Customer service and operational performance report

Quarter 2 2023/24 (25 June – 16 September 2023)

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Contents

Introduction

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

We keep our customers informed during planned events

We understand the importance our customers place on our services when travelling in and across the capital, for work, leisure or any other reason.

Offering an excellent customer experience remains at the heart of everything we do. We aim to supply timely, consistent and up-to-date information so our customers can plan their journeys. This is supported by our TfL Go app, which continues to prove popular, with just under 800,000 unique monthly users, and we continue to look at how we can make improvements and bring in additional functionality.

This report covers the second quarter of the 2023/24 financial year. Customer demand remains strong and is growing, with year-to-date figures showing a more than 12 per cent increase on Quarter 2 2022/23.

We have run important campaigns during this quarter, covering road safety, sexual harassment and the expansion of the Ultra Low Emission Zone across the whole of London.

As well as this, our TfL Purpose campaign launched in July, communicating our work to make sustainable transport in London better for everyone.

We also launched a new Champion Value campaign, which highlights the specific benefits by mode of our integrated transport network, such as the convenience of the bus and the speed of the Tube, supported by the most compelling and relevant fare products, such as the Bus and Tram Hopper, daily capping and off-peak fares.

The proposed Superloop limited-stop express bus route network continues to develop, and we have now completed the rebranding of existing routes, which have been renumbered as SL8, SL6, SL7 and SL9.

Glynn Barton
Chief Operating Officer

Alex Williams
Chief Customer and Strategy Officer

Measures used in this report

How we monitor and record our progress

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

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

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

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

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

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

Passenger journeys
Passenger journeys compared to pre-pandemic levels
Comparing demand for 2022/23 against 2018/19 levels.

Santander Cycles
Docking station availability
The percentage of time that docking stations are not empty or full of cycles.

Scheduled services operated
Dial-a-Ride
The proportion of journey requests the on-demand team could fulfil.

IFS Cloud Cable availability
This measure shows the scheduled hours/minutes minus the time when this service is closed to passengers, as a percentage of the scheduled hours/minutes.

Woolwich Ferry availability
This measure shows the scheduled hours/minutes minus the time when this service is closed to passengers, as a percentage of the scheduled hours/minutes.

Roads and traffic
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 the TfL Road Network.

Average bus speed
This includes the time buses spend stationary at bus stops.

Traffic signal time savings
This measure is for pedestrians, cyclists and bus users at traffic lights. 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.

Types of road user benefiting from signal timing review
This measures incremental benefits to people using sustainable modes (walking, cycling or taking the bus) at traffic signals.

Our scorecard

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

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

Under Operations, passenger journeys set the context for the metrics that follow. We have structured this section by metric rather than by operational area for a more thematic approach, which reflects the scorecard.

The journey time measure here represents the time passengers perceive that their journey takes. It uses operational data to calculate waiting, interchange and travel times, plus an assessment of the degree to which passengers experience crowding. Each element is weighted to reflect the relative passenger aversion to different parts of the journey.

For operational areas not included on the scorecard, we have included the metric used at an operating business level to offer appropriate insight.

Measure	2023/24 Year-to-date actual	2023/24 Year-to-date target	2023/24 Full-year forecast	2023/24 Full-year target
Operations				
London Underground journey time (minutes)	27.7	27.9	27.8	27.9
Bus journey time (minutes)	33.6	33.8	33.8	33.8
Rail journey time – Elizabeth line, Trams, DLR, London Overground (minutes)	25.9	26.8	26.6	26.9
Customer				
Londoners who agree we care about our customers (%)	53	55	55	55

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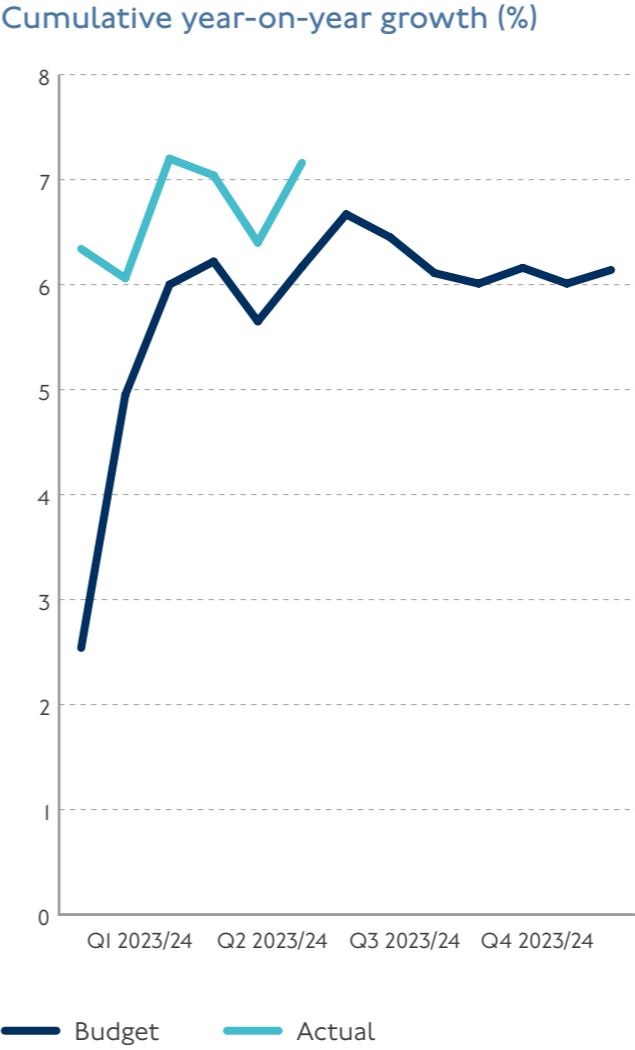In this report, scorecard measures are marked with this symbol.
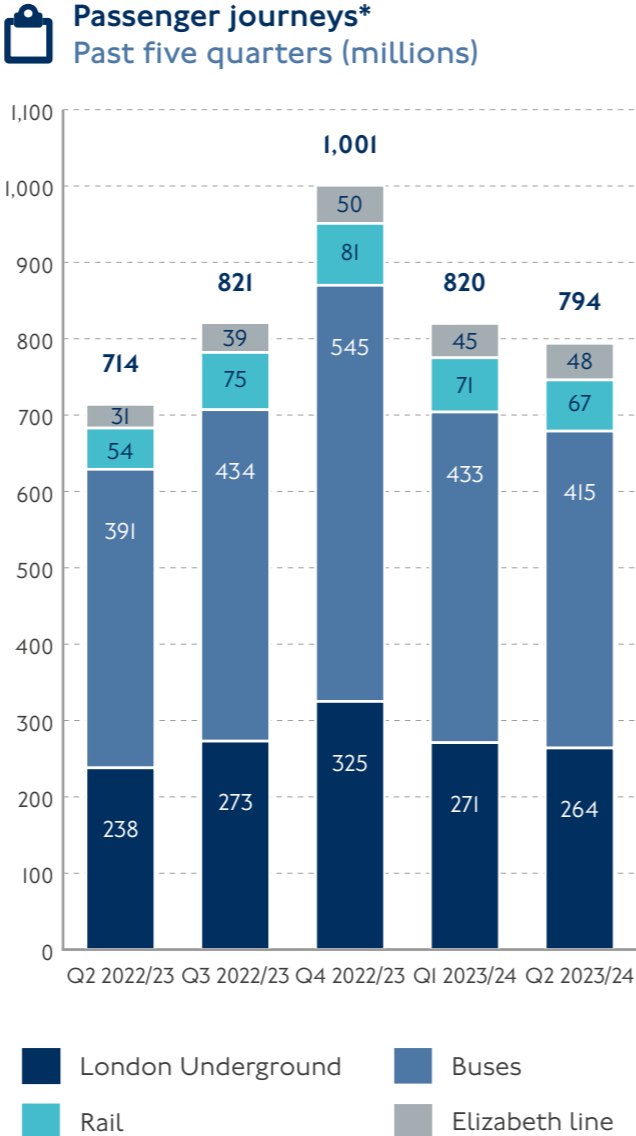
Operations

Providing safe, clean and reliable services to our customers

Passenger journeys

Passenger journeys across the network continue to grow and are starting to exceed pre-pandemic levels on some weekends. Year-to-date figures show 1,614 million journeys have been completed, compared with 1,431 million last year. The August bank holiday weekend saw the highest number of Bus and Tube journeys in comparison to previous years.

Latest figures show that stations in central London are hitting pre-pandemic levels at weekends, if not exceeding them, with international events and London's cultural gems helping to drive a huge return of visitors to London. Weekday ridership levels on the Tube and bus are now regularly reaching at least 80 per cent of pre-pandemic levels.

Passenger journeys*
Past five quarters (millions)

Quarter	London Underground	Buses	Rail	Elizabeth line	Total
Q2 2022/23	238	391	54	31	714
Q3 2022/23	273	434	75	39	821
Q4 2022/23	325	545	81	50	1,001
Q1 2023/24	271	433	71	45	820
Q2 2023/24	264	415	67	48	794

Legend: London Underground, Buses, Rail, Elizabeth line

Cumulative year-on-year growth (%)

Legend: Budget, Actual

At the end of the quarter, total journeys across the network are above budget, with continuous growth across the Tube and Rail.

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

London Underground journey time

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

London Underground journey time
Past five quarters (minutes)

- ■ Weighted customer journey time
- — Target

Annual trend (moving average)

- ■ Weighted customer journey time
- — Target
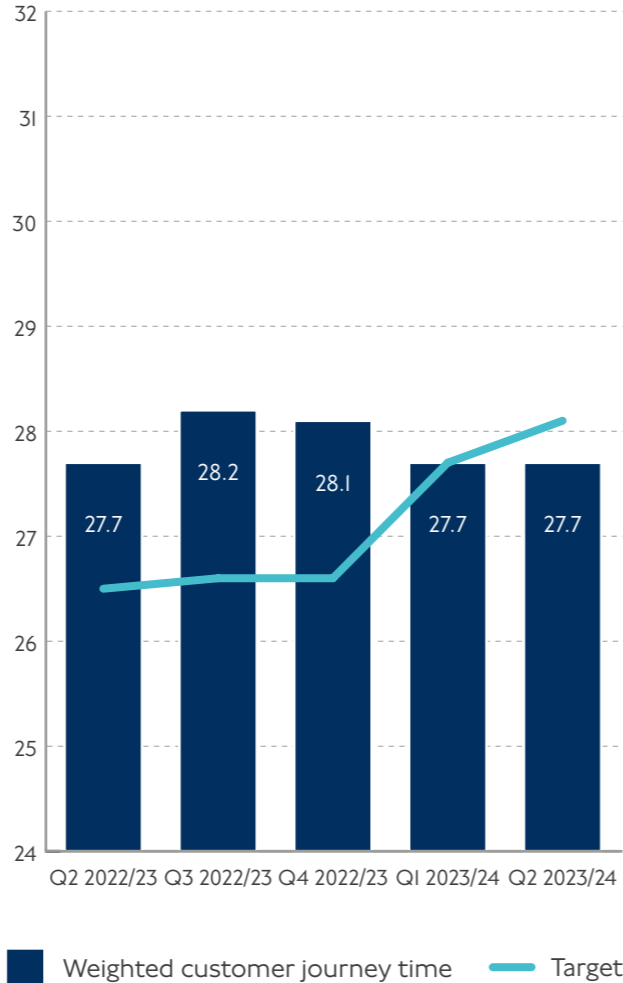
Average Tube customer journey time for Q2 2023/24 was 27.7 minutes, against a target of 28.1 minutes. Journey times increased through 2022/23 due to driver unavailability and fleet issues on the Central and Jubilee lines. These have improved during 2023/24, and Q2 is below (better than) target, although fleet and driver challenges remain.
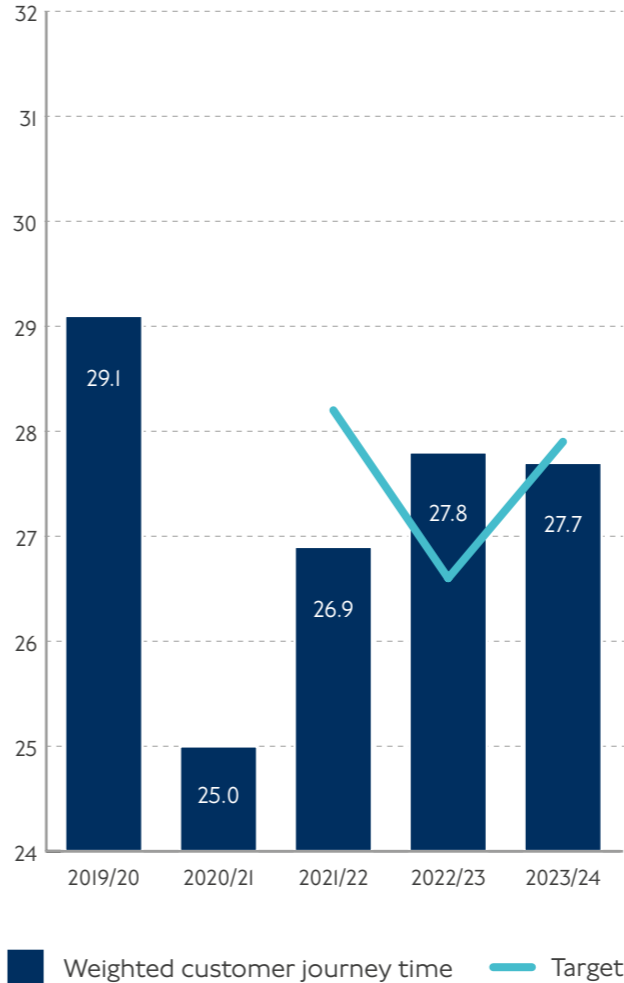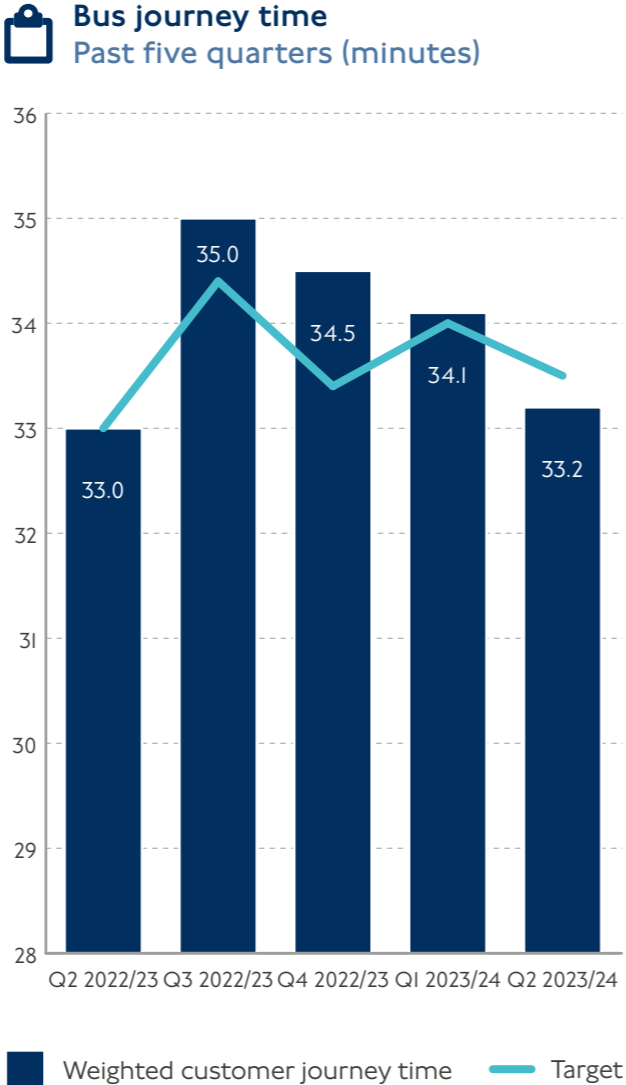
Tube customer journey times in 2023/24 are below (better than) the year-to-date target. Journey times are higher than they were during the pandemic due to the impact of very low demand in 2020/21 and 2021/22, which meant there were fewer customer-related incidents, and dwell times in stations were shorter.

Journey times were higher in 2022/23 due to higher levels of train and driver unavailability, which are the main drivers of performance and will remain a key focus. While these are better so far in 2023/24, further improvement is needed if we are to meet the year-end target.

Bus journey time

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

Bus journey time
Past five quarters (minutes)

| | Q2 2022/23 | Q3 2022/23 | Q4 2022/23 | Q1 2023/24 | Q2 2023/24 |

Values: 33.0, 35.0, 34.5, 34.1, 33.2

■ Weighted customer journey time — Target

Annual trend (moving average)

2019/20: 32.2, 2020/21: 30.5, 2021/22: 31.8, 2022/23: 33.9, 2023/24: 33.6

■ Weighted customer journey time — Target

Journey times during Quarters 3 and 4 2022/23 were significantly worse than target. This was mainly due to staff shortages, mechanical issues and traffic impacts, resulting in lower operated bus-kilometres. Staff availability has since improved, resulting in Quarter 2 2023/24 bus journey time being 0.3 minutes better than target. However, increasing traffic impacts and a tighter target in the second half of the financial year will make achieving targets more challenging.
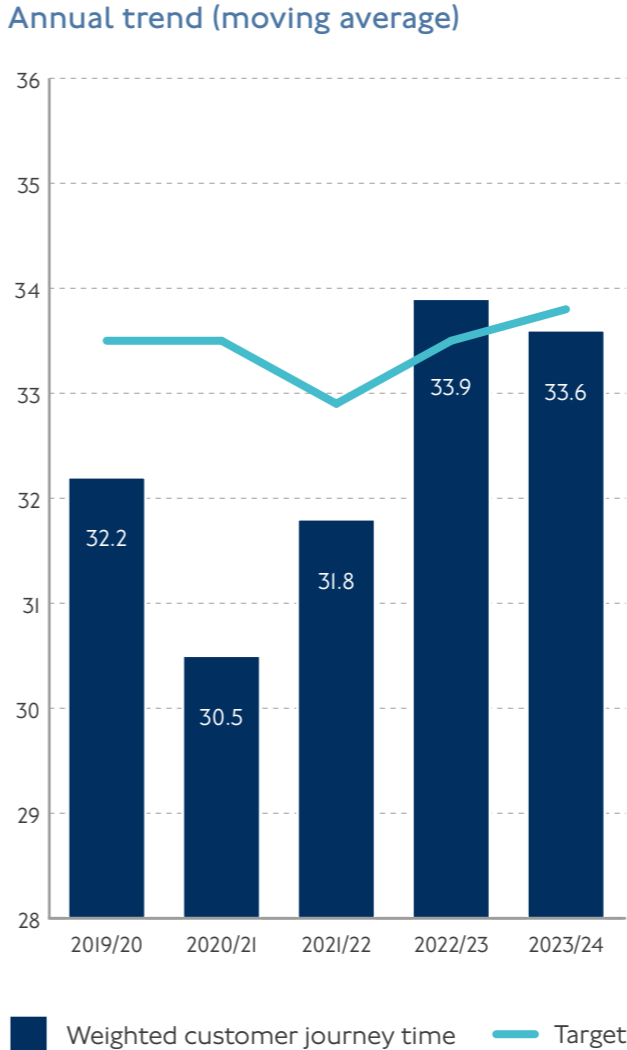
For 2023/24, the actual to-date value of 33.6 minutes was 0.2 minutes better than the year-to-date target of 33.8 minutes. Both the actual and target bus customer journey time in 2022/23 and 2023/24 to date are higher compared to previous years, reflecting the longer average length of bus customer journeys since the pandemic. Actuals are also impacted by higher lost bus mileage related to staff availability, mechanical and traffic impacts.
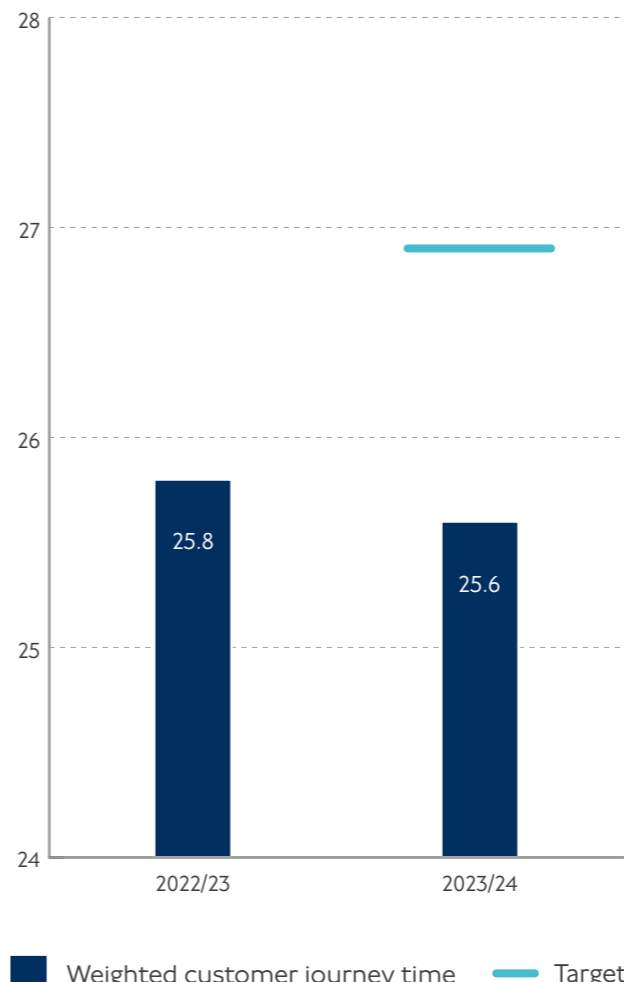
Rail journey time

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

Elizabeth line journey time
Past three quarters (minutes) since through-running began

Weighted customer journey time — Target

Annual trend (moving average) since through-running began

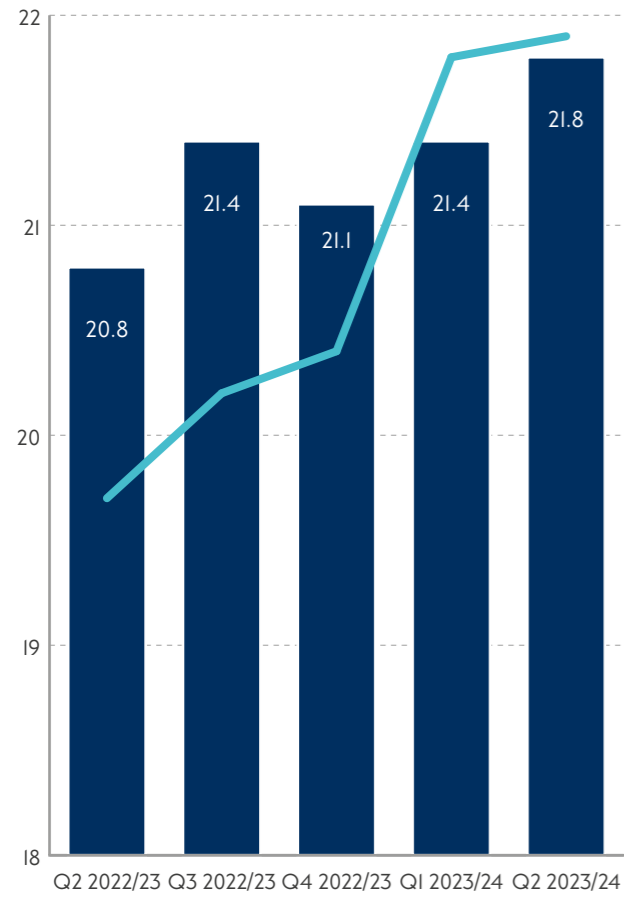Weighted customer journey time — Target
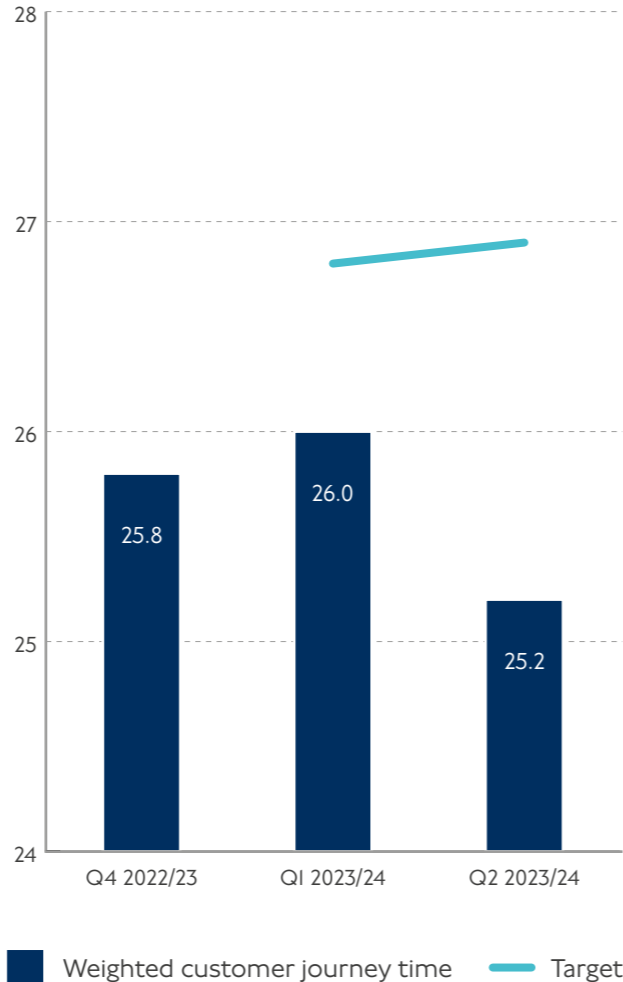
Quarter 2 2023/24 Elizabeth line journey time (25.2 minutes) was better than the target (26.9 minutes). Our customer journeys have been impacted by a relatively limited number of large incidents on Network Rail, plus signalling and fleet reliability issues. The signalling issues are not expected to recur and forthcoming software updates will deliver fleet improvements.

The year-to-date Elizabeth line customer journey time for 2023/24 is 25.6 minutes, which is better than the annual target of 26.9 minutes. The timetable uplift on 21 May improved journey times through higher frequencies and timetable refinement, reducing scheduled journey time. Excess journey time has also been consistently better than target, despite the operation of a more frequent timetable.
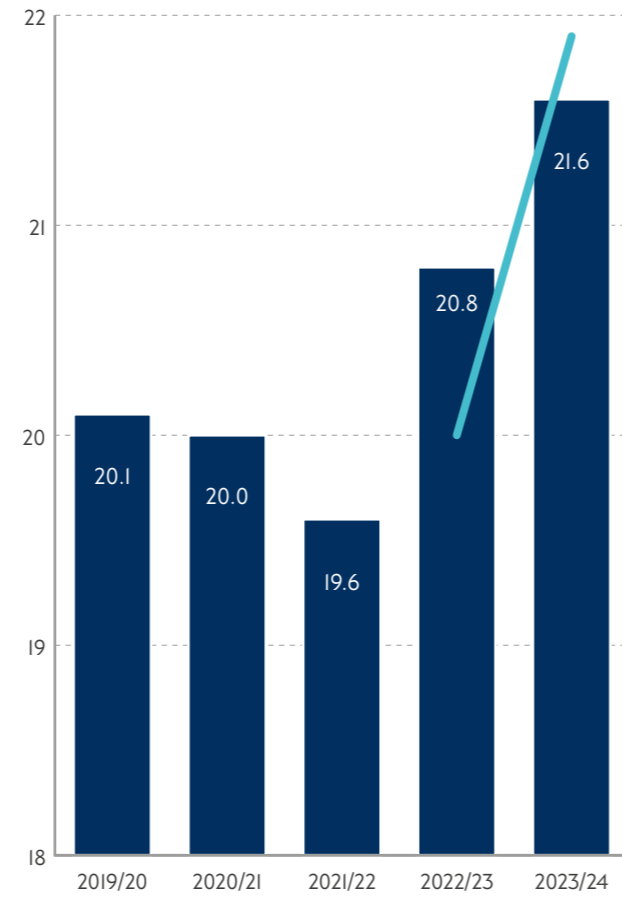
Tram journey time
Past five quarters (minutes)

Q2 2022/23	20.8
Q3 2022/23	21.4
Q4 2022/23	21.1
Q1 2023/24	21.4
Q2 2023/24	21.8

■ Weighted customer journey time — Target

Annual trend (moving average)

2019/20	20.1
2020/21	20.0
2021/22	19.6
2022/23	20.8
2023/24	21.6

■ Weighted customer journey time — Target

DLR journey time
Past five quarters (minutes)

Q2 2022/23	21.7
Q3 2022/23	21.0
Q4 2022/23	20.9
Q1 2023/24	20.8
Q2 2023/24	20.5

■ Weighted customer journey time — Target

Annual trend (moving average)

2019/20	20.9
2020/21	20.8
2021/22	21.4
2022/23	21.3
2023/24	20.7

■ Weighted customer journey time — Target

Quarter 2 2023/24 Tram journey time (21.8 minutes) was better than target (21.9 minutes). The target set for Trams has been increased to reflect ongoing problems with fleet availability which have largely driven the increase in total journey time since Quarter 2 2022/23. The latest quarter was heavily impacted by debris caught in the groove rail which caused wheel damage to a number of trams, significantly reducing the number of trams available for service.
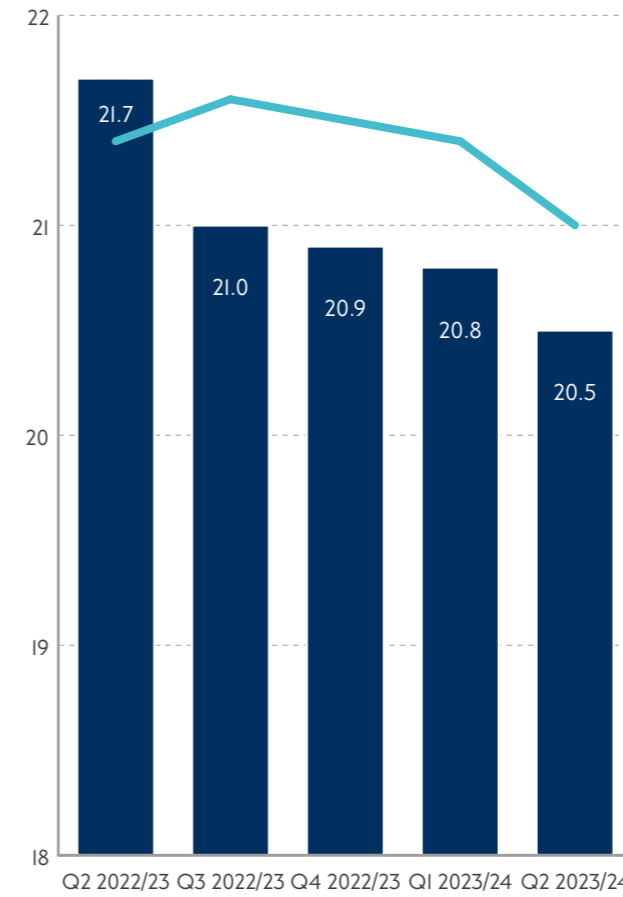
Year-to-date 2023/24 average trams customer journey time was 21.6 minutes in Q2. While this was better than target of 21.9 minutes, it reflects a continuing trend of worsening journey time on the Tram network, due to on-going works to improve the condition of the ageing fleet.
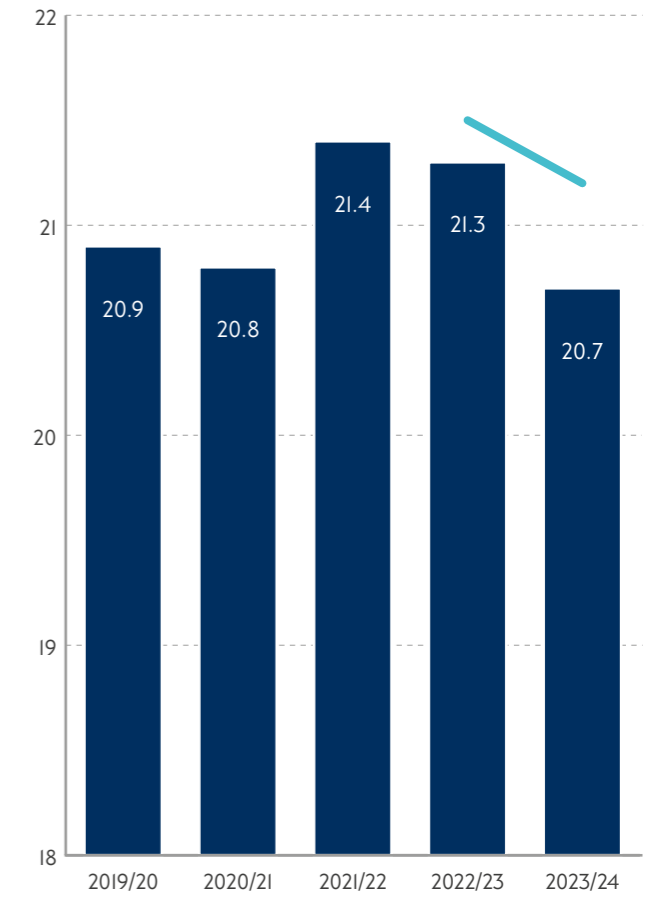
Quarter 2 2023/24 DLR journey time (20.5 minutes) was better than target (21.0 minutes) for the fourth consecutive quarter. The improved customer journey time can be explained by an improved, more frequent timetable on the DLR which has reduced average wait time and crowding.
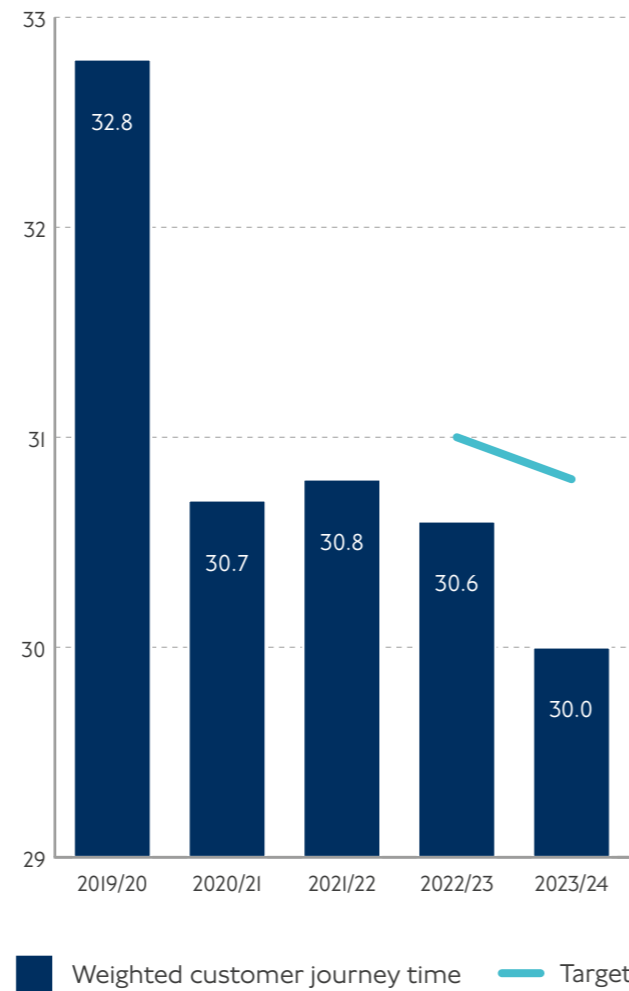
The year-to-date DLR customer journey time for 2023/24 is 20.7 minutes, which is better than the annual target of 21.2 minutes. DLR customer journey time has improved (got lower) so far in 2023/24, following the introduction of enhanced frequencies. This service change was implemented in May 2023 and has significantly improved the customer offer on the DLR.

London Overground journey time
Past five quarters (minutes)

Weighted customer journey time — Target

Quarter	Value
Q2 2022/23	30.4
Q3 2022/23	30.9
Q4 2022/23	30.5
Q1 2023/24	30.3
Q2 2023/24	29.7

Annual trend (moving average)

Weighted customer journey time — Target

Year	Value
2019/20	32.8
2020/21	30.7
2021/22	30.8
2022/23	30.6
2023/24	30.0
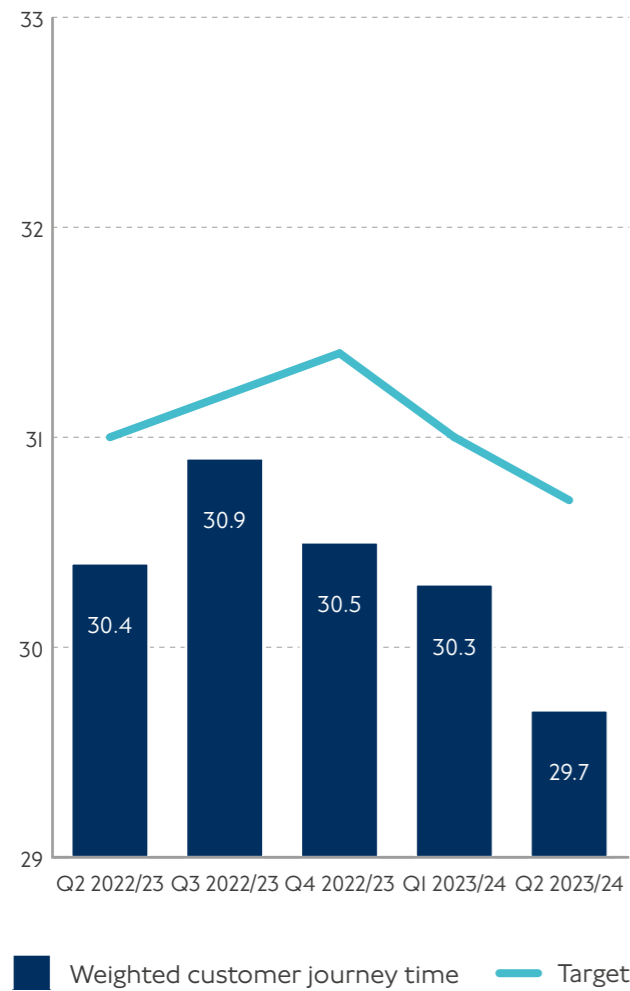
Quarter 2 2023/24 Overground journey time (29.7 minutes) was better than the target (30.7 minutes) for the fifth consecutive quarter. The continued improved journey time can be attributed to excess journey time being lower than forecast due to fewer disruptions, while scheduled journey time is better than forecast due to fewer early and late line closures. Both are driving good performance despite higher demand than forecast.

The year-to-date average Overground customer journey time for 2023/24 is 30.0 minutes, which is better than the target of 30.8 minutes and lower than the 2022/23 customer journey time due to an overall improvement in performance and fewer planned early morning and/or late-night closures.


Journey times on the Overground have consistently improved

Services operated

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

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


— Departures   — Target
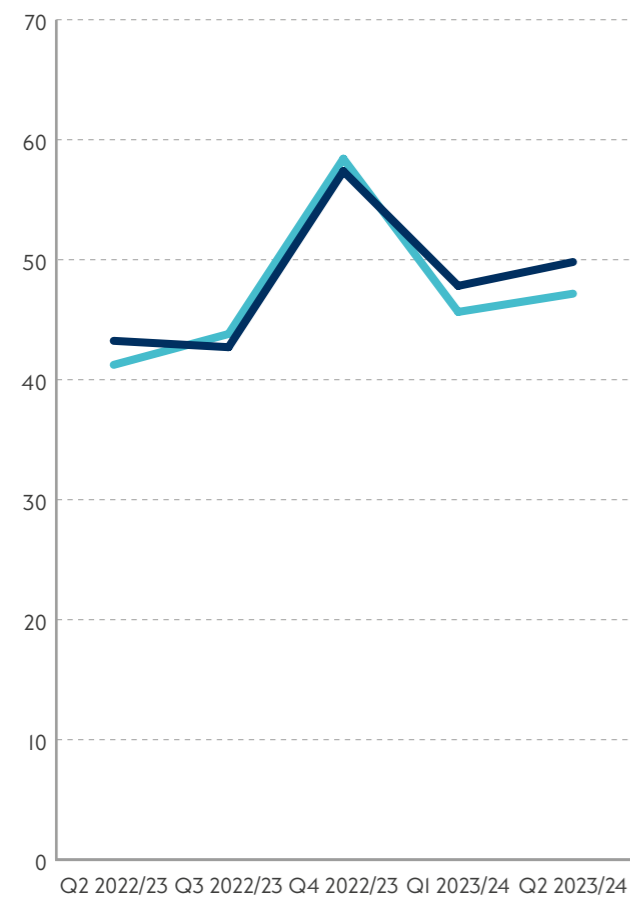
Departures continue to show good return to pre-2020 levels, with an increase of 5.6 per cent compared to the previous quarter. We continue to support domestic and foreign tour operators as they rebuild their business operations, to enable UK and wider market growth in the coach industry.

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


— Departures   — Target
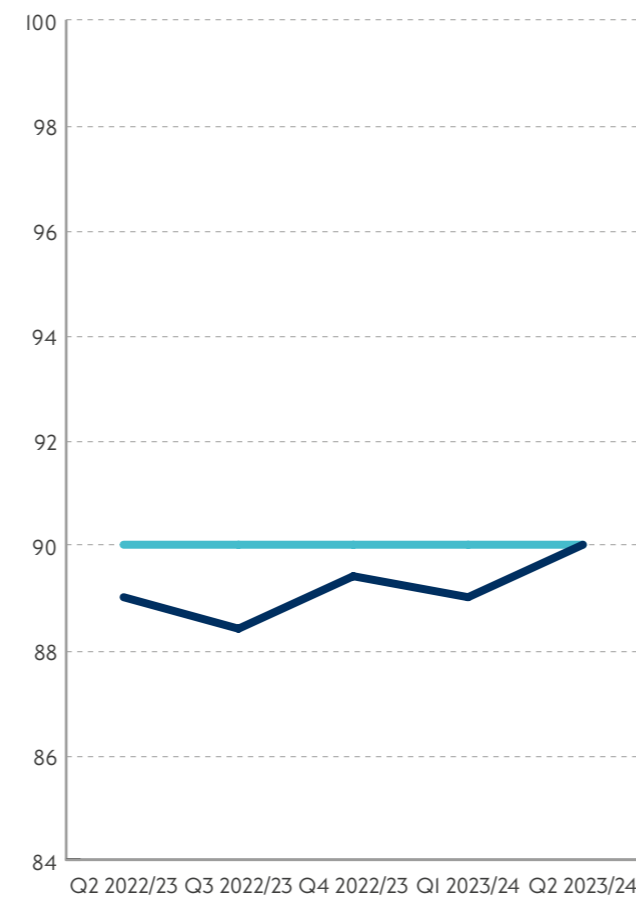
We received 15.5 per cent more requests compared to Quarter 2 2022/23 and were able to schedule 90 per cent of requested journeys. We have also seen a 12 per cent increase in demand in the year to date, and are recruiting more drivers to ensure we are able to fulfil trip requests.

IFS Cloud Cable Car availability
Past five quarters (%)

— Service availability   — Target
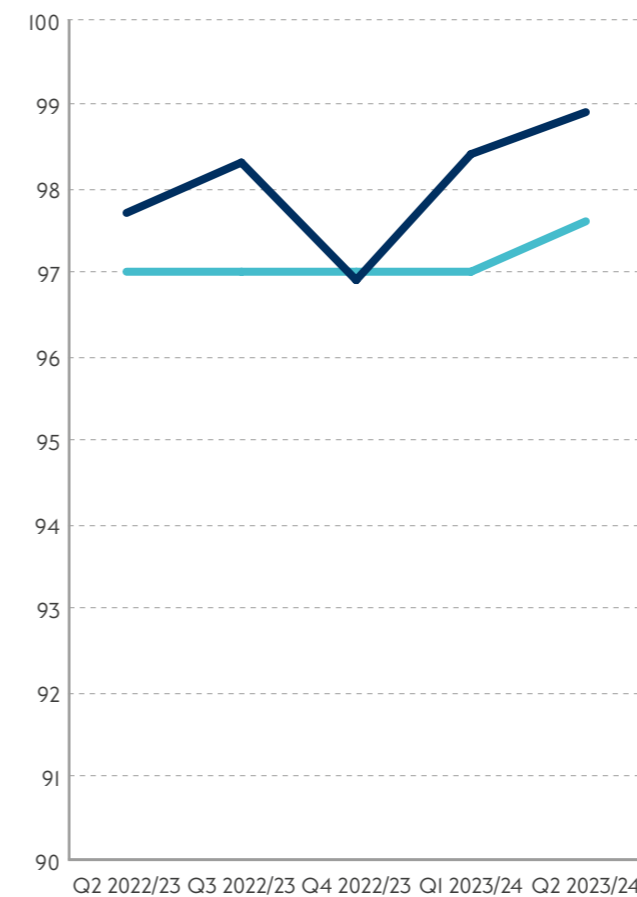
Cable car availability was above target at 98.9 per cent, and also higher than the 97.7 per cent achieved in the same quarter last year. Downtime this quarter was mainly due to seasonal high gusting wind at tower height.

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

— Service availability   — Target
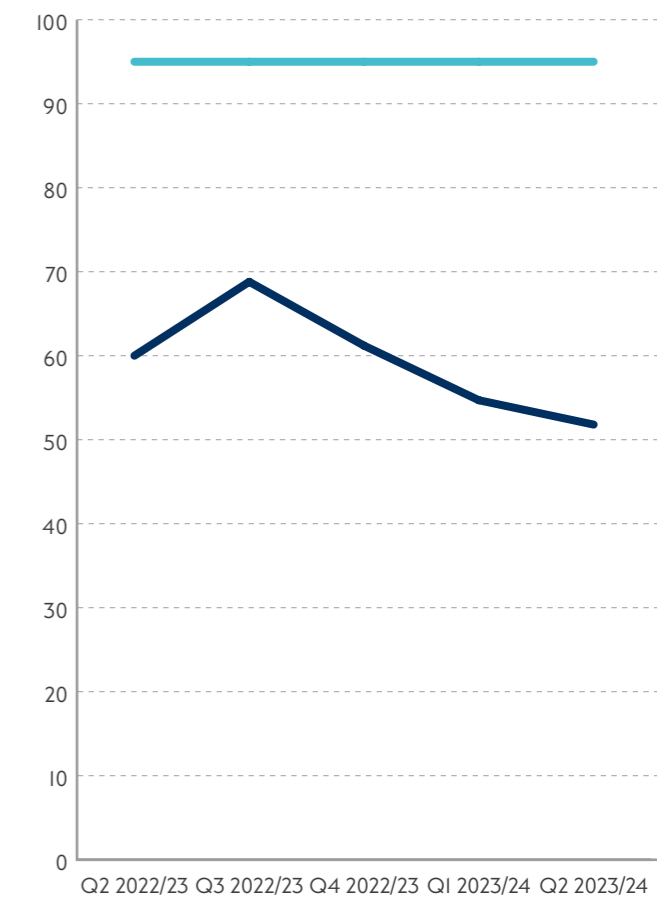
Woolwich Ferry availability was 51.8 per cent this quarter, compared to 60 per cent achieved in the same quarter last year. Service downtime was mainly due to crew resourcing and technical issues. The service was also partially closed for essential maintenance during this quarter.

Roads and traffic

In Quarter 2, disruption on our road network was lower than target. The quarter is characterised by the quieter school holiday period, but even so disruption was lower than anticipated, at the same level as 2022 and close to 2019 (pre-COVID) levels. Traffic flows were similar to 2022 and were six to seven percentage points lower than 2019 pre-COVID levels.

Road disruption
Past five quarters (%)

- Actual
- Target
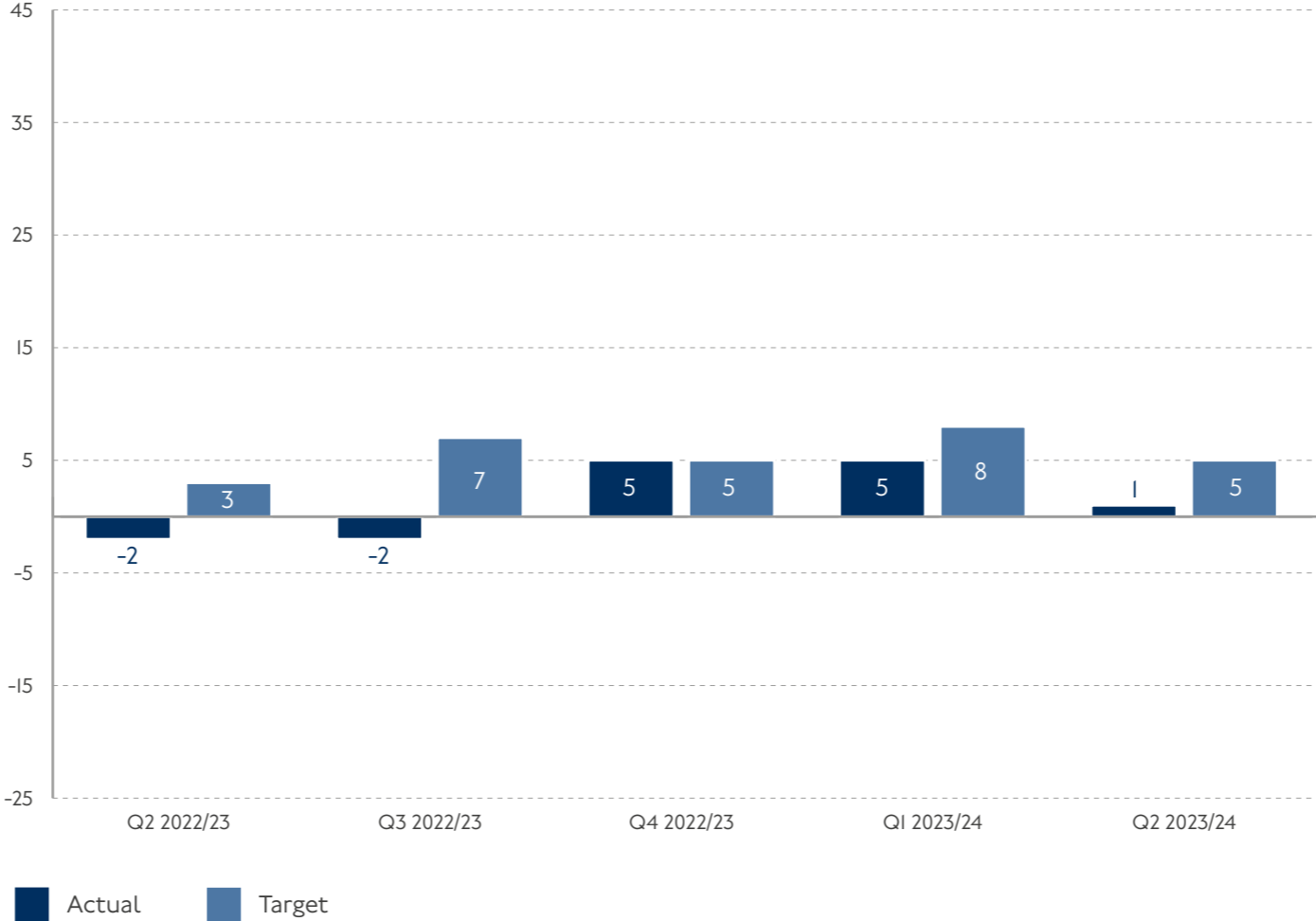
Disruption relative to the same quarter last year increased marginally but was less than anticipated and reflected in the target. The higher levels of disruption seen in Quarter 4 last year and the first quarter of this year, are considered to be primarily the result of roadworks and incidents on major roads.

Bus average speed
Past five quarters (mph)

- Average bus speed
- Target
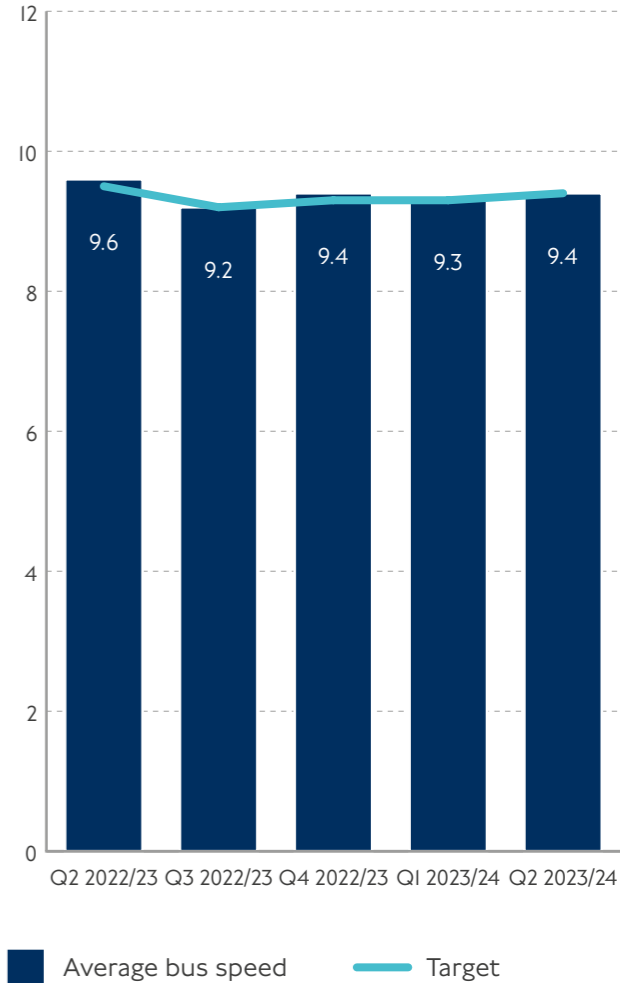
Average bus speed has remained higher than before the pandemic, but has fallen relative to speeds in recent quarters as passenger volumes have increased and the level of general traffic disruption has increased slightly.

Traffic signal time savings
Past five quarters (hours)

Legend: Actual, Target

Bar chart values:
Quarter	Actual	Target
Q2 2022/23	2,963	3,500
Q3 2022/23	3,191	4,500
Q4 2022/23	4,106	3,500
Q1 2023/24	3,710	3,450
Q2 2023/24	2,568	1,650

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

Legend: Buses, Pedestrians, Cyclists

Stacked bar chart values:
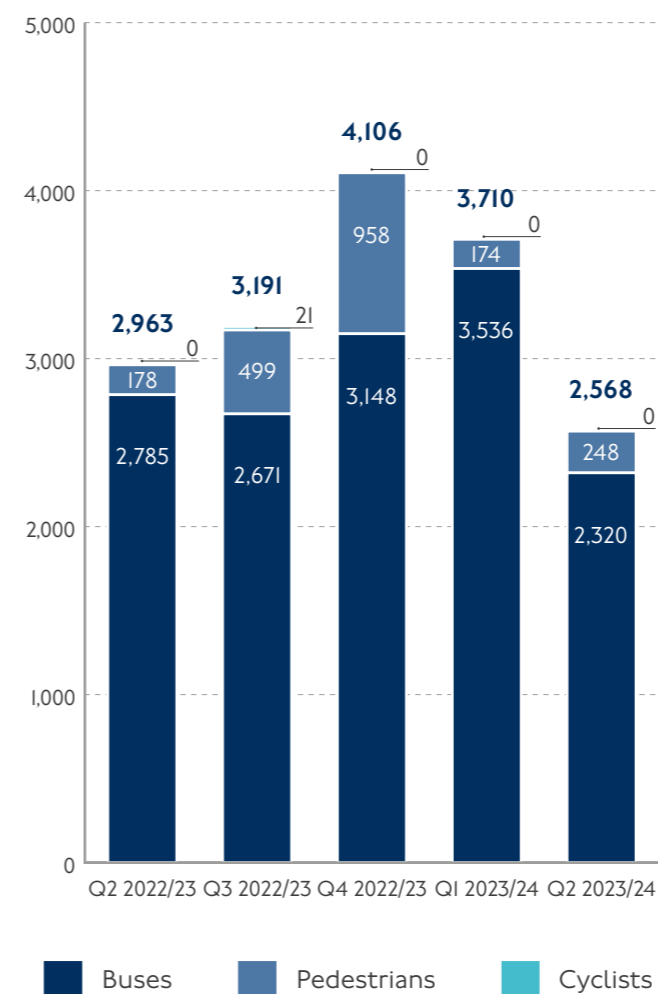| Quarter	Buses	Pedestrians	Cyclists	Total
Q2 2022/23	2,785	178	0	2,963
Q3 2022/23	2,671	499	21	3,191
Q4 2022/23	3,148	958	0	4,106
Q1 2023/24	3,536	174	0	3,710
Q2 2023/24	2,320	248	0	2,568

In Quarter 2, we delivered more than 2,500 hours of savings for sustainable modes over the last three periods (July–September), exceeding target by nearly 1,000 hours. We use a data-led approach to identify locations where there are bus delays or impacts to bus speeds. Among other activity this quarter, we have delivered improvements to buses on Superloop route SL7 (rebranded from X26). We have improved signal coordination for buses at Edmonton Green, and provided new bus priority at signals on Brixton Road and Brixton Hill.

In Quarter 2 we delivered more than 2,500 hours for sustainable modes – using bus and walking – exceeding the periodic target of 1,650 hours. We delivered more than 2,300 hours for bus passengers and nearly 250 hours for pedestrians per day. The target this quarter was lower, reflecting the need to dedicate significant time to training staff on a new system. This training has been re-phased, and the impact will be reflected in future quarters.

Santander Cycles

Docking station availability
Past five quarters (%)

Legend: Docking station availability, Target

Hires made
Past five quarters (millions)

Q2 2022/23: 3.25
Q3 2022/23: 2.14
Q4 2022/23: 2.06
Q1 2023/24: 2.17
Q2 2023/24: 2.23

Legend: Hires made, Target

Annual trend (year to date)

2019/20: 10.23
2020/21: 10.20
2021/22: 11.83
2022/23: 10.75
2023/24: 4.18

Legend: Hires made, Target

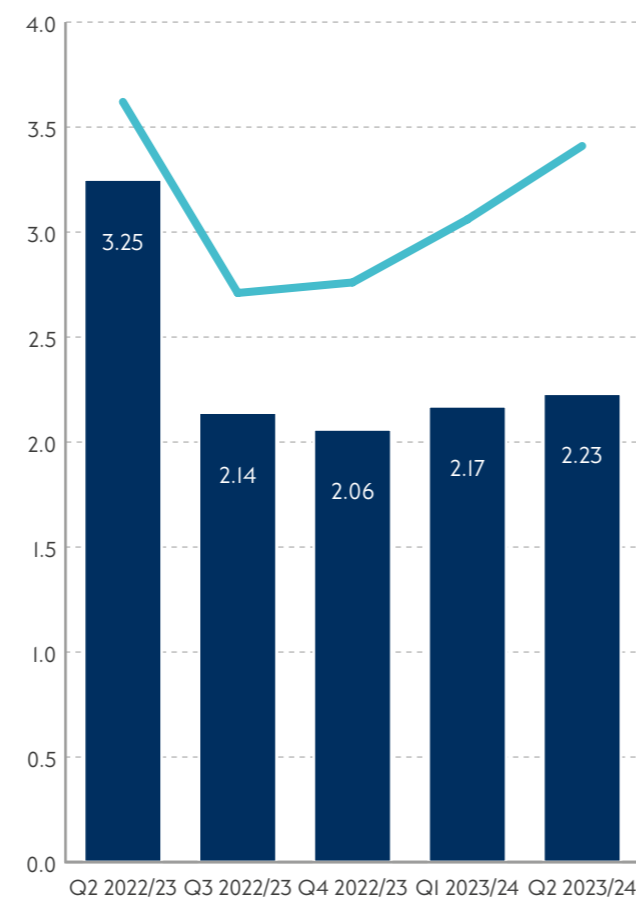Docking station availability remained high, averaging 95 per cent this quarter. This is significantly above the contractual target of 81 per cent, which we are working collaboratively with our scheme operator to achieve.

There were 2,227,837 hires in Quarter 2, 35 per cent below target and a decrease of 31 per cent on hires from Quarter 1. There was a significant amount of inclement weather, which affects hire volumes. Hires from casual customers continue to be lower than anticipated. E-bike hires remain very high, with 163,000 this quarter, and new monthly membership has performed strongly, with more hires from members in 2023 than in previous years.

We have a very stretching target of 11.8 million hires for 2023/24 which, if achieved, would match our busiest-ever year for hires in 2021/22. Hires at the end of Quarter 2 were 32 per cent lower than target.

Customers

We continue to support and engage our customers to ensure we deliver the best-possible customer experience

TfL cares about its customers

All Londoners
Agreement, disagreement, neither (%)

— Strongly/slightly agree   — Strongly/slightly disagree   — Neither
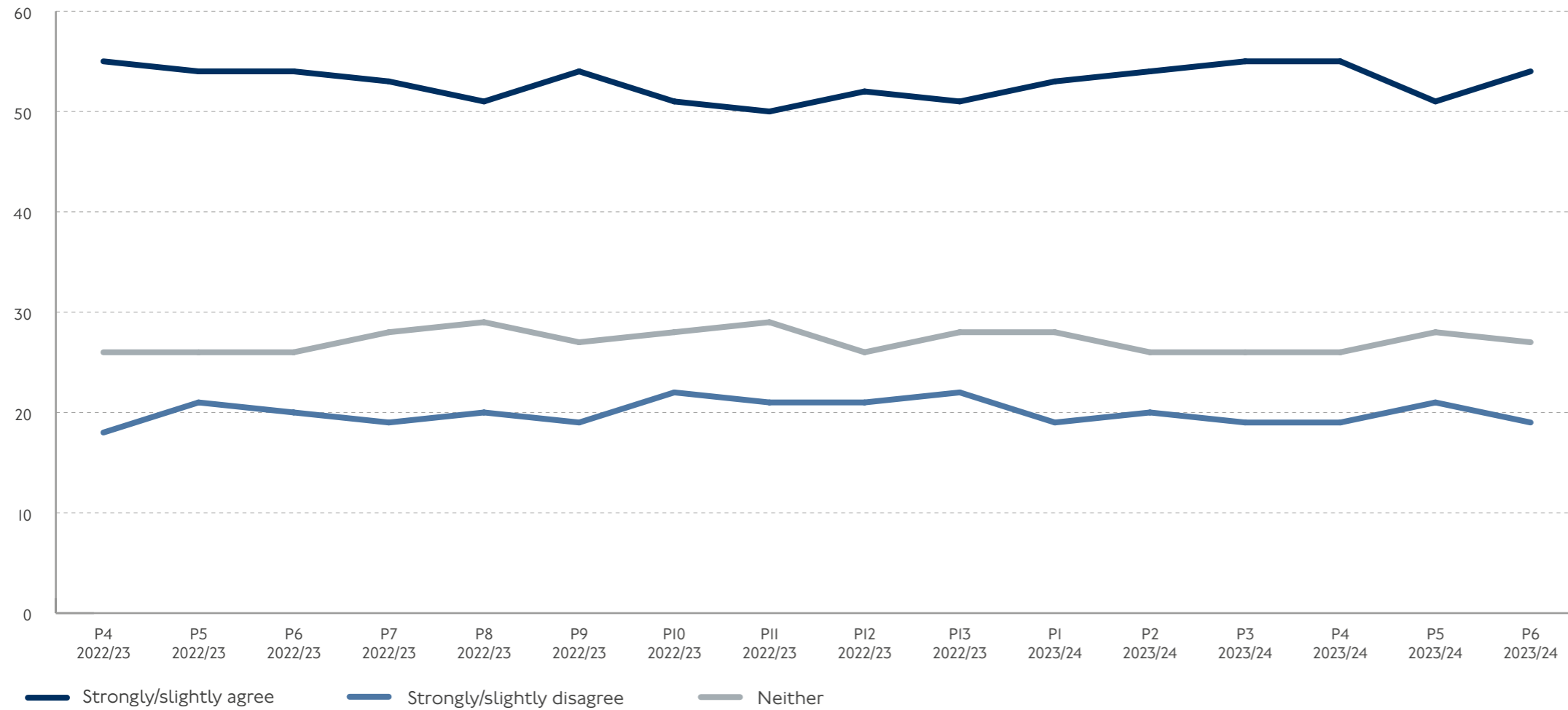
The percentage of Londoners agreeing with the statement 'TfL cares about its customers' is 53 per cent for Quarter 2 2023/24. This is a decrease of one point from the previous quarter and below the annual target for 2023/24 of 55 per cent. The percentage of public transport users (those who have used public transport in last seven days) agreeing with the statement 'TfL cares about its customers' is 55 per cent for Quarter 2 2023/24. The decrease among all Londoners in Quarter 2 is possibly due to the continued coverage and launch of the London-wide Ultra Low Emission Zone.

Disabled Londoners
Agreement, disagreement, neither (%)

Legend: Strongly/slightly agree — Strongly/slightly disagree — Neither
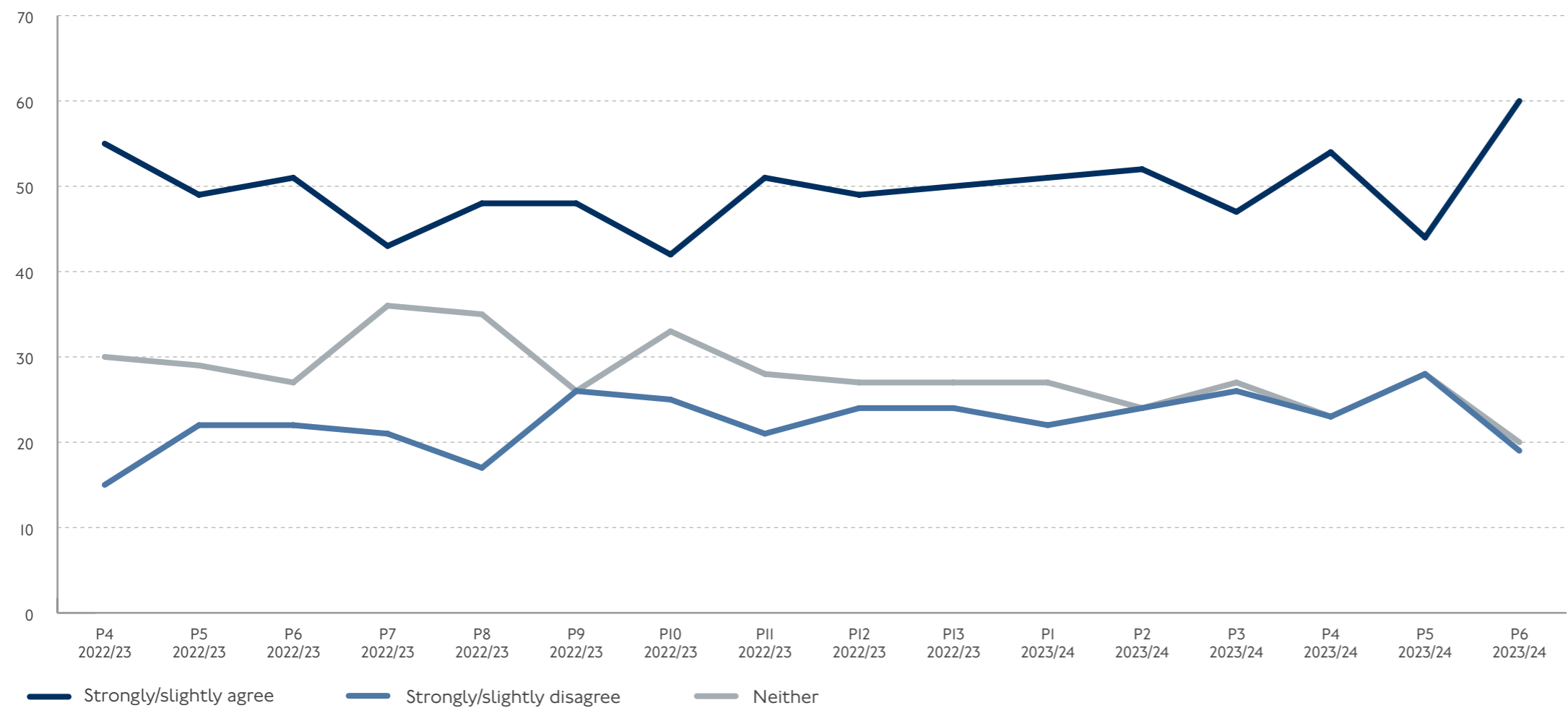
The percentage of disabled Londoners agreeing 'TfL cares about its customers' is 53 per cent for Quarter 2 2023/24, an increase of three points from the previous quarter. Confidence to travel amongst disabled Londoners is lower than that of non-disabled Londoners, but this gap continues to close gradually.

Key survey questions
Agreement (%)

Legend: TfL is an organisation I can trust — TfL supports customers when things go wrong — TfL is investing to improve my journeys
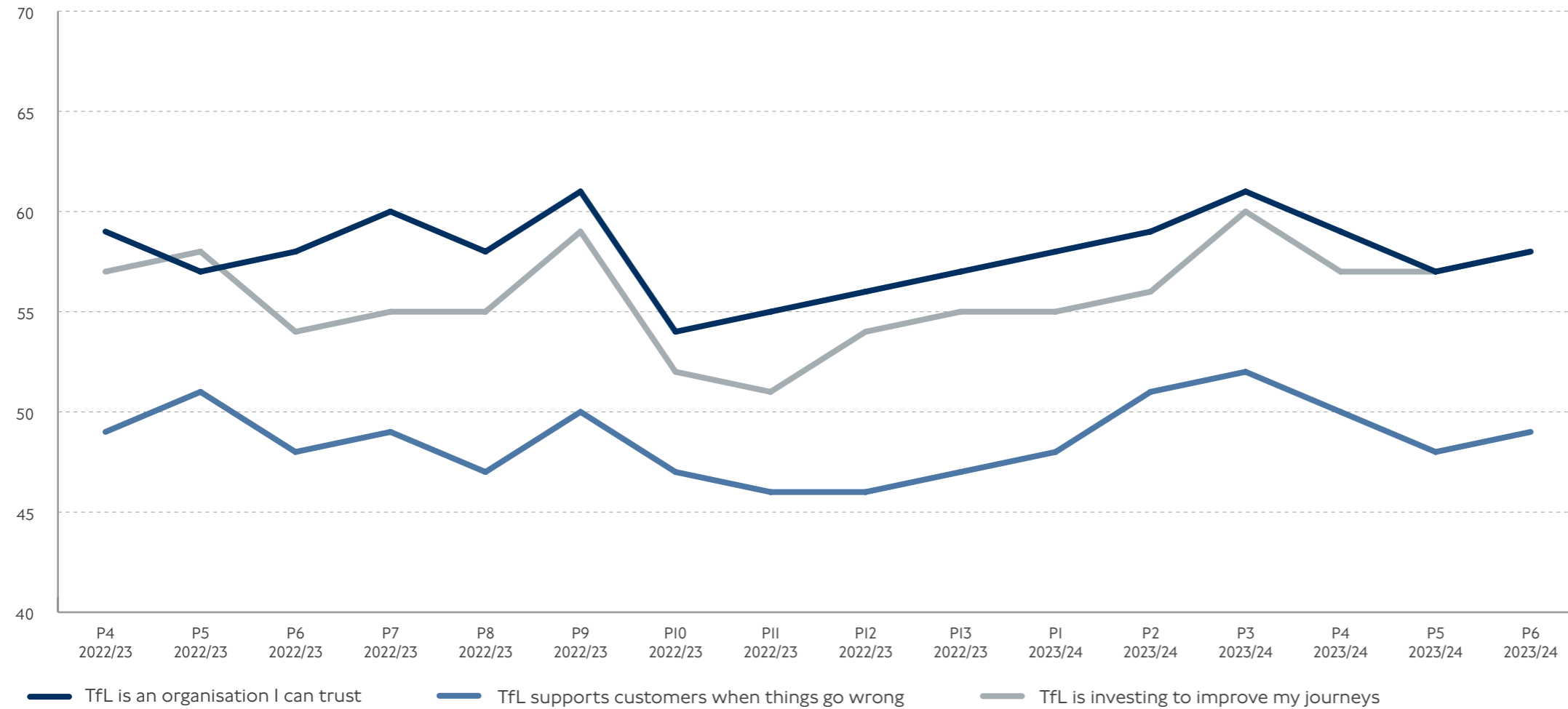
Through analysis, we have identified the five key drivers that have the most influence on Londoners' perception of whether 'TfL cares about its customers'. Supporting customers when things go wrong remains a key area of focus to improve customer experience, and continues to perform slightly less well than other drivers.

Overall, scores remained stable or decreased very slightly in Quarter 2 2023/24 and are at very similar levels to those seen in Quarter 2 2022/23.

Key survey questions
Agreement (%)

TfL communicates openly and honestly
TfL has helpful and friendly staff
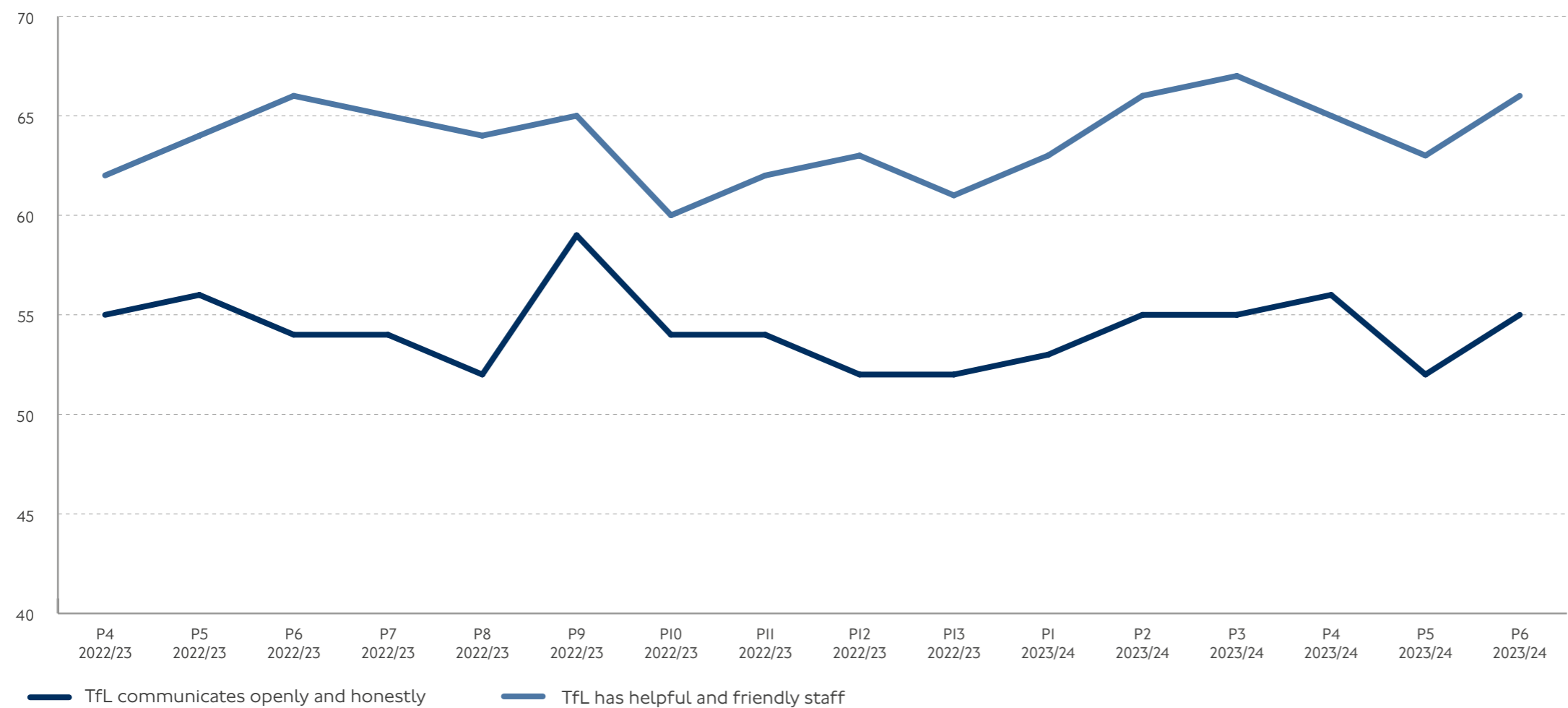
The performance of these key drivers reflects a significant period of uncertainty with transport strikes. More recently, continued coverage of the expansion of the Ultra Low Emission Zone is likely to have impacted scores, especially among non-users of TfL's services. A continued focus on our core operational performance is critical, along with ensuring we support customers when there is disruption to services.

Provide a consistently good service – key areas focus:

- Continuously improve all aspects of customers' journeys, particularly journey time, reliability, information, ambience and comfort

- Improve bus connectivity to support local journeys, particularly in outer London through the introduction of the Superloop

- Provide a welcoming, inclusive transport network where everyone can make seamless, safe, secure, affordable and accessible journeys
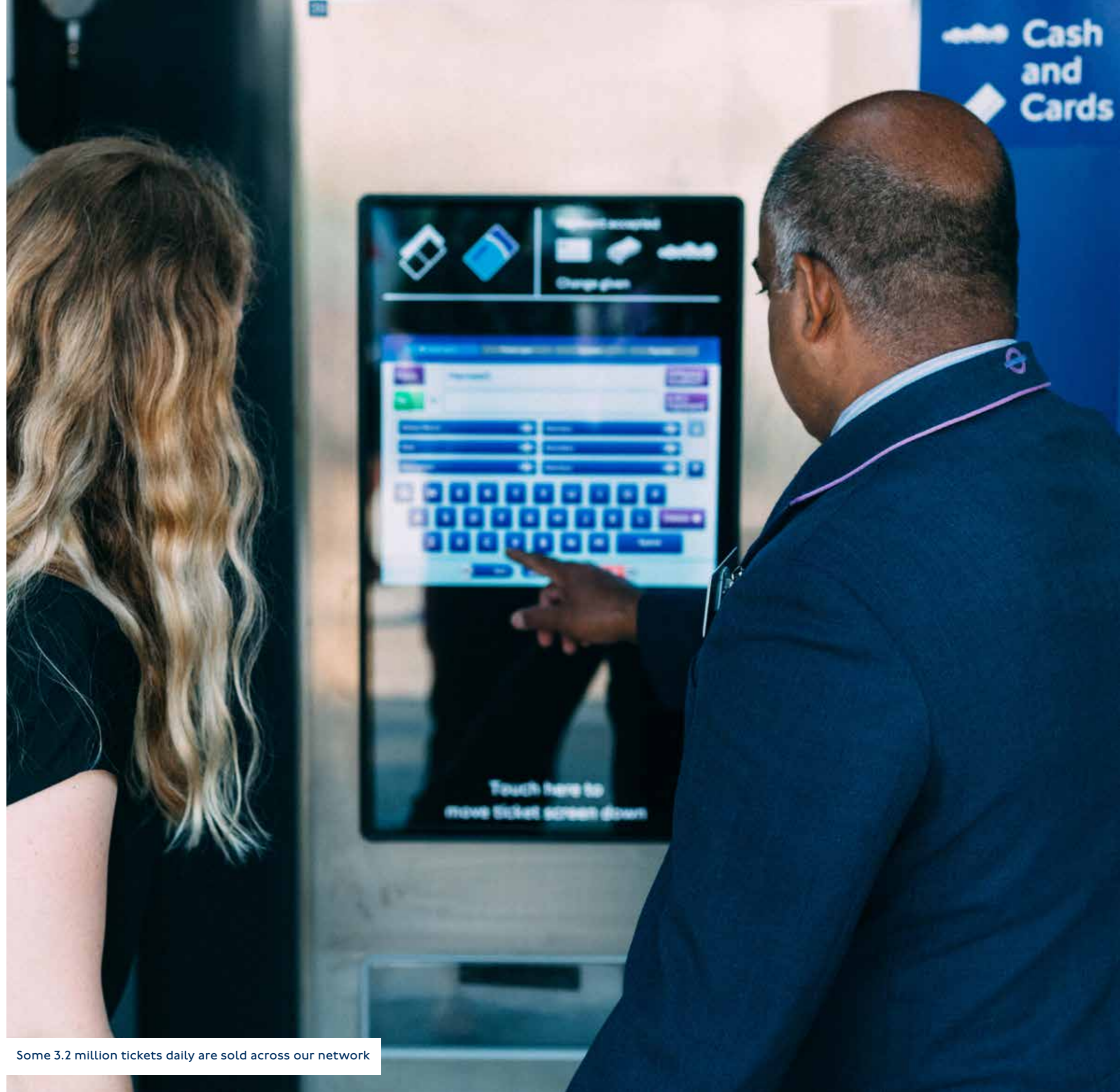
Some 3.2 million tickets daily are sold across our network

Satisfaction

Past five quarters
Score

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

Quarter 2 2023/24 was a relatively stable quarter in which the majority of increases to scores seen in Quarter 1 were maintained.

Overall satisfaction remained broadly stable for all modes.

The significant improvements made in Quarter 1 on station/stop metrics were largely maintained in Quarter 2. The only exception was London Overground station information, which fell to levels last seen in Quarter 4 2022/23.

On-mode metrics were also generally stable this quarter. Satisfaction with temperature fell significantly for London Underground, Bus and DLR – a seasonal effect that we tend to see in Quarter 2. All significant improvements in Quarter 1 were maintained this quarter.

Satisfaction levels with the Elizabeth line continue to be high

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 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/23	Q2 2023/24
Telephone calls	580,593	648,557	682,246	558,960	578,555
Calls abandoned (%)*	14.54	14.22	10.31	9.65	9.78
Correspondence	218,007	228,217	265,462	232,869	245,621
Cases closed (%)**	83.44	82.03	83.96	86.25	82.21
Average speed of answer (seconds)	348	724	734	656	663

Past five years

	2019/20	2020/21	2021/22	2022/23	2023/24 year-to-date
Telephone calls	2,687,696	1,304,300	2,292,137	2,426,382	1,137,515
Calls abandoned (%)*	16.2	7.6	16.12	12.22	9.72
Correspondence	757,298	364,778	580,567	900,797	478,554
Cases closed (%)**	78.9	83.4	73.80	82.76	84.23

Call volumes were up four per cent on the previous quarter, although remain roughly the same as Quarter 2 2022/23.

Call abandonment rates are up one per cent on the previous quarter, although still within target and are also down 33 per cent on the previous year, despite similar levels of demand.

We continue to see a rise in correspondence demand, with volumes up five per cent on the previous quarter and 13 per cent on the same time last year. Correspondence cases closed remain within target, although levels have fallen slightly compared to Quarter 1 and the previous year.

Based on current demand we are expecting to see a shift of perhaps six per cent from telephony demand to correspondence. However, this trend may simply reflect the fact that correspondence demand is recovering faster than telephony following the pandemic.
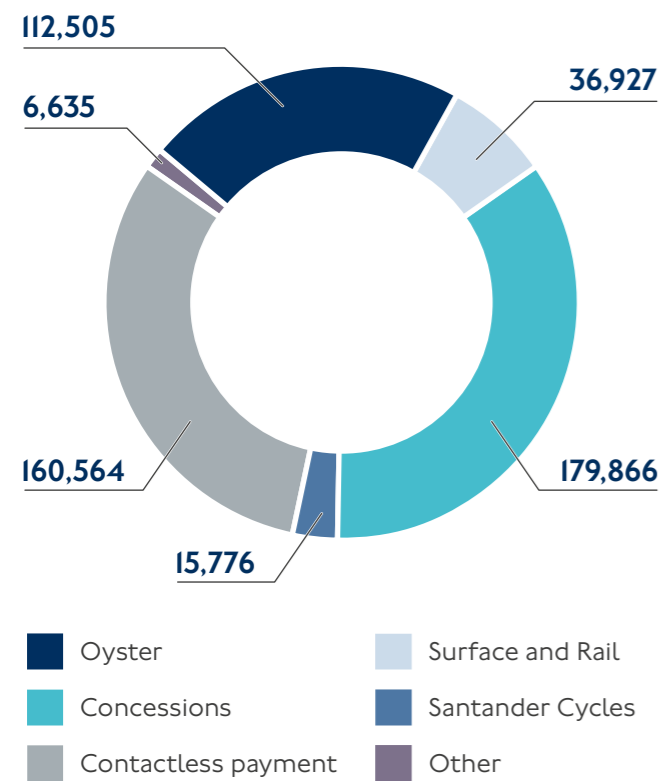
*   Target of 15 per cent or lower

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

Calls by subject*
This quarter

112,505
6,635
36,927
160,564
179,866
15,776

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

Overall demand was up four per cent on Quarter 1, and up one per cent on the previous quarter in 2022/23. The biggest shift was on Santander Cycles (down three per cent on Quarter 1 and 51 per cent lower than the previous year). This was again due to increased tariffs and competition from other dockless bike providers.

Contactless demand remains constant, with a slight (one per cent) rise in Oyster compared to Quarter 1. However, when compared to the previous financial year, Oyster demand was down 11 per cent while contactless is 18 per cent higher.

The end of Quarter 2 saw the beginnings of what is, historically our peak time for demand as children and students return to school. Demand for concessions has increased by 10 per cent on Quarter 1 and is four per cent higher than last year. We have made a positive start with concessions call abandonment rates remaining well below target, averaging 7.5 per cent. We were also able to issue 95,593 Zip Oyster cards, 99.1 per cent of which were dispatched within service level. We expect demand to increase significantly in Quarter 3.

Surface and Rail demand is up seven per cent on Quarter 1, and one per cent higher than the previous year.

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

Calls are up four per cent on the previous quarter

Road charging and ULEZ
Past five quarters

	Q2 2022/23	Q3 2022/23	Q3 2022/23	Q1 2023/24	Q2 2023/24
Calls received	286,306	270,099	360,414	253,188	394,805
Calls answered	281,449	264,702	348,444	240,913	377,087
Calls abandoned (%)	2.0	2.0	3.3	5.0	4.0
Average speed of answer (seconds)	34	41	81	118	80

Past five years

	2019/20	2020/21	2021/22	2022/23	2023/24 year-to-date
Calls received	1,486,715	1,145,772	1,590,871	1,251,212	647,993
Calls answered	1,440,357	1,093,382	1,518,973	1,222,640	618,000
Calls abandoned (%)	3	5	5	2	5
Average speed of answer (seconds)	42	63	48	46	95

Capita's road-user charging contact centre continues to perform well within contractual targets. The average speed of answer for Quarter 2 was 80 seconds and the call abandon rate was four per cent against a target of no more than 12 per cent of calls.

Call volumes increased during Quarter 2 as a result of the London-wide expansion of the Ultra Low Emission Zone on 29 August. However, call centre hours were extended and additional staff recruited in readiness for the launch, which ensured continued good performance within Capita's contact centre.

Customer calls to our contact centre increased with the ULEZ expansion

Taxis and private hire
Past five quarters

	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24
Calls received	55,575	155,402	86,949	61,357	56,006
Calls answered	54,425	100,558	77,926	60,353	54,152
Calls abandoned (%)	2.0	35.0	10.4	2.0	2.0
Average speed of answer (seconds)	40	2,145	323	32	50

Past five years

	2019/20	2020/21	2021/22	2022/23	2023/24 year-to-date
Calls received	749,561	222,291	235,135	346,552	117,363
Calls answered	532,096	158,847	225,445	280,767	114,505
Calls abandoned (%)	29	29	4	19	2
Average speed of answer (seconds)	699	896	111	870	40

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

The number of calls in Quarter 2 2023/24 was in line with the previous year, however, the average speed of answer was slightly longer. This was due to a new telephony system and payment system going live in this period, which meant that our customer service representatives took slightly longer to process calls as they became accustomed to the new system. The answer has since reduced as the new function has bedded in.

Dial-a-Ride
Past five quarters

	Target	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24
Calls received	N/A	93,267	75,705	117,643	101,399	105,175
Calls abandoned (%)	10	11.1	11.0	6.8	8.9	5.8
Average speed of answer (seconds)	180	275	276	154	207	136
Email bookings	N/A	9,761	10,202	11,300	8993	8872

Past five years

	2019/20	2020/21	2021/22	2022/23	2023/24 year-to-date
Calls received	533,868	117,275	299,944	372,094	203,429
Calls abandoned (%)	10.7	5.5	10.6	9.9	7.3
Average speed of answer (seconds)	287	108	249	239	170
Email bookings	82,450	6,368	31,573	41,991	17,865

We received 13 per cent more calls this quarter, compared to Quarter 2 2022/23. We were able to get good results by recruiting several operators to answer calls, assisting our bookings team to cope with the increased demand.

We have achieved excellent results for our abandoned call rate and average speed of answer compared to the same quarter last year. We completed the second quarter of the year within our abandoned call target of 10 per cent.

Complaints

Complaints
Year on year (per 100,000 journeys)

	Q2 2022/23	Q2 2023/24	Variance (%)
London Underground	1.02	0.98	-4
London Buses	3.32	3.59	8
DLR	0.65	0.55	-15
London Overground	0.79	0.41	-48
Elizabeth line	0.82	0.75	-9
London Trams	0.98	0.84	-14
IFS Cloud Cable Car	2.58	1.53	-41
Congestion charge	2.4	1.8	-25
Dial-a-Ride*	50.69	48.72	-4
London River Services	0.22	0.38	73
Santander Cycles	3.32	2.64	-20
Taxis**	5.16	5.37	4
Private hire**	3.27	3.21	-2
Contactless	0.56	0.55	-2
Oyster	0.49	0.47	-4

Past five years

	2019/20	2020/21	2021/22	2022/23	2023/24 year-to-date
London Underground	1.14	1.74	1.26	0.96	0.95
London Buses	3.17	4.37	3.29	3.42	3.53
DLR	0.89	1.09	0.54	0.65	0.49
London Overground	1.58	1.24	0.65	0.48	0.39
Elizabeth line	2.30	2.26	1.77	0.79	0.82
London Trams	1.65	1.76	0.85	0.81	0.86
IFS Cloud Cable Car	2.83	2.57	4.69	3.75	2.33
Congestion charge	2.48	3.83	3.55	2.24	1.75
Dial-a-Ride*	83.62	64.87	61.33	66.99	41.75
London River Services	1.26	2.44	0.47	0.25	0.26
Santander Cycles	3.54	2.68	2.24	3.29	2.61
Taxis**	8.06	1.69	3.24	4.68	2.4
Private hire**	2.57	1.36	2.3	2.95	1.56
Contactless	0.40	0.39	0.5	0.51	0.54
Oyster	0.17	0.26	0.48	0.49	0.45

Following the recent trend, our Rail modes have once again performed well, with all recording a lower level of complaints than the previous year. Both London Underground and the Elizabeth line have seen passenger numbers grow at a higher rate than complaints.

The biggest shift has been on London Overground, which saw ridership rise 30 per cent alongside a fall in complaints of 24 per cent over last year.

Bus complaints rose eight per cent on 2022/23, mainly due to an increase in complaints about service reliability. Complaints about ongoing works at Manor Circus have increased, due to delays and curtailments to local bus services.

Oyster and contactless complaints per 100,000 both fell in Quarter 2 after a spike in Oyster complaints the previous quarter. The reduction in complaints is despite increases in demand, with contactless usage up 21 per cent, and Oyster seven per cent compared to last year.

The majority of modes' complaints per 100,000 journeys are currently lower than 2022/23. For the most part they are lower than the average seen across the previous four financial years (2019/20, 2020/21, 2021/22, 2022/23).

Ticketing is the main exception to this, with contactless in particular showing increases on previous years so far. It should also be noted this tallies with the rise in use of contactless over this period. Oyster is currently eight per cent lower than in 2022/23, although it too remains above the average for the previous years. The pandemic has been a major factor in this shift, with many people choosing to move away from Oyster and longer duration season tickets to the more flexible contactless offering.

* 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

Commendations
Past five quarters

	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24
London Underground	312	290	351	280	364
London Buses	610	577	782	581	663
DLR	20	11	23	19	18
London Overground	39	24	38	39	36
Elizabeth line	52	46	59	65	66
London Trams	2	2	2	4	3
IFS Cloud Cable Car	8	7	2	2	4
Dial-a-Ride	4	3	0	2	4
London River Services	0	1	1	2	1
Santander Cycles	0	0	0	0	0
Taxis and private hire	30	26	31	25	16
TfL Road Network	1	1	1	1	1
TfL Policy	6	5	9	10	18

Commendation volumes are up 16 per cent on Quarter 1 and 10 per cent on Quarter 2 in 2022/23.

London Underground has seen a 30 per cent rise in commendations compared to the previous quarter, outstripping the volumes for both passenger numbers and complaints.
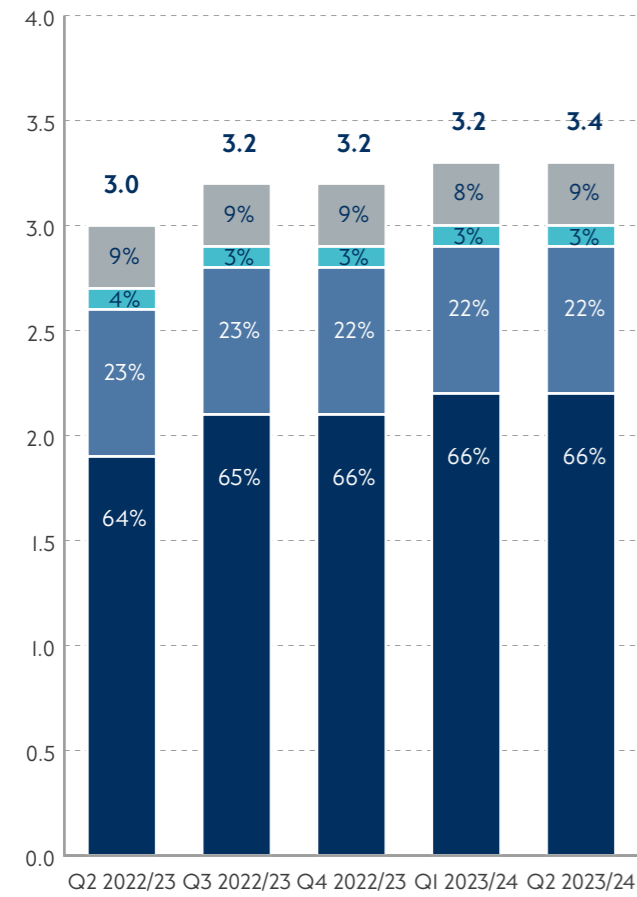
Bus commendations are also up on last year (nine per cent) as well as the previous quarter (14 per cent). Bus route 17 garnered the most praise, with several drivers being highlighted for their cheerful manner by regular passengers.

DLR and Trams both saw slight falls in their commendations during Quarter 2, although both also saw falls in overall complaint numbers as well.

Whitechapel and Canning Town attracted significantly higher numbers of commendations for their size relative to our larger hub stations, with many people praising the attitudes of the staff and their use of station whiteboards.
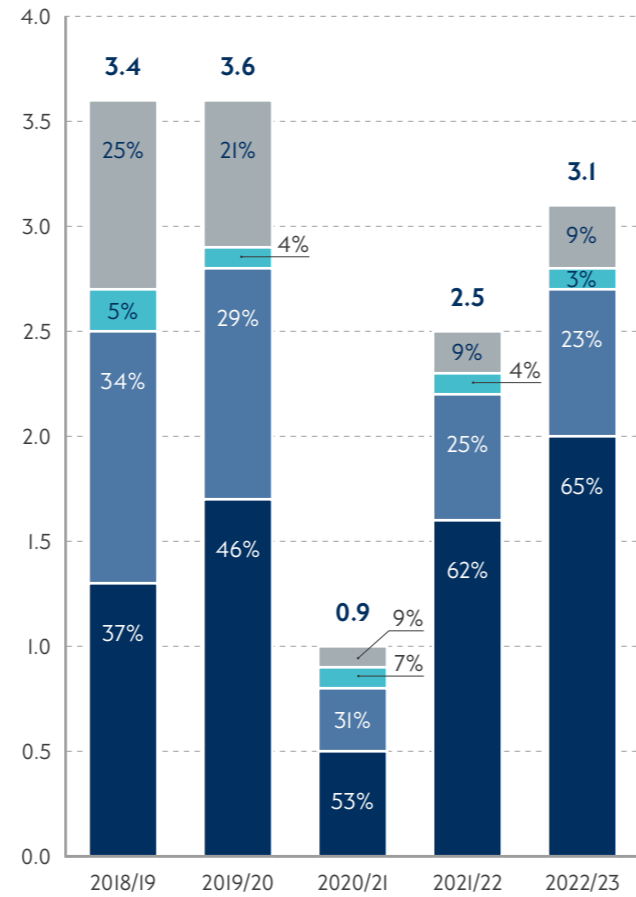
Praise for staff on the Underground is up by 30 per cent

Tickets

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

Legend:
- Contactless
- Oyster pay as you go
- Buses and Trams
- Travelcards

Q2 2022/23: 3.0 — 64%, 23%, 4%, 9%
Q3 2022/23: 3.2 — 65%, 23%, 3%, 9%
Q4 2022/23: 3.2 — 66%, 22%, 3%, 9%
Q1 2023/24: 3.2 — 66%, 22%, 3%, 8%
Q2 2023/24: 3.4 — 66%, 22%, 3%, 9%

Past five years (millions)***

Legend:
- Contactless
- Oyster pay as you go
- Bus & Tram Passes
- Travelcards

2018/19: 3.4 — 37%, 34%, 5%, 25%
2019/20: 3.6 — 46%, 29%, 4%, 21%
2020/21: 0.9 — 53%, 31%, 7%, 9%
2021/22: 2.5 — 62%, 25%, 4%, 9%
2022/23: 3.1 — 65%, 23%, 3%, 9%

131m contactless bank cards and mobile devices have been seen used on bus, Tube and rail services since launch

4.1m contactless journeys are made daily

Overall demand has been steadily recovering. The share of contactless payment media (cards and mobile devices) used has increased to 66 per cent of all fare payer tickets in the latest quarter, up from 64 per cent a year ago.

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

* 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 account for less than one per cent of journeys on the network

** Days measured:
Thursday 8 September 2022 Q2 2022/23
Thursday 24 November 2022 Q3 2022/23
Thursday 23 March 2023 Q4 2022/23
Thursday 11 May 2023 Q1 2023/24
Thursday 6 July 2023 Q2 2023/24

*** Days measured:
Thursday 7 February 2019
Thursday 6 February 2020
Thursday 4 February 2021
Thursday 10 February 2022
Thursday 9 February 2023

System availability

Ticketing system availability (%)

	Q2 2022/23			Q2 2023/24		
	Actual	Variance to target	Variance to QI 2021/22	Actual	Variance to target	Variance to QI 2022/23
London Underground – ticketing system overall availability	98.98	+0.78	–0.4I	98.92	0.72+	–0.06
London Buses – bus validations – overall availability	99.65	+0.65	–0.05	99.65	+0.65	nil

Targets were exceeded for both Underground and Buses in this quarter and the year to date in 2023/24. Compared with Quarter 2 last year, there is greater use of the transport system, especially at weekends.
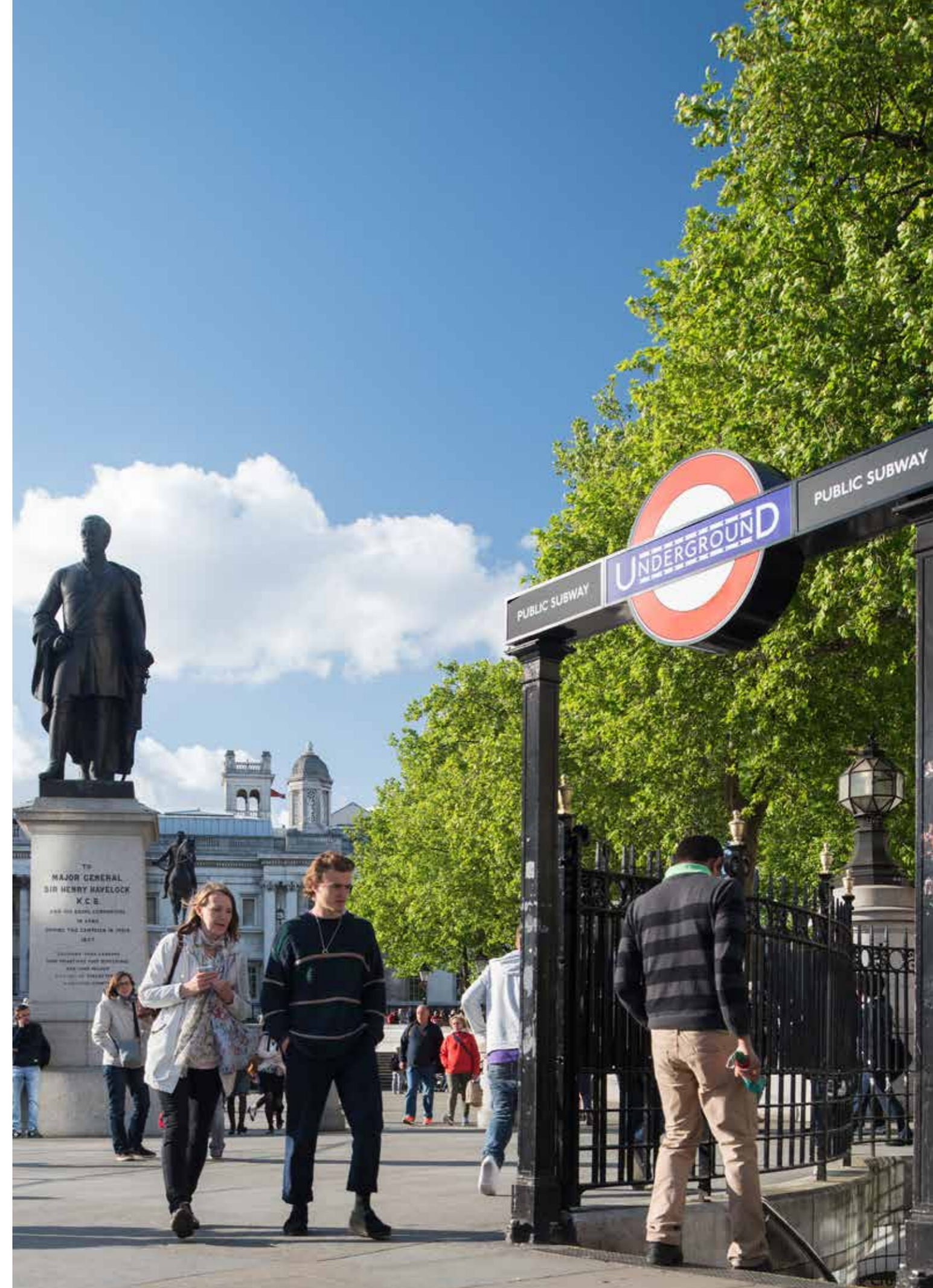
Customer numbers are rising, particularly at weekends
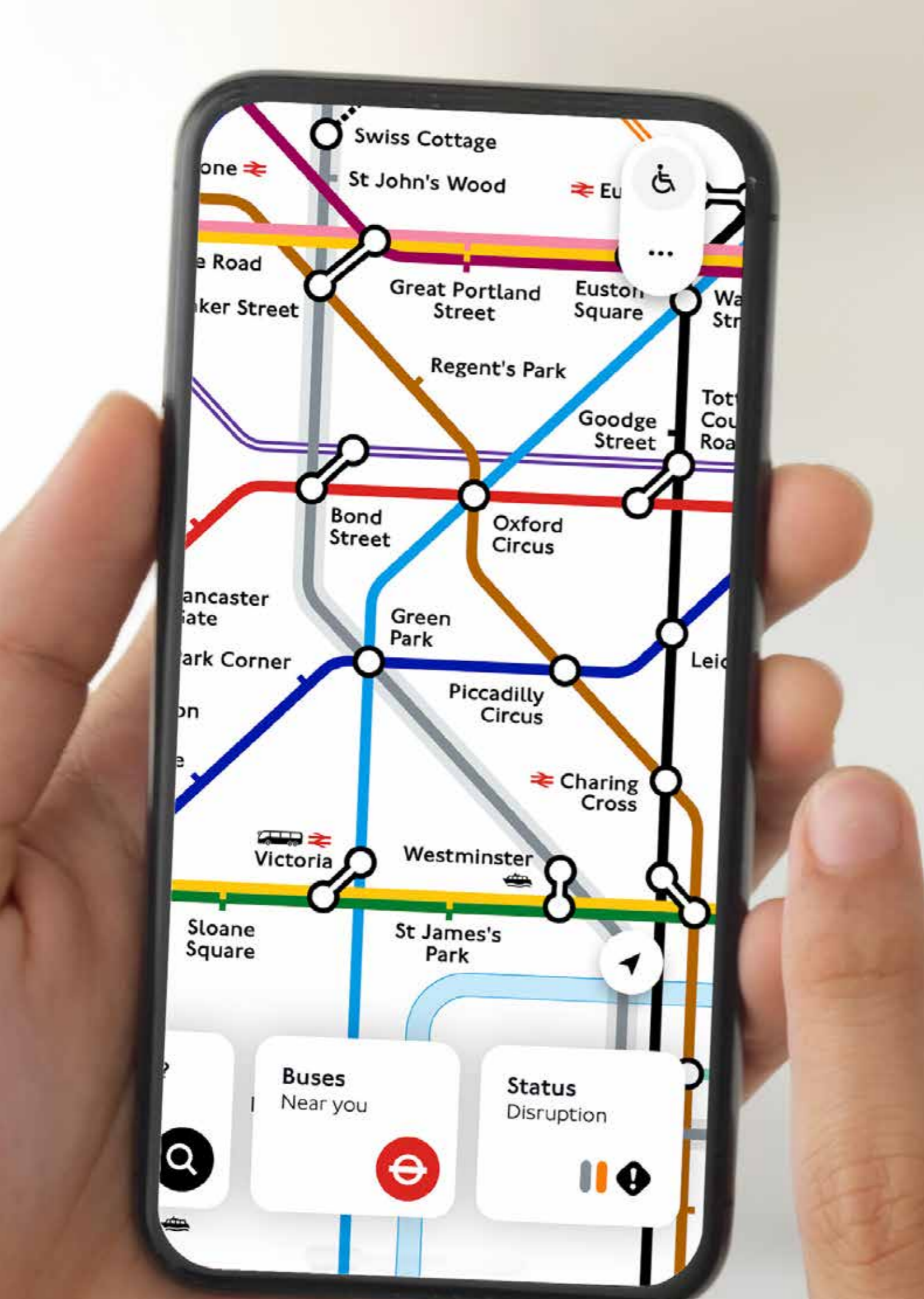
We continue to improve real-time service information

Digital

TfL Go reached a new high of 795,000 monthly unique users in September 2023. The app was a partner in the London Design Festival and featured content celebrating TfL's rich design heritage.

We continue to release regular app updates, including detailed information about stops and interchanges across all bus routes, and more comprehensive information about the expected quieter times to travel.

We have made good progress on developing app notifications both for line disruptions and network-wide disruptions, with a launch planned before the end of the financial year. This will further improve the live information we offer customers when they need it most. Further progress has been made on testing integrated payments functionality.

34.7m
average monthly screen views (up 20.7% on Quarter 1 2023/24)

767,000
average monthly unique users (up 7.7% on Quarter 1 2023/24)

3.6m
average monthly unique users (up 18.4% on Quarter 1 2023/24)

77.4m
average monthly page views (up 13.5% on Quarter 1 2023/24)

# Travel demand management

Major planned events

Throughout July and August, we supported two major closures on both the Road and Rail network. Over five weeks from 23 July to 25 August, the London Overground between Euston and Watford Junction, and the Bakerloo line between Queen's Park and Harrow & Wealdstone, were part-closed as part of planned engineering works by Network Rail. Additionally, for approximately 10 weeks from 24 July Wandsworth Bridge was closed to all motorised traffic as part of borough-led maintenance work. To support customers and stakeholders throughout these periods we worked to ensure they had the information they needed and understood their alternative travel choices.

Notting Hill Carnival

Across the August bank holiday weekend, multiple events took place, including the Notting Hill Carnival. We worked with event delivery partners to develop a communications strategy that aimed to spread demand across our networks. This is the first year of a longer-term objective to deliver a new demand-management plan for Carnival and help customers have more comfortable journeys. The primary objective is to encourage a shift in travel behaviour, directing participants toward lines with greater capacity and other suitably connected stations, notably Paddington and Shepherd's Bush.

Business engagement

We have been working with colleagues in Stakeholder Advocacy and Engagement to explore the role of business engagement in supporting public transport recovery, particularly at quieter times. We are working with Glaxo Smith Kline, a large business which is moving its global headquarters from Brentford to central London. Around 3,000 employees will be changing their work location, many of whom currently commute by car. This pilot consists of roadshows, where we are answering transport-related queries on topics such as journey planning, fares and active travel.
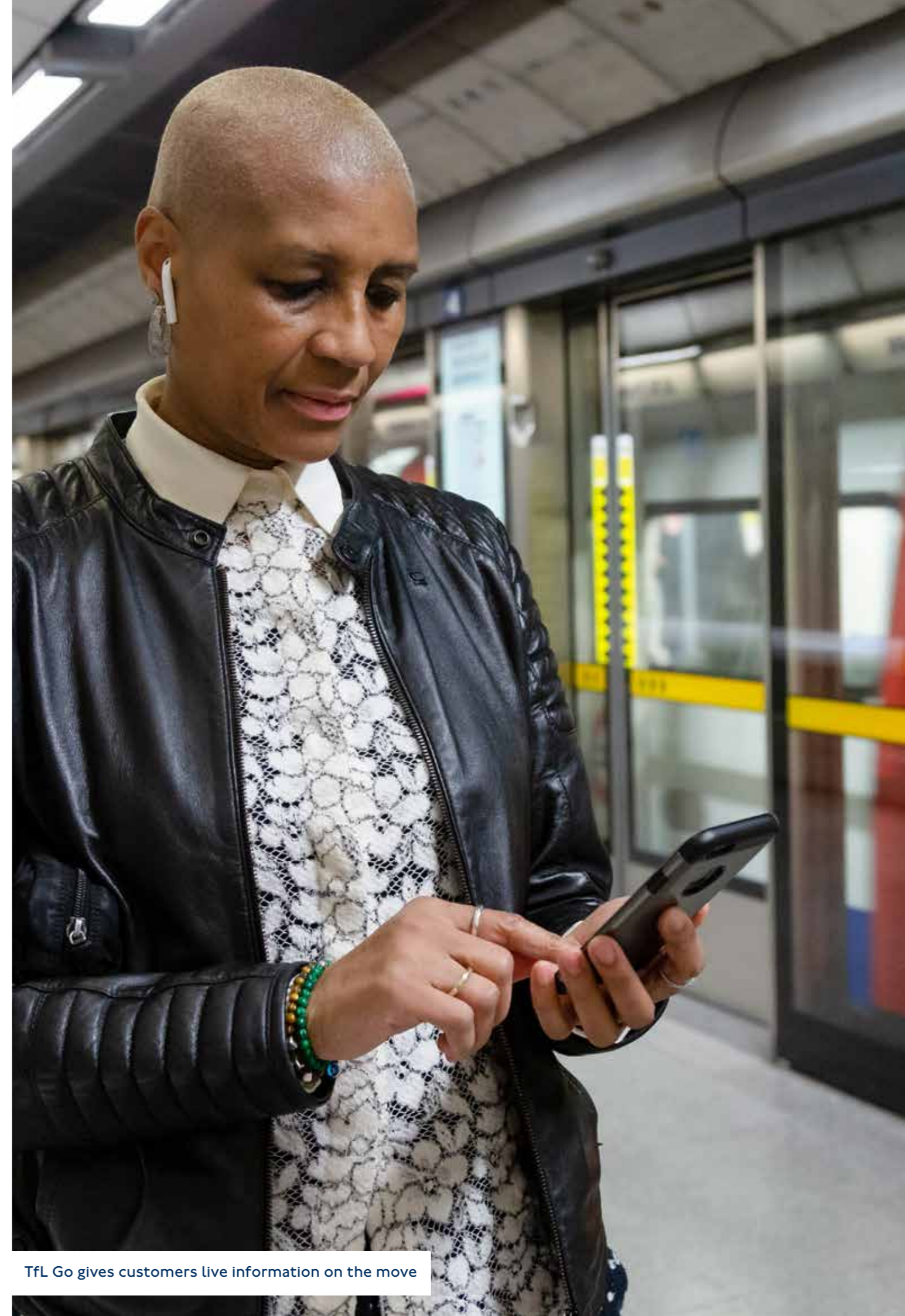
TfL Go gives customers live information on the move

Campaigns

Campaigns – customer information email volumes
Past five years

	2019/20	2020/21	2021/22	2022/23	2023/24 year-to-date
Customer information emails (millions)	205	211	226	302	145.5
Campaigns	1,101	685	950	625	371

Our Purpose campaign

The TfL Purpose integrated marketing campaign launched on 10 July 2023 across TV, video on demand, online videos, radio, pan-London and regional press, posters across our network and bus wraps.

The campaign continues to communicate our plan to make sustainable transport in London better for everyone via owned social media and the Made by TfL blog, posters across our network, bus wraps, Google search advertising, customer emails and information on the TfL website.

Messaging focuses on the improvements we have already made and are making across our network, as well as our plans for the future across both public transport and cycling infrastructure.

Champion Value campaign

On 31 July we launched our new Champion Value campaign which promotes the benefits of public transport. Campaign messaging highlights specific benefits by mode through our integrated transport network, such as the convenience of the bus and speed of the Tube. This is supported by the most compelling and relevant fare products, for example the Bus and Tram Hopper, daily capping, and off-peak fares. The marketing activity includes online video, posters, radio and digital banners.

Initial results show that 40 per cent of those who recognised the campaign, felt it showed public transport is better value than they thought and 66 per cent said it reminds them of the benefits of using public transport.

We've also continued to publish monthly content in Metro and Time Out, including a new 'Joy Generator' feature, and partnered with some of London's great attractions such as the Science Museum and Historic Royal Palaces, encouraging Londoners to get out and about in the city using public transport.

Ultra Low Emission Zone (ULEZ)

This campaign informed London and Home Counties drivers in advance of the ULEZ expansion London-wide on 29 August 2023. Advertising ran across TV, video on demand, screens in service stations, radio, press (national, pan-London and regional), posters, fuel nozzles, digital banners, online video and social.

Messaging explained that the ULEZ is now in operation across all London boroughs, operates 24 hours a day, seven days a week (excluding Christmas day), the cost of the daily charge, and how to pay. Integrated communications also raised awareness of the expanded scrappage scheme so that all London residents, small businesses, sole traders and charities with a non-compliant vehicle could apply, with higher payment options available as well as third-party offers. This included radio, press, digital banners, social, posters and paid Google search.

Both the ULEZ launch and scrappage scheme were supported by a press release, extensive stakeholder and borough communications, more than 2.5m customer emails, face-to-face leafleting at service stations on key arterial routes into London and downloadable leaflets and information on the TfL website. The extensive communications activity has contributed to high vehicle checking. Since 25 November 2022, there have been more than 19.3m page views and 9.7m unique visitors to the vehicle checker on our website, as of 21 September.
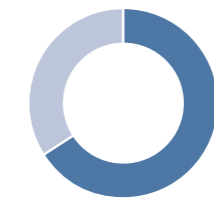
371
email campaigns so far in 2023/24

145.5m
customer information emails sent in 2023/24 to date

66%
of customers who had seen our Champion Value campaign said it highlighted the value of public transport

Sexual harassment bystander campaign

In August 2023 we launched the next phase of our campaign with content partnerships to educate Londoners on what constitutes sexual harassment and encouraging people to be active bystanders when they witness sexual harassment on public transport (if safe to do so) and explaining how we can support those who experience sexual harassment.

We partnered with Acast on sponsored long-form content in two podcasts, Happy Place by Fearne Cotton and The Ruck. The podcasts went live on 28 August, giving more in-depth information about the sexual behaviours we have a zero tolerance for, how to report sexual harassment and encouraging active bystanders.

Superloop campaign

Four existing bus routes have been renumbered as part of the first stage of the proposed Superloop network – an orbital network of express buses circling the capital. Individual localised campaigns targeted residents in the areas where the renumbered routes operate to inform them of improvements to services. A pan-London campaign launched in late July to inform customers about the proposed Superloop and the benefits for outer Londoners.

Road safety campaign

On 11 September 2023, we launched our new road safety campaign, tackling speeding as a dangerous driving behaviour. The campaign includes road-facing posters and radio advertising targeting complacent speeders and challenging drivers' perceptions of what counts as speeding, particularly in lower speed limit roads (20/30 mph). The message is that even a small increase over the limit, such as 24mph in a 20mph zone, can result in serious – even fatal – consequences. The campaign supports the Mayor of London's Vision Zero goal to eliminate all deaths and serious injuries caused by collisions on London's roads by 2041.

Travel for Life rebrand

On 4 September 2023, we relaunched our schools' programmes (Road Safety Club, STARS, Safety and Citizenship and TravelSmart), under a single umbrella programme called Travel for Life. The new programme will enable us to increase awareness and engage with even more schools across London, with the goal to reach 1,000 gold-accredited schools by 2025.

The new name and visual identity bring together all the schools programmes with a cohesive look and feel, showing the journey from pre-school all the way through to primary and secondary schools to new drivers. It gives students, teachers and parents consistency and allows us to talk about and promote the programmes to new organisations, stakeholders and the general public.
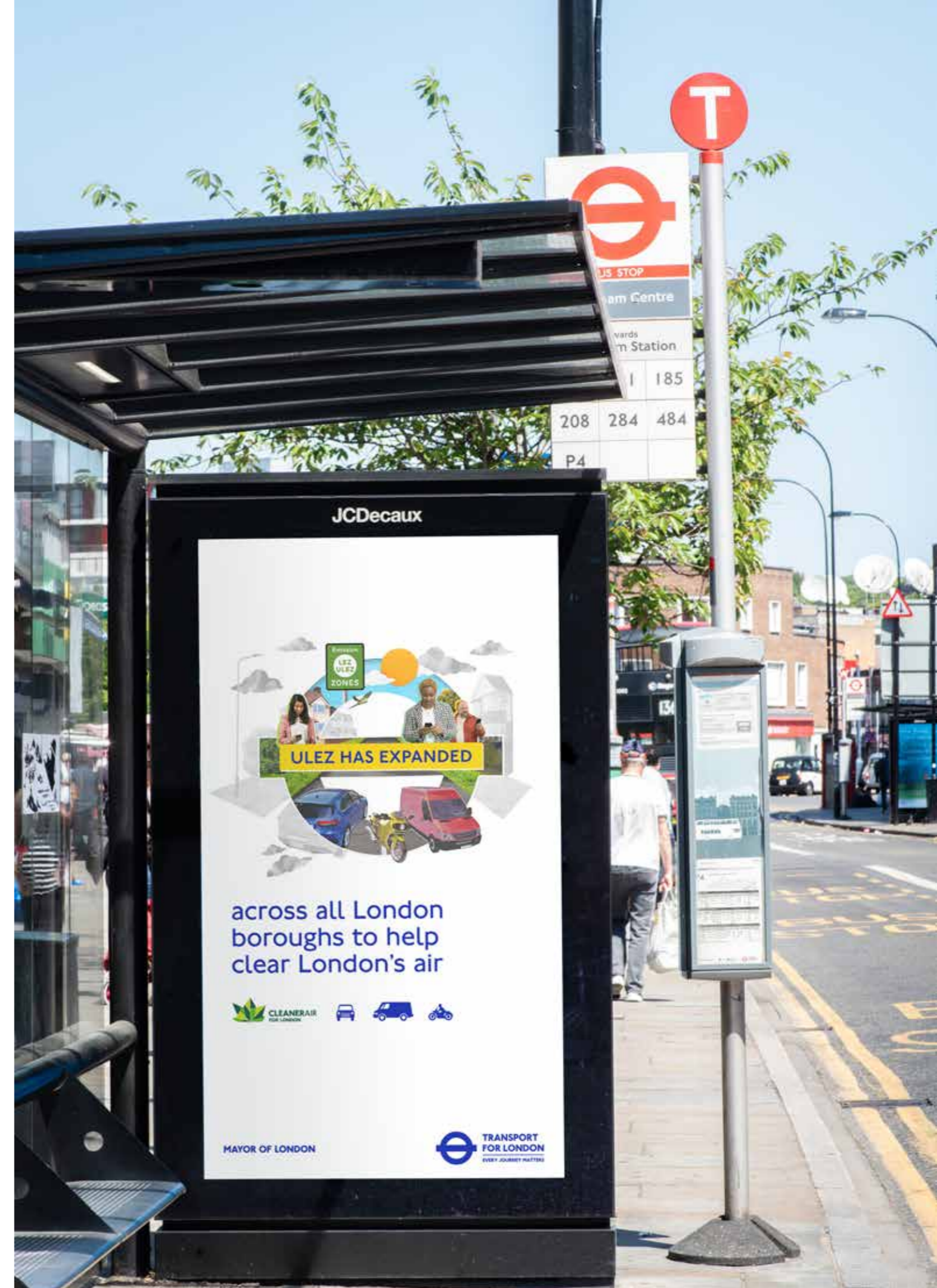
We ran an extensive campaign on the ULEZ expansion

Consultation on planned new Superloop routes is continuing

Consultations

We launched 10 consultations in Quarter 2. These are:

• Route 336 re-routing in Downham

• Silvertown Tunnel cross-river cycling scheme

• Superloop (SL2)

• Superloop (SL3)

• Superloop (SL5)

• Bus route 309 restructuring

• Route 281 extension

• C51 junctions with Marylebone Road and St John's Wood Road

• A2 Blackheath Hill/Greenwich South Street

• Changes to bus routes E1 and 618

We are planning to launch eight consultations in Quarter 3 2023/24.

London Assembly scrutiny

London Assembly scrutiny
Quarter 2 2023/24

Date	Title	Type of scrutiny
12 July 2023	Budget and Performance Committee. Financial performance	Public meeting
13 July 2023	Transport Committee. Outer London Transport (Part I)	Public meeting
5 September 2023	Transport Committee. Outer London Transport (Part II)	Public meeting
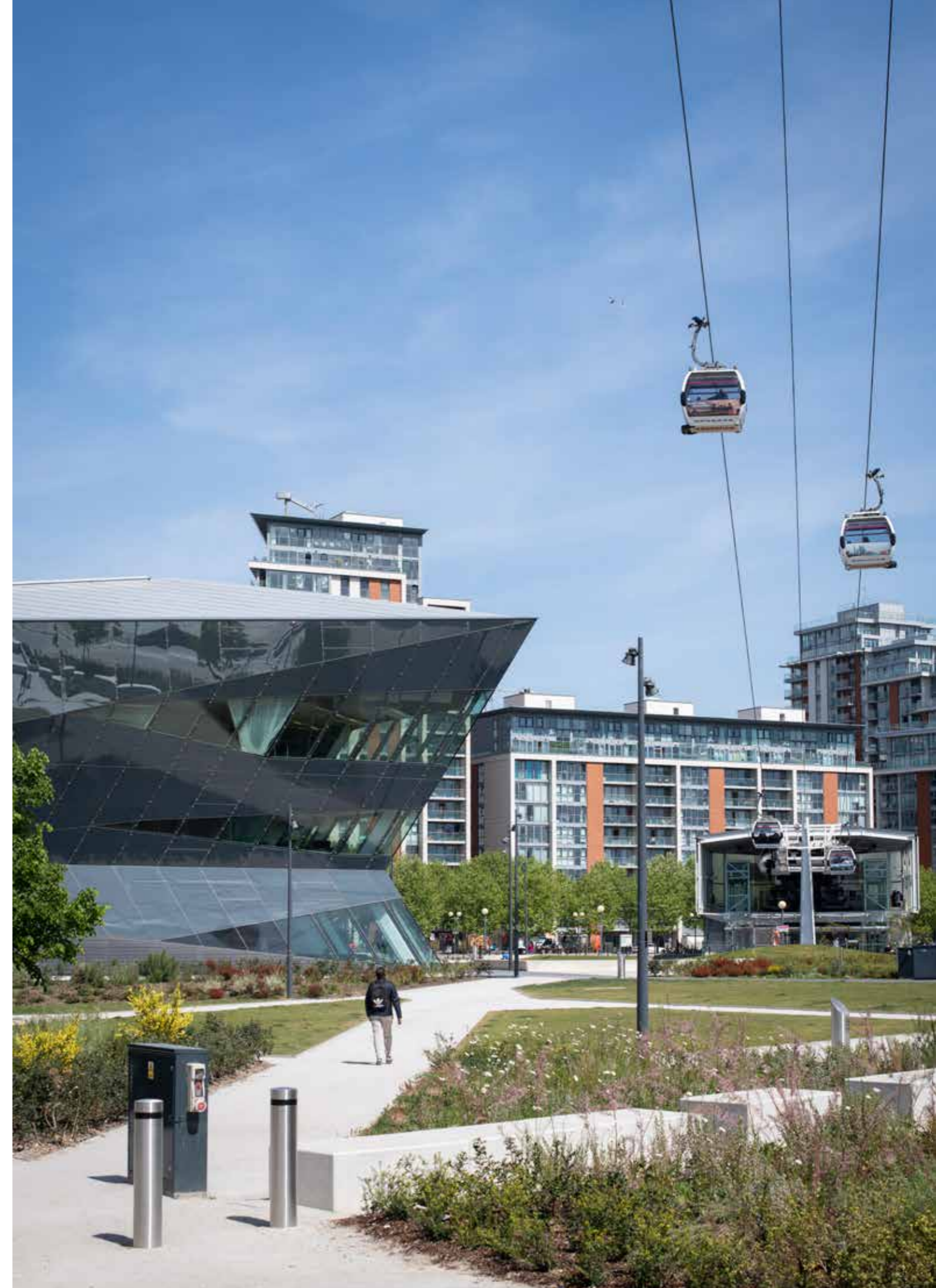
City Hall in Newham is home to the London Assembly

About us

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

We run most of London's public transport services, including the London Underground, London Buses, the DLR, London Overground, Elizabeth line, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the IFS Cloud Cable Car.

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

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

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

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

The Elizabeth line, which opened in 2022, has quickly become one of the country's most popular railways, adding 10 per cent to central London's rail capacity and supporting new jobs, homes and economic growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means using information, data and technology to make services intuitive and easy to use and doing all we can to make streets and transport services accessible and safe to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day. None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. By working together, we are creating brighter journeys and a better city.