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**[TITLE] Customer service and operational performance report**

Quarter 2 2022/23 (26 June– 17 September 2022)

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**[SECTION HEADING] Contents**

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**[HEADING] Introduction**

[SUBHEAD] Our operational performance and customer service in the second quarter of 2022/23

We put customers at the heart of everything we do. We are committed to listening to them and are 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.

This quarter included the extreme hot weather in the summer and several days of industrial action, which is reflected in our customer care scores. Real-time information and ensuring customers are kept up to date has been essential during these periods of disruption, and we encourage customers to use our digital channels such as TfL Go.

The funding agreement reached with Government until March 2024 provides us with certainty as we continue to support London's recovery from the coronavirus pandemic. We continue to see passenger figures increase as we offer a safe, affordable, sustainable and inclusive way to travel around the city. During this quarter, there were events including the Notting Hill Carnival, which also contributed to increased passenger journeys.

As we mourned the passing of Queen Elizabeth II, the state funeral was one of the biggest events the capital has ever witnessed. We are incredibly proud of our colleagues who worked so tirelessly to do everything they could to ensure Londoners and visitors could pay their respects and welcome His Majesty The King.

[SIGNATURES]

Glynn Barton  
Chief Operating Officer

Alex Williams  
Chief Customer and Strategy Officer

[IMAGE capiton– In September, we paid our respects to Queen Elizabeth II]

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## **[HEADING] Measures used in this report**

[SUBHEAD] 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 while 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 completed 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.

### **IFS Cloud Cable Car and Woolwich Ferry availability**

The London Cable Car is sponsored by technology company IFS for a minimum of two years and is called the IFS Cloud Cable Car. The two cable car terminals have been renamed IFS Cloud Greenwich Peninsula and IFS Cloud Royal Docks. The rebranding from the previous sponsor completed in October 2022. This measure shows the scheduled hours/minutes minus the time when these services are closed to passengers, 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 measure 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.

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## [HEADING] Our scorecard

[SUBHEAD] 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 coronavirus 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) | 1,430.63                    | 1,440.94                    | 3,235                      | 3,263                    |
| Bus journey time (minutes)   | 33.0                        | 33.1                        | 33.5                       | 33.5                     |
| London Underground trips operated against schedule (%)   | 89.9                        | 90.1                        | 90                         | 90                       |
| Customer   |                             |                             |                            |                          |
| TfL cares about its customers (%)  | 54                          | 57                          | 55                         | 57                       |

[Art: clipboard symbol]

### Scorecard measures in this report

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

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**[SECTION HEADING] Operations**

Providing safe, clean and reliable services to support the recovery



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## [HEADING] Passenger journeys

Passenger journey numbers across the network continue to recover, with around five million journeys a day on weekdays. Night Tube ridership is increasing since the full service resumed in August.

Journey numbers are slightly below Budget on the Underground and Buses, impacted by industrial action and Operation London Bridge, the plans that came into effect following the death of Queen Elizabeth II. In the last week of the quarter, demand increased from Wednesday to Saturday as people gathered for the state funeral.

Demand recovery has been strongest at the weekend, due to the resilience of leisure travel, and slightly lower during the weekday morning peak, especially on Mondays and Fridays, reflecting changes to commuting patterns since the coronavirus pandemic.

[Art: clipboard symbol]

### **Passenger journeys\***

*Past five quarters (millions)*

[ Label / construction text]

This is a column chart, showing total passenger journey numbers for Q2 2022/23, and previous four quarters (in millions).

[ Summary of trends text]

The graph includes passenger journey numbers data by modes London Underground, Buses, Rail and Elizabeth line.

The trend shows journey numbers increasing from Quarter 2 2021/22 across all modes, then dropping in Quarter 1 2022/23 across all modes (following quarter 4 which has 16 weeks and one day while the other quarters have exactly 12 weeks). In Quarter 2 2022/23 journey numbers increase in Underground and the Elizabeth line but decrease on Rail and buses.

The values are:

London underground,

Q2 2021/22: 157;

Q3 2021/22: 222;

Q4 2021/22: 241;

Q1 2022/23: 227;

Q2 2022/23: 238.

Buses,

Q2 2021/22: 322;

Q3 2021/22: 386;

Q4 2021/22: 472;

Q1 2022/23: 412;  
Q2 2022/23: 391.

Rail,

Q2 2021/22: 45;  
Q3 2021/22: 55;  
Q4 2021/22: 68;  
Q1 2022/23: 60;  
Q2 2022/23: 54.

TfL Rail,

Q2 2021/22: 9;  
Q3 2021/22: 11;  
Q4 2021/22: 13;  
Q1 2022/23: 18;  
Q2 2022/23: 31.

Total,

Q2 2021/22: 533;  
Q3 2021/22: 674;  
Q4 2021/22: 794;  
Q1 2022/23: 717;  
Q2 2022/23: 714.

[ END OF CHART TEXT]

*Compared with pre-coronavirus baseline (%)*

[ Label / construction text]

Line graph showing the percentage of actual journeys for TfL against the budget compared to a pre-coronavirus baseline.

[ Summary of trends text]

The graph shows data for Quarter 4 2021/22 and the future four quarters and demonstrates how we anticipate our journey recovery against a regular year of journeys. Journeys budget data starts from Quarter 4 2021/22.

The trend shows that we started quarter 4 2021/22 with the actuals at 68 per cent and have increased slightly in quarter 1 2022/23 to 76 per cent. Actual journeys, after a dip in quarter 4 2021/22 remain in line with budget finishing the quarter 2 2022/23 at the target of 82 per cent.

The values are:

Actual,

Q4 2021/22: 68 per cent,  
Q1 2022/23: 76 per cent,  
Q2 2022/23: 82 per cent.

Budget,  
Q4 2021/22: 79 per cent,  
Q1 2022/23: 77 per cent;  
Q2 2022/23: 82 per cent;  
Q3 2022/23: 83 per cent;  
Q4 2022/23: 88 per cent.

[ END OF CHART TEXT]

Passenger journeys were 82 per cent of pre-coronavirus pandemic levels at the end of Quarter 2, in line with the target of 82 per cent. Passenger numbers were at the highest level since before the start of the coronavirus pandemic. London Underground and Bus demand is now at 81 per cent of pre-pandemic levels, with Rail at 75 per cent.

[FOOTNOTE]

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

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**[HEADING] Santander Cycles – hires made**

*Past five quarters (millions)*

[ Label / construction text]

The bar chart titled 'Santander Cycles -Annual trend: past five years.'

The X axis shows the past five years from 2018/19 to 2022/23.

The Y axis shows the number of hires made from 0.0 to 14.0.

[ Summary of trends text]

There were 3,250,179 hires this quarter.

Actual hires made were:

Q2 2021/22: 3,144,714;

Q3 2021/22: 2822236;

Q4 2021/22: 2936733;

Q1 2022/23: 3304491;

Q2 2022/23: 3,250,179.

Targeted hires were:

Q2 2021/22: 3,542,461;

Q3 2021/22: 2606189;

Q4 2021/22: 2692550;

Q1 2022/23: 3149724;

Q2 2022/23: 3,625,710.

END OF CHART TEXT

There were over 23.2 million hires this quarter. This was a slight reduction on Quarter 1 but an increase of three per cent on the same quarter last year. Between 10 and 12 September there were no hires due to the system upgrade and preparation for the launch of e-bikes.

*Annual trend (millions)*

[ Summary of trends text]

Actual hires made were:

2018/19: 10,919,965;

2019/20: 10,229,849;

2020/21: 10,199,162;

2021/22: 11,827,013;

2022/23 YTD: 6,554,670.

Target were:

2018/19: 10,700,001;  
2019/20: 10,777,500;  
2020/21: 10,751,812;  
2021/22: 11,688,166;  
2022/23: 6,775,434.

[END OF CHART TEXT]

More than 6.5 million hires have taken place so far in 2022/23. This is the highest volume of hires in the first two quarters of the year ever. Hires for 2022/23 are projected to be in line with the record breaking total of 11.8 million set in 2021/22.

[IMAGE caption – In October, we introduced 500 e-bikes to the cycle hire scheme]

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## [HEADING] 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 coronavirus pandemic.

[Art: clipboard symbol]

### **Bus journey time**

*Past five quarters (minutes)*

[ Label / construction text]

Bar chart titled: 'Bus journey time: past five quarters (minutes)'.  


The X axis shows quarters from Q2 2021/22 to Q2 2022/23.

The Y axis shows journey time minutes from 28 to 34.

[ Summary of trends text]

The weighted bus customer journey time in 2022/23 Q2 (33.0 minutes) was equal to the value in 2022/23 Q1 (33.0 minutes). For all five past quarters the actual journey time was better than or equal to the target journey time although bus journey time has exceeded target in some periods mainly due to increasing wait times.

[ Raw data]

Weighted bus journey time minutes were:

Q2 2021/22 31.2;

Q3 2021/22 32.5;

Q4 2021/22 31.9;

Q1 2022/23 33.0;

Q2 2022/23 33.0.

Targeted bus journey time minutes were:

Q2 2021/22 32.6;

Q3 2021/22 33.6;

Q4 2021/22 33.4;

Q1 2022/23 33.2;

Q2 2022/23 33.0.

[END OF CHART TEXT]

Bus journey times continue to be better than target, continuing the trend over the last five quarters. Within the overall performance, there are weeks where journey times have exceeded target, mainly due to staff shortages and congestion.

*Annual trend (moving average)*

(Screenshot of the graph)

[ Label / construction text]

The bar chart titled 'Bus journey time -Annual trend (moving average).'

The X axis shows years from 2018/19 to 2022/23.

The Y axis shows moving average journey time minutes from 28 to 34.

[ Summary of trends text]

The actual annual bus customer journey time for 2022/23 up to Q2 is at 33.0 minutes, which is slightly better than the targeted annual value up to Q2 of 33.1 minutes. Both the actual and target bus customer journey time in 2022/23 are higher compared to previous years, as this reflects the longer average journey length bus customers make since the COVID-19 pandemic.

[ Raw data]

Weighted bus customer journey time minutes are:

2018/19: 32.4;

2019/20: 32.2;

2020/21: 30.5;

2021/22: 31.8;

2022/23: 33.0.

Targeted bus journey time minutes were:

2018/19: no target

2019/20: 33.5;

2020/21: 33.5;

2021/22: 32.9;

2022/23: 33.1.

[END OF CHART TEXT]

The actual annual bus customer journey time for 2022/23 up to Quarter 2 is at 33.0 minutes, which is slightly better than the year-to-date target of 33.1 minutes. Bus

customer journey time in 2022/23 is higher than previous years, partly reflecting the fact that people's travel patterns have changed since 2019/20 and they are now making longer bus journeys.



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## **[HEADING] Services operated**

This quarter, a number of factors affected the service level, including extreme hot weather, demands of Operation London Bridge and staff absences.

### **Bus scheduled services operated**

*Past five quarters (%)*

[ Label / construction text]

Bar chart titled 'Buses scheduled services operated: past five quarters (percentage).'

The X axis shows quarters from Q2 2021/22 to Q2 2022/23

The Y axis shows percentages of services operated from 95 to 100.

[ Summary of trends text]

In Q2 2020/21, 98.4 per cent of scheduled bus services were operated. This is against a target of 98.0.

In Q3 2021/22, 97.3 per cent of scheduled bus services were operated. This is against a target of 97.15.

In Q4 2021/22, 97.8 per cent of scheduled bus services were operated. This is against a target of 98.3.

In Q1 2022/23, 97.7 per cent of scheduled bus services were operated. This is against a target of 98.1.

In Q2 2021/20, 96.4 per cent of scheduled bus services were operated. This is against a target of 98.2.

[ Raw data]

Percentages of scheduled services operated were:

Q2 2021/22: 98.4;

Q3 2021/22: 97.3

Q4 2021/22: 97.8.

Q1 2022/23: 97.7;

Q2 2022/23: 96.4.

The target percentages for scheduled services operated were:

Q2 2021/22: 98.5;

Q3 2021/22: 97.9;

Q4 2021/22: 98.3

Q1 2022/23: 98.1;

Q2 2022/23: 98.2.

[END OF CHART TEXT]

Quarter 2 performance was impacted by very high levels of bus operator staff absences (a mixture of staff sickness and shortage) which currently shows no sign of abating. There was also bus operator strike action. Extreme high temperatures in the middle of the quarter increased mechanical losses, while traffic losses were impacted by several rail strikes.

*Annual trend (moving average)*

[ Label / construction text]

Bar chart titled 'Buses scheduled services operated: annual trend (moving average)', calculated on a yearly basis.

The X axis shows years from 2018/19 to 2022/23.

The Y axis shows percentages of services operated from 95 to 100.

[ Summary of trends text]

The curve of scheduled services operated starts at 98.2 per cent in 2018/19.

[ Raw data]

Percentages of scheduled services operated are:

2018/19: 98.2;

2019/20: 98.0;

2020/21: 98.3;

2021/22: 98.3;

2022/23: 97.3.

The target percentages for scheduled services operated were:

2018/19: 97.7;

2019/20: 97.9;

2020/21: 97.9;

2021/22: 98.1;

2022/23: 98.1.

[END OF CHART TEXT]

The past four quarters have been impacted by bus operator strike action, fuel queue disruption, Underground and National Rail strikes and much higher than normal staff absences due to both driver sickness and shortages. Traffic disruption has typically been lower than the pre-coronavirus pandemic base, but recent data suggests this is now beginning to increase.

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3. D Alt text - Operations - Service operated -London Underground trips operated, against schedule

[Art: clipboard symbol]

### **London Underground trips operated, against schedule**

*Past five quarters (%)*

[ Label / construction text]

Line chart titled 'London Underground trips operated against schedule: past five quarters (percentage)'.

The x axis shows quarters from Q2 2021/22 to Q2 2022/23. The y axis shows percentages from 50 to 100.

[ Summary of trends text]

The percentage of trips operated against schedule starts at 86.3 per cent in Q2 2021/2, then increasing to 89.2 in Q3 2021/22. It then dips to 88.1 in Q4 2021/22, then slightly increasing to 90.5 in Q1 2022/23. The quarter 2 2022/23 ended at 88.7.

[ Raw data]

Underground trips operated against schedule percentages were:

Q2 2021/22: 86.3;

Q3 2021/22: 89.2.;

Q4 2021/22 88.1;

Q1 2022/23 90.5;

Q2 2022/23 88.7

The targets were:

Q2 2021/22: 91.3;

Q3 2021/22: 92.3;

Q4 2021/22 91.5;

Q1 2022/23 89.9.

Q2 2022/23 90.0

[END OF CHART TEXT]

After a strong start to 2022/23, Services Operated fell to 89.6 per cent in Quarter 2. Key drivers included extreme heat, specifically on 19 July when only 55 per cent of services operated. Train operator availability remains an issue but improved during September. However, its effect on overall performance was offset by reduced fleet availability on the Jubilee and District lines. Despite the increased demand during Operation London Bridge, we were able to offer a good level of service.

### *Annual trend*

[ Label / construction text]

Line chart titled 'London Underground trips operated, against schedule: annual trend'.

The x axis shows quarters from 2018/19 to 2022/23. The y axis shows percentages from 50 to 100.

[ Summary of trends text]

Data is available back to April 2018. The line graph starts at 96.6 in 2018/19, then decreasing to 83.3 in 2020/21. It then increases to 88.5 in 2021/22 and ends at 89.6 in quarter 2 2022/23.

[ Raw data]

Underground trips operated against schedule percentages were:

2018/19: 96.6;

2019/20: 92.4;

2020/21: 83.3;

2021/22: 88.5;

2022/23: 89.6

The targets were:

2018/19: Not available;

2019/20: Not available;

2020/21: 72.0;

2021/22: 90.8;

2022/23: 89.9.

[END OF CHART TEXT]

Despite the dip in Quarter 2, the percentage of service operated in the year to date remains higher than the past two financial years. Since the end of Quarter 2, performance has improved, indicating that we will achieve our full-year target.

Night Tube services restarted on the Northern line on 2 July, and on the Piccadilly line on 29 July.

## **Elizabeth line public performance measure**

*Past five quarters (%)*

[ Label / construction text]

Line chart titled 'Elizabeth line (TfL Rail) public performance measure: past five quarters (percentage)'.

The x axis shows years from Q1 2021/22 to Q1 2022/23.

The y axis shows percentages from 50 to 100.

[ Summary of trends text]

The curve for Elizabeth line (TfL Rail) starts at Q1 2021/22 to 95.2 per cent, then slightly increasing to 95.2 per cent in Q2 2021/22 and then dipping to 93.2 per cent in Q3 2021/22 and again dipping to 93.1 percent in Q4 2021/22. The curve ended at 94.7 in Q1 2022/23.

[ Raw data]

Public performance measure percentages for TfL Rail are: Q1 2021/22: 95.2;  
Q2 2021/22: 95.5;  
Q3 2021/22: 93.2;  
Q4 2021/22: 93.1;  
Q1 2022/23: 94.7.

The target is 94.3 per cent.

[ END OF CHART TEXT]

This quarter the Elizabeth line delivered a better-than-target public performance measure of 94.3 per cent. At route level, the Western Section recorded 90.5 per cent, the Central Operating Section 95.9 per cent and the Eastern Section 95.5 per cent.

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### **Victoria Coach Station departures**

*Annual trend (moving quarterly average) (thousands)*

[Label / construction text]

Line chart titled 'Victoria Coach Station Departures - past five quarters'.

The x axis shows quarters from Q2 2021/22 to Q2 2022/23.

The y axis shows departures from 0 to 60,000.

[ Summary of trends text]

The curve of Victoria Coach Station Departures line chart starts at 30,000 in Q2 2022/23. In Q3 numbers increase to under 33,000 and increase again to 40,000 departures in Q4. Finally increases to 39,000 in Q1 2022/23.

The target curve starts at 33,000 in Q2 2021/22 then increases slightly in Q3 to 36,000. In Q4 numbers increase to 48,000 then decreasing to 38,000 in Q1 2022/23.

[ Raw data]

The numbers for Victoria Coach Station departures over the past five quarters

2021/22 Q2: 29529;

2021/22 Q3: 32768;

2021/22 Q4: 40340;

2021/22 Q1: 39,490;

2021/22 Q2: 43,240.

Target Numbers over the past five quarters

2021/22 Q2: 33,497;

2021/22 Q3: 35,901;

2021/22 Q4: 48096;

2021/22 Q1: 38,143;

2021/22 Q2: 41,240.

[END OF CHART TEXT]

Victoria Coach Station (VCS) continues to show growth in departure numbers following closure due to the coronavirus pandemic, with increases projected in Quarters 3 and 4 2022/23. In 2021/22 there were 118,000 domestic and international accessible departures (2020/21 40,000) and 11 million passenger movements (2020/21 2 million) through the site. Domestic, foreign and tour operators continue to rebuild their operations to enable UK and wider market growth, which VCS continues to support.

## Dial-a-Ride trip requests scheduled

*Past five quarters (%)*

[ Label / construction text]

Line chart titled 'Dial a Ride trip requests scheduled: past five quarters (%)'.

The x axis shows quarters from Q2 2021/22 to Q2 2022/23. The y axis shows numbers from 84 to 102.

[ Summary of trends text]

The curve of Dial a Ride trip requested scheduled - past five quarters line chart starts at 95.8 per cent in Q2 2021/22, to 94.8 per cent in Q3 2021/22 and to 93.2 per cent in Q4 2021/22 and in Q1 2022/23 it was 90.3 per cent. The curve ended at 89.0 in Q2 2022/23.

The target percentage of trip requests scheduled (90%) is exceeded in all five quarters.

[ Raw data]

The percentages of Dial a Ride trip requests scheduled - past five quarters were:

Q2 2021/22: 95.8;

Q3 2021/22: 94.8;

Q4 2021/22: 93.2;

Q1 2022/23: 90.3;

Q2 2022/23: 89.0.

The target numbers were:

Q2 2021/22: 90;

Q3 2021/22: 90;

Q4 2021/22: 90;

Q1 2022/23: 90;

Q2 2022/23: 90.

[END OF CHART TEXT]

Trip requests scheduled slipped just under the 90 per cent target. The largest factor in this was the collapse of Hackney Community Transport (HCT), which reduced capacity in some areas significantly. We have taken on the HCT drivers through the TUPE process, and the service is currently meeting its target.



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### **London Overground time to three**

*Past five quarters (%)*

[ Label / construction text]

Line chart titled 'London Overground time to three; Past five quarters (%)'.

The x axis shows years from Q2 2021/22 to Q2 2022/23. The y axis shows percentages from 89 to 97%.

[ Summary of trends text]

[ Raw data]

The London Overground time to three were:

Q2 2021/22: 93.27;

Q3 2021/22: 94.11;

Q4 2021/22: 92.70;

Q1 2022/23: 91.76;

Q2 2022/23: 89.45

The target London Overground time to 3 were:

Q2 2021/21: 91.4;

Q3 2021/21: 91.4;

Q4 2021/22: 91.4;

Q1 2022/23: 91.4;

Q2 2022/23: 91.4.

[END OF CHART TEXT]

London Overground performance was below the 91.4 per cent target. This was a result of industrial action by both the RMT and ASLEF unions, along with reliability on the Class 378 trains in our fleet remaining a challenge. We have also experienced an increase of one-off asset failures on Network Rail infrastructure which have impacted performance.

## London Trams scheduled services operated

*Past five quarters (%)*

[Label / construction text]

Line chart titled 'London Trams scheduled services operated: Past five quarters (%)'.

The x axis shows quarters from Q2 2020/21 to Q2 2021/22. The y axis shows numbers from zero to 90% to 100%

[Summary of trends text]

The curve of Tram scheduled services operated line chart starts at 98.77% in Q2 2021/22. The curve ends at 87.99 in Q2 2022/23.

[Raw data]

The numbers for Trams scheduled services operated were:

Q2 2021/22: 98.77;

Q3 2021/22: 98.19;

Q4 2021/22: 98.32;

Q1 2022/23: 96.82;

Q2 2022/23: 87.99.

The target numbers for Trams scheduled services operated were:

Q2 2021/22: 99;

Q3 2021/22: 99;

Q4 2021/22: 99;

Q1 2022/23: 98.5;

Q2 2022/23: 98.5

[END OF CHART TEXT]

Tram performance was below the 98.5 per cent target. This was attributed to known problems that reduced fleet availability, five days of industrial action, and the impact of extreme hot weather during July that resulted in a temporary emergency timetable being introduced. Despite poor fleet availability, Tram reliability remained stable.

[Page 13]

## **DLR departures**

*Past five quarters (%)*

[ Label / construction text]

Line chart titled 'DLR departures: Past five quarters (%)'.

The x axis shows Quarter 2 2021/22 to Quarter 2 2022/23. The y axis shows percentages from 90% to 100%.

[ Summary of trends text]

The curve of DLR departures past five quarters line chart starts at 99.12% in Q2 2021/22. It reaches its lowest point of 96.97% in Q4 2021/22. The curve ends in Q2 2022/23 at 97.89.

[ Raw data]

The numbers for the DLR departures were:

Q2 2021/22: 99.12;

Q3 2021/22: 98.96;

Q4 2021/22: 96.97;

Q1 2022/23: 98.61;

Q2 2022/23: 97.89

The target numbers for the DLR departures were:

Q2 2021/22: 99.0;

Q3 2021/22: 99.0;

Q4 2021/22: 99.0;

Q1 2022/23: 99.0;

Q2 2022/23: 99.0.

[END OF CHART TEXT]

The DLR was affected by a number of severe disruptions during the quarter. These included damage to the conductor rail, failures of the signalling system and a failure of tunnel ventilation fans at Bank. Industrial action on London Underground also impacted DLR performance, although DLR services were able to operate into Bank for part of the strike day.

## **IFS Cloud Cable Car availability**

*Past five quarters (%)*

[ Label / construction text]

Line chart titled 'IFS Cloud Cable Car availability - Past five quarters (%)'.

The x axis shows quarters from Q1 2021/22 to Q1 2022/23. The y axis shows numbers from 90 to 100.

[ Summary of trends text]

The curve of IFS Cloud Cable Car availability line chart starts at 98.8% in Q2 2021/22, then decreased to 98.5% in Q3 2021/22 and further to 94.2% in Q4 2021/22 and then increased in Q1 2022/23 to 97.8. The chart ended at 97.7 in Q2 2022/23.

[ Raw data]

The numbers for Emirates Air Line system availability - past five quarters were: Q1 2021/22: 96.6;

Q2 2021/22: 98.8;

Q3 2021/22: 98.5;

Q4 2021/22: 94.2;

Q1 2022/23: 97.8.

The target numbers for Emirates Air Line system availability - past five quarters were: Q1 2021/22: 97;

Q2 2021/22: 97.

Q3 2021/22: 97;

Q4 2021/22: 97;

Q1 2022/23: 97.

[END OF CHART TEXT]

Cable car availability remains above target at 97.7 per cent, but slightly lower than 98.8 per cent for the same quarter in 2021/22. Downtime this quarter was mainly due to the extreme hot weather in July.

[PAGE 13]

### **Woolwich Ferry availability**

*Past five quarters (%)*

[ Label / construction text]

Line chart titled 'Woolwich Ferry availability: Past five quarters (%)'.

The x axis shows quarters from Q2 2021/22 to Q2 2022/23. The y axis shows numbers from 0 to 100%.

[ Summary of trends text]

The curve of Woolwich Ferry system availability line chart starts at 45.1% in Q2 2021/22. It then increased to 72.0% in Q3 2021/22 then decreased to 44.0% in Q4 2021/22 and then increased to 85.9%. The curve ends in Q2 2022/23 at 60.0%.

[ Raw data]

The numbers for Woolwich Ferry availability - past five quarters were: Q1 2021/22: 69.4

Q2 2021/22: 45.1;

Q3 2021/22: 72.0;

Q4 2021/22: 44.0;

Q1 2022/23: 85.9;

Q2 2022/23: 60.0

The target numbers for Woolwich Ferry availability - past five quarters were:

Q2 2021/22: 95;

Q3 2021/22: 95;

Q4 2021/22: 95;

Q1 2022/23: 95;

Q2 2022/23: 95.

[END OF CHART TEXT]

Woolwich Ferry availability was 60 per cent this quarter, compared to 45.1 per cent for the same quarter last year. This was due to industrial action, which meant we only ran a restricted one-boat scheduled service.

## **Santander Cycles docking station availability**

*Past five quarters (%)*

[ Label / construction text]

Line chart titled 'Santander Cycles docking station availability - past five quarters (%)'.

The x axis shows quarters from Q2 2021/22 to Q2 2022/23. The y axis shows numbers from 70 to 100.

[ Summary of trends text]

Availability at docking stations remained well above target for all past five quarters. The curve starts at 92.42% in Q2 2021/2. Increases to 94.78% in Q3 2021/22 and then decreases to 92.78% in Q4 2021/22, then decreases to 90.27. The curve ends at 90.00% in Q2 2022/23.

[ Raw data]

The numbers for Santander Cycles docking station availability - past five quarters were: Q1 2021/22: 94.3;

Q2 2021/22: 92.42;

Q3 2021/22: 94.78;

Q4 2021/22: 92.78;

Q1 2022/23: 90.27;

Q2 2022/23: 90.00.

The target numbers for Santander Cycles docking station availability - past five quarters were:

Q1 2021/22: 81;

Q2 2021/22: 81;

Q3 2021/22: 81;

Q4 2021/22: 81;

Q1 2022/23: 81;

Q2 2022/23: 81.

[END OF CHART TEXT]

Availability of bikes and empty docking points at docking stations remains high, with an average availability of 90 per cent this quarter. This is a slight reduction compared to Quarter 2 last year, which saw availability of 92.42 per cent. It is however well above the contractual target of 81 per cent, which we work with our scheme operator to achieve.

[PAGE 14]

## [HEADING] Roads and traffic

Traffic flow on our roads remains below 2019 (pre-coronavirus pandemic) levels. This reflects both changes in the patterns of demand and also more recent impacts from higher fuel prices.

As a result, road disruption remains below 2019 levels, and below forecast, which assumed flow levels would have returned to above 2019 levels by now.

### Road disruption

*Past five quarters (%)*

[ Label / construction text]

Bar chart titled 'Roads disruption: Past five quarters (percentage)'

The X axis shows quarters from Q2 2021/22 to Q2 2022/23.

The Y axis shows percentages from -25 to +45

[ Summary of trends text]

In Q2 2021/22, road disruption was at 2 per cent, against a target of 6 per cent

In Q3 2021/22, road disruption was at minus 4 per cent, against a target of 12 per cent

In Q4 2020/21, road disruption was at minus 7 per cent, against a target of 13 per cent.

In Q1 2022/23, road disruption was at minus 4, against a target of 5.

In Q2 2022/23, road disruption was at minus 2 per cent, against a target of 3 per cent.

[ Raw data]

The Actual numbers were:

Q2 2021/22: 2;

Q3 2021/22: -4;

Q4 2021/22 -7;

Q1 2022/23: -4;

Q2 2022/23: -2.

The Target numbers were:

Q2 2021/22: 6;

Q3 2021/22: 12;

Q4 2021/22: 13;

Q1 2022/23: 5;

Q2 2022/23: 3.

[END OF CHART TEXT]

Individual disruptive incidents and events continue to lead to some variability in disruption levels, with recent London Underground and Network Rail strikes and disruptive roadworks both having an impact within Quarter 2, along with the impacts of delivering the state funeral of Queen Elizabeth II on traffic in Central London.



## **Bus average speed**

*Past five quarters (mph)*

[ Label / construction text]

Bar chart titled 'Bus average speed: past five quarters (mph)'.

The X axis shows quarters from Q2 2021/22 to Q2 2022/23.

The Y axis shows average speeds in mph from 0 to 12.

[ Summary of trends text]

Bus average speed was:

9.6 mph in Q2 2021/22. Against a target of 9.3 mph.

9.4 mph in Q3 2021/22. Against a target of 9.3 mph.

9.7 mph in Q4 2021/22. Against a target of 9.5 mph.

9.5 mph in Q1 2022/23. Against a target of 9.5mph.

9.6 mph in Q2 2022/23. Against a target of 9.5 mph.

[ Raw data]

Bus average speed was:

Q2 2021/22: 9.6;

Q3 2021/22: 9.4;

Q4 2021/22: 9.7;

Q1 2022/23: 9.5;

Q2 2022/23: 9.6.

Target average bus speed was:

Q2 2021/22: 9.3.

Q3 2021/22: 9.3;

Q4 2021/22: 9.5;

Q1 2022/23: 9.5;

Q2 2022/23: 9.5.

[END OF CHART TEXT]

Average bus speed has remained higher than the pre-coronavirus pandemic base throughout the past five quarters, which have seen lower passenger volumes and lower levels of general traffic disruption. Typical seasonal variations have been

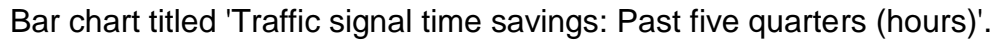
recorded but with the actual speed tracking at two to four per cent faster than the pre-coronavirus pandemic base.

[PAGE 15]

### **Traffic signal time savings**

*Past five quarters (hours)*

[ Label / construction text]

Bar chart titled 'Traffic signal time savings: Past five quarters (hours)'.  


The X axis shows quarters from Q1 2021/22 to Q1 2022/23.

The Y axis shows hour from 0 to 6,000

[ Summary of trends text]

In Q2 2021/22, target signal time savings were 3,000 hours and actual savings were 3,180 hours.

In Q3 2021/22, target signal time savings were 3,250 hours and actual savings were 4,664 hours.

In Q4 2021/22, target signal time savings were 3,600 hours and actual savings were 3,049 hours.

In Q1 2022/23, target signal time savings were 3,500 hours and actual savings were 5,209 hours.

In Q2 2022/23, target signal time savings were 3,500 hours and actual savings were 2,960 hours.

[ Raw data]

Actual traffic signal time savings were:

Q2 2021/22: 3,180;

Q3 2021/22: 4,664;

Q4 2021/22: 3,049;

Q1 2022/23: 5,209;

Q2 2022/23: 2,960;

Target traffic signal time savings were:

Q1 2021/22: 1,650;

Q2 2021/22: 3,000;

Q3 2021/22: 3,250;

Q4 2021/22: 3,600;

Q1 2022/23: 3,500;

Q2 2022/23: 3,500;

[END OF CHART TEXT]

In Quarter 2, traffic signal time savings were slightly below target, mainly as a result of resources being diverted to deal with major events and incidents, including London Underground and National Rail strikes, and delivery of the state funeral of Queen Elizabeth II. The programme has been rephased so we will not consider the full year target to be at risk.

## **Type of road user benefiting from signal timing review**

*Past five quarters (hours)*

[ Label / construction text]

Stacked bar chart titled 'Types of road user benefiting from signal timing review: Past five quarters (hours)'.

The x axis shows quarters from Q2 2021/22 to Q2 2022/23.

The y axis shows hours from 0 to 6000.

[ Summary of trends text]

In Q2 2021/22, traffic signal timings saved 2498 hours for buses and getting toward 700 hours for pedestrians. No hours were saved for cyclists this quarter.

In Q3 2021/22, traffic signal timings saved 4202 hours for buses and getting toward 440 hours for pedestrians. 26 hours were saved for cyclists this quarter. In Q4 2021/22, traffic signal timings saved 2458 hours for buses and 591 hours for pedestrians. 0 hours were saved for cyclists this quarter.

In Q1 2022/23, traffic signal timings saved 5138 hours for buses and 71 hours for pedestrians. 0 hour were saved for cyclists.

In Q2 2022/23, traffic signal timings saved 2785 hours for buses and 178 hours for pedestrians. 0 hours were saved for cyclists

[ Raw data]

Traffic signal time hours saved for buses were:

Q2 2021/22: 2498;

Q3 2021/22: 4,202;

Q4 2021/22: 2,458;

Q1 2022/23: 5,138;

Q2 2022/23: 2,785.

Traffic signal time hours saved for pedestrians were:

Q2 2021/22: 682;

Q3 2021/22: 436;

Q4 2021/22: 591;

Q1 2022/23: 71;

Q2 2022/23: 178.

Traffic signal time hours saved for cyclists were:

Q2 2021/22: 0;

Q3 2021/22: 26;

Q4 2021/22: 0;

Q1 2022/23: 0;

Q2 2022/23: 0.

The total number of traffic signal hours saved for buses, pedestrians and cyclists were:

Q2 2021/22: 3,180;

Q3 2021/22: 4,202;

Q4 2021/22: 3,049;

Q1 2022/23: 5,209;

Q2 2022/23: 2,963.

[END OF CHART TEXT]

In Quarter 2, we slightly under-delivered against our expected target, mainly as a result of resources being diverted to deal with major events and incidents. However, we have delivered strong savings for bus passengers, saving nearly 3,000 hours per day. In addition, we saved 178 hours per day for pedestrians.

[PAGE 16]

**[SECTION HEADING] Customers**

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

[PAGE 17]

**[HEADING] TfL cares about its customers**

[Art: clipboard symbol]

**All Londoners**

*Agreement, disagreement, neither (%)*

[ Summary of trends text]

The chart covers the time range P4 2021/22 to P6 2022/23, and shows agreement, neither, and disagreement with the statement 'TfL cares about its customers'.

The chart begins from P4 2021/22 at 56 per cent agreeing. It then increases to 57 per cent in P5 and then hits 60 percent in P6 2021/22 before dropping down to 55 per cent in P7 and 54 per cent in P8. It then steadily increases over the next two periods peaking at 62 per cent in P11 2021/22 and there is then a significant drop over the next couple of periods to 54 per cent in P12 and P13. It dips further to 52 per cent in P1 2022/23 but then increases over the next two periods hitting 55 per cent in P3 2022/23. It then drops slightly over the next 2 periods to 54 per cent in P6 2022/23.

The percentage of Londoners who are neutral remains fairly stable until Q2 2022/23. It begins in P4 2021/22 at 29 per cent and tracks steadily until P4 2022/23 when it drops to 18 per cent before finishing slightly higher at 20 per cent in P6 2022/23.

Those disagreeing TfL cares remains relatively stable until Q4 2022/23. It begins at 16 per cent in P4 2021/22. It then dips to its lowest level in P6 of 13 per cent before steadily to 19 per cent in P3 2022/23. We then see a significant increase in those disagreeing to 26% per cent in P4 2022/23 staying at this level until P6 2022/23 where the chart finishes.

[END OF CHART TEXT]

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 with the statement 'TfL cares about its customers' is 54 per cent for Quarter 2 2022/23. Our overall score for 2022/23 is 54 per cent agreement, three percentage points below our scorecard target. A number of ongoing factors continue to affect our care score: strike action across our network, speculation surrounding further cuts to services despite reaching a funding settlement, and a busier network compared to last year.



## Disabled Londoners

*Agreement, disagreement, neither (%)*

[ Summary of trends text]

The chart covers the time range P4 2021/22 to P6 2022/23, and shows agreement, neither, and disagreement amongst disabled Londoners with the statement 'TfL cares about its customers'.

The chart begins at 45 per cent of disabled Londoners agreeing TfL cares about its customers it lowest point over the period shown. It then trends upwards the next couple of periods hitting 56 per cent agreement in P6 2021/22. We then see a decline over the next couple of periods before increasing to 59 per cent agreement in P11 2021/22. We then see a declines over the next few periods before increasing to 55% in P4 2022/23 and then dropping back down again to 51% per cent agree in P6 2022/23 where the chart finishes.

The percentage of disabled Londoners neither agreeing nor disagreeing begins in P4 2021/22 on 35 per cent, its highest over the period shown. The scores then fluctuate a lot over the next few periods before dropping sharply in P10 2021/22 to 22 per cent. We then see the scores increase slightly over the next two periods reaching 32 per cent in P13. The score then drops slightly before hitting 32 per cent in P13. It fluctuates slightly over the next couple of periods before dropping sharply again in P4 2022/23. It then increases slightly to 22 per cent in P5 and again in P6 where this chart finishes.

Disabled Londoners disagreeing TfL cares fluctuates over the entire period. It begins in P4 2020/21 at 210per cent and finishes on 27 per cent in P6 2022/23. We see the lowest score of 15 per cent disagreement in P5 and P6 2021/22. The highest level of disagreement was in P4 2022/23 reaching 30 per cent disagreement.

[END OF CHART TEXT]

The percentage of disabled Londoners agreeing that 'TfL cares about its customers' is 52 percent for Quarter 2 2022/23. Our overall score for 2022/23 to date is 50 percent, two percentage points lower than our 2021/22 score. Disabled Londoners continue to feel less confident to travel than non-disabled Londoners, but the gap is closing gradually.

[PAGE 18]

## **Key survey questions**

*Agreement (%)*

[ART: colours on graph to be updated]

[ Summary of trends text]

The chart covers the time range P4 2021/22 to P6 2022/23 and shows agreement across five customer measures that are important to improving our metric 'TfL cares about its customers'.

The first measure is TfL is an organisation I trust, this started at 63 per cent in P4 2021/22. We then see a slight decline before increasing to 66 per cent in P6 2021/22. It then drops over the next three periods before dropping to 60 per cent in P9 2021/22. It then increases again to 65 per cent in P11 2021/22 before dropping back down to 60 percent in P12. It then remains broadly stable finishing on 58 per cent in P6 2022/23.

The second measure is TfL supports customers when things go wrong which is the lowest scoring measure overall. It started in 51 per cent in P4 2021/22. It then increases to 54 per cent in P5 and P6 2021/22 before dropping back down again in P7 2021/22 to 52 per cent. Scores the remain fairly stable over the remaining periods before finishing on 48 per cent in P6 2022/23, its lowest score over the period shown.

The third measure is TfL is investing to improve my journeys. This began with a score of 56 per cent in P4 2021/22. Scores do fluctuate over the period shown but reach 60 per cent in P6 2021/22 and P11 2021/22 before finishing at 54 per cent which along with P1 2022/23 was its lowest point over the period shown.

[END OF CHART TEXT]

Through analysis, 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 a key focus area for improving customers' experience.

Overall, scores have declined in Quarter 2 2022/23 compared to the first quarter of the year. Over the longer term, metrics remain on a downward trend, moving back towards levels typical of operations before the coronavirus pandemic.

*Agreement (%)*

[ Summary of trends text]

The chart covers the time range P4 2021/22 to P6 2022/23 and shows agreement across five customer measures that are important to improving our metric 'TfL cares about its customers'.

The fourth measure is TfL communicates openly and honestly which started at 58 per cent in P4 2021/22. Scores fluctuate over the next few periods before dropping to 54 per cent in P1 and P2 2022/23. It then increases slightly over the next few periods before finishing at 54 per cent in P6 2022/23.

The fifth measure shows agreement amongst all Londoners that TfL has friendly and helpful staff. In P4 2021/22 the score was 65 per cent. The scores generally fluctuate over the period shown hitting the lowest point of 62 per cent in P9 2021/22 and P4 2022/23. Scores fluctuate slightly over the period shown but finish on 66 percent in P6 2022/23.

This downward trend reflects a significant period of continued uncertainty over a long-term funding deal being reached, as well as transport strikes during this quarter having a negative impact on customer perceptions.

A continued focus on our core operational performance is critical, as well as ensuring that we support customers when services are disrupted.

[Page 19]

**[SUBHEAD] Winning back our Customers: key areas focus**

We continue to ensure that our customers feel safe via a reassuring staff presence, and that the network is clean and well maintained while operating a reliable and efficient service. As a result, confidence to travel has increased in this quarter to 70 per cent (July 2022).

We are running a number of campaigns, including addressing sexual harassment on the network, providing reassurance as we continue to recover from the impact of the coronavirus pandemic, and 'Travel Kind', which focuses on encouraging people to be more aware of those with disabilities on public transport.

Our Public Transport Recovery campaign, launched in July 2022, encourages Londoners to get out in the City with a focus on best value by highlighting daily capping. The campaign targets families and young professionals and runs across TV, radio and outdoor advertising, plus digital channels.

We secured over 100 offers through Business Improvement Districts (BIDs) to provide enhanced local services for our customers. We have seen the strongest recovery at weekends.

[IMAGE caption - Our campaigns highlight the good value of travel on our network]

[PAGE 20]

**[HEADING] Satisfaction**

**Past five quarters**

Score

|                    | Q2<br>2021/22 | Q3<br>2021/22 | Q4<br>2021/22 | Q1<br>2022/23 | Q2<br>2022/23 |
|--------------------|---------------|---------------|---------------|---------------|---------------|
| London Underground | 75            | 75            | 76            | 76            | 75            |
| London Buses       | 78            | 78            | 78            | 78            | 78            |
| DLR                | 79            | 77            | 78            | 77            | 78            |
| London Overground  | 76            | 76            | 76            | 77            | 77            |
| London Trams*      | N/A           | 76            | N/A           | N/A           | N/A           |
| Elizabeth Line     | 77            | 76            | 76            | 78            | 83            |

In Quarter 2, the overall satisfaction for most modes remained relatively stable. Satisfaction with Elizabeth line significantly increased as a result of the opening of the Central Operating Section in May and the associated service and connectivity benefits this provides to our customers.

\* London Trams are not surveyed on Customer Satisfaction Score continually, but once a year in Quarter 3, so N/A is shown for all other quarters

[IMAGE caption– Frontline colleagues are a key source of information for Customer]

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## [HEADING] 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*

|                                      | Q2<br>2021/22 | Q3<br>2021/22 | Q4<br>2021/22 | Q1<br>2022/23 | Q2<br>2022/23 |
|--------------------------------------|---------------|---------------|---------------|---------------|---------------|
| Telephone calls                      | 535,824       | 696,500       | 604,653       | 514,986       | 580,593       |
| Calls abandoned (%)*                 | 15.77         | 22.78         | 13.02         | 9.8           | 14.54         |
| Correspondence                       | 124,263       | 163,862       | 198,028       | 189,111       | 218,007       |
| Cases closed (%)**                   | 78.75         | 70.33         | 68.96         | 81.12         | 83.44         |
| Average speed of answer<br>(seconds) | 1034          | 1573          | 779           | 366           | 348           |

Telephone demand rose 13 per cent compared to Quarter 1 and was eight per cent higher than Quarter 2 of the previous year. Abandoned calls rose by 48 per cent but are still eight per cent lower than last year. These increases are linked to seasonal demand around photocards. The most significant point is the improvement in handling compared to last year's peak, which is highlighted by average speed of answer time being 66 per cent lower than last year.

Correspondence also increased 15 per cent on Quarter 1 and is up 75 per cent on the previous year, driven in the main by the continued recovery from the coronavirus pandemic as well as the seasonal peak. Our productivity has also increased compared to last quarter and year, up three per cent and six per cent respectively.

*Past five years*

|                      | 2018/19   | 2019/20   | 2020/21   | 2021/22   | 2022/23<br>year to<br>date |
|----------------------|-----------|-----------|-----------|-----------|----------------------------|
| Telephone calls      | 2,699,025 | 2,687,696 | 1,304,300 | 2,292,137 | 1,095,579                  |
| Calls abandoned (%)* | 10.9      | 16.2      | 7.6       | 16.12     | 12.32                      |
| Correspondence       | 609,201   | 757,298   | 364,778   | 580,567   | 407,118                    |
| Cases closed (%)**   | 82.0      | 78.9      | 83.4      | 73.80     | 82.32                      |

[FOOTNOTES]

\*Target of 15 per cent or lower

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

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**Calls by subject\***

This quarter

The numbers of telephone calls by subject were:

Oyster: 126,127

Surface and Rail: 36,505

Concessions: 172,300

Santander Cycles: 31,997

Contactless payment: 135,816

Other: 5,215

Overall, we have seen a 15 per cent rise compared to last quarter. However, we handled the start of our seasonal peak better than last year, and in line with this, volumes are down five per cent on the same quarter last year.

Contactless demand is up 16 per cent on last quarter, and up 34 per cent on the previous year as passenger numbers continue to recover. Oyster demand also rose on last quarter (up 22 per cent) but is down on last year.

Surface and Rail is up 10 per cent on last quarter, down 15 per cent on last year.

Santander Cycles demand remains strong, up six per cent on last quarter and 20 per cent on the previous year.

[IMAGE – Our contact centre staff handle a wide range of customer queries]



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

|                                      | Q2<br>2021/22 | Q3<br>2021/22 | Q4<br>2021/22 | Q1<br>2022/23 | Q2<br>2022/23 |
|--------------------------------------|---------------|---------------|---------------|---------------|---------------|
| Calls received                       | 292,501       | 462,698       | 559,940       | 334,393       | 286,306       |
| Calls answered                       | 279,011       | 431,969       | 542,331       | 328,045       | 281,449       |
| Calls abandoned (%)                  | 4.6           | 6.6           | 3.1           | 1.9           | 2.0           |
| Average speed of answer<br>(seconds) | 72            | 76            | 14            | 24            | 34            |

Capita's road user charging contact centre continues to perform well within contractual targets, with call volumes during Quarter 2 remaining stable following the spike in Quarter 4 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 2 is 34 seconds and the call abandon rate is two per cent against a target of no more than 12 per cent of calls.

*Past five years*

|                                      | 2018/19   | 2019/20   | 2010/21   | 2021/22   | 2022/23<br>year to<br>date |
|--------------------------------------|-----------|-----------|-----------|-----------|----------------------------|
| Calls received                       | 1,080,837 | 1,486,715 | 1,145,770 | 1,590,874 | 620,699                    |
| Calls answered                       | 1,043,877 | 1,440,357 | 1,093,380 | 1,518,970 | 609,494                    |
| Calls abandoned (%)                  | 3         | 3         | 5         | 5         | 2                          |
| Average speed of answer<br>(seconds) | 43        | 42        | 63        | 48        | 28                         |

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## Taxi and private hire

*Past five quarters*

|                                      | Q2<br>2021/22 | Q3<br>2021/22 | Q4<br>2021/22 | Q1<br>2022/23 | Q2<br>2022/23 |
|--------------------------------------|---------------|---------------|---------------|---------------|---------------|
| Calls received                       | 59,083        | 72,942        | 56,597        | 48,626        | 55,575        |
| Calls answered                       | 58,163        | 65,385        | 55,938        | 47,858        | 54,425        |
| Calls abandoned (%)                  | 1.6           | 10.4          | 1.2           | 2.0           | 2.0           |
| Average speed of answer<br>(seconds) | 32            | 314           | 21            | 29            | 40            |

The number of calls offered increased by 14 per cent from Quarter 1 to Quarter 2 which is in line with previous years. This led to a slight increase in the average speed of answer (40 seconds). However, this remains within contractual targets.

*Past five years*

|                                      | 2018/19 | 2019/20 | 2010/21 | 2021/22 | 2022/23<br>year to<br>date |
|--------------------------------------|---------|---------|---------|---------|----------------------------|
| Calls received                       | 840,178 | 749,561 | 222,291 | 235,135 | 55,575                     |
| Calls answered                       | 582,022 | 532,096 | 158,847 | 225,445 | 54,425                     |
| Calls abandoned (%)                  | 30      | 29      | 29      | 4       | 2                          |
| Average speed of answer<br>(seconds) | 733     | 699     | 896     | 111     | 40                         |

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## Dial-a-Ride

*Past five quarters*

|   | Target | Q2<br>2021/22 | Q3<br>2021/22 | Q4<br>2021/22 | Q1<br>2022/23 | Q2<br>2022/23 |
|---|--------|---------------|---------------|---------------|---------------|---------------|
| Calls received                          | N/A    | 66,591        | 83,958        | 102,724       | 91,224        | 93,267        |
| Calls abandoned (%)                     | 10     | 12.4          | 9.7           | 13.8          | 11.2          | 11.1          |
| Average speed of answer (ASA) (seconds) | 180    | 269           | 238           | 344           | 276           | 275           |
| Email bookings                          | N/A    | 6,939         | 10,186        | 10,684        | 10,728        | 9,761         |

Dial-a-Ride saw a small increase of 2.2 per cent in calls received in Quarter 2 compared to the previous quarter, while our average speed of answer and abandoned rate remains similar to the previous quarter. The booking process was temporarily adjusted for industrial action on 19 August, and on 19 September for the bank holiday of the state funeral for Queen Elizabeth II. These were unavoidable but impacted performance this quarter.

*Past five years*

|                                   | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23<br>year to date |
|-----------------------------------|---------|---------|---------|---------|-------------------------|
| Calls received                    | 564,391 | 533,868 | 117,275 | 299,944 | 184,491                 |
| Calls abandoned (%)               | 10.5    | 10.7    | 5.5     | 10.6    | 11.1                    |
| Average speed of answer (seconds) | 233     | 287     | 108     | 249     | 275                     |
| Email bookings                    | 45,950  | 82,450  | 6,368   | 31,573  | 22,409                  |

**Complaints***Year on year (per 100,000 journeys)*

|                       | Q2 2021/22 | Q2 2022/23 | Variance (%) |
|-----------------------|------------|------------|--------------|
| London Underground    | 1.62       | 1.02       | -37          |
| London Buses          | 3.12       | 3.32       | 6            |
| DLR                   | 0.57       | 0.65       | 14           |
| London Overground     | 0.72       | 0.70       | -3           |
| Elizabeth line        | 1.97       | 0.82       | -58          |
| London Trams          | 0.85       | 0.98       | 15           |
| IFS Cloud Cable Car   | 5.02       | 2.58       | -49          |
| Congestion charge     | 4.8        | 2.4        | -50          |
| Dial-a-Ride*          | 50.82      | 50.69      | 0            |
| London River Services | 0.53       | 0.22       | -58          |
| Santander Cycles      | 2.07       | 3.32       | 60           |
| Taxis**               | 2.94       | 5.16       | 76           |
| Private hire**        | 2.47       | 3.27       | 32           |
| Contactless           | 0.55       | 0.56       | 2            |
| Oyster                | 0.42       | 0.49       | 17           |

London Underground, London Overground and the Elizabeth line all recorded good performance, with complaints falling compared to last year despite passenger numbers increasing by at least 30 per cent for both Underground and Overground, and 245 per cent for the Elizabeth line.

Buses, DLR and Trams saw small increases in complaints as their respective passenger numbers rose compared to last year.

Taxis and private hire both saw significant rises in complaints, the majority of which were linked to drivers.

Ticketing saw small rises, with Contactless up two per cent against a 43 per cent increase in passenger numbers, while Oyster rose 17 per cent against a 21 per cent growth in journeys.

Finally, Cable Car and Congestion charge saw complaints drop despite passenger numbers remaining relatively stable.

Past five years

|                       | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23<br>year to<br>date |
|-----------------------|---------|---------|---------|---------|----------------------------|
| London Underground    | 0.98    | 1.14    | 1.74    | 1.26    | 1.05                       |
| London Buses          | 3.17    | 3.17    | 4.37    | 3.29    | 3.15                       |
| DLR                   | 0.78    | 0.89    | 1.09    | 0.54    | 0.56                       |
| London Overground     | 1.69    | 1.58    | 1.24    | 0.65    | 0.64                       |
| Elizabeth line        | 2.39    | 2.30    | 2.26    | 1.77    | 1.1                        |
| London Trams          | 1.28    | 1.65    | 1.76    | 0.85    | 0.92                       |
| IFS Cloud Cable Car   | 4.11    | 2.83    | 2.57    | 4.69    | 3.50                       |
| Congestion charge     | 1.59    | 2.48    | 3.83    | 3.55    | 2.31                       |
| Dial-a-Ride*          | 69.86   | 83.62   | 64.87   | 61.33   | 58.51                      |
| London River Services | 1.49    | 1.26    | 2.44    | 0.47    | 0.28                       |
| Santander Cycles      | 4.00    | 3.54    | 2.68    | 2.24    | 2.69                       |
| Taxis**               | 7.22    | 8.06    | 1.69    | 3.24    | 2.18                       |
| Private hire**        | 2.95    | 2.57    | 1.36    | 2.3     | 1.35                       |
| Contactless           | 0.21    | 0.40    | 0.39    | 0.5     | 0.55                       |
| Oyster                | 0.15    | 0.17    | 0.26    | 0.48    | 0.43                       |

So far in 2022/23, we are seeing the number of complaints per 100,000 journeys tracking lower than last year in most areas. Taxis and private hire are currently down 33 per cent and 41 per cent compared to last year, despite the rises we saw this quarter.

DLR, Trams and cycle hire are the only areas currently recording higher complaint rates than last year. We will continue to monitor this closely throughout the rest of the year.

Contactless has risen slightly while Oyster is currently below last year's figures.

[FOOTNOTES]

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

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

**Commendations***Past five quarters*

|                          | Q2<br>2021/22 | Q3<br>2021/22 | Q4<br>2021/22 | Q1<br>2022/23 | Q2<br>2022/23 |
|--------------------------|---------------|---------------|---------------|---------------|---------------|
| London Underground       | 274           | 259           | 272           | 337           | 312           |
| London Buses             | 551           | 607           | 733           | 693           | 610           |
| DLR                      | 8             | 12            | 2             | 12            | 20            |
| London Overground        | 25            | 38            | 33            | 26            | 39            |
| Elizabeth line           | 116           | 29            | 39            | 11            | 52            |
| London Trams             | 0             | 5             | 8             | 2             | 2             |
| IFS Cloud Cable Car      | 9             | 7             | 4             | 5             | 8             |
| Dial-a-Ride              | 3             | 35            | 13            | 8             | 4             |
| London River<br>Services | 3             | 2             | 3             | 3             | 0             |
| Santander Cycles         | 0             | 0             | 0             | 0             | 0             |
| Taxis and private hire   | 14            | 23            | 20            | 31            | 30            |
| TfL Road Network         | 3             | 0             | 2             | 0             | 1             |
| TfL Policy               | 2             | 4             | 3             | 8             | 6             |

Overall commendations are up eight per cent on last year, though they did fall slightly against last quarter.

The biggest improvements on last quarter were Elizabeth Line (up 373 per cent), DLR (67 per cent), IFS Cloud Cable Car (60 per cent) and London Overground, which rose 50 per cent. Comparing to the previous year, we saw DLR lead the way with a 150 per cent improvement. Taxis and private hire also saw a big rise in commendations, up 114 per cent.

[IMAGE caption – Elizabeth line continues to prove popular with customers]

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## [HEADING] Tickets

### Fare payer split on typical weekdays\*

*Past five quarters (millions)\*\**

[ Label / construction text]

Stacked bar chart titled the past five quarters, comparing the split of fare paying ticket types on typical weekdays in the past five quarters. The x axis shows quarters from Q1 2021/22 to Q1 2022/23. The y axis shows the number of cards used and tickets valid from zero to 3 million.

[ Summary of trends text]

On Thursday 20th May 2021 in Q1 2021/22, the total fare paying cards used and tickets valid rose to 1.9 million. This included: 58% Contactless Payment Media Used; 28% Oyster PAYG Cards Used; 5% Bus & Tram Passes valid; and 9% Travelcards Valid.

On Thursday 25th November 2021 in Q3 2021/22, the total number of fare paying cards used and tickets valid rose to 2.8 million, the highest total in this chart. This included: 60% Contactless Payment Media Used; 25% Oyster PAYG Cards Used; 4% Bus & Tram Passes Valid; and 11% Travelcards Valid.

On Thursday 17th March 2022 in Q4 2021/22, the total number of fare paying cards used and tickets valid remained at 2.8 million. This included: 62% Contactless Payment Media Used; 25% Oyster PAYG Cards Used; 4% Bus & Tram Passes Valid; and 9% Travelcards Valid.

On Thursday 9th Jun 22 in Q1 2022/23, the total number of fare paying cards used and tickets valid was 2.9 million. This included: 63% Contactless Payment Media Used; 24% Oyster PAYG Cards Used; 4% Bus & Tram Passes Valid; and 9% Travelcards Valid.

On Thursday 8th September 2022 in Q2 2022/23, the total fare paying cards used and tickets valid was 2.9 million. This included: 64% Contactless Payment Media Used; 23% Oyster PAYG Cards Used; 4% Bus & Tram Passes valid; and 9% Travelcards Valid.

The proportion of Contactless Payment Media used was at a low in this chart of 60% on 16th September 2021, then rising to 60% on 16th September 2021, before rising to its highest in this chart on 8th September 2022 at 64%.

The proportion of Oyster PAYG used was 26% on 16th September 2021, before declining to its lowest in this chart on 8th September 2021 at 23%.

The proportion of Bus & Tram Passes valid was 4% on 16th September 2021, it has stayed at this level.

The proportion of Travelcards valid on 16th September 2021 was 10%. This rose slightly to 11% on 25th November 2021, before declining again to 9% on 17th March 2022, where it has stayed.

[ Raw data]

On Thursday 16th September 2021 Q2 2021/22, total fare paying cards used and tickets valid were: 2 million;

The Contactless Payment Media proportion was: 60%;

The Oyster PAYG proportion was: 26%;

The Bus & Tram Pass proportion was: 4%;

The Travelcards valid proportion was: 10%.

On Thursday 25th November 2021 Q3 2021/22, total fare paying cards used and tickets valid were 2.8 million;

The Contactless Payment Media proportion was: 60%;

The Oyster PAYG Cards proportion was: 25%;

The Bus & Tram Passes proportion was: 4%;

The Travelcards Valid proportion was: 11%.

On Thursday 17th March 2022 Q4 2021/22, the total number of fare paying cards used and tickets valid was 2.8 million. This included: 62% Contactless Payment Media Used; 25% Oyster PAYG Cards Used; 4% Bus & Tram Passes Valid; and 9% Travelcards Valid.

On Thursday 9th June 2022 Q1 2022/23, the total number of fare paying cards used and tickets valid was 2.9 million. This included: 63% Contactless Payment Media Used; 24% Oyster PAYG Cards Used; 4% Bus & Tram Passes Valid; and 9% Travelcards Valid.

On Thursday 8th September 2022 Q2 2022/23, total fare paying cards used and tickets valid were: 1.9 million. This included: 64% Contactless Payment Media Used; 23% Oyster PAYG Cards Used; 4% Bus & Tram Passes Valid; and 9% Travelcards Valid.

[END OF CHART TEXT]

Since travel restrictions related to the coronavirus 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 of the coronavirus. The share of contactless payment media (cards and mobile devices) used has increased to 64 per cent of all fare payer tickets in the latest quarter from 60 per cent a year ago

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

[ Label / construction text]



Stacked bar chart titled the past five years, comparing the split of fare paying ticket types on typical weekdays in the past five years. The x axis shows years from 2018 to 2022. The y axis shows the number of cards used and tickets valid from zero to 4 million.

[ Summary of trends text]

On Thursday 8th February 2018, the total number of fare paying cards used and tickets valid was 3.4 million. This included: 30% Contactless Payment Media Used; 36% Oyster PAYG Cards Used; 5% Bus & Tram Passes valid; and 28% Travelcards Valid.

On Thursday 7th February 2019, the total number of fare paying cards used and tickets valid remained at 3.4 million. This included: 37% Contactless Payment Media Used; 34% Oyster PAYG Cards Used; 5% Bus & Tram Passes valid; and 25% Travelcards Valid.

On Thursday 6th February 2020, the total number of fare paying cards used and tickets valid was at its highest in this chart at 3.6 million. This included: 46% Contactless Payment Media Used; 29% Oyster PAYG Cards Used; 4% Bus & Tram Passes valid; and 21% Travelcards Valid.

On Thursday 4th February 2021, the total number of fare paying cards used and tickets valid dropped to its lowest in this chart at 0.9 million. This included: 53% Contactless Payment Media Used; 31% Oyster PAYG Cards Used; 7% Bus & Tram Passes valid; and 9% Travelcards Valid.

On Thursday 10th February 2022, the total number of fare paying cards used and tickets valid rose to 0.9 million. This included: 62% Contactless Payment Media Used; 25% Oyster PAYG Cards Used; 4% Bus & Tram Passes valid; and 9% Travelcards Valid.

The proportion of Contactless Payment Media used was at a low in this chart of 30% on 8th February 2018. It rose to 37% on 7th February 2019, 46% on 6th February 2020, 53% on 4th February 2021, before rising to its highest in this chart on 10th February 2022 at 62%.

The proportion of Oyster PAYG used was its highest in this chart at 36% on 8th February 2018. On 7th February 2019 it declined further to 34%, then to 29% on 6th February 2020. On 4th February 2021 it was 31% and declined again to 25% on 10th February 2022.

The proportion of Bus & Tram Passes valid was its highest in this chart at 5% on 8th February 2018. On 7th February 2019 it remained at 5%, then dropped to its lowest in this chart at 4% on 6th February 2020. On 4th February 2021 it was 7% and dropped again to 4% on 10th February 2022.

The proportion of Travelcards valid was at its highest in this chart of 28% on 8th February 2018. It declined to 25% on 7th February 2019, 21% on 6th February 2020 and was at its lowest in this chart on 4th February 2021 at 9%.

[ Raw data]

On Thursday 8th February 2018, total fare paying cards used and tickets valid were: 3.4 million;

The Contactless Payment Media proportion was: 30%;

The Oyster PAYG proportion was: 36%;

The Bus & Tram Pass proportion was: 5%;

The Travelcards valid proportion was: 28%.

On Thursday 7th February 2019, total fare paying cards used and tickets valid were: 3.4 million;

The Contactless Payment Media proportion was: 37%;

The Oyster PAYG proportion was: 34%;

The Bus & Tram Pass proportion was: 5%;

The Travelcards valid proportion was: 25%.

On Thursday 6th February 2020, total fare paying cards used and tickets valid were: 3.6 million;

The Contactless Payment Media proportion was: 46%;

The Oyster PAYG proportion was: 29%;

The Bus & Tram Pass proportion was: 4%;

The Travelcards valid proportion was: 21%.

On Thursday 4th February 2021, total fare paying cards used and tickets valid were: 3.4 million;

The Contactless Payment Media proportion was: 53%;

The Oyster PAYG proportion was: 31%;

The Bus & Tram Pass proportion was: 7%;

The Travelcards valid proportion was: 9%.

On Thursday 10th February 2022, total fare paying cards used and tickets valid were: 2.5 million;

The Contactless Payment Media proportion was: 62%;

The Oyster PAYG proportion was: 25%;

The Bus & Tram Pass proportion was: 4%;

The Travelcards valid proportion was: 9%.

[END OF CHART TEXT]

Before the coronavirus pandemic, the total number of fare payer tickets used remained fairly stable every year, while the share of contactless increased. Demand declined dramatically when pandemic-related travel restrictions were in place. 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 travel restrictions ended.

#### [FOOTNOTES]

\*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 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

Thursday 8 September 2022 Q2 2022/23

\*\*\*Days measured:

Thursday 8 February 2018

Thursday 7 February 2019

Thursday 6 February 2020

Thursday 4 February 2021

Thursday 10 February 2022

#### [INFOGRAPHICS]

- 122m contactless bank cards and mobile devices have been used on bus, Tube and rail services since launch
- 3.6m contactless journeys are made daily

[PAGE 2]

**[HEADING] System availability**

**Ticketing system availability (%)**

|   | Q2 2021/22 |                    |                       | Q2 2022/23 |                    |                       |
|---|------------|--------------------|-----------------------|------------|--------------------|-----------------------|
|   | Actual     | Variance to target | Variance to last year | Actual     | Variance to target | Variance to last year |
| London Underground – ticketing system                 | 99.39      | +1.19              | -0.14                 | 98.98      | +0.78              | -1.14                 |
| London Buses – bus validations – overall availability | 99.70      | +0.70              | +0.08                 | 99.65      | +0.65              | -0.05                 |

Underground and Buses both exceeded their targets for ticketing system availability this quarter. Passenger numbers continue to increase towards pre-2020 levels, and during the quarter there were events including the Notting Hill Carnival, which was held for the first time in three years.

**Internal IT**

*Past five quarters (%)*

|                    | Q2 2021/22 | Q3 2021/22 | Q4 2021/22 | Q1 2022/23 | Q2 2022/23 |
|--------------------|------------|------------|------------|------------|------------|
| System performance | 99.82      | 99.96      | 99.91      | 99.87      | 99.97      |

In Quarter 2, 13 Mission Critical Severity 1 incidents contributed a total of 3,455 minutes of services being unavailable or unusable. This included four incidents aligned to our Network Services, and three aligned to the new DRIVE (Driver Realtime Information Vehicle Experience) service, a messaging system we use to communicate directly with bus drivers. The largest incident was aligned to Dial-a-Ride, which took just under a day to restore.

*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   | 99.92                |

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## **[HEADING] Digital**

The TfL Go app has been downloaded over 2.4 million times across iOS and Android devices. It is used by around 500k customers each month and has won Drum, Design Week and BIMA awards for the quality of design.

Our recent focus has been on improving real-time information across all modes (including National Rail) in response to customer feedback. For example, the live Tube map will soon indicate the precise location of live disruption and line closures. We have also made it easier to update and share information about the impact of severe disruption, such as during strikes.

During the summer we launched 'Promoted Places'. This feature appears in search and helps customers discover and visit places of interest, cultural hubs and events. We trialled the format using 'Summer in the city' content agreed in partnership with BID. We also used it during Operation London Bridge to help customers find the end of the queue for the lying in state.

In early 2023 we will integrate account and payment functionality. Customers will be able to use TfL Go to top-up their Oyster card, purchase Travelcards and view their journey history.

## **[INFOGRAPHICS]**

- 14.9m unique devices visiting the TfL website this quarter
- 2.4m downloads of the TfL Go app since launch
- 220.2m website page views this quarter

[IMAGE caption – TfL Go will soon include payments and live disruption info]

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**[HEADING] Travel demand management**

This summer we delivered customer communications in response to rolling industrial action, with strikes that often ran over multiple days and affected multiple modes. We worked closely with operational and incident response colleagues to ensure customers were aware of upcoming strikes as soon as they were called, and aware of what services were running and when, to help them plan their travel. This work included aligned communications across the industry, with Network Rail and other operators, and liaison with event organisers to give them the best travel advice to share with people attending their events.

[IMAGE caption – Our ambassadors provide support at times of increased demand]

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**[HEADING] Campaigns**

**Campaigns – customer information email volumes**

*Past five years*

|                            | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|----------------------------|---------|---------|---------|---------|---------|
| Customer emails (millions) | 189     | 205     | 211     | 226     | 239     |
| Campaigns                  | 930     | 1,101   | 685     | 950     | 503     |

[INFOGRAPHICS]

239m customer information emails sent in 2022/23 to date

503 campaigns so far in 2022/2023

We continue to support our multiple mass email campaigns throughout this quarter.

Our off-peak travel price cap campaign continues to contribute to the success of getting Londoners back to our network. It encourages Londoners to use the network to make more trips and do more of what they love, driving increased frequency of trips and revenue as part of our Public Transport Recovery strategy.

To complement our recovery strategy to keep London moving, we formed an additional partnership with media outlets Metro and Time Out, which runs until end of March 2023.

[IMAGE caption – We are working hard to encourage Londoners to use our network]

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## **[SUBHEAD] Customer marketing and behaviour change campaigns**

### Mandatory Cycle Lanes

In line with the Highway Code and legislation change, an existing road regulation become enforceable for TfL from 27 June 2022 which prohibits drivers from crossing the solid white lines of cycle lanes on our red routes. Drivers who fail to comply could be fined £160. We ran an integrated communications campaign from 22 June to 10 August 2022 to raise awareness among drivers of the rule and fine, and act as a reassuring message to cyclists with the aim of highlighting how we are improving their safety on the road.

The campaign was communicated via bus rear posters, adverts placed in the Travel News page in Metro, emails to customers on our database and via stakeholder engagement. Information is also available on our website.

There is a six-month warning notice period running until December 2022 for first-time offences, to educate drivers and increase compliance.

[IMAGE caption – We are campaigning to make London’s roads safer for cyclists]



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### **[HEADING] Consultations**

We launched two consultations in Quarter 2:

- London Bridge and Borough High Street walking and cycling changes
- Clapham Common to Oval cycling improvements

We are planning to launch 12 consultations in Quarter 3 2022/23.

[IMAGE caption – We are consulting Londoners on plans to improve cycling and walking]

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**[HEADING] London Assembly scrutiny**

*Quarter 2*

| Date             | Title  | Type of scrutiny |
|------------------|--|------------------|
| 29 June 2022     | Transport Committee. <i>London's Bus Network</i>                           | 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     |
| 6 September 2022 | Transport Committee. <i>Shared Mobility</i>                                | Open Meeting     |

*Quarter 3*

| Date             | Title   | Type of scrutiny |
|------------------|---|------------------|
| 11 October 2022  | Transport Committee. <i>TfL funding</i>       | Open Meeting     |
| 13 October 2022  | GLA Oversight Committee. <i>GLA Pensions</i>  | Open Meeting     |
| 20 October 2022  | Environment Committee. <i>Noise pollution</i> | Open Meeting     |
| 10 November 2022 | Environment Committee. Green bonds            | Open Meeting     |
| 15 November 2022 | Transport Committee. Rail reform              | Open Meeting     |

[IMAGE caption– In June, the London Assembly discussed our bus operations]

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

We run most of London's public transport services, including the London Underground, London buses, the DLR, London Overground, Elizabeth line, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the IFS Cloud Cable Car. The experience, reliability and accessibility of these services is fundamental to Londoners' quality of life.

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, our expanded Ultra Low emission Zone and fleets of increasingly environmentally friendly and zero-emission buses are helping to tackle London's toxic air.

During the pandemic, we took a huge range of measures to ensure people were safe while travelling. This included extensive cleaning regimes across the public transport network and working with London's boroughs to introduce the Streetspace for London programme, which provided wider pavements and cycle lanes for people to walk and cycle safely and maintain social distancing. London's recovery is vital to the UK's recovery as life returns to normal. We want to ensure London avoids a car led recovery and we continue to reassure people the capital and our transport network is safe and ready for them.

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

Working with the Government, we opened the Elizabeth line in time for Queen Elizabeth II's Jubilee. This transformational new railway adds 10 per cent to central London's rail capacity and supports the delivery of high-density, mixed-use developments, which are planned around active and sustainable travel to ensure 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 information, 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's recovery from the pandemic continues.

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