

# Appendix I

## Customer service and operational performance report

Quarter I (1 April 2022 – 25 June 2022)

# Contents

---

## 3 Introduction

---

## 4 Measures used in this report

---

## 5 Our scorecard

---

## 6 Operations

- 7 Passenger journeys
  - 8 Santander Cycles – hires made
  - 9 Bus journey time
  - 10 Services operated
  - 14 Roads and traffic
- 

## 16 Customers

- 17 TfL cares about its customers
  - 19 Satisfaction
  - 20 Calls
  - 25 Complaints
  - 26 Commendations
  - 27 Tickets
  - 28 System availability
  - 29 Digital
  - 30 Travel demand management
  - 31 Campaigns
  - 33 Consultations
  - 34 London Assembly scrutiny
-





In May, the Queen opened the Elizabeth line

# Introduction

## Our operational performance and customer service in the first quarter of 2022/23

We put customers at the heart of everything we do. We are committed to listening to them and focused on tracking their most common day-to-day frustrations while investing to improve their journeys. Our customers expect us to provide a safe and reliable transport network that offers value for money and promotes innovation.

In this quarter, customers experienced several days of industrial action, which is reflected in our customer care scores. We have focused on ensuring that customers are kept up to date and encourage them to use our digital channels such as TfL Go to give them the information they need to keep travelling during these periods of disruption.

London took its place on the world stage this quarter as we celebrated Her late Majesty the Queen's Platinum Jubilee and the opening of the Elizabeth line to passenger service in an incredible moment for TfL, London and the country. The new line is crucial for London's recovery from the pandemic. It will help avoid a car-led recovery by providing new journey options, supporting regeneration across the capital, and adding to the UK economy.

We are incredibly proud of all our colleagues who worked extremely hard to make the opening day of the Elizabeth line such a historic moment.

Our passenger figures continue to grow and our network continues to offer a safe, affordable, sustainable and inclusive way to travel around the city.

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

**Andy Lord**  
Deputy Commissioner  
Chief Operating Officer

A handwritten signature in black ink, appearing to read 'Alex Williams'.

**Alex Williams**  
Interim Chief Customer  
and Strategy Officer

# Measures used in this report

## How we monitor and record our progress

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

### Average bus speed

This includes the time buses spend stationary at bus stops.

### Bus journey time

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

### Care score

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

### Customer satisfaction

The quality of service is measured using an 11-point scale, from 10 (extremely satisfied) to 0 (extremely dissatisfied). We use an index to ensure results are straightforward and can be compared among themselves and over time. To calculate this index, the mean scores of the ratings are shown

as whole numbers out of 100. For example, a mean score of 6.62 becomes a customer satisfaction rating of 66.

### DLR departures

The percentage of scheduled trains that complete their end-to-end journey.

### Elizabeth line public performance measure

TfL Rail became the Elizabeth line when the service opened on 24 May 2022. This measure shows the percentage of trains that arrive at their final destination on time, combining figures for punctuality and reliability into a single measure, as is the rail industry standard.

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. It is therefore the percentage of trains arriving on time compared with the total number of trains planned.

In London and the South East, a train is defined as being on time if it arrives within four minutes 59 seconds of the planned arrival time. Where a train does not call at all timetabled stations, it will count as a public performance measure failure.

### London Cable Car and Woolwich Ferry availability

Emirates Air Line became London Cable Car when the 10 year sponsorship deal ended in June 2022. This measure shows the scheduled hours/minutes minus the time when these services are closed to

passengers, expressed as a percentage of the scheduled hours/minutes.

### London Overground time to three

The percentage of recorded station stops arrived at early, or less than three minutes after the scheduled time. This is different from the public performance measure, which measures the punctuality of trains at their final destination only.

This measure excludes station stops where the train fails to call. For the public performance measure, all cancelled trains are included and counted as non-punctual trains.

### Mission Critical Severity 1 incidents

Services needed to deliver vital operations, whereby disruptions could cause significant damage or serious impact to us. This includes reputational and financial damage.

### Passenger journeys compared to pre-pandemic levels

Comparing demand for 2022/23 against 2018/19 levels.

### Road disruption

This measures delays by comparing vehicle journey times to the same quarter in 2019/20, expressed as a percentage of the baseline figure. This is to ensure that unplanned disruption and planned works and events are managed effectively. Tracking road disruption remains important for us to meet our duties under the Traffic Management Act, and our obligations as a strategic traffic authority. This measure only covers our roads.

### Santander Cycles docking station availability

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

### Scheduled services operated

#### London Underground

The percentage of scheduled services we operate.

#### London Buses

The proportion of planned in-service mileage that has been provided for passengers. Operated mileage may be less than planned mileage, owing to staffing, mechanical or congestion issues.

#### Dial-a-Ride

The proportion of journey requests the on-demand team could fulfil.

#### London Trams

The percentage of services operated compared with the scheduled timetable.

### Traffic signal time savings

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

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



# Our scorecard

## Measuring the reliability of our services and the progress of London’s recovery

Our scorecard for 2022/23 continues to focus on the recovery of the organisation, and the capital, from the pandemic.

Scrutiny of our performance against these measures 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	2022/23 Year-to-date actual	2022/23 Year-to-date target	2022/23 Full-year forecast	2022/23 Full-year target
Operations				
Passenger journeys – London Underground, Buses, London Overground, Trams, DLR, Elizabeth line (millions)	717.49	718.16	3,235	3,263
Bus journey time (minutes)	33.02	33.30	33.43	33.50
London Underground trips operated against schedule (%)	89.9	89.9	90	90
Customer				
TfL cares about its customers (%)	54.0	57.0	54	57



### Scorecard measures in this report

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



# Operations

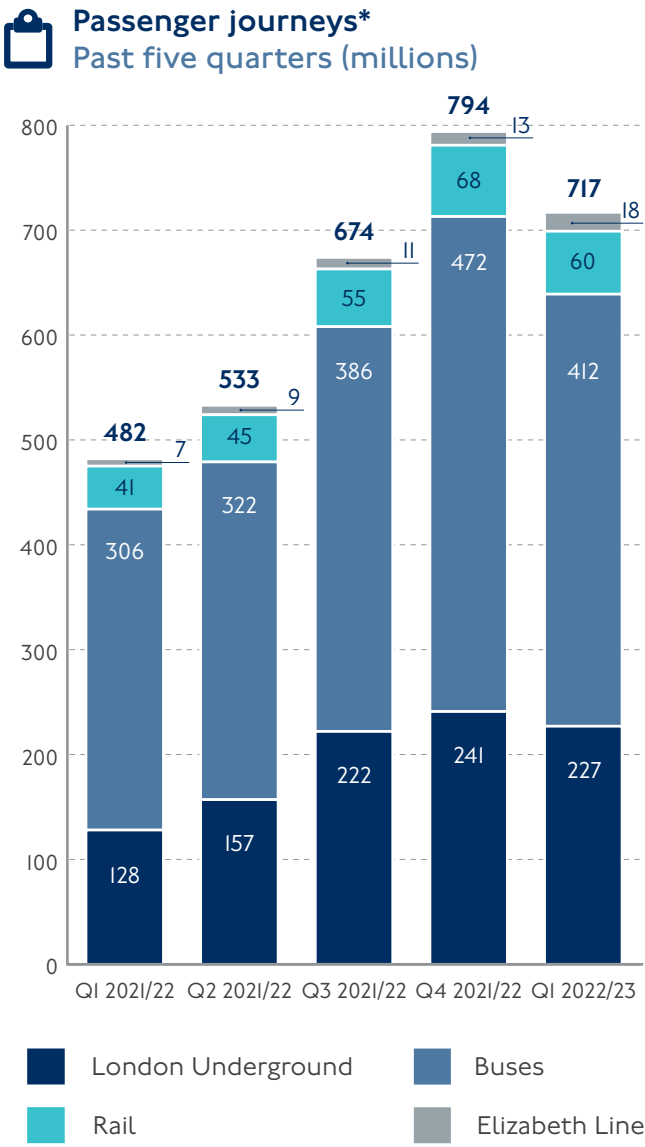
Providing safe, clean and reliable services to support the recovery





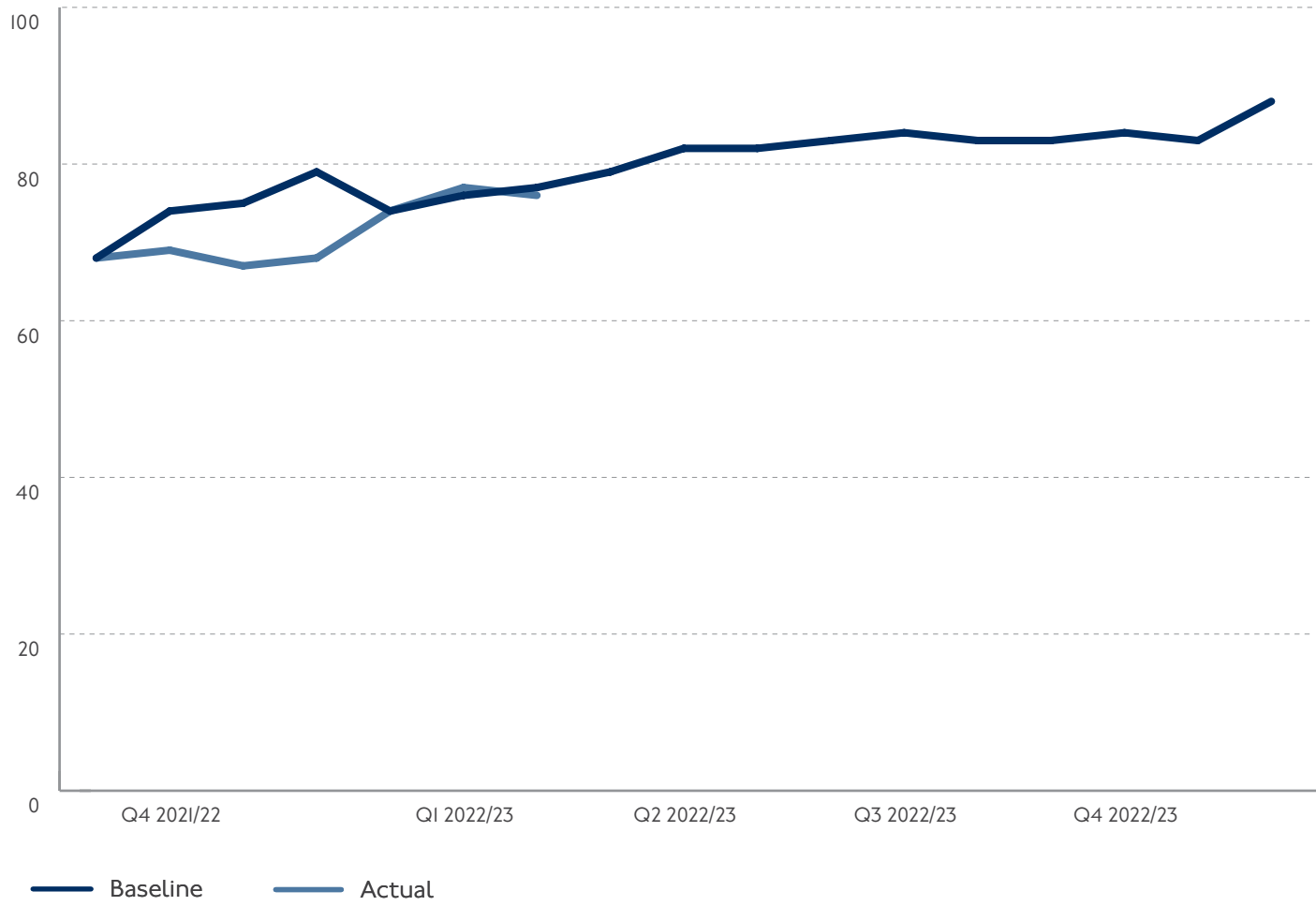
# Passenger journeys

Passenger journey numbers continue to recover, with some days seeing similar passenger demand to before the pandemic. Weekend travel is recovering more quickly than weekdays. Journey numbers are slightly below Budget on the Underground and Buses as they were impacted by spring bank holidays and several days of industrial action, during which demand fell. Passenger demand is expected to continue to improve as more people return to their offices and growth in leisure travel recovers.



Passenger journeys were 76 per cent of pre-pandemic levels compared to a target of 77 per cent and 55 per cent at the same time last year. The increase in ridership levels around the network are a result of strong growth in evening and weekend travel across the network.

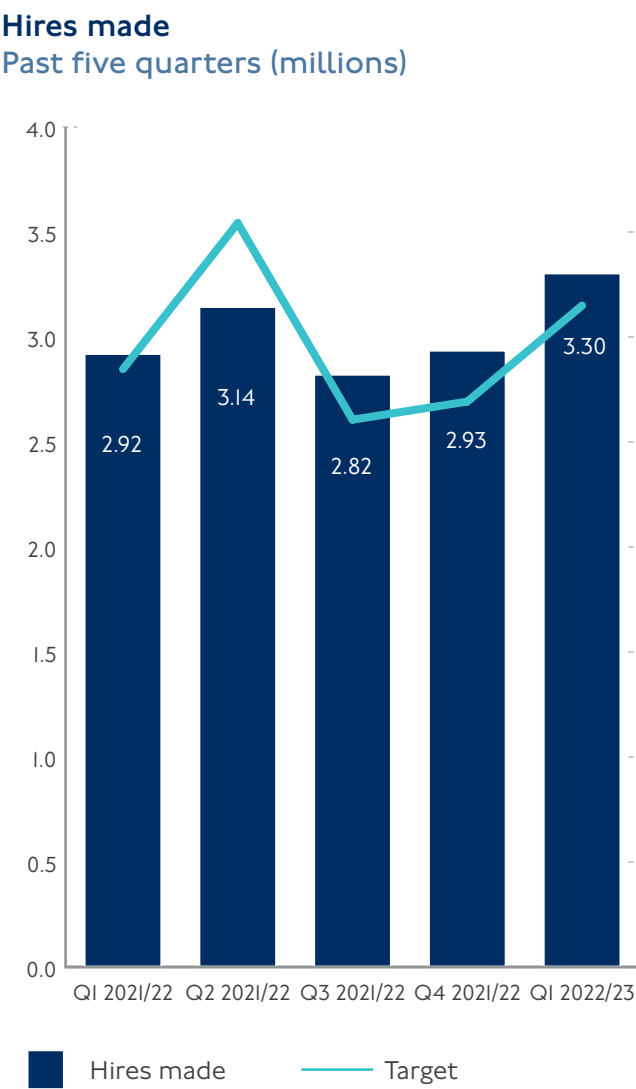
Compared with pre-coronavirus baseline (%)



\* Quarter 4 is longer than Quarters 1-3 (16 weeks and one day vs 12 weeks)

# Santander Cycles – hires made

There were 3.3 million hires in Quarter I 2022/23. This was 382,000 more than Quarter I 2021/22, an increase of 13 per cent. Each period during this quarter saw more hires than any equivalent period, with more than 1 million hires in Period I (April 2022) for the first time. During this quarter, 6,232 free 24-hour NHS promo codes were redeemed and over 20,000 new members joined the scheme.

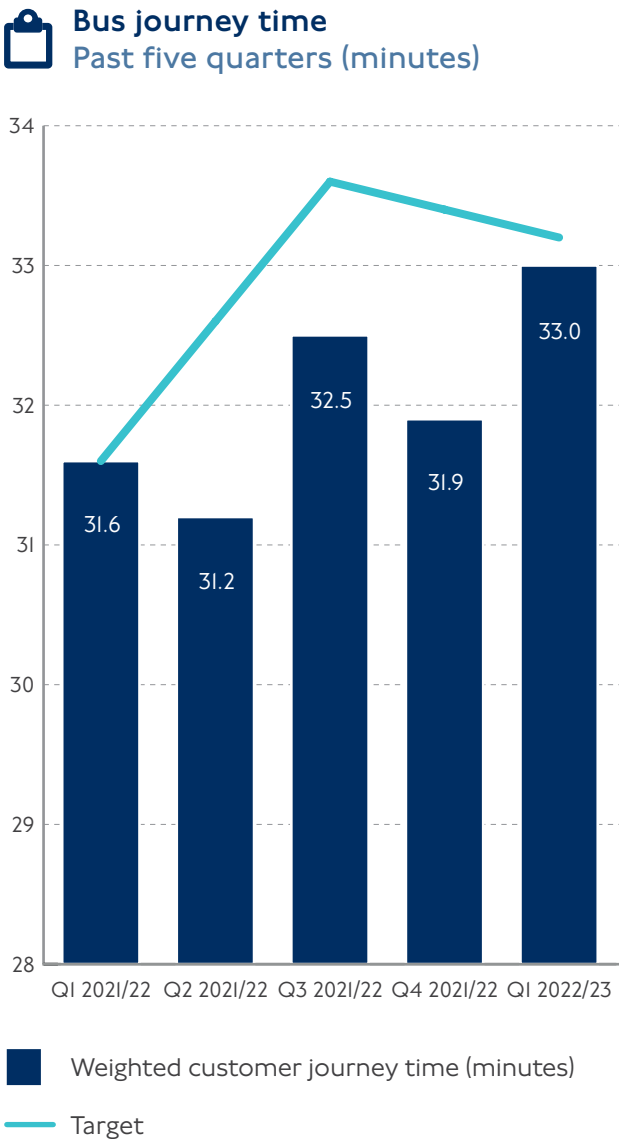


Hires of Santander Cycles hit record numbers this quarter

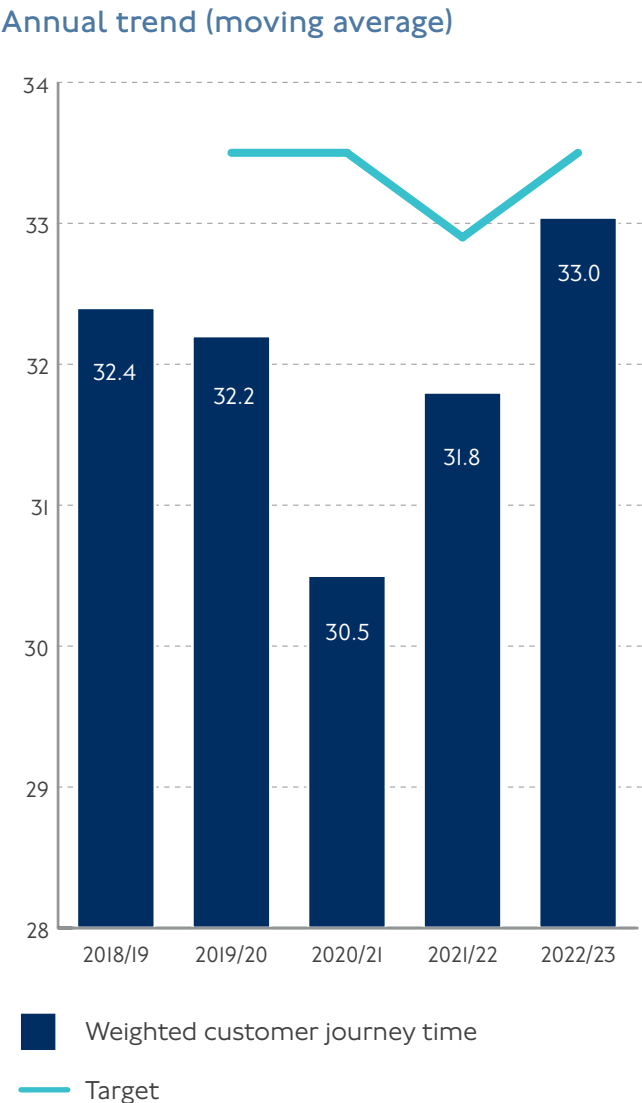


# Bus journey time

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




During 2021/22, average journey times varied between 31.2 and 32.5 minutes, mainly driven by the extent to which bus demand and road traffic recovered from the pandemic. In Quarter I 2022/23, the average journey time was 33.0 minutes. Across all five quarters, journey time has been better than target, with the exception of Quarter I 2021/22, which met target.

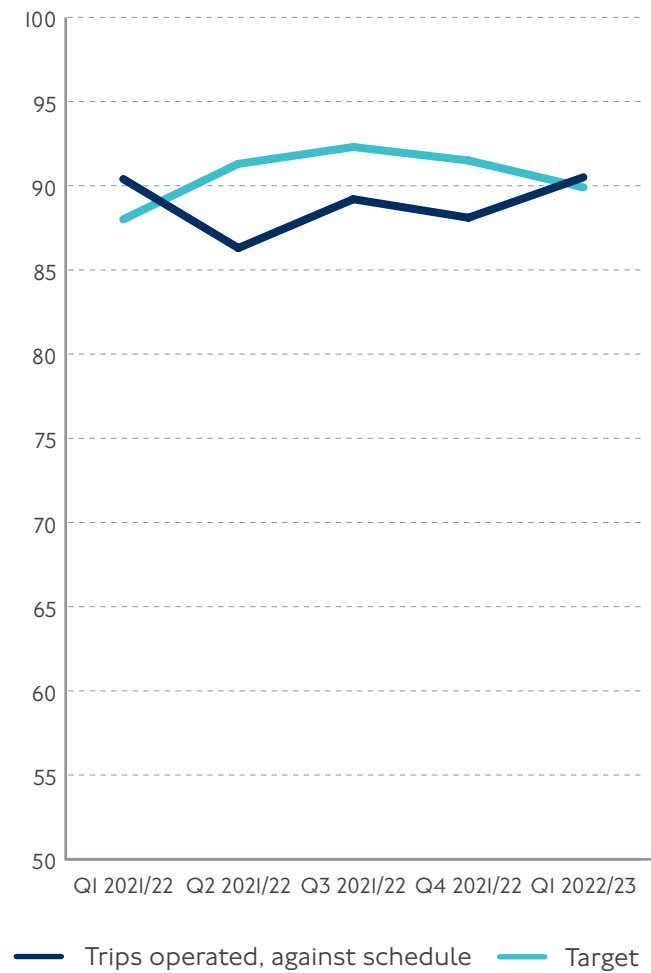


Journey time in 2022/23 to date has increased to 33.0 minutes. Data for 2022/23 sees a step change compared to previous years, as it captures the longer average customer journey length on buses compared to pre-pandemic, which was accounted for in the target. Across the past four years (2019/20, 2020/21, 2021/22 and 2022/23 to date) performance has been better than target.

# Services operated

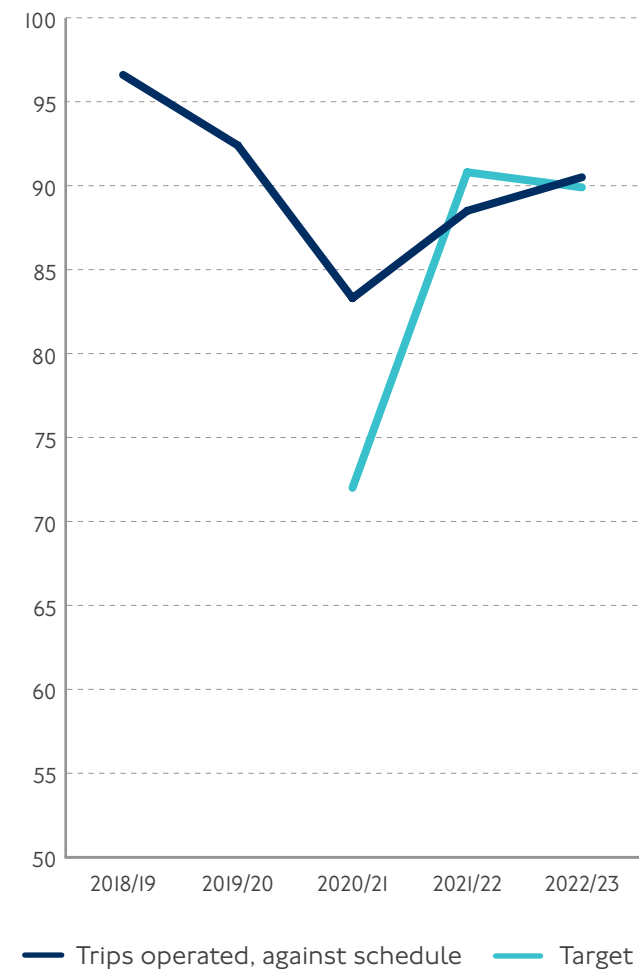
We continue to run as many services as possible to support London's recovery.

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



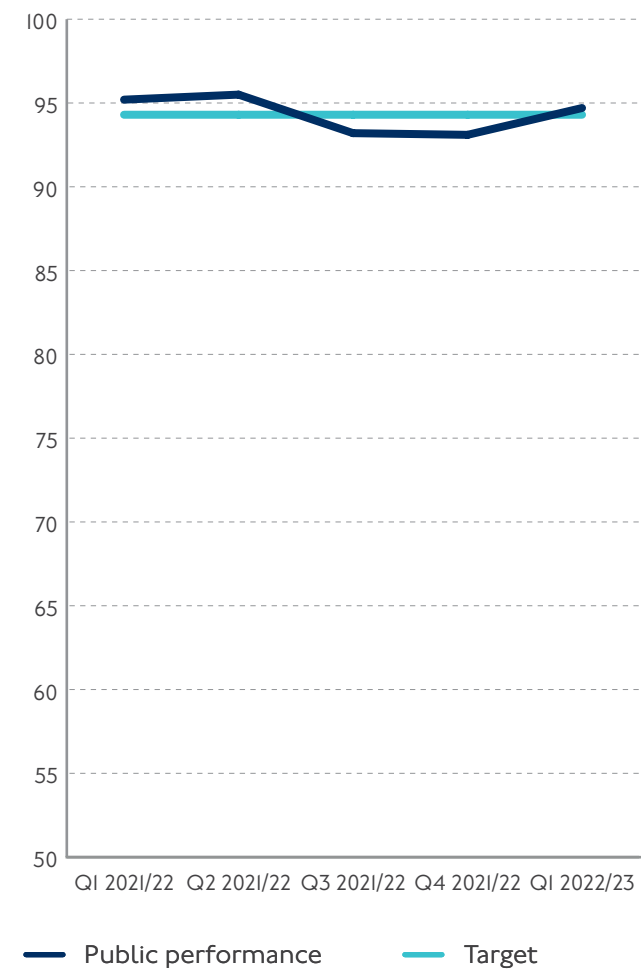
The percentage of services operated for Quarter I 2022/23 was the highest of any of the past five quarters, and the first quarter since 2021/22 above 90 per cent. The improvement was largely driven by an increase in train operator availability since the end of April, although this is still the biggest cause of reduced service levels, along with fleet availability. From June, a number of track and signals-related issues, including a cable fire in the Barking area, resulted in a reduced service.

**Annual trend**



Quarter I has got 2022/23 off to a strong start, with the percentage of services operated higher than the past two years. This is still below pre-pandemic levels. Night Tube services restarted on the Northern line on Saturday 2 July, and on the Piccadilly line on Friday 29 July. This restores Night Tube services to all lines that were running pre-pandemic, allowing Londoners and visitors to make the most of the capital in the evenings and provide late-night commuters another safe way to get home.

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

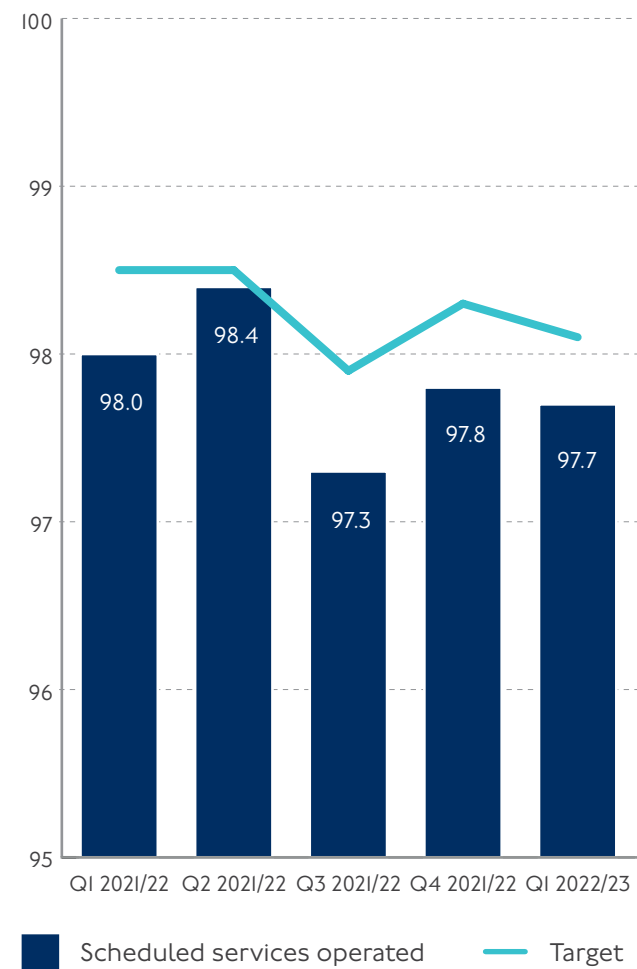


During Quarter I 2022/23, on 24 May, the Elizabeth line central operating section (COS) opened to customers, with trains running between Paddington and Abbey Wood.

Across the three routes of the Elizabeth line (West, COS and East), a public performance measure of 94.7 per cent was delivered this quarter, an improvement of 1.6 percentage points compared with Quarter 4 2021/22.

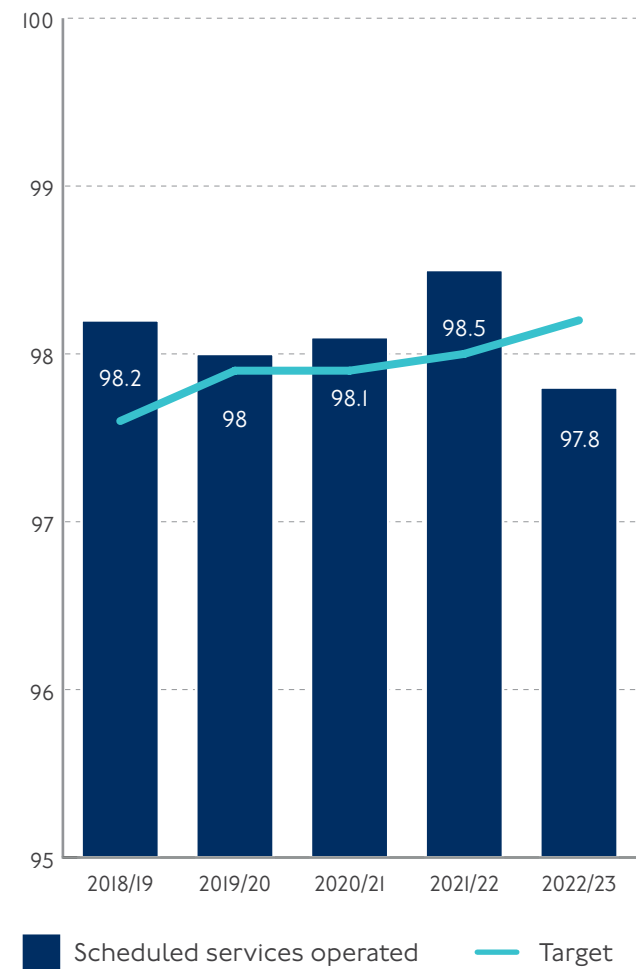


Bus scheduled services operated  
Past five quarters (%)



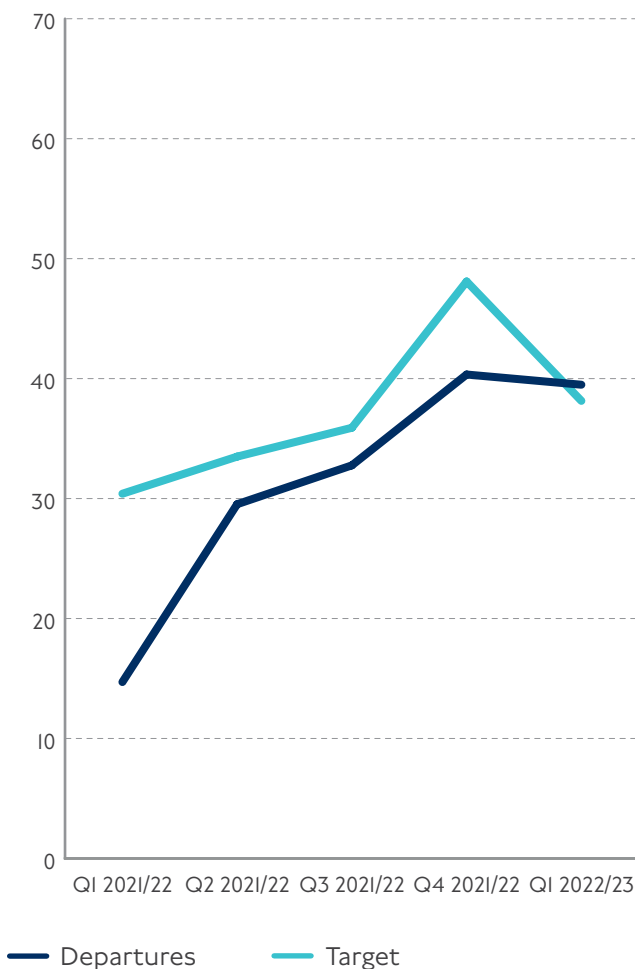
Quarter I performance was affected by strikes on buses, Tube and national rail, services, and higher than normal staff unavailability (a mixture of sickness and shortage), which currently shows no sign of abating. Losses due to traffic disruption were lower than pre-pandemic expectations.

Annual trend (moving average)



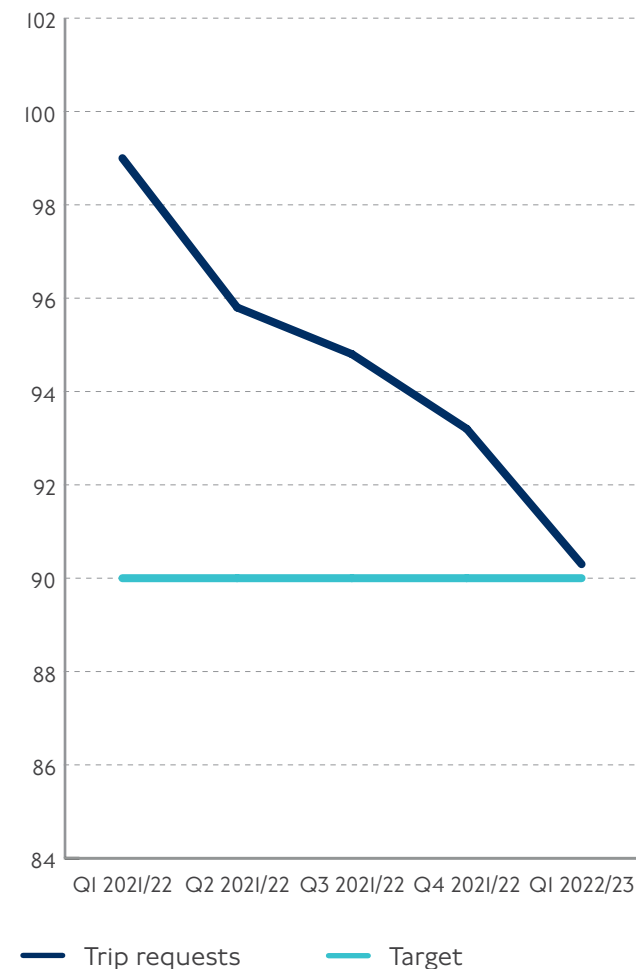
Quarter I continued to be impacted by strike action across Buses, Tube and National Rail, and the unavailability of colleagues. Traffic disruption remains lower than pre-pandemic levels.

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



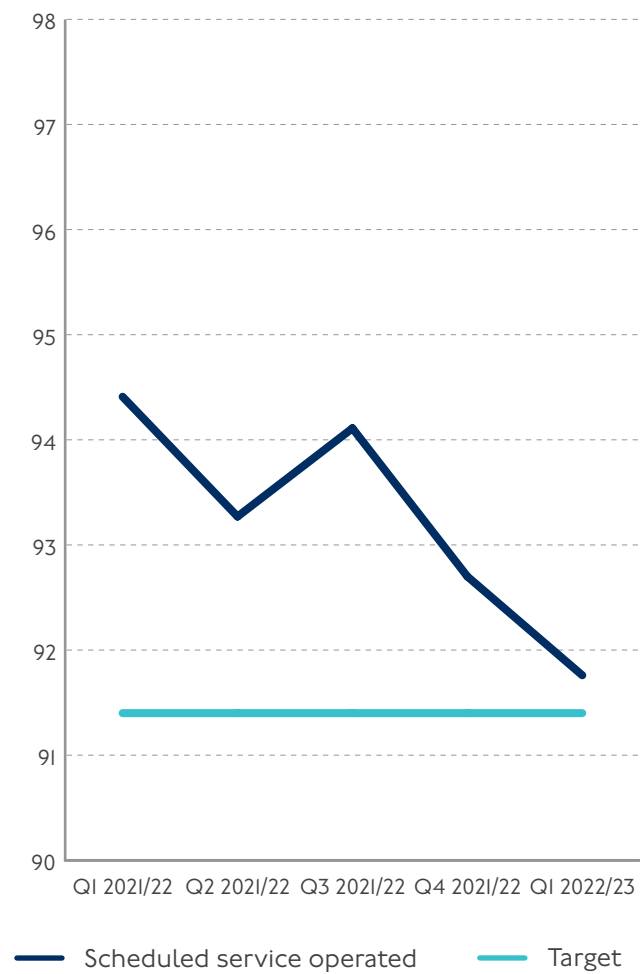
Departures from Victoria Coach Station have increased since the station re-opened after the closure caused by the pandemic, with above-target performance this quarter. In 2021/22, there were 118,000 accessible departures (40,000 in 2020/21) and 11 million passenger movements (two million in 2020/21) through the site. The station continues to support coach operators in rebuilding their operations, to enable UK and wider market growth in the industry.

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



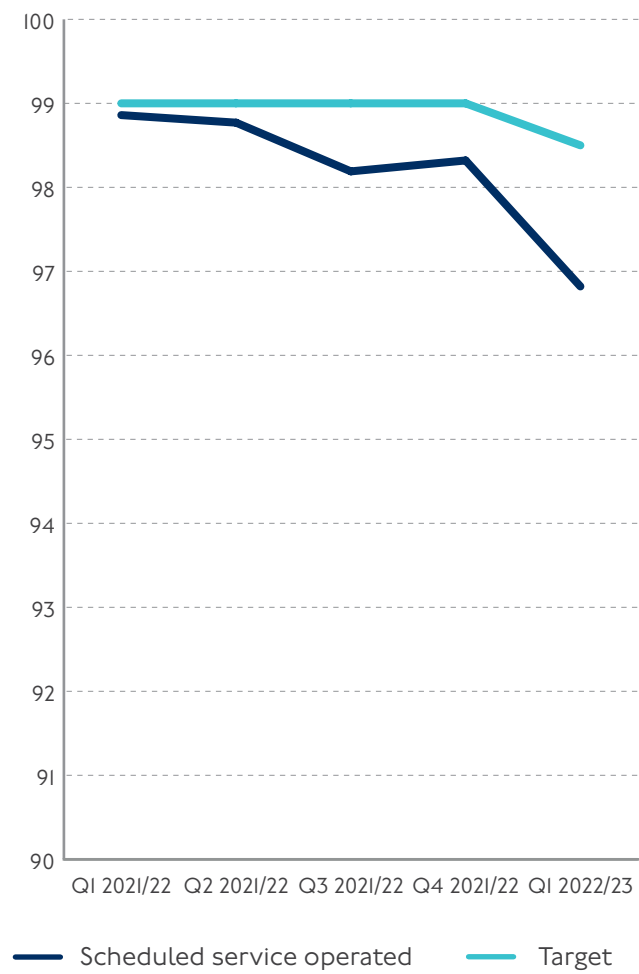
We continue to meet target against increasing demand without additional use of contracted out services. We have reinstated full capacity within each bus, allowing us to carry more customers. Colleague attendance is improving and will be supported by a proposed recruitment campaign.

London Overground time to three  
Past five quarters (%)



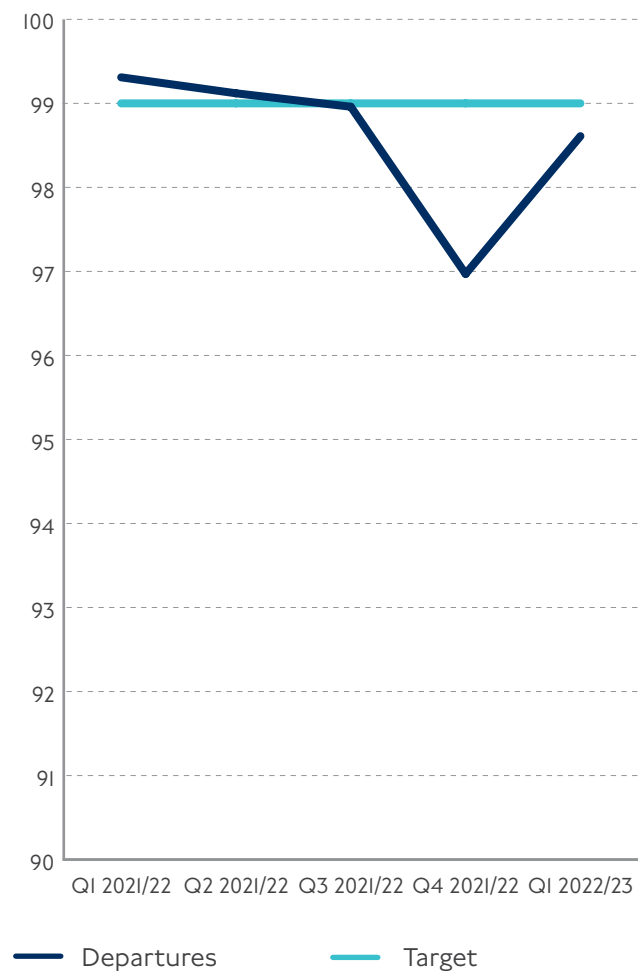
Performance is on a downward trend compared to Quarter I 2021/22, but still above our target of 91.4 per cent. This is partly due to multiple track and signal defects. We continue to work closely with Network Rail, who own the infrastructure, to resolve these issues and improve response times.

London Trams scheduled services operated  
Past five quarters (%)



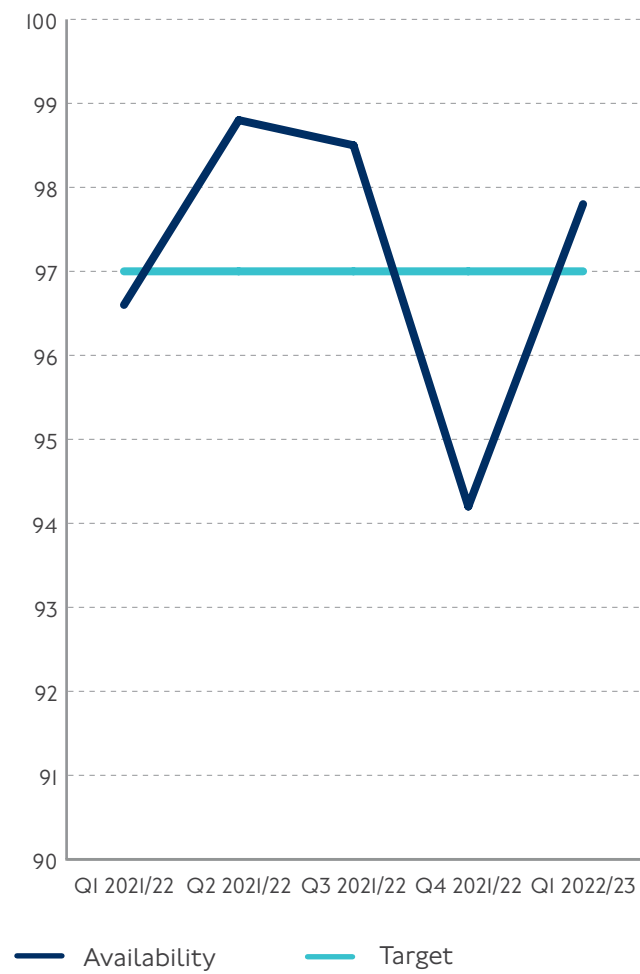
Tram performance was below the 98.5 per cent target. This was a result of ongoing fleet availability challenges (which are being worked through with the supply chain), four days of industrial action affecting our operator, and the impact of extreme weather during July that resulted in a temporary emergency timetable being introduced.

DLR departures  
Past five quarters (%)



DLR departures largely recovered in Quarter I 2022/23. However, performance was affected by issues with the signalling system in the Bank and Tower Gateway area in early May 2022. The effects of industrial action affecting London Underground were less keenly felt during Quarter I 2022/23, as trains were able to serve Bank station.

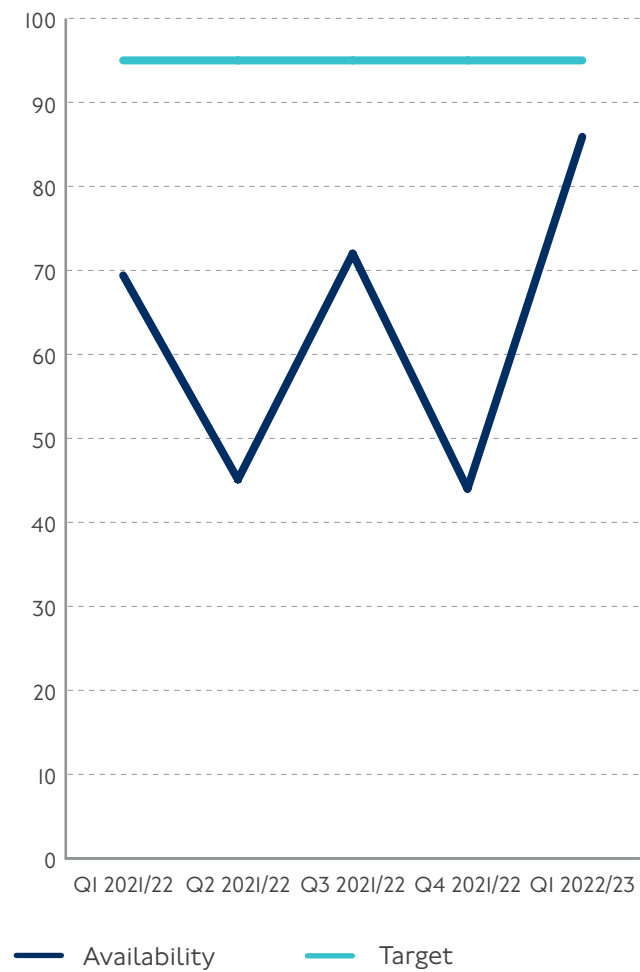
London Cable Car availability  
Past five quarters (%)



Availability was above target at 97.8 per cent, compared to 96.6 per cent for the same quarter in 2021/22. Downtime was mainly due to seasonal high winds, which meant suspending the service for safety reasons, as well as safety stoppages to accommodate long or tall ships passing beneath the cableway.

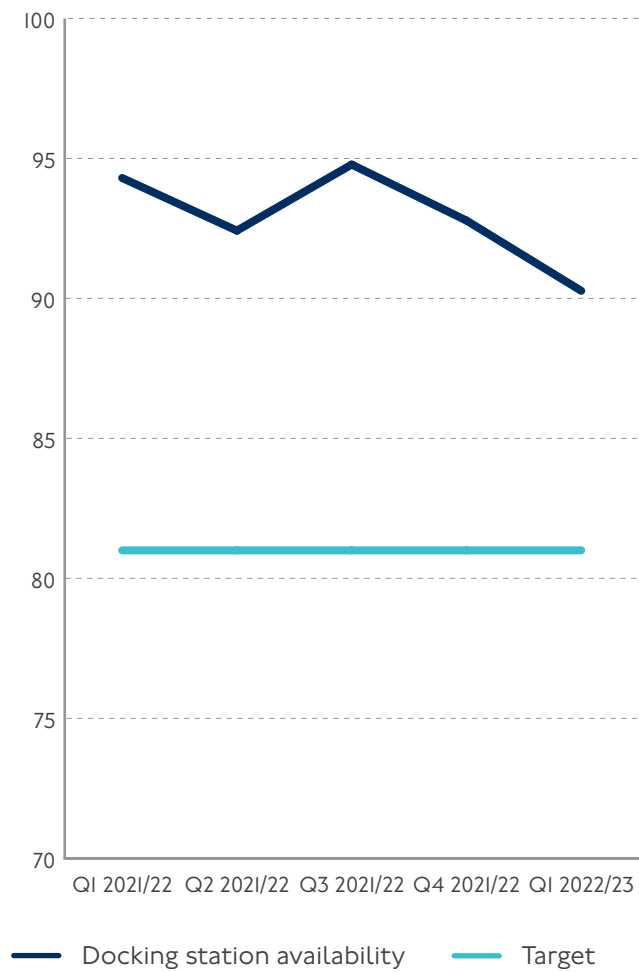


Woolwich Ferry availability  
Past five quarters (%)



Woolwich Ferry availability has increased to 85.9 per cent, compared to 69.4 per cent in Quarter I 2021/22, which was significantly affected by industrial action. The ferry ran a restricted one-boat scheduled service in this quarter.

Santander Cycles docking station availability  
Past five quarters (%)



The Santander Cycles hire scheme has gone from strength to strength. We continued to work with our contractor, Serco, to make sure bikes were available to customers at important locations through the quarter. Although availability at docking stations dipped slightly to 90 per cent, Santander Cycles remained well above target for the quarter amid record-breaking hires.

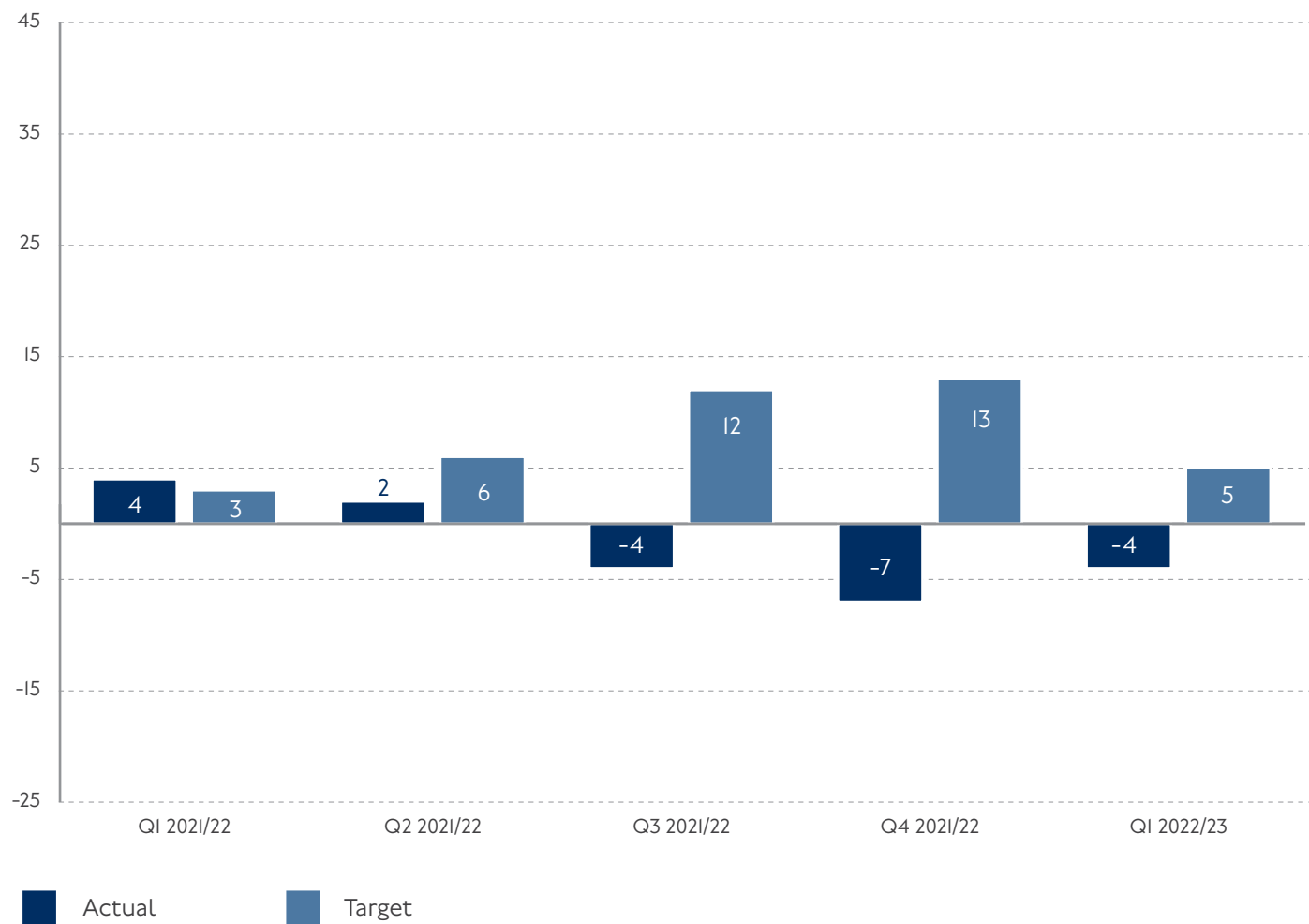


The Woolwich Ferry is a vital river crossing for east London

# Roads and traffic

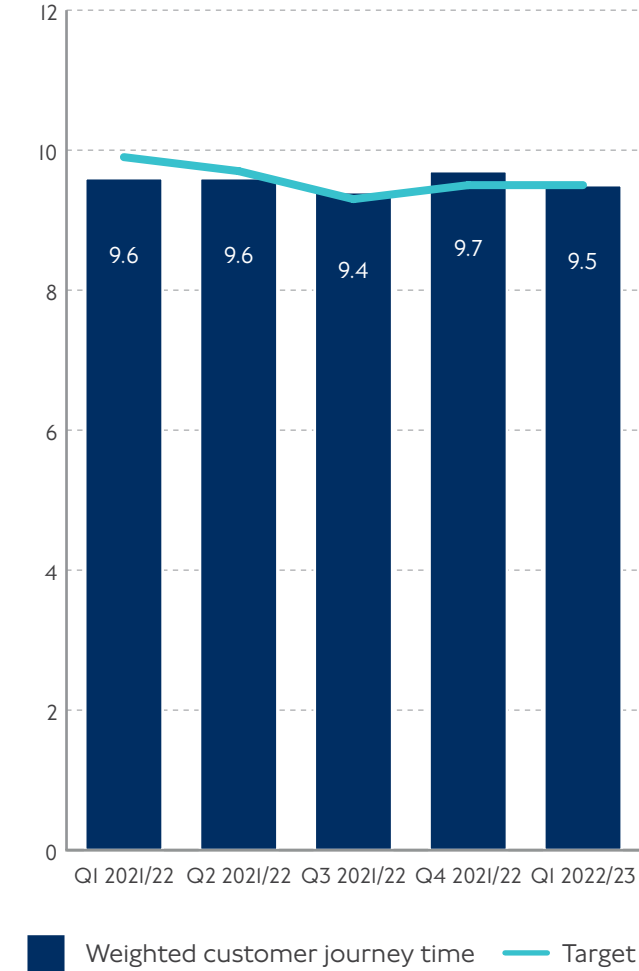
There continues to be less disruption on our roads than expected as we continue to move out of the pandemic. It is believed the recent increases in fuel prices have served to reduce demand and therefore disruption.

Road disruption  
Past five quarters (%)



Disruption on our roads (measured in the 12-hour period 07:00 to 19:00) remains below forecast in Quarter I with journey times down at -4 per cent, and demand (traffic flow) also down at -6 per cent, both against a 2019/2020 baseline. It is believed the recent increases in fuel prices have served to reduce demand and therefore disruption. In Quarter I 2021/22, both were slightly above the baseline.

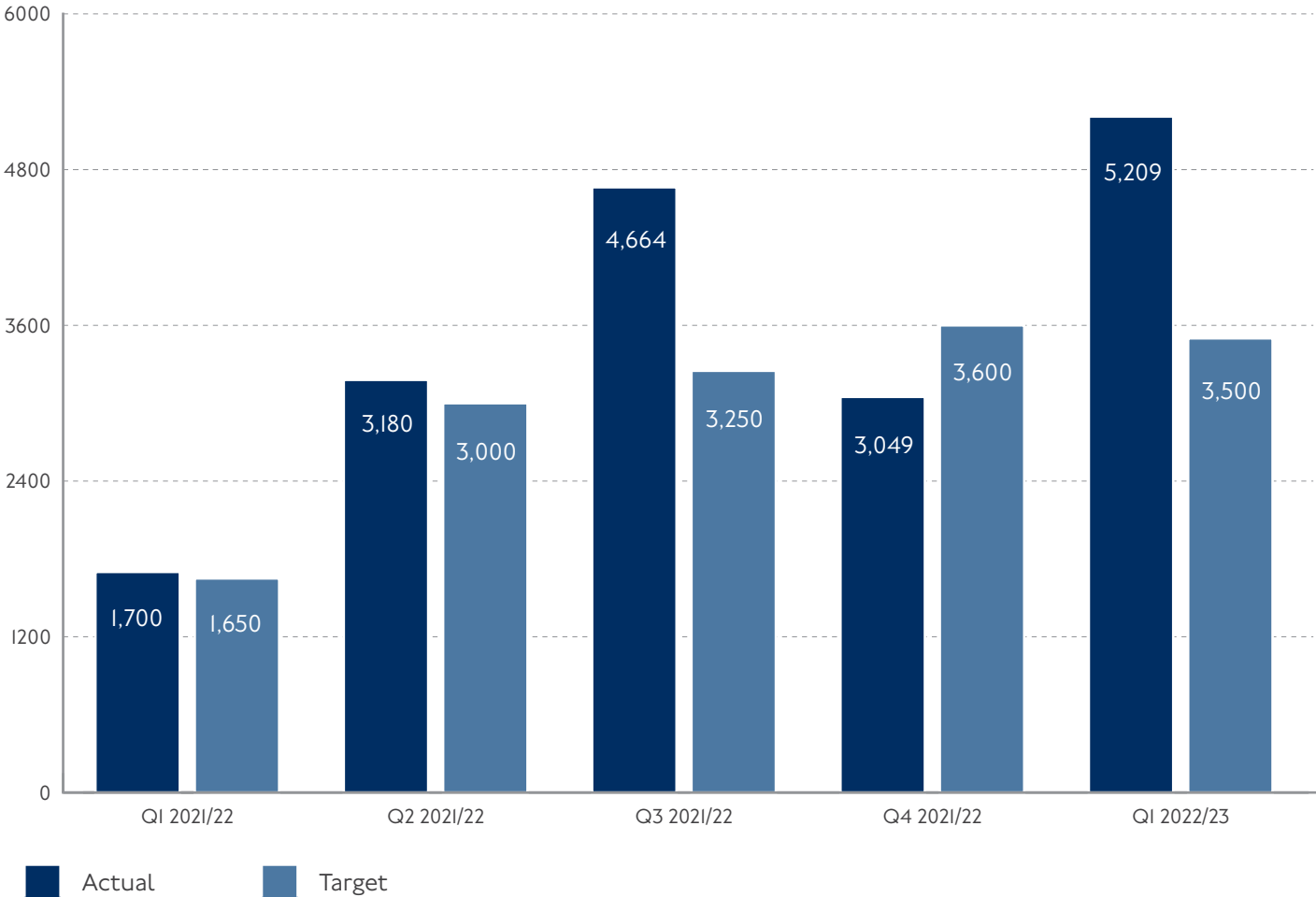
Bus average speed  
Past five quarters (mph)



Average bus speed has remained higher than the pre-pandemic baseline throughout the past five quarters, which have seen lower passenger volumes and lower levels of general traffic disruption. Typical seasonal variations have been recorded, but with the actual speed tracking at two to four per cent faster than the pre-pandemic base.

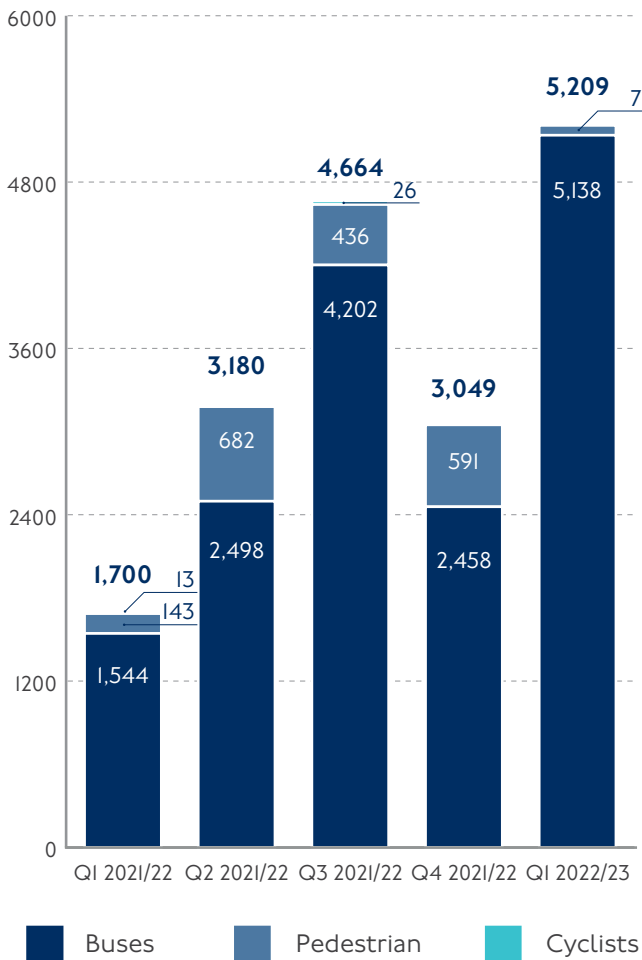


### Traffic signal time savings Past five quarters (hours)



We have delivered over 5,000 hours per day of time saved for sustainable modes, including walking, cycling and buses. We have updated our methods of reporting our time saved for bus passengers, which will provide far richer and more detailed data. We expect to deliver 15,000 hours of time saved for sustainable customer journeys at the end of this financial year.

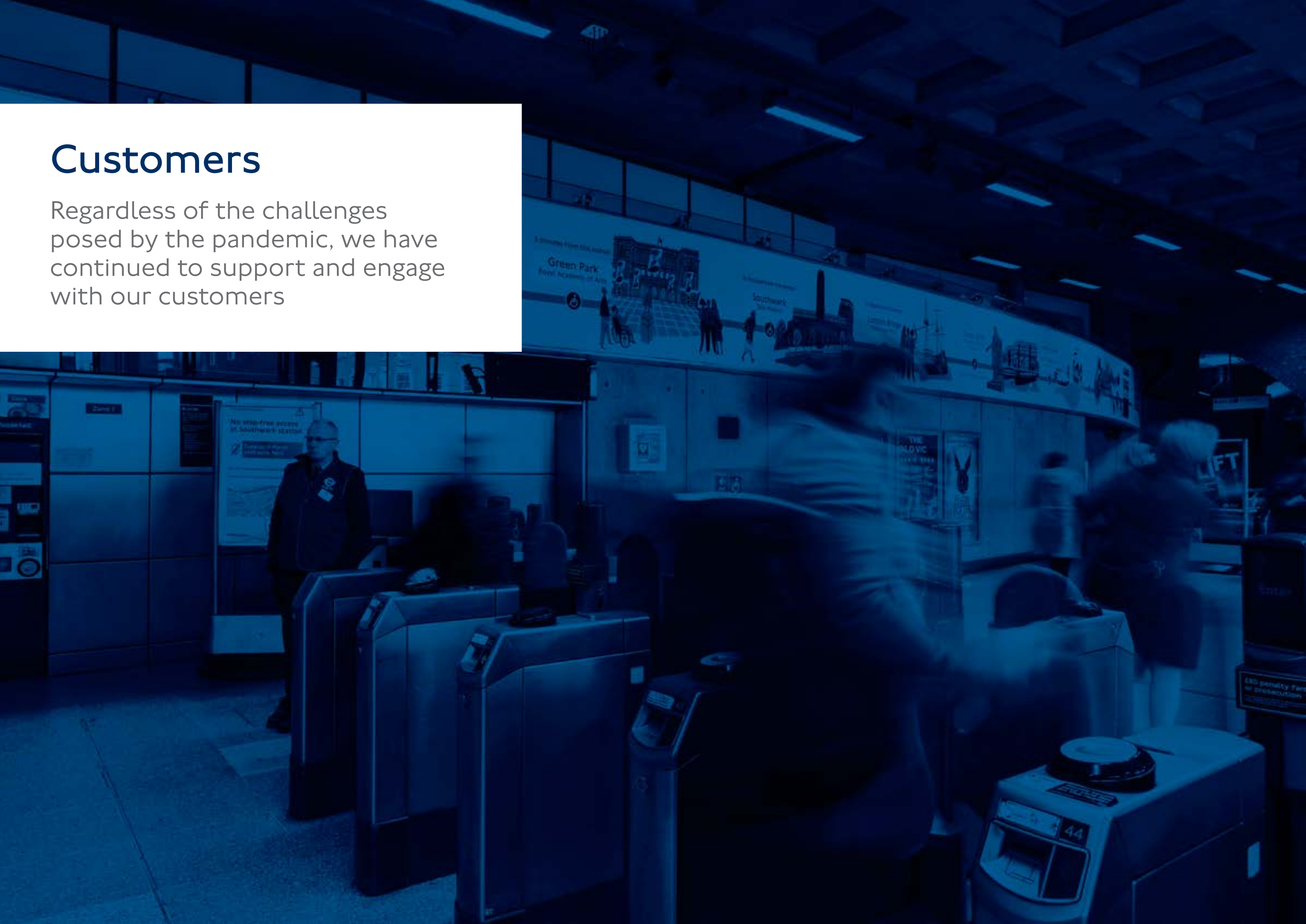
### Type of road user benefiting from signal timing review Past five quarters (hours)



At the end of Quarter I, we saved 5,209 hours a day across sustainable modes: 5,138 for bus passengers and 71 for pedestrians. Although no hours were saved for cyclists so far this year, we have programmed specific cycling-focused reviews for delivery later in the year.

# Customers

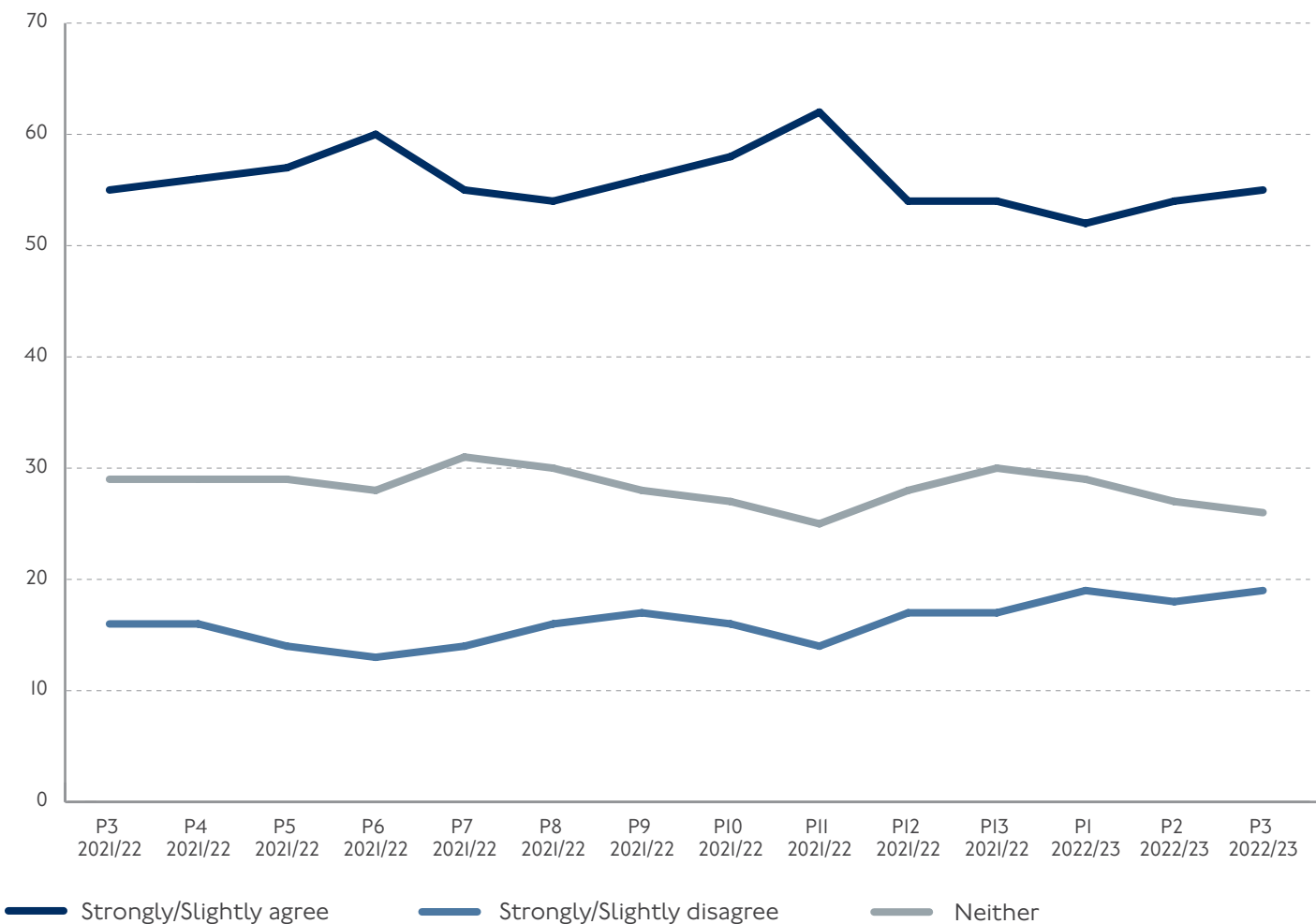
Regardless of the challenges posed by the pandemic, we have continued to support and engage with our customers





# TfL cares about its customers

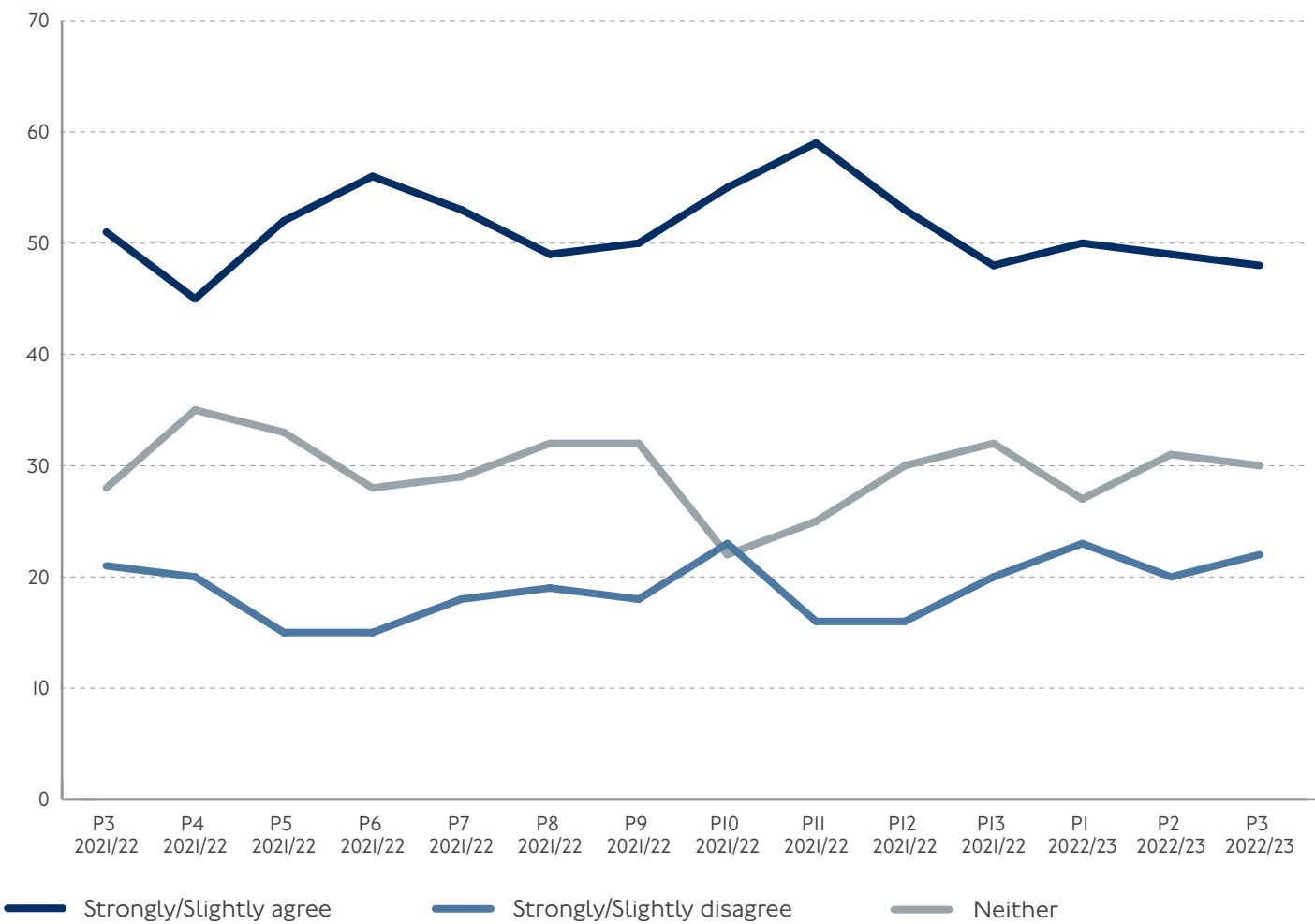
 **All Londoners**  
Agreement, disagreement, neither (%)



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

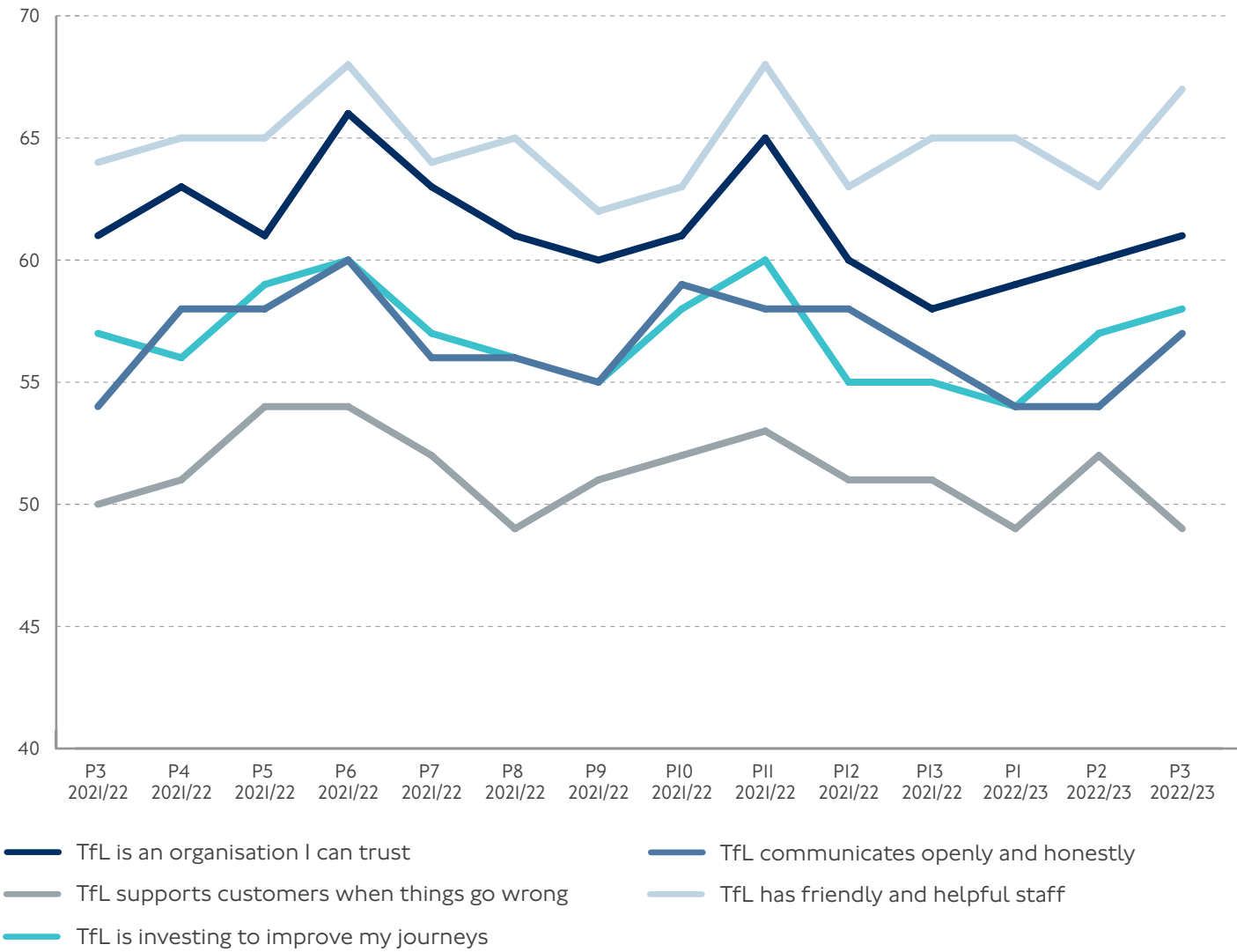
The percentage of Londoners agreeing that TfL cares about its customers is 55 per cent for Period 3 2022/23 (29 May to 25 June). Our overall score for 2022/23 is 54 per cent agreement, three percentage points below our scorecard target. Several factors have affected our care score, with some likely to remain throughout the year. These include strikes disrupting our services, speculation regarding TfL’s funding, and a busier network compared to last year.

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



The percentage of disabled Londoners agreeing that TfL cares about its customers is 48 per cent for Period 3 2022/23. Our overall score for 2022/23 is 49 per cent, four percentage points lower than our 2021/22 score. Disabled Londoners continue to feel less confident to travel than non-disabled Londoners, although the gap is closing.

**Key survey questions**  
Agreement (%)



**Winning back our customers**

Our focus continues to be on making customers feel safe via a reassuring staff presence and keeping our network clean and well maintained, while ensuring we operate a reliable and efficient service. Furthermore, we will provide support for our customers during disruption given the increased instances of industrial action on both the national rail and TfL networks. Alongside this, we continue to promote public transport as an affordable and accessible way to travel around London as well offering value for money, especially given the increased cost of living.

We have identified the five key drivers that have the most influence on Londoners’ perception and our ‘TfL cares about its customers’ metric. Supporting customers when things go wrong remains an important part of improving their experience. Overall, scores have increased in this quarter, with most metrics peaking in Period 3 (29 May to 25 June), after the Elizabeth line launched. Over the longer term, metrics are on a downward trend, moving back towards levels typical of pre-pandemic operation. This also reflects challenges to perceptions of TfL associated with disruption to services caused by strikes, and speculation on TfL’s funding position. The rising cost of living is also likely to be affecting perceptions.





We are always looking to improve our service to customers

# Satisfaction

## Past five quarters Score

	Q1 2021/22	Q2 021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
London Underground	78	75	75	76	76
London Buses	79	78	78	78	78
DLR	78	79	77	78	77
London Overground	76	76	76	76	77
London Trams	N/A	N/A	76	N/A	N/A
Elizabeth Line	78	77	76	76	78

In Quarter I 2022/23, overall satisfaction for most modes remained relatively stable while satisfaction with the Elizabeth line increased. This is likely to have been influenced by the opening of the central operating section between Paddington and Abbey Wood, and the associated service and connectivity benefits this provides to our customers.

# Calls

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

## General contact centre calls Past five quarters

	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
Telephone calls	363,418	535,824	696,500	604,653	514,986
Calls abandoned (%)*	9.0	15.77	22.78	13.02	9.8
Correspondence	94,424	124,263	163,862	198,028	189,111
Cases closed (%)**	83.9	78.75	70.33	68.96	81.12
Average speed of answer (seconds)	213	1,034	1,573	779	366

Telephone demand fell 15 per cent on last quarter, but was up 42 per cent on the previous year. This increase was due to the pandemic. Against last quarter, we saw significant improvements in both abandoned calls (down 25 per cent) and the average speed of answer (down 53 per cent).

Following this pattern, correspondence was down five per cent on Quarter 4 2021/22 but was up 100 per cent on Quarter 1 2021/22. We closed 18 per cent more cases than in the previous quarter.

\* Target of 15 per cent or lower

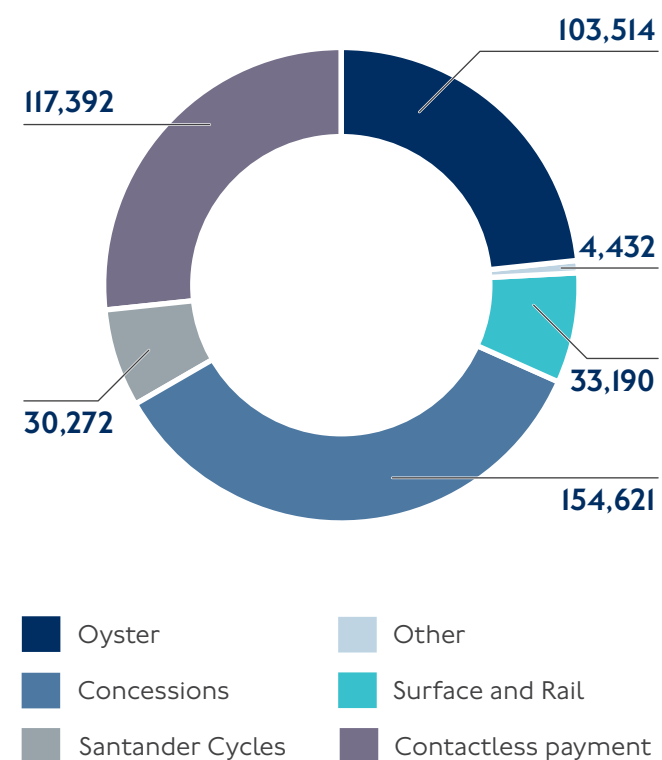
\*\* Cases responded to within the agreed timeframe. Our target is to respond to 80 per cent of correspondence within three working days, or 10 working days for more complex issues that require investigation

## Past five years

	2018/19	2019/20	2020/21	2021/22	2022/23 year to date
Telephone calls	2,699,025	2,687,696	1,304,300	2,292,137	514,986
Calls abandoned (%)*	10.9	16.2	7.6	16.12	9.8
Correspondence	609,201	757,298	364,778	580,567	189,111
Cases closed (%)**	82.0	78.9	83.4	73.80	81.12



**Calls by subject\***  
This quarter



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

Telephone demand was down 22 per cent overall on the previous quarter, which is due to Quarter I being shorter than Quarter 4. Demand was up six per cent on Quarter I 2021/22, which is largely due to the ongoing recovery from the pandemic. This recovery is particularly notable on ticketing calls, with contactless up 81 per cent on the previous year, although Oyster was down 16 per cent. This shift represents changes to customers' working and travelling habits, as hybrid working is becoming more common and the flexibility of contactless travel becomes more attractive.

Santander Cycles demand remained strong, up 35 per cent on last quarter and up 44 per cent on the previous year.



Our telephone contact centre took over 500,000 calls this quarter



**Road user charging and ULEZ**  
**Past five quarters**

	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
Calls received	275,732	292,501	462,698	559,940	334,393
Calls answered	265,662	279,011	431,969	542,331	328,045
Calls abandoned (%)	3.7	4.6	6.6	3.1	1.9
Average speed of answer (seconds)	47	72	76	14	24

Capita’s road user charging contact centre continues to perform well within contractual targets. Call volumes during Quarter 1 returned to previous levels following the spike in Quarter 4, which was caused by an increase in volumes due to the expansion of the Ultra Low Emission Zone and changes to the Congestion Charging scheme hours. The average speed of answer for Quarter 1 is 24 seconds and the call abandon rate is 1.9 per cent against a target of no more than 12 per cent of calls.

**Past five years**

	2018/19	2019/20	2020/21	2021/22	2022/23 year to date
Calls received	1,080,837	1,486,715	1,145,772	1,590,871	334,393
Calls answered	1,043,877	1,440,357	1,093,382	1,518,973	328,045
Calls abandoned (%)	3	3	5	5	1.9
Average speed of answer (seconds)	43	42	63	48	24

Taxi and private hire  
Past five quarters

	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
Calls received	46,513	59,083	72,942	56,597	48,626
Calls answered	45,959	58,163	65,385	55,938	47,858
Calls abandoned (%)	1.2	1.6	10.4	1.2	2.0
Average speed of answer (seconds)	33	32	314	21	29

The taxi and private hire contact centre is provided for customers to book vehicle licensing inspections. Calls remained stable during Quarter I and performed well within contractual targets. The average speed of answer for Quarter I is 29 seconds and the call abandon rate is two per cent against a target of no more than five per cent of calls.

Past five years

	2018/19	2019/20	2020/21	2021/22	2022/23 year to date
Calls received	840,178	749,561	222,291	235,135	48,626
Calls answered	582,022	532,096	158,847	225,445	47,858
Calls abandoned (%)	30	29	29	4	2.0
Average speed of answer (seconds)	733	699	896	111	29

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

	Target	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
Calls received	N/A	46,691	66,591	83,958	102,724	91,224
Calls abandoned (%)	10	3.1	12.4	9.7	13.8	11.2
Average speed of answer (seconds)	180	59	269	238	344	276
Email bookings	N/A	3,764	6,939	10,186	10,684	10,728

Dial-a-Ride saw an 11.2 per cent decrease in call volumes compared to Quarter 4 2021/22. Our average speed of answer decreased by just over a minute and our calls abandoned were 2.6 per cent lower than the previous quarter. Where Period 1 (1 to 30 April) abandoned rate was at 9.9 per

cent and Period 2 (1 to 28 May) at 7.7 per cent, the booking process was temporarily adjusted in Period 3 (29 May to 25 June) to accommodate requests during the Queen’s Platinum Jubilee bank holiday and industrial action. These were unavoidable but led to poor performance in Period 3.

**Past five years**

	2018/19	2019/20	2020/21	2021/22	2022/23 year to date
Calls received	564,391	533,868	117,275	299,944	91,224
Calls abandoned (%)	10.5	10.7	5.5	10.6	11.2
Average speed of answer (seconds)	233	287	108	249	276
Email bookings	45,950	82,450	6,368	31,573	10,728



# Complaints

Complaints  
Year on year (per 100,000 journeys)

	Q1 2021/22	Q1 2022/23	Variance (%)
London Underground	1.41	1.07	-24
London Buses	3.88	2.98	-23
DLR	0.61	0.48	-21
London Overground	0.79	0.59	-25
Elizabeth line	2.1	1.72	-18
London Trams	0.8	0.86	7
London Cable Car	4.14	4.58	11
Congestion charge	2.94	2.22	-24
Dial-a-Ride*	51.31	66.6	30
London River Services	0.65	0.35	-46
Santander Cycles	2.43	2.06	-15
Taxis**	2.73	4.13	51
Private hire**	2.48	2.46	-1
Contactless	0.44	0.54	23
Oyster	0.17	0.36	112

London Underground continues to record good performance, with growth in passenger numbers outstripping complaints by 43 per cent. This growth led to the 23 per cent drop seen against the last financial year. We see similar patterns of growth across London Buses, DLR, Elizabeth line and London Overground, driving improvements.

Trams saw a seven per cent rise this quarter against last year, despite complaint volumes actually falling 25 per cent on last

quarter, though this rise only represented an additional 10 complaints.

Contactless complaints were up 23 per cent as customers return to the network, though journeys rose by 67 per cent in the same period. Oyster rose 112 per cent, against a 33 per cent increase in journeys. The main drivers for this were a change made by banks to improve security, which affected Auto top-up users in particular, and refund requests linked to the disruption caused by strikes.

Past five years

	2018/19	2019/20	2020/21	2021/22	2022/23 year to date
London Underground	0.98	1.14	1.74	1.26	1.07
London Buses	3.17	3.17	4.37	3.29	2.98
DLR	0.78	0.89	1.09	0.54	0.48
London Overground	1.69	1.58	1.24	0.65	0.59
Elizabeth line	2.39	2.30	2.26	1.77	1.72
London Trams	1.28	1.65	1.76	0.85	0.86
London Cable Car	4.11	2.83	2.57	4.69	4.58
Congestion charge	1.59	2.48	3.83	3.55	2.22
Dial-a-Ride*	69.86	83.62	64.87	61.33	66.6
London River Services	1.49	1.26	2.44	0.47	0.35
Santander Cycles	4.00	3.54	2.68	2.24	2.06
Taxis**	7.22	8.06	1.69	3.24	4.13
Private hire**	2.95	2.57	1.36	2.3	2.46
Contactless	0.21	0.40	0.39	0.5	0.54
Oyster	0.15	0.17	0.26	0.48	0.36

Generally, we are still seeing a good recovery across most modes as passenger numbers increase, with most modes following the same pattern we see when comparing Quarter 1 2022/23 with the same quarter last year. Oyster is the main outlier, as while complaints rose in Quarter 1, they are currently tracking 25 per cent lower when looking at the whole financial year.

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

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



Customers praise the dedication of our frontline colleagues

# Commendations

Commendations  
Past five quarters

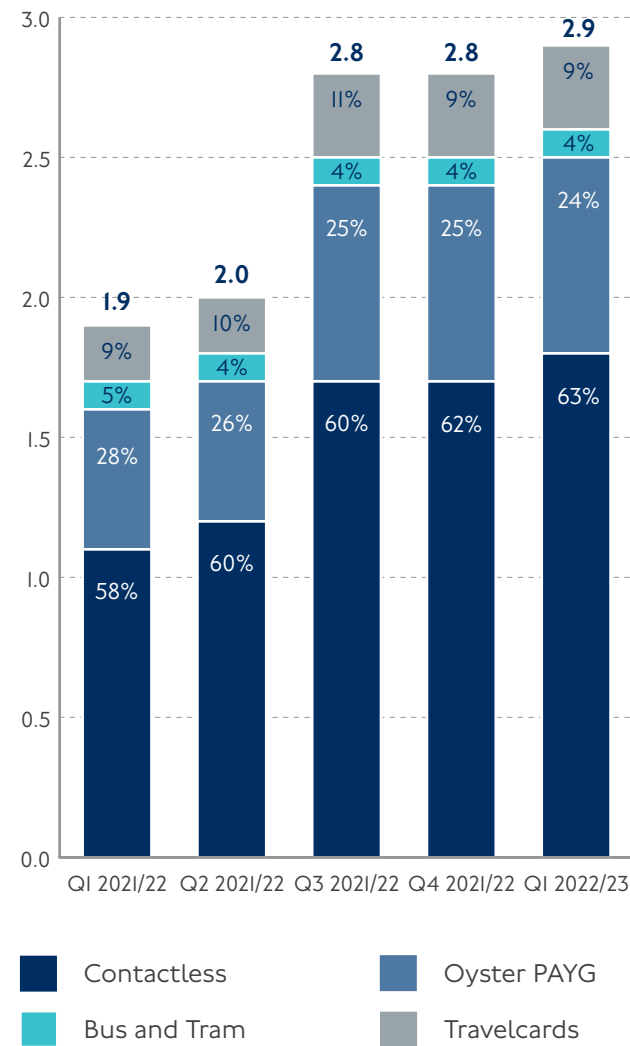
	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
London Underground	168	274	259	272	337
London Buses	549	551	607	733	693
DLR	6	8	12	2	12
London Overground	29	25	38	33	26
Elizabeth line	38	116	29	39	11
London Trams	4	0	5	8	2
London Cable Car	10	9	7	4	5
Dial-a-Ride	17	3	35	13	8
London River Services	1	3	2	3	1
Santander Cycles	1	0	0	0	0
Taxis and private hire	9	14	23	20	31
TfL Road Network	3	3	0	2	0
TfL Policy	0	2	4	3	8

Commendations remained static compared to the previous quarter, with an additional two commendations in total, despite it being a shorter time frame. Compared to the same quarter last year, however, we have seen a 36 per cent rise in commendations as more people return to the network.

The biggest improvements were seen on taxis and private hire, which were up 55 per cent on last quarter and 244 per cent on the previous year, and London Underground, up 24 per cent and 100 per cent respectively. DLR also saw huge percentage increases but in small volumes.

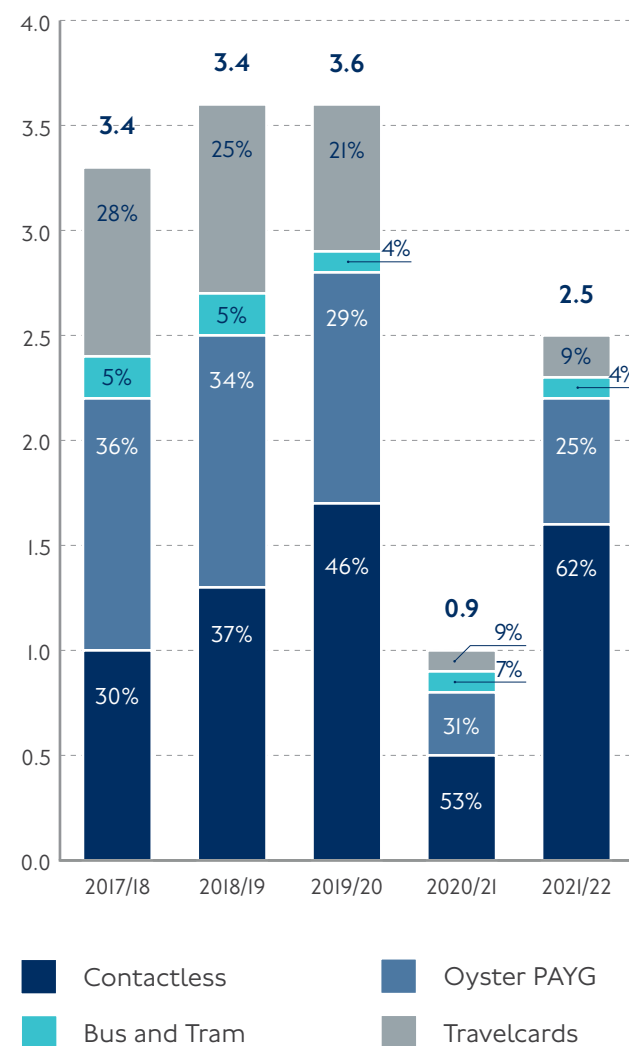
# Tickets

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

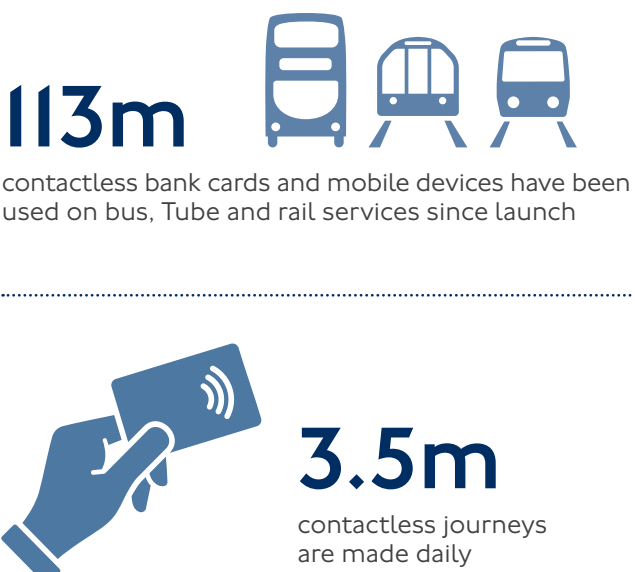


Since travel restrictions relating to the pandemic eased in 2021, overall demand has been recovering, although the recovery stalled at the end of 2021 due to the Government implementing new restrictions to prevent the spread of the Omicron variant. The share of contactless payments (cards and mobile devices) has increased to 63 per cent of all fare payer tickets in the latest quarter from 58 per cent a year ago.

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



Before the pandemic, the total number of fare payer tickets used remained fairly stable every year, while the share of contactless increased. Demand declined dramatically during the pandemic. However, the use of contactless payment and Oyster pay as you go has recovered to a greater extent than Travelcards, suggesting some migration from the latter to the former since pandemic travel restrictions eased.



\* 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 May 2021 Q1 2021/22  
Thursday 16 September 2021 Q2 2021/22  
Thursday 25 November 2021 Q3 2021/22  
Thursday 17 March 2022 Q4 2021/22  
Thursday 9 June 2022 Q1 2022/23

\*\*\* Days measured:  
Thursday 8 February 2018  
Thursday 7 February 2019  
Thursday 6 February 2020  
Thursday 4 February 2021  
Thursday 10 February 2022



# System availability

## Ticketing system availability (%)

	Q1 2021/22			Q1 2022/23		
	Actual	Variance to target	Variance to last year	Actual	Variance to target	Variance to last year
London Underground – ticketing system overall availability (%)	99.55	+1.35	-0.20	99.22	+0.92	-0.33
London Buses – bus validations – overall availability (%)	99.73	+0.73	+0.26	99.65	+0.65	-0.08

Both London Underground and London Buses ticketing system availability exceeded target this quarter. The same quarter last year was affected by pandemic-related travel restrictions which are no longer in place. An increase in ridership numbers had some detrimental impact on asset performance. Our service project and improvement portfolio are addressing this.

## Internal IT

### Past five quarters (%)

	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
System performance	99.89	99.82	99.96	99.91	99.87

This quarter, there were 21 Mission Critical Severity I incidents across 11 different critical services, most notably seven affecting our networks service. On average, these 21 incidents took 0.4 days to resolve, with a combined outage time of 7,522 minutes in Quarter 1.

### Annual trend (%)

	2018/19	2019/20	2020/21	2021/22	2022/23 year to date
System performance	99.87	99.93	99.94	99.90	99.87

# Digital

We continue to see strong growth in downloads and use of the TfL Go app, particularly during recent periods of disruption. The app is now used on over 500,000 devices each period and was awarded best mobile app in the Design Week Awards. This follows similar recognition from the Drum Awards earlier in the year. Recent updates include support for the new Barking Riverside London Overground extension, and new messaging to reflect the impact of strikes.

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**14.7m**

unique devices  
visiting the TfL  
website this quarter



**1.7m**

downloads of the  
TfL Go app since launch

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**209.5m**

website page views  
this quarter



The TfL Go app is kept up to date with live travel information





# Travel demand management

Over the bank holiday weekend of 2 to 5 June 2022, London hosted a series of major events to celebrate the Queen's Platinum Jubilee. Up to 450,000 customers were expected to be using public transport after the busiest event on the Saturday night.

We worked with operational and communications teams internally and multiple external parties including event promoters, national transport providers and the Department for Culture, Media and Sport to ensure clear, targeted communications reached our customers.

Our campaign specifically encouraged alternative modes for return journeys from the Saturday night concert at Buckingham Palace to ensure those making onward trips from national rail stations were able to make their last trains. Our campaign and the operational approach helped to ensure that transport facilitated the celebrations effectively.



# Campaigns

Campaigns – Customer information email volumes  
Past five years

	2018/19	2019/20	2020/21	2021/22	2022/23
Customer information emails (millions)	189	205	211	226	182
Campaigns	930	1,101	685	950	400

We supported multiple mass email campaigns throughout this quarter, including promoting the launch of the Elizabeth line; the public transport recovery campaign, to encourage Londoners to return to using our network; and information updates on the Bank station capacity upgrade.

182m

customer information emails sent in 2022/23 to date



400

customer campaigns so far in 2022/23



Our campaigns are a key tool for communicating with customers





In May we celebrated the launch of the Elizabeth line

#### **Customer marketing and behaviour change campaigns**

We launched our Elizabeth line campaign on 16 May. We promoted the whole line but focused on the new central operating section and the journeys it unlocks. The campaign celebrated the key benefits, as well as capitalising on the wider opportunity for public transport.

We used high-impact and emotive channels such as broadcast TV across the capital, as well as large-format digital and printed posters across the network. We also ran a series of countdown posters across digital poster sites and our own website in the first week before the line officially opened. We wrapped buses and delivered information leaflets to more than 200,000 homes around the Abbey Wood area.

The campaign was seen by 83 per cent of Londoners at least six times in the first five weeks, and surveys showed that awareness of the Elizabeth line was 87 per cent by the end of June.





We consult Londoners on transport issues that affect them

# Consultations

We launched six consultations in Quarter 1

Two key consultations:

- Central London bus review
- Ultra Low Emission Zone expansion and future road-user charging

Four other consultations:

- Lewisham to Catford walking and cycling changes
- Lambeth Bridge to Chelsea Bridge walking and cycling changes
- Mansell Street walking and cycling changes
- Route 383 extension to Finchley Memorial Hospital

We are planning to launch nine consultations in Quarter 2.



# London Assembly scrutiny

## London Assembly scrutiny Quarter 1

Date	Title	Type of scrutiny
18 May 2022	Housing Committee. The Kerslake Review of GLA Group Housing Delivery	Open meeting
19 May 2022	Mayor's Question Time	Open meeting
26 May 2022	Environment Committee. London's Wild Spaces	Open meeting
9 June 2022	Transport Plenary. Commissioner and Mayor attended	Open meeting
23 June 2022	Mayor's Question Time	Open meeting

## London Assembly scrutiny Quarter 2

Date	Title	Type of scrutiny
29 June 2022	Transport Committee. London's Bus Network	Open meeting
12 July 2022	Transport Committee. Proposals for ULEZ Expansion	Open meeting
14 July 2022	Budget and Performance Committee. Q4, 2021/22 GLA Group Monitoring Reports	Open meeting
21 July 2022	Mayor's Question Time	Open meeting
6 September 2022	Transport Committee. Shared Mobility	Open meeting



The London Assembly has the opportunity to scrutinise our work



