

Customer Service and Operational Performance Panel



Date: 22 March 2023

Item: TfL International Benchmarking Report 2023

This paper will be considered in public

1 Summary

- 1.1 The purpose of this paper is to provide a high-level overview of TfL's customer delivery performance against international benchmarks.
- 1.2 The paper highlights successes as well as areas for improvement, and signposts subjects for potential benchmarking focus in 2023 and beyond.
- 1.3 The report also provides a summary of key operational benchmarking groups that TfL are members of, and how outputs are utilised to help drive value for money and improved service performance.

2 Recommendation

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

3 Key Findings

- 3.1 The report is structured thematically around two of the themes set out in the Mayor's Transport Strategy, with an additional focus on the impact of the coronavirus pandemic (as the key data sets review the previous one to five years). Key findings are set out below.

Pandemic Recovery

- 3.2 Demand continues to be impacted by the aftereffects of the pandemic and remains lower than it was prior to 2019. However, over recent months London has shown strong resilience and is recovering in line with most of its peers. Transport remains at the forefront of the capital's recovery and by continuing to provide for the needs of its people we can ensure that demand returns and grows.
- 3.3 The pandemic had a significant impact on our finances. Like many public transport providers around the world, TfL received funding support from central Government to help mitigate the loss of revenue from depressed ridership. Whereas many cities' transport networks temporarily (and in some cases permanently) reduced service levels to improve their overall financial position, TfL has broadly maintained its operations to support Londoners and the UK overall. This was especially the case during the early part of the pandemic, where TfL was able to deliver sufficiently high services levels to enable key workers to travel safely across our network.

- 3.4 London has led the way in providing an example of how to achieve financial sustainability in the past and continues to perform well against peers despite the current challenges.

A good public transport experience

- 3.5 In general, the level of capacity on the network (and subsequent crowding levels) is less of a concern across transport networks at present due to dampened demand versus 2019. Despite the impacts of the pandemic, we have recently added capacity to the network that illustrates the significant benefits of investing in major public transport projects, e.g. The Northern Line Extension and Barking Riverside Extension have provided fast and reliable public transport for areas of London that previously didn't have easy access to the TfL network, improving overall TfL ridership and promoting the transfer of car trips to Tube and rail modes. These exciting developments, were complimented by the recent redevelopment of Bank station. In addition, the opening of the Elizabeth line in May 2022, which has added 10 per cent rail capacity and has created new journey options from people from London and the Southeast. Our benchmarking partners across the world continue to push forward on a number of high-profile capacity schemes. Long-term investment in public transport remains a key strategic priority (and risk) for all of the benchmarking groups highlighted in the paper, with the development of a strong case for investment a key area of focus for the years ahead.
- 3.6 Reliability across our networks is within the same performance range as transport providers that face similar structural factors as London, e.g. older networks from Europe and North America. However, there are members of our benchmarking groups the perform particularly well with similar constraints to us which we can learn from, especially in terms of delays relating to staff availability.
- 3.7 In terms of accessibility, we perform well on DLR and Elizabeth line, as well as on our Buses. Structural factors and levels of investment continue to constrain London Underground - with other older metros from around the world facing similar challenges - but progress has been made in recent years to improve step-free journeys across the network.

Healthy Streets and healthy people

- 3.8 Safety remains our top priority at TfL. Performance remains good when compared to peers, however, there is still more work to be done to be industry leading and achieve Vision Zero.
- 3.9 Active Travel has seen large increases over the last decade. Our cycling investment has led to the highest, safest and most inclusive levels of cycling on record. Significant expansion of the cycling network means that 22 per cent of Londoners now live within 400 metres of our Cycleways network. We have also invested heavily in our Healthy Street signals programme to prioritise sustainable modes at traffic signals and borough roads, saving over 12,000 hours every day for people walking, cycling and using the bus. The business plan secured short-term funding to further progress in this area, and TfL will continue to review progress and learnings from other cities to better inform its plans in this area.

3.10 London is at the forefront of a global drive to make cities more sustainable and environmentally friendly, and we perform well against our peers – continued delivery of our Corporate Environment Plan and supporting initiatives will ensure that we continue to set the pace for reducing carbon emissions. This is an increasing area of interest among international peers and an area of benchmarking that will be developed further.

List of appendices to this report:

Appendix 1 – TfL International Benchmarking Report

List of Background Papers:

None

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