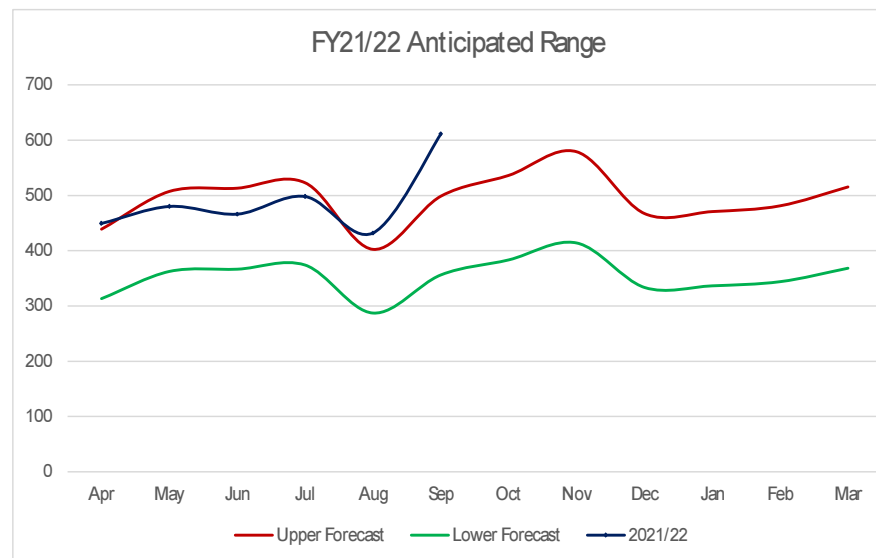
- Overall recorded crime has almost returned to pre-pandemic levels with 7,375 crimes recorded FYTD (Apr-Sept) compared with the PPA of 7,697 crimes; only 4% fewer crimes.
- The crime rate per million passenger journeys is currently 10.8, compared to the PPA of 6.9. Whilst crime volumes are down by 4%, on buses passenger volumes are down by 38%.
- Worryingly, the levels of reported theft, violence, robbery and hate crime are at or exceed the pre-pandemic average.

\* Bus-related crime records for FY21/22 are subject to additional quality assurance checks by the Metropolitan Police and reported volumes may decline slightly; updated information will be supplied when available.

Crime category	Pre-pandemic average	FYTD 21/22
Burglary	15	18
Criminal Damage	324	381
Drugs	84	84
Fraud or Forgery	<1	4
Other Notifiable Offences	99	91
Robbery	594	563
Sexual Offences	355	342
Theft and Handling	3,341	2,956
VAP Offences	2,884	2,936
<b>Total Notifiable Offences</b>	<b>7,697</b>	<b>7,375</b>
<i>Hate crime</i>	380	482

## Bus-related Violence Against the Person

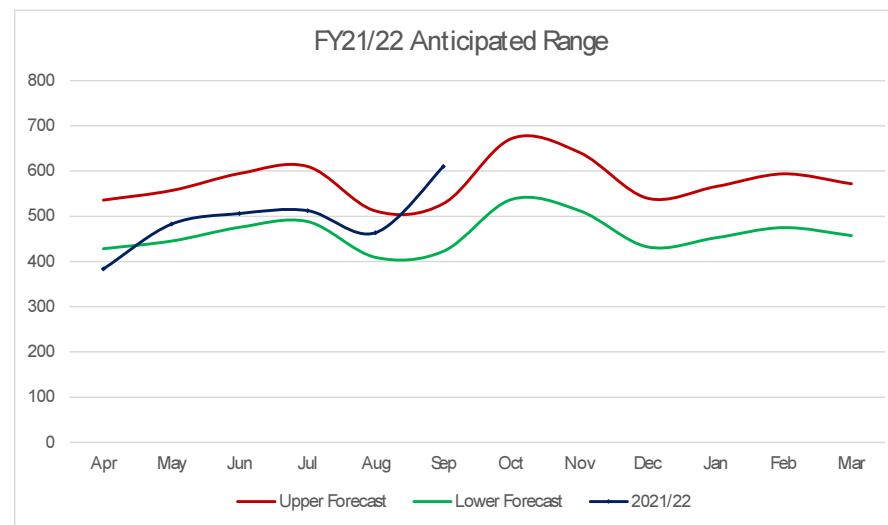
- Violence Against the Person crime has recently risen above the higher range forecast and is now above the PPA (see right).
- Harassment and Common Assault (offences without injury) are the most common types of violence on the bus network, making up just over 70% of recorded violence.
- Peak times include 1500-1800 Monday to Friday, linked to younger passengers, and offences are spread throughout London. Though much lower in number, more serious acts of violence occur very late/ early hours at weekends, particularly around locations with a high density of night-time venues.
- Female victims in their teens and twenties are more commonly reporting harassment offences to the police. Males are more likely to be the victims of more serious violence with injury.



# Bus-related Crime and Anti-Social Behaviour Summary

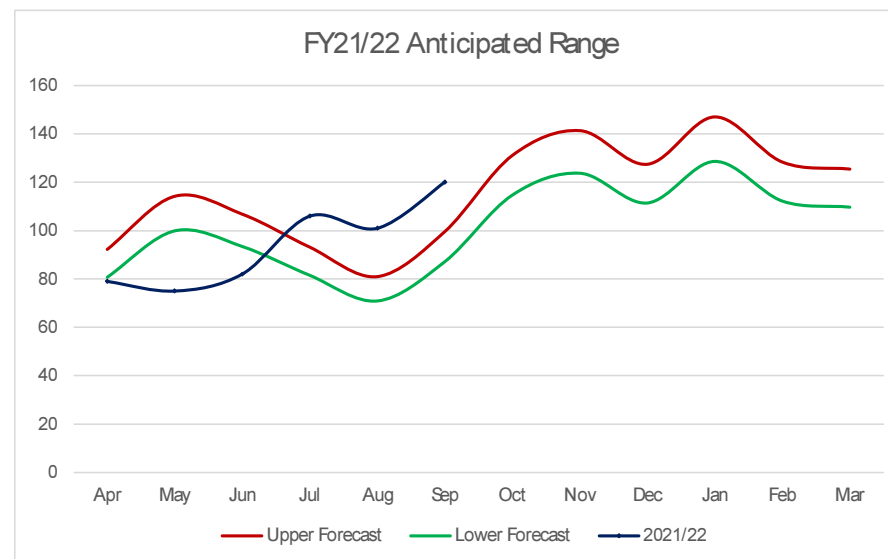
## Bus-related Theft of Personal Property

- Theft on the bus network following a similar trend to London-wide theft.
- Reports of thefts of personal property are fairly evenly spread throughout the day and week, although there are peaks from 1400-1900, particularly Monday to Friday. However, there is some variation by location. Bus theft in Westminster experiences peaks in the evenings and early hours at weekends.
- The majority of victims of theft are aged between 18 and 40, with women in their twenties reporting most thefts.



## Bus-related Robbery

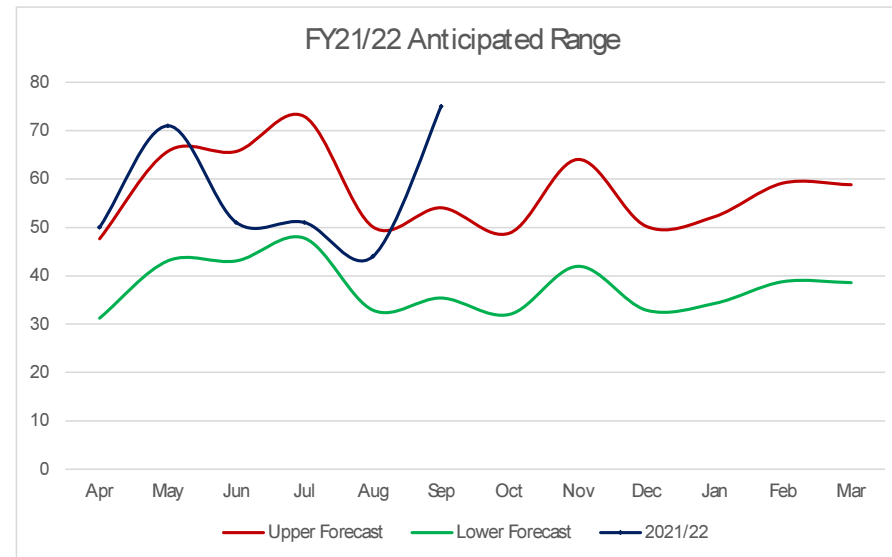
- Robbery has recently begun to rise following a similar upward trend to London-wide robbery.
- Young males are the most at risk from robbery, particularly those aged from 12 to 19 years.
- Offences peak between 1500 and 2000, Monday to Friday, and there are other peaks in the evening and overnight at the weekends, particularly at locations with a large night-time economy.
- The top three London boroughs for robbery offences are Haringey, Hackney and Camden.



# Bus-related Crime and Anti-Social Behaviour Summary

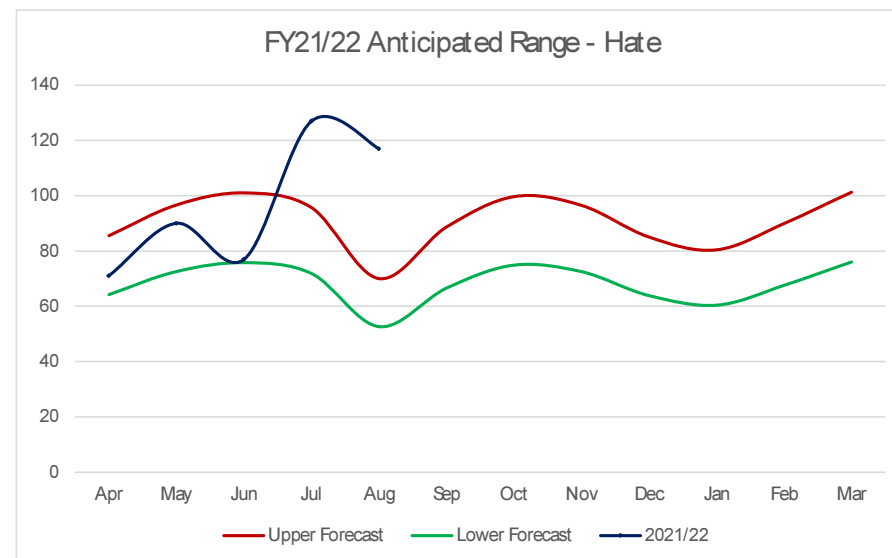
## Bus-related Sexual Offences

- Sexual offences have risen sharply in September 2021 and are higher than forecast compared to previous years. This is attributed to the success of reporting campaign and wider awareness of sexual offences.
- Victims of reported sexual offences are overwhelmingly female, with victims generally aged 12 to 30 years and a substantial peak for school aged girls aged 12 to 18 years.
- Offences are reported throughout London and there are peaks 0700-0900 and 1500-2000, Monday to Friday, and late afternoons and evenings on Saturdays.



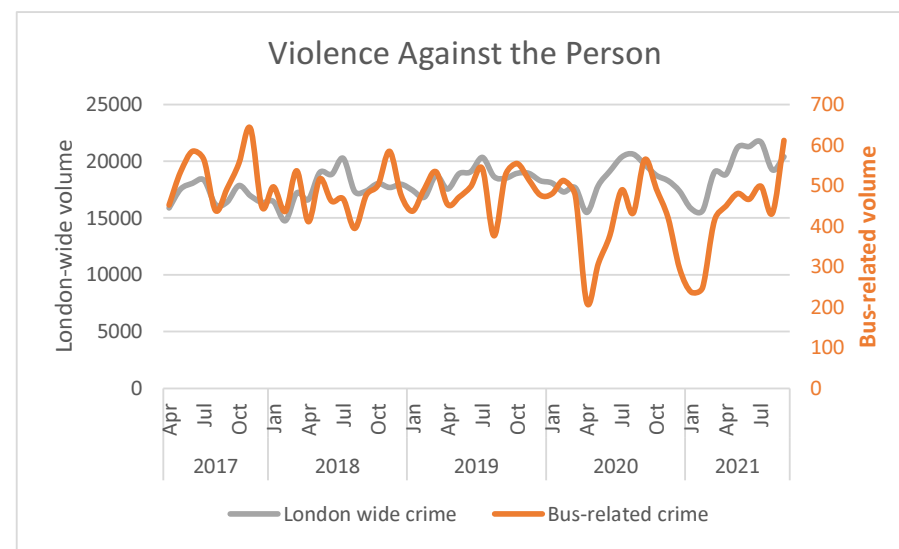
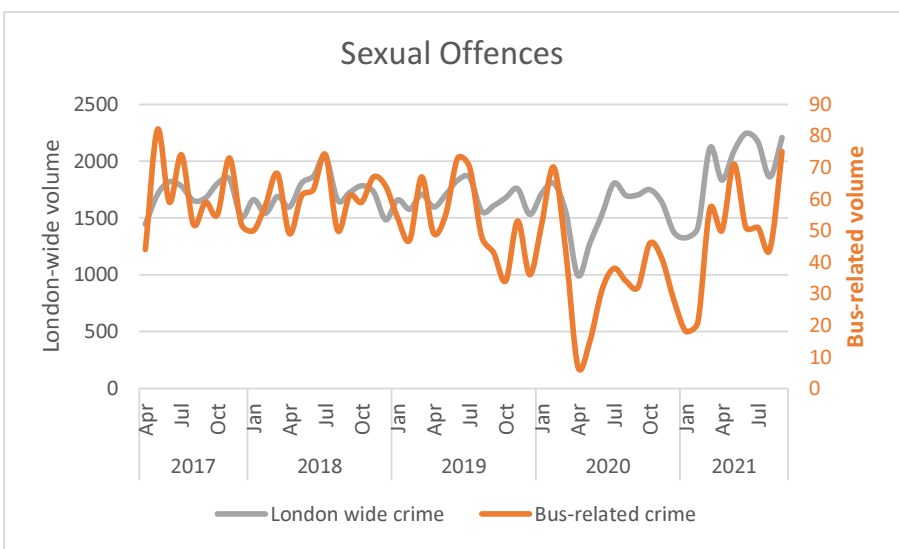
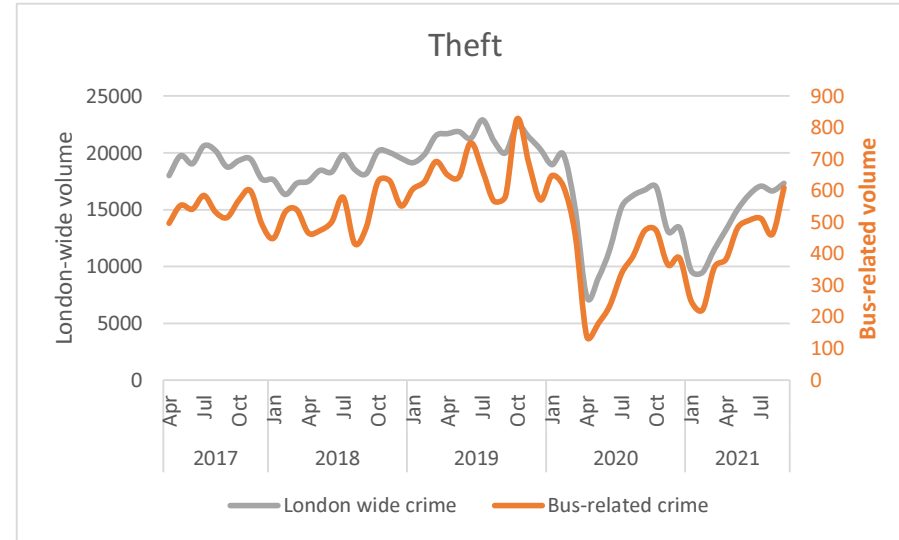
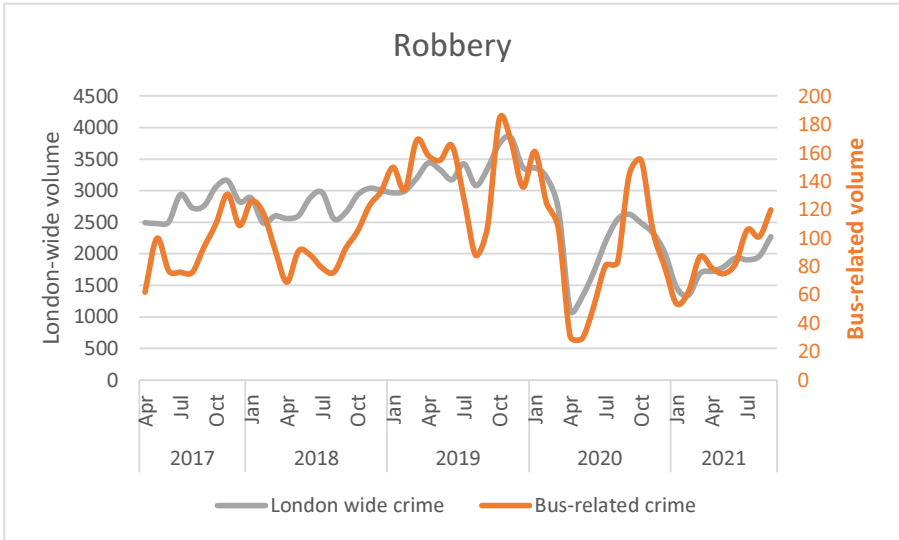
## Bus-related Hate Crime

- Hate crime has sharply risen during the summer months and is higher than forecast compared to previous years.
- Hate crime offences increase from around 1400 hours, Monday to Friday, peaking 1500-1800. Again, there is another peak linked to the night-time economy during the evenings and early hours at weekends.
- In terms of gender and age, victims of hate crimes are more evenly spread than many crime types, age ranging from 12 to 60+ years.



# Bus-related Crime and London-wide Crime Trends

- The trends on the bus network closely reflect London-wide crime trends with overall bus-related crime 4% lower than the 3-year pre-pandemic average (PPA), whilst overall London-wide crime recorded by the Met Police is similarly 6% lower than the PPA.
- The charts below depict how closely trends in bus-related robbery, sexual offences, violence against the person and theft are all following London-wide trends for the same offence categories.



# London Underground Crime and Anti-Social Behaviour Summary

## LU crime trends overall

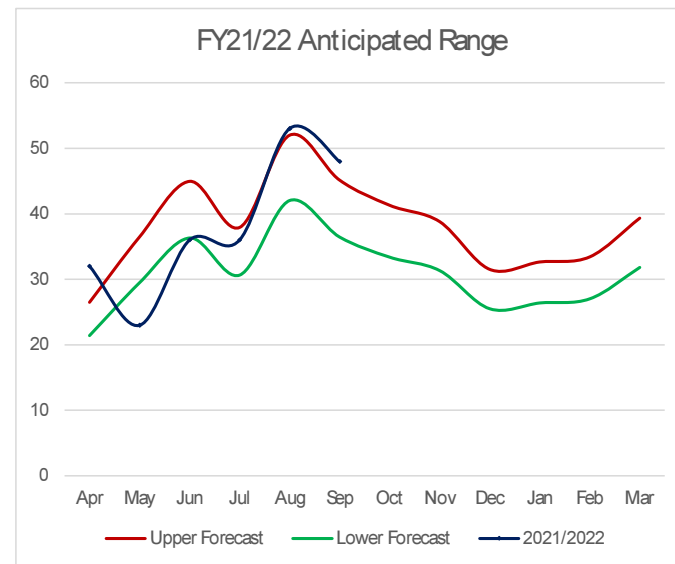
- Overall recorded crime remains much lower than pre-pandemic levels with 4,505 crimes recorded financial year to date (1 April- 30 September) compared with the PPA of 7,319 crimes; approximately 38% fewer crimes.
- The crime rate per million passenger journeys is currently 14.2, compared to the PPA of 10.8. Whilst crimes are down 38%, passengers numbers are down 53% creating the higher crime rate.
- Robbery is a concern and reported at levels higher than the pre-pandemic average

Crime category	Pre-pandemic average	FYTD 21/22
Violence Against the Person	1,422	944
Sexual Offences	575	342
Criminal Damage	384	335
Line of Route	21	8
Theft of Passenger Property	3,101	1,346
Motor Vehicle/Cycle Offences	240	228
Robbery	98	110
Theft of Railway Property / Burglary	107	83
Serious Public Order	1,107	851
Serious Fraud	44	27
Drugs	159	188
Other Serious Offences	61	43
<b>Total Notifiable</b>	<b>7,319</b>	<b>4,505</b>
<i>Hate crime</i>	481	398

## LU crimes of note

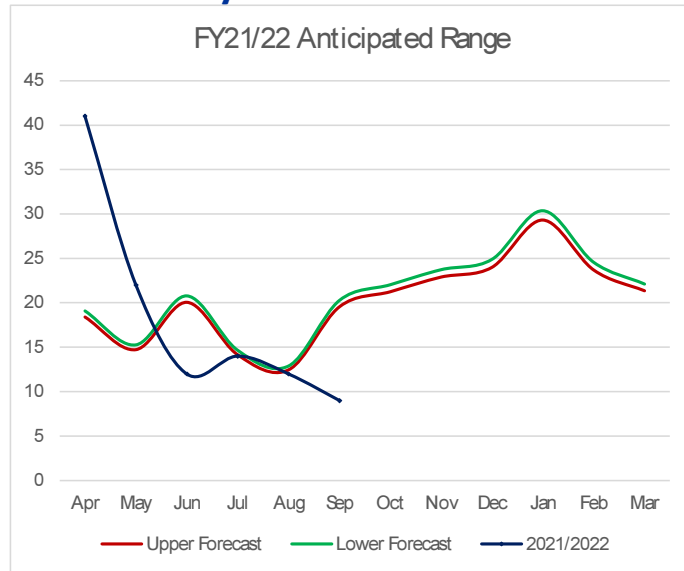
- Robbery was significantly higher than forecast at the start of the 2021/22 FY but has steadily dropped and remains low following successful intervention by the British Transport Police (BTP).
- Hate crime is nearing the PPA levels and the upper limit of our expected forecast Hate crime is occurring on all days of the week mainly from 16:00 onwards to close of service, with ~20% of reported hate crimes being against staff.
- Motor Vehicle and Pedal Cycle thefts are slightly exceeding expected levels – see chart opposite - this appears to be largely driven by theft of catalytic converters which the BTP are addressing with a variety of tactics, such as using unmarked cars and raising awareness with local scrap dealers in case vehicle parts are offered to them. It is mainly occurring weekdays with offences found when owners return to their vehicles early evening, indicating this is commuter-related.

## LU Motor Vehicle / Pedal Cycle Theft

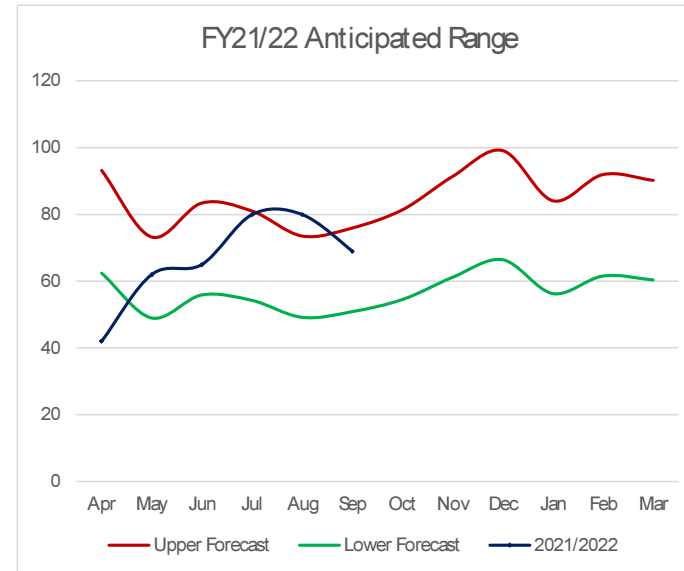


# London Underground Crime and Disorder Summary

## LU Robbery



## LU Hate Crime





# TfL Rail Crime and Disorder Summary

## TfL Rail crime trends overall

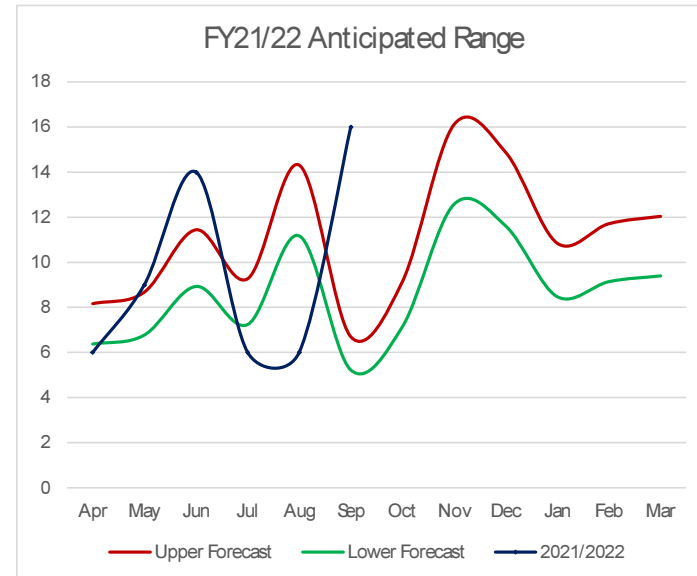
- Overall recorded crime remains much lower than pre-pandemic levels with 312 crimes recorded financial year to date (1 April- 30 September) compared with the PPA of 343 crimes; approximately 9% fewer crimes.
- The crime rate per million passenger journeys is currently 17.9, compared to the PPA of 13.2.
  - Whilst crimes are down 9%, passengers are down 33% creating the higher crime rate.
- The majority of categories of crime are lower than the PPA, with few concerns.

Crime category	Pre-pandemic average	FYTD 21/22
Violence Against the Person	91	79
Sexual Offences	18	17
Criminal Damage	23	19
Line of Route	2	0
Theft of Passenger Property	59	57
Motor Vehicle/Cycle Offences	51	59
Robbery	6	7
Theft of Railway Property / Burglary	10	2
Serious Public Order	70	61
Serious Fraud	1	0
Drugs	8	8
Other Serious Offences	4	3
<b>Total Notifiable</b>	<b>343</b>	<b>312</b>
<i>Hate crime</i>	27	19

## TfL Rail crimes of note

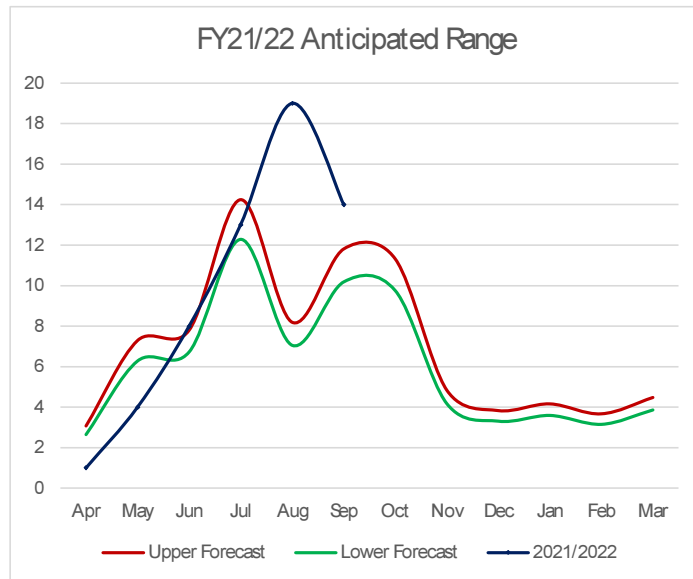
- Theft of passenger property has steadily risen and is now higher than expected (see right); thefts are occurring mainly on-board trains and are spread throughout the network and throughout the week and day.
- Theft of motor vehicles / pedal cycles is currently higher than expected although has begun to decline from the peak in August; this is being driven by cycles stolen across several stations despite being locked securely by owners (see overleaf); this is mainly occurring weekdays with offences found when owners return to their vehicles early evening, indicating this is commuter-related.

## TfL Rail Theft of Passenger Property



# TfL Rail Crime and Disorder Summary

## TfL Rail Motor Vehicle / Pedal Cycle Theft



# London Overground Crime and Anti-Social Behaviour Summary

## LO crime trends overall

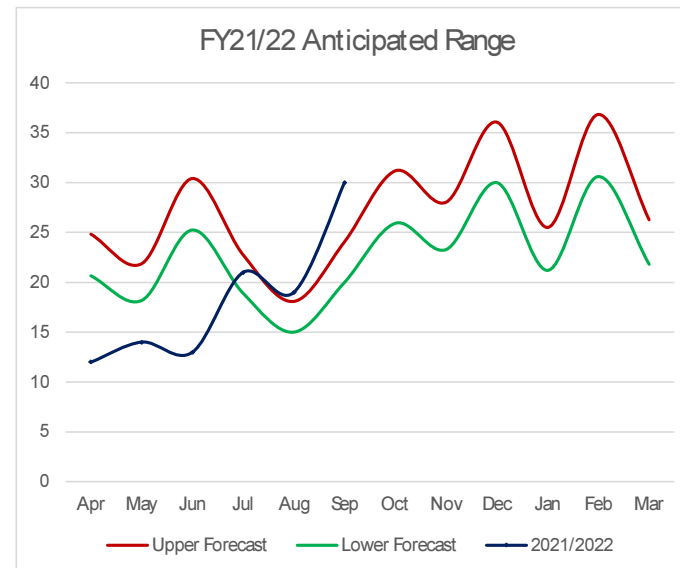
- Overall recorded crime remains much lower than pre-pandemic levels with 536 crimes recorded financial year to date (1 April- 30 September) compared with the PPA of 784 crimes; approximately 32% fewer crimes.
- The crime rate per million passenger journeys is currently 10.9, compared to the PPA of 8.3.
  - Whilst crimes are down 32%, passengers are down 48% creating the higher crime rate.
- The majority of categories of crime are lower than the PPA, with few concerns.

Crime category	Pre-pandemic average	FYTD 21/22
Violence Against the Person	178	121
Sexual Offences	42	21
Criminal Damage	57	32
Line of Route	2	1
Theft of Passenger Property	141	109
Motor Vehicle/Cycle Offences	81	53
Robbery	16	18
Theft of Railway Property / Burglary	19	2
Serious Public Order	219	150
Serious Fraud	2	1
Drugs	20	25
Other Serious Offences	7	3
<b>Total Notifiable</b>	<b>784</b>	<b>536</b>
<i>Hate crime</i>	84	56

## LO crimes of note

- Theft of passenger property has steadily risen and is now higher than expected (see right); thefts are occurring mainly on train and are spread throughout the network and throughout the week and day.
- The BTP deliver Op Farrier consisting of plain clothes patrols and high visibility patrols throughout the transport network targeting cluster locations to deter and identify suspects.

## LO Theft of Passenger Property



# DLR Crime and Anti-Social Behaviour Summary

## DLR crime trends overall

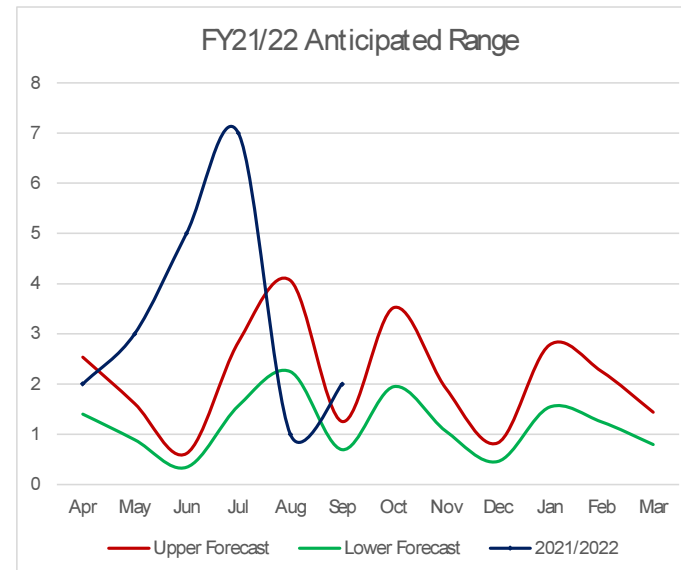
- Overall recorded crime remains much lower than pre-pandemic levels with 269 crimes recorded financial year to date (1 April- 30 September) compared with the PPA of 330 crimes; approximately 18% fewer crimes.
- The crime rate per million passenger journeys is currently 7.6, compared to the PPA of 5.5.
  - Whilst crimes are down 32%, passengers are down 58% creating the higher crime rate.
- The majority of categories of crime are lower than the PPA, with few concerns.

Crime category	Pre-pandemic average	FYTD 21/22
Violence Against the Person	88	57
Sexual Offences	14	20
Criminal Damage	15	28
Line of Route	3	2
Theft of Passenger Property	91	81
Motor Vehicle/Cycle Offences	10	23
Robbery	14	10
Theft of Railway Property / Burglary	11	4
Serious Public Order	68	35
Serious Fraud	3	0
Drugs	9	8
Other Serious Offences	4	1
<b>Total Notifiable</b>	<b>330</b>	<b>269</b>
<i>Hate crime</i>	33	14

## DLR crimes of note

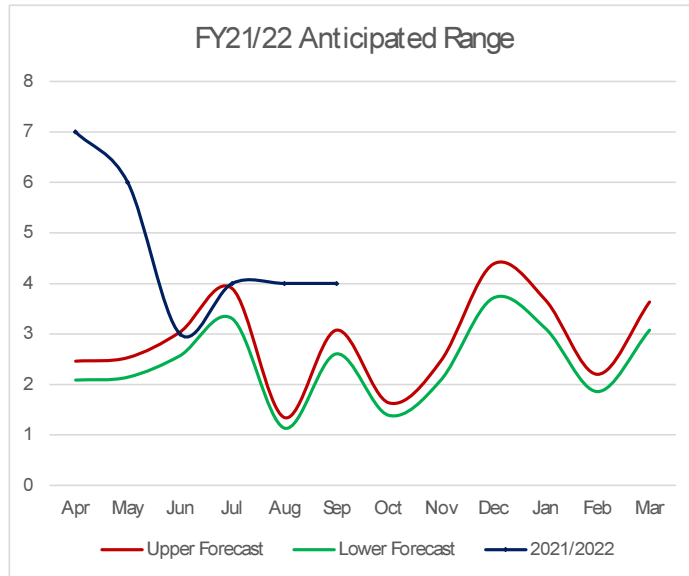
- Sexual offences were higher than expected at the start of FY 2021/22 and have fallen to expected levels (see right).
- Criminal damage offences were much higher than expected at the start of FY2021/22 and whilst still higher than expected have fallen to lower levels since (see overleaf); there are no apparent patterns to location or time of day / day of week.
- Theft of passenger property has recently risen and is now higher than expected, although volumes remain low (see overleaf); thefts are occurring equally on-board trains and at stations and are spread throughout the network and throughout the week and day.

## DLR Sexual Offences

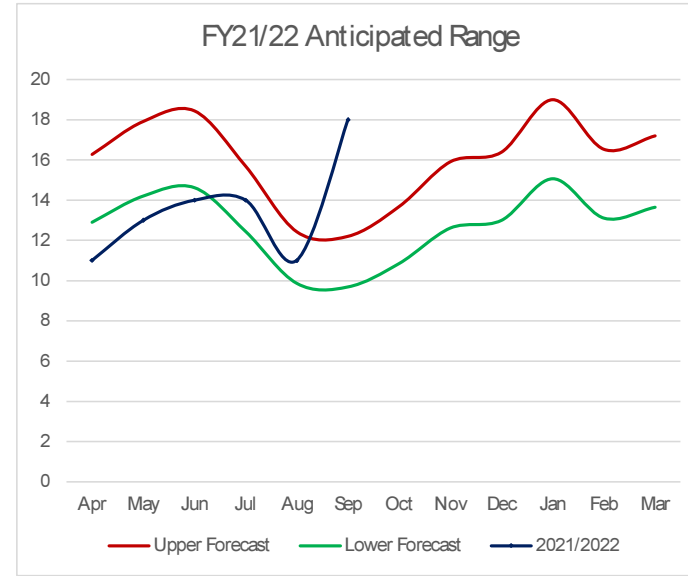


# DLR Crime and Anti-Social Behaviour Summary

## DLR Criminal Damage



## DLR Theft of Passenger Property



# Trams Crime and Anti-Social Summary

## Trams crime trends overall

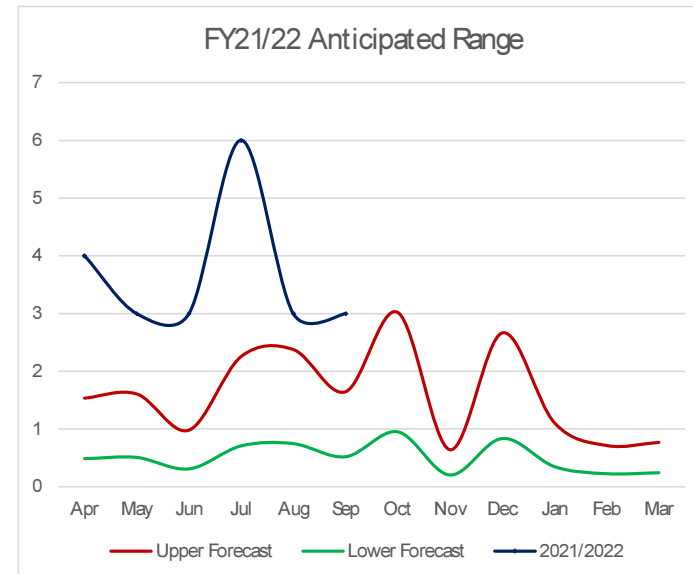
- Overall recorded crime remains much lower than pre-pandemic levels with 101 crimes recorded financial year to date (1 April - 30 September) compared with the PPA of 133 crimes; approximately 24% fewer crimes.
- The crime rate per million passenger journeys is currently 11.3, compared to the PPA of 8.4.
  - Whilst crimes are down 24%, passengers are down 37% creating the higher crime rate
- The majority of categories of crime are lower than the PPA, with few concerns.

Crime category	Pre-pandemic average	FYTD 21/22
Violence Against the Person	46	26
Sexual Offences	7	3
Criminal Damage	10	22
Line of Route	5	4
Theft of Passenger Property	14	12
Motor Vehicle/Cycle Offences	4	2
Robbery	7	9
Theft of Railway Property / Burglary	2	1
Serious Public Order	28	17
Serious Fraud	3	0
Drugs	6	5
Other Serious Offences	1	0
<b>Total Notifiable</b>	<b>133</b>	<b>101</b>
<i>Hate crime</i>	10	6

## Trams crimes of note

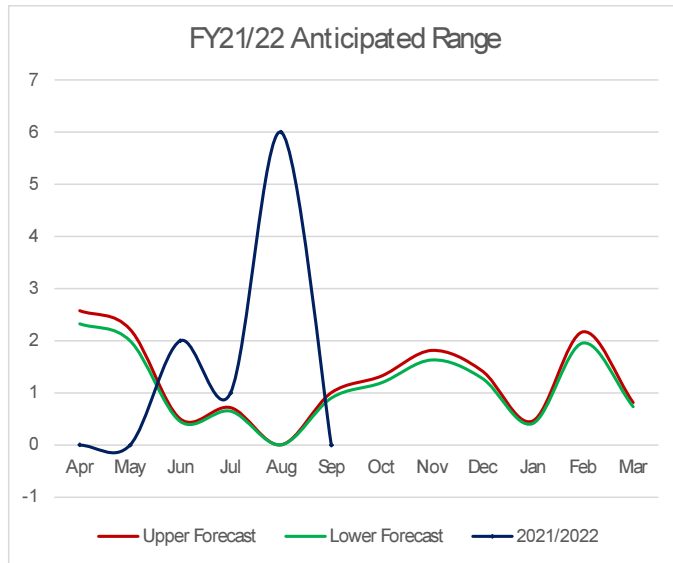
- Criminal damage offences are slightly higher than expected during FY 2021/22 and remain at low volumes (see right); offences are occurring equally on train and at station and are spread throughout the network and throughout the week and day.
- Robbery spiked during August and has since dropped to typically low levels following intervention by the BTP (see overleaf); the large spike in August was the result of multiple victims linked to two separate incidents.

## Trams Criminal Damage



# Trams Crime and Disorder Summary

## Trams Robbery



# Improving Customer Confidence

## Headline result – safety and security questions Q2 21/22

**31%** have felt worried about **personal security** on public transport in the last 3 months

**9%** of Londoners that use public transport have been completely/temporarily deterred from using public transport following an incident

### Impact of worrying incident on usage

All who have felt worried about personal security in the last 3 months



Yes, stopped me completely



Yes, stopped me temporarily



Yes, put me off but I still travel



No, did not put me off



Don't know

### Transport where incidents occurred

All who have felt worried about personal security in the last 3 months



Underground  
27%



Bus  
37%



LO  
10%

### Incidence of events

(Last 3 months)

**3%** Experienced **unwanted sexual behaviour** on public transport

**4%** Experienced **hate crime targeted at self** on public transport

**2%** Witnessed **someone committing a crime** on public transport



Public transport

SAFETY\_01: In the last three months, have you ever felt worried about your personal security (i.e. being safe from crime or antisocial behaviour) when using public transport in London? All respondents that have used public transport in the last few months: Q2 2022=843. SAFETY\_04: Has this worrying incident put you off using this mode of transport again? All respondents that have used public transport in the last few months: Q2 2022=843. Base: All who have experienced a worrying incident: Q2 2022=302. SAFETY\_03: What mode of transport were you using (or planning to use) when you (last) experienced this worrying incident? Base: All respondents who have experienced a worrying incident in the last 3 months: Q2 2022=302. SAFETY\_02: What was the most recent worrying incident you experienced when using public transport in London? Base: All who have experienced a worrying incident: Q2 2022=302

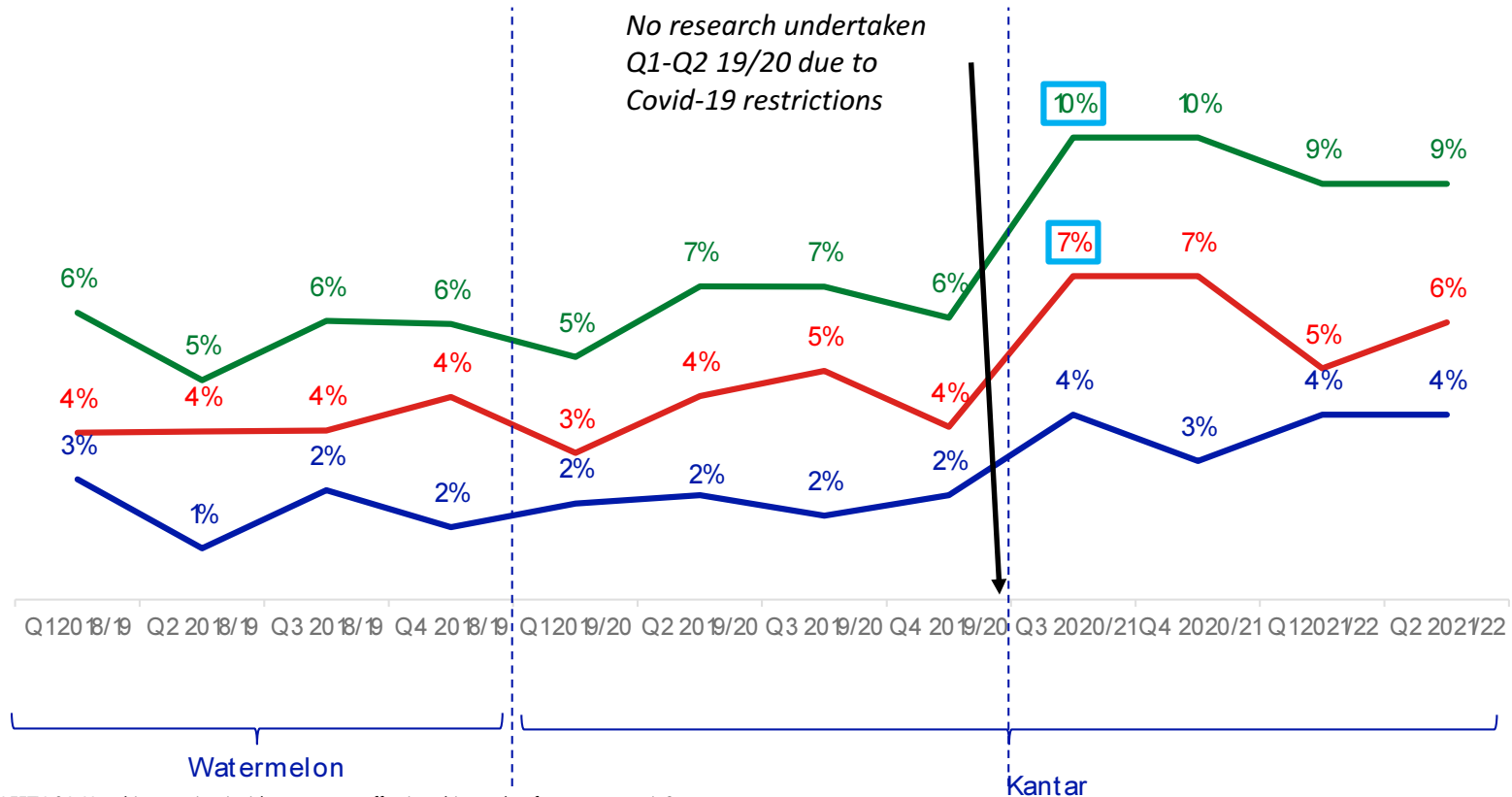




# Improving Customer Confidence

Slightly more Londoners have been put off temporarily from using public transport after a worrying incident, though the number of customers deterred from using any mode completely remains flat

— Put off using any mode (net) — Put off using any mode temporarily — Put off using any mode completely



SAFETY\_04: Has this worrying incident put you off using this mode of transport again?

Base: All respondents that have used public transport in the last twelve months Q1 2019=2,849, Q2 2019=988, Q3 2019=1,011, Q4 2019=957, Q1 2020=1,009, Q2 2020=974, Q3 2020=992, Q4 2020=1016; All respondents that have used public transport in the last few months Q3 2021=761, Q4 2021=749, Q1 2022=798, Q2 2022=843. Dotted line denotes this module did not run between Q4 2020 and Q3 2021



# Improving Customer Confidence

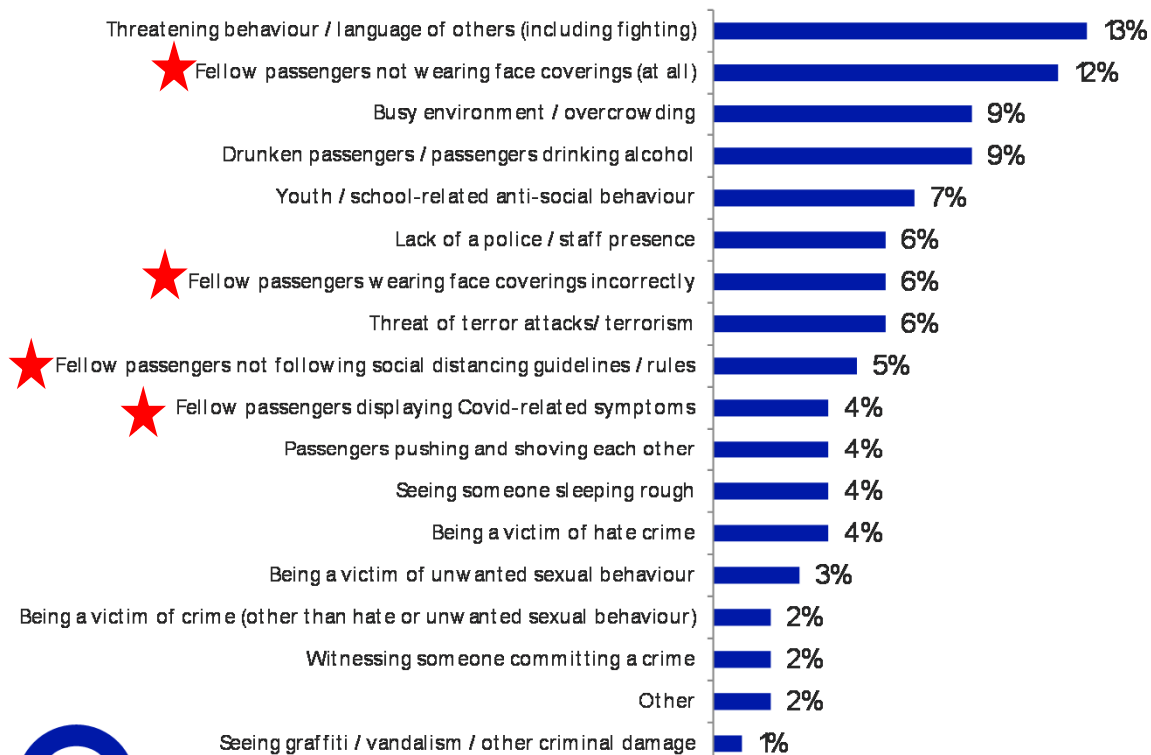
ASB and threatening behaviour, passengers not wearing face coverings are similar on both the bus and LU networks, whilst drunkenness is more frequent on the LU network

Worrying incident experienced when using public transport in London

★ Face covering / social distancing concerns

% of those experienced worrying incident on any public transport

% of those experienced worrying incident on



	UNDERGROUND	BUSES
Threatening behaviour / language of others (including fighting)	11%	13%
Fellow passengers not wearing face coverings (at all)	15%	14%
Busy environment / overcrowding	8%	9%
Drunken passengers / passengers drinking alcohol	8%	9%
Youth / school-related anti-social behaviour	6%	11%
Lack of a police / staff presence	8%	1%
Fellow passengers wearing face coverings incorrectly	7%	4%
Threat of terror attacks/ terrorism	5%	3%
Fellow passengers not following social distancing guidelines / rules	4%	4%
Fellow passengers displaying Covid-related symptoms	4%	7%
Passengers pushing and shoving each other	3%	4%
Seeing someone sleeping rough	3%	6%
Being a victim of hate crime	6%	3%
Being a victim of unwanted sexual behaviour	5%	4%
Being a victim of crime (other than hate or unwanted sexual behaviour)	4%	1%
Witnessing someone committing a crime	1%	0%
Other	2%	1%
Seeing graffiti / vandalism / other criminal damage	1%	1%

SAFETY\_02. What was the most recent worrying incident you experienced when using public transport in London? Base: All who have experienced more than once worrying incident: Q3 2021=271, London Underground=81, London Buses=95, Q4 2021=302, London Underground=81, London Buses=125, Q1 2022=323, London Underground=100, London Bus=109, Q2 2022=302, London Underground=83, London Bus=108, Dotted line denotes this module did not run between Q4 2020 and Q3 2021

For further information /  
queries

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## Customer Service and Operational Performance Panel



**Date:** 7 December 2021

**Item:** Members' Suggestions for Future Discussion Items

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### **This paper will be considered in public**

#### **1 Summary**

1.1 This paper presents the current forward plan for the Panel and explains how this is put together. Members are invited to suggest additional future discussion items.

#### **2 Recommendation**

2.1 **The Panel is asked to note the forward plan and invited to raise any suggestions for future discussion items.**

#### **3 Forward Plan Development**

3.1 The Board and its Committees and Panels have forward plans. The content of the plans arise from a number of sources:

- (a) Standing items for each meeting: Minutes; Matters Arising and Actions List; and any regular quarterly reports. For this Panel this is the Quarterly Customer Service and Operational Performance Report.
- (b) Regular items (annual, half-year or quarterly) which are for review and approval or noting.
- (c) Matters reserved for annual approval or review: Examples include benchmarking report.
- (d) Items requested by Members: The Deputy Chair of TfL and the Chair of this Panel will regularly review the forward plan and may suggest items. Other items will arise out of actions from previous meetings (including meetings of the Board or other Committees and Panels) and any issues suggested under this agenda item.

#### **4 Current Plan**

4.1 The current plan is attached as Appendix 1. Like all plans, it is a snapshot in time and items may be added, removed or deferred to a later date.

#### **List of appendices to this report:**

Appendix 1: Customer Service and Operational Performance Panel Forward Plan 2021/22

**List of Background Papers:**

None

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## Customer Service and Operational Performance Panel Forward Planner 2021/22

**Membership:** Dr Mee Ling Ng OBE (Chair), Vacant (Vice Chair), Bronwen Handyside, Anne McMeel and Dr Lynn Sloman.

**Abbreviations:** Managing Director (MD), Customers, Communication and Technology (CCT), London Underground and TfL Engineering (LU), Surface Transport (ST), D (Director)

17 March 2022		
Quarterly Customer Services and Operational Performance Report	MD CCT/MD LU/MD ST	Standing item
Assisted Transport Services	MD ST	Every six months
Strategic Overview of Cycling	D City Planning / MD ST	Annual
ER3: Major Service Disruption	MD LU	Annual
ER6: Loss of Stakeholder Trust	MD CCT	Annual

### Regular items:

- Quarterly Customer Services and Operational Performance Report (MD CCT/MD LU/ MD ST) (Quarterly)
- TfL International Benchmarking Report – Annual
- Bus Services to London’s Hospitals – Annual (June/July)
- Assisted Transport Services Update (every six months)
- Customer Journey Modernisation (every six months)
- Strategic Overview of Cycling – Annual (February/March)
- TfL International Benchmarking Report (October 2022)

### Items to be scheduled:

- Communication with front line staff and customers (Action from PIC)
- Rotherhithe to Canary Wharf crossing

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