



Contents

35 Digital

37 Campaigns40 Consultations

36 Travel demand management

4I London Assembly scrutiny

3	Introduction
4	Measures used in this report
5	Our scorecard
6	Operations
7	Passenger journeys
8	London Underground journey time
9	Bus journey time
10	Rail journey time
14	Services operated
16	Roads and traffic
18	Santander Cycles
19	Customers
20	TfL cares about its customers
25	Satisfaction
26	Calls
31	· · · · · ·
32	
33 34	Tickets System availability
-3 4	System availability



Introduction

Our operational performance and customer service in the first quarter of 2024/25

It has been a busy start to the financial year. On Friday 24 May, we celebrated the Elizabeth line's second birthday. This transformational service has clocked up more than 350 million customer journeys, with an average of 700,000 customers every weekday. We have supported our customers through an exciting season of events, ranging from the UEFA Champions to the first of a series of Taylor Swift concerts. Our colleagues continue to work tirelessly to ensure travel plans are in place and everyone is able to get to where they need to go, even in these busy periods.

As previously reported, we recognise that the service provided on the Central line has not been as reliable as it should be. We introduced a revised timetable, which is enabling us to operate a more consistent and reliable service with fewer long gaps between trains. We have also removed the speed restrictions that were introduced earlier this calendar year.

In July, we introduced a new and enhanced timetable for the Woolwich Ferry. Data shows that demand for the service has increased since earlier improvements.

At the end of August, during an ongoing review of the DLR's signalling system, we identified some sections of the DLR network that needed a small reduction in train speed. These reductions are a precautionary measure. The DLR continues to have an excellent safety record, with no evidence of speed-related safety incidents in its 37 years of passenger service. This is having a small impact on journey times and we apologise for the disruption caused to some customers.

On I September, we identified some suspicious activity on our IT system and took action to limit access. Although there has been little impact on our customers, we identified that certain customer data has been accessed, including some names and contact details. We also identified that some Oyster card refund data may have been accessed, which could include bank account details for a limited number of customers. We contacted these customers as soon as possible to advise them of the support we can provide and the steps they can take. We are working with the National Crime Agency and the National Cyber Security Centre to respond to this situation.

We have made significant improvements to the Santander Cycles scheme by expanding the e-bike fleet. By the end of August,

an additional 900 bikes had been added, making a total of 2,000 e-bikes in our fleet. The e-bikes have seen record levels of hires this year, with more than one million hires since they were introduced in 2022.

Claire Mann

Chief Operating Officer

Her Williams

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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 provides an overview of these key measures.

Passenger journeys

Cumulative year-on-year growth

Growth in passenger journeys shown as a percentage difference compared to the year-to-date total for the same period of the previous financial year.

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 to measure the overall experience.

London Underground journey time

This is a demand-weighted average of all London Underground customer journey times and comprises 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.

For 2023/24 onwards, we have adjusted how we measure London Underground journey times based on the latest 2022 data about our customers' travel patterns. Quarterly and annual figures reported for 2023/24 have been updated to reflect this change. Previous years' figures were based on 2019 data.

Rail journey time

The rail journey time measure is calculated in the same way as the London Underground journey time, 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 the rail modes as a whole.

For 2023/24 onwards, we have adjusted how we measure rail journey times based on the latest 2022 data about our customers' travel patterns. Quarterly and annual figures reported for 2023/24 have been updated to reflect this change. Previous years' figures were based on 2019 data.

Scheduled services operated

Dial-a-Ride

The proportion of journey requests the ondemand team was able to fulfil.

IFS Cloud Cable Car availability

This measure shows the percentage of the scheduled operating time that the IFS Cloud Cable Car was available. It is calculated as the scheduled operating time (total hours and minutes) minus downtime when the service was closed to passengers.

Woolwich Ferry availability

This measure shows the percentage of the scheduled operating time that the Woolwich Ferry was available. It is calculated as the scheduled operating time (total hours and minutes) minus downtime when the service was closed to passengers.

Roads and traffic

Road disruption

This metric measures delays by comparing vehicle journey times to the same quarter in 2019/20, expressed as a percentage of the baseline figure. This is to ensure that unplanned disruption and planned works and events are managed effectively. Tracking road disruption remains important for us to meet our duties under the Traffic Management Act and our obligations as a strategic traffic authority. This measure only covers the TfL Road Network – the strategic roads in London that we manage, including most of the capital's red routes.

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. It 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 metric measures incremental benefits to people using sustainable modes (walking, cycling or taking the bus) at traffic signals.

Santander Cycles

Docking station availability

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

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 II-point scale, from I0 (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 are converted to whole numbers out of I00. For example, a mean score of 6.62 becomes a customer satisfaction rating of 66.

Our scorecard

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

Our scorecard for 2024/25 aligns with our new TfL Strategy that builds on our vision and values and the Mayor's Transport Strategy. Scrutiny of our performance against these measures is the responsibility of the Customer, Sustainability and Operations 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 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	2024/25 Year-to-date actual	2024/25 Year-to-date target	2024/25 Full-year forecast	2024/25 Full-year target
Operations				
London Underground journey time (minutes)	27.1	26.5	26.8	26.6
Bus journey time (minutes)	34.4	34.1	34.4	34.1
Rail journey time – Elizabeth line, Trams, DLR, London Overground (minutes)	26.9	27.0	27.0	27.1
Customer				
Londoners who agree we care about our customers (%)	57	56	56	56



Scorecard measures in this report

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

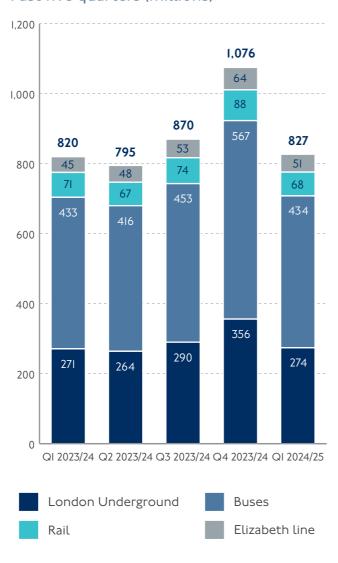


Passenger journeys

Passenger journeys across the network continue to grow, with 827 million journeys this quarter, compared with 820 million journeys in the same quarter last year. Despite this year-on-year growth, the number of journeys is 29 million below Budget.

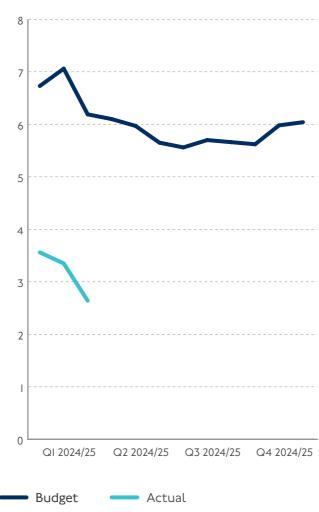
The reduction in demand compared with Budget is across most of the network except for Trams and the Elizabeth line, which continues to see increases two years after the start of through running of operation.

Passenger journeys* Past five quarters (millions)



Passenger journeys at the end of the quarter totalled 827 million, 29 million below Budget. However, compared to the same quarter last year, journeys have increased by seven million, showing a continuous rise in activity across most areas of the network.

Cumulative year-on-year growth (%)



^{*} Quarter 4 is longer than Quarters I-3 (I5 weeks and six days vs I2 weeks)

London Underground journey time

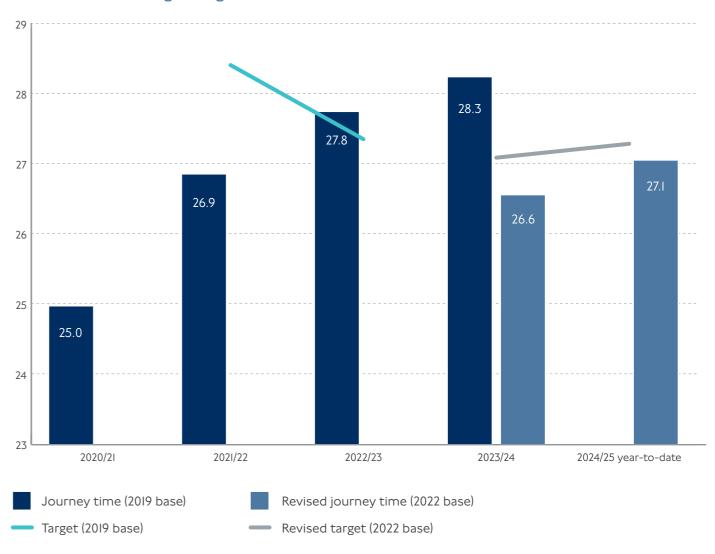
This is a demand-weighted average of all Tube customer journey times and is comprised of wait time and in-vehicle time. Actual (clock) times are weighted by customers' perceived values for waiting on platforms, platform crowding, on-train crowding, being unable to board (left behind), and on-train delays.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

The adjusted figures for 2023/24 onwards reflect the fact that London Underground customers are making shorter journeys because some relatively long journeys have moved to the Elizabeth line.



The average Tube customer journey time for Quarter I 2024/25 was 0.7 minutes worse than the target. The main causes remained fleet issues on the Central line; and train operator availability issues across the network.

Annual trend (moving average)



The increase in journey times over the past five years reflects the post-pandemic growth in the number of customers travelling on our network since 2020/2I. As journey numbers return to pre-pandemic levels, there has been an expected increase in crowding in trains, dwell times at stations and customer-related incidents. The initially rapid post-pandemic recovery has slowed down, and year-on-year growth in journeys has been relatively modest (less than 10 per cent) since the second half of 2023/24.

A significant contributor to the rise in journey times since the second half of 2023/24 has been the consistently high number of service cancellations due to reduced availability of trains on the Central line, and to a lesser extent on the Jubilee and Northern lines. While the Jubilee and Northern line fleets have recovered considerably, we expect the Central line fleet issues (availability and reliability) to the recovery of the fleet will take longer.

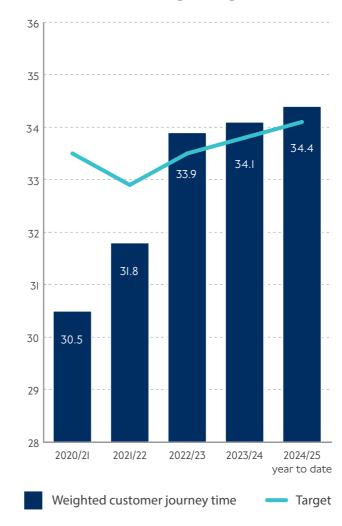
Bus journey time

We measure the average time our passengers spent 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 and more reliable journeys are likely to make public transport more competitive with private transport.



Bus journey times were worse than target in four of the last five quarters. The key drivers were lower bus speeds and lower reliability levels than forecast, both of which were adversely impacted by ongoing mechanical issues and congestion. This resulted in longer bus journey times for our customers.

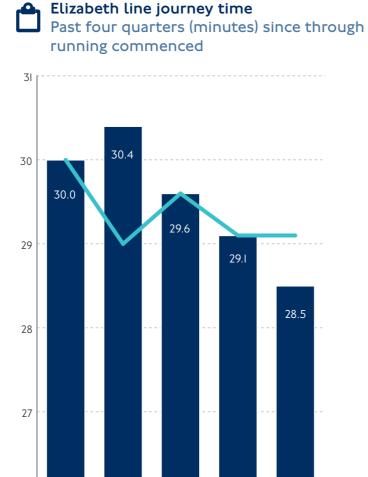
Annual trend (moving average)



We missed the target for 2022/23, 2023/24 and 2024/25 to date, meaning our customers experienced slightly longer journey times. This was mainly due to staff shortages in 2022/23 and due to traffic and mechanical factors in 2023/24 and 2024/25 to date. We are focused on measures to improve bus speeds and journey times, such as the creation of new bus priority lanes.

Rail journey time

We measure the average time our passengers spent 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.

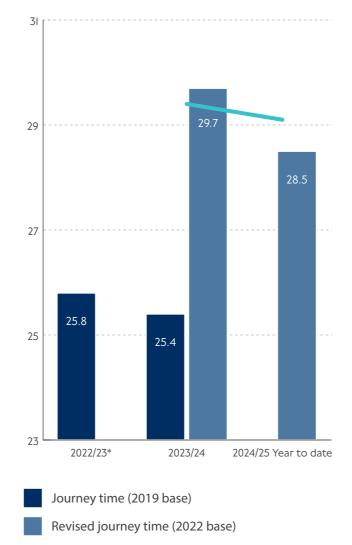


QI 2023/24 Q2 2023/24 Q3 2023/24 Q4 2023/24 QI 2024/25

Weighted customer journey time

Elizabeth line customer journey time was better than target this quarter and presents the lowest customer journey time experienced in the last five quarters. There have been a high number of Network Rail-related incidents such as points failures and track defects, particularly on the western section of the railway. Incidents were managed well, reducing the impact on journey times.

Annual trend (moving average) since through running commenced

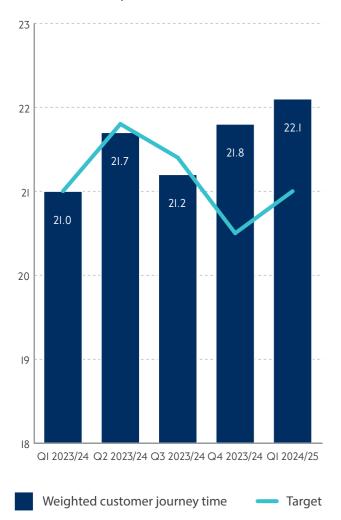


The year-to-date customer journey time is better than the annual target. Following the introduction of a new timetable last year, performance has stabilised and journey times have improved through more reliable and more frequent services. This has benefitted scheduled journey times, while excess journey times (the difference between scheduled and actual journey time) have also been improved through better management of incidents to limit their impact.

The adjusted figures for 2023/24 onwards reflect the fact that Elizabeth line customers are now making longer journeys, using the service to travel both within and outside London.

^{*} data only available from Period IO 2022/23

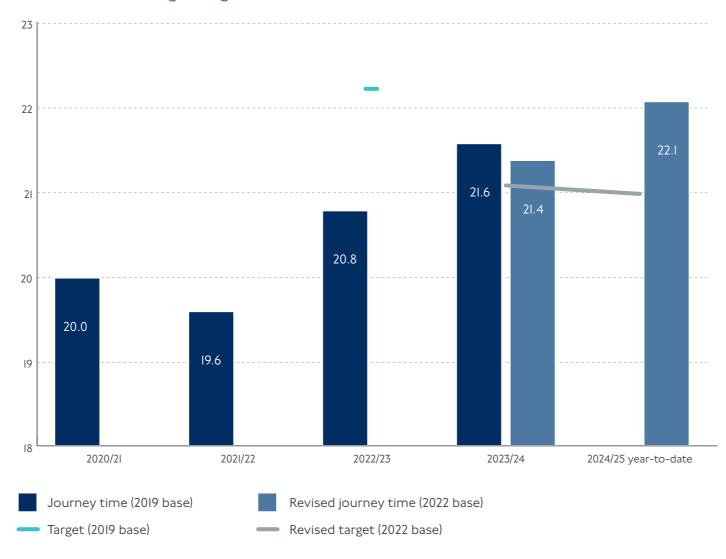
Tram journey time Past five quarters (minutes)



London Trams customer journey time for this quarter was worse than the target and worse than the same quarter last year. The poor customer journey time reflects ongoing fleet issues, resulting in a reduced timetable due to lack of availability of trams and defective trams being taken out of service.

Quarter I 2024/25 results do not include Period I (I to 26 April 2024) due to a closure of the network expanding across the majority of the period.

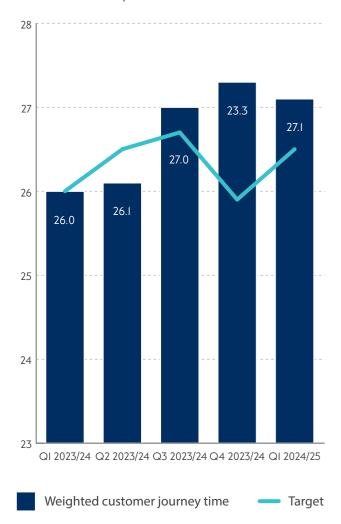
Annual trend (moving average)



We are working closely with Alstom and other key suppliers to agree on the reliability improvements by sourcing key spare components which are approaching obsolescence. This will improve overall availability and in turn improve performance and reliability.

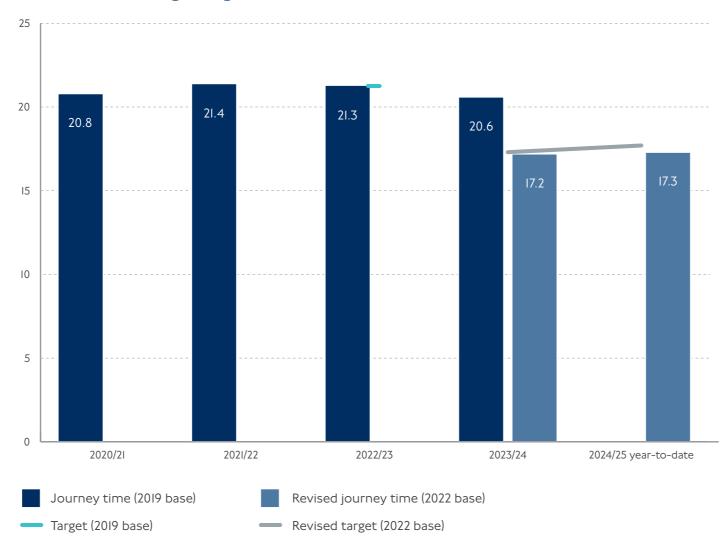
London Trams year-to-date customer journey time is I.I minutes higher than target. However, the primary reason for this poor performance was a fleet-wide wheel damage incident, and journey time performance is expected to improve in Quarter 2.

DLR journey time Past five quarters (minutes)



DLR customer journey time in this quarter is consistent with previous quarters, despite a number of service changes being implemented ahead of the new vehicles coming into service. This is reflected in the forecasted target and means any disruption has been well managed this quarter, reducing the impact on journey times. Current performance is only 0.2 minutes higher than the lowest customer journey time experienced in the last five quarters.

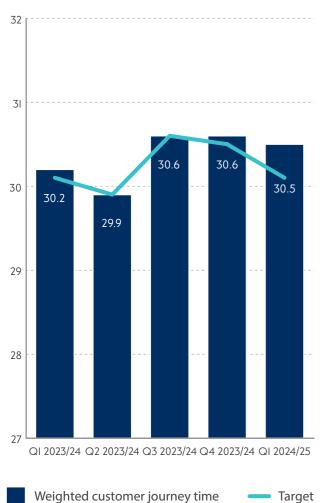
Annual trend (moving average)



The 2020/2I and 202I/22 results do not have forecasted targets while the 2022/23 result was better than target. The adjusted 2023/24 and 2024/25 year-to-date journey times are both better than target, highlighting the good performance of the DLR.

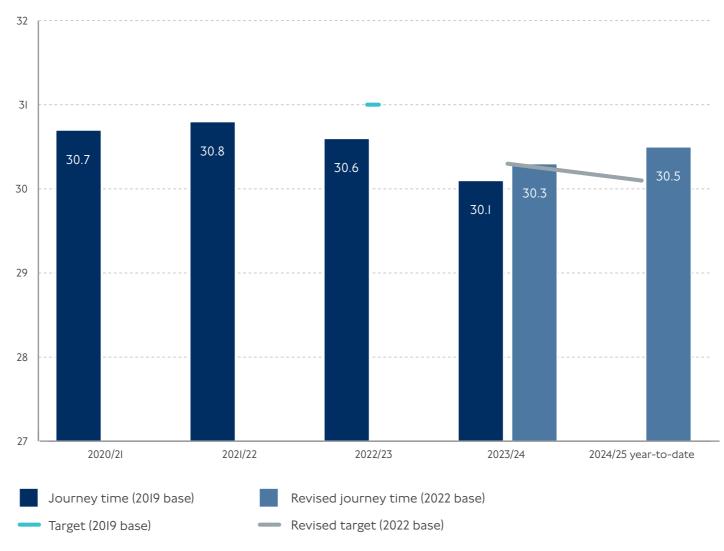
The adjusted figures for 2023/24 onwards reflect the fact that DLR customers are making shorter journeys because some relatively long journeys have moved to the Elizabeth line.





London Overground customer journey times were worse than target by 0.4 minutes in Quarter I 2024/25. However, this is still a strong performance and can be explained by the complexity of the railway and its interaction with other operators, including freight trains, which can often cause delay. Across the large network, a number of asset-related faults can occur. However, these are often well managed to reduce the impact on journey times.

Annual trend (moving average)



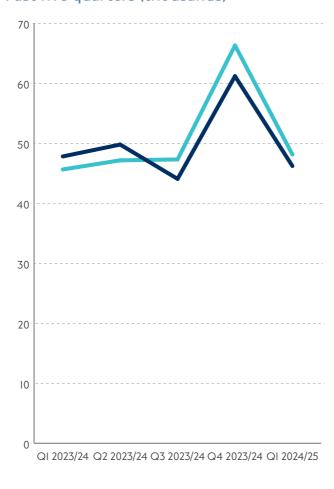
The 2024/25 year-to-date London
Overground customer journey time is
0.4 minutes above target and 0.2 minutes
higher than 2023/24, which met the target.
Performance has slightly worsened, often
due to disruptions outside of London
Overground's control, while targets
have assumed improved operational
performance, resulting in the target
not being met.

The adjusted figures for 2023/24 onwards reflect the fact that more customers are using the London Overground for longer journeys since the pandemic.

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 Past five quarters (thousands)



Departures for the last quarter showed a small decrease compared to the same quarter last year. This indicates a levelling out from our largest operators for 2023/24 as well as higher load factors (more people on fewer coaches). There was a decrease from our tour operators, although festival services showed good levels compared to last year. Services for domestic and international overall showed a seven per cent decline. Our Coaches team continues to support all operators across the UK and international networks.

Target

Departures

Dial-a-Ride trip requests scheduled

Past five quarters (%)



We have experienced an II per cent increase in requests compared to Quarter I of 2023/24, but still exceeded our target for successfully scheduled trips this quarter. Overall, there has been an eight per cent surge in trip requests this year compared to last year. To meet this growing demand, we are actively recruiting more drivers to fulfil trip requests and continuing to refine our scheduling.

IFS Cloud Cable Car availability Past five quarters (%)

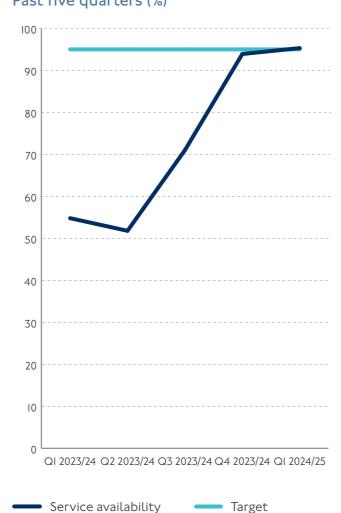


Following a period of high asset reliability and strong operational performance, IFS Cloud Cable Car availability was above target in Quarter I 2024/25. Downtime this quarter was mainly due to seasonal high gusting wind at tower height, followed by stoppages due to large vessels passing beneath the cable way. In Quarter I we hosted events for Easter, Eid and Pride to help enhance the cable car's exposure.

Target

Service availability

Woolwich Ferry availability Past five quarters (%)



Woolwich Ferry availability was above target at 95.3 per cent this quarter, compared to 54.8 per cent in the same quarter last year. This significant improvement was due to an increase in resource. The recent introduction of a two-vessel service at the weekend has doubled the frequency, helping to reduce waiting times and offer better and more reliable connections.

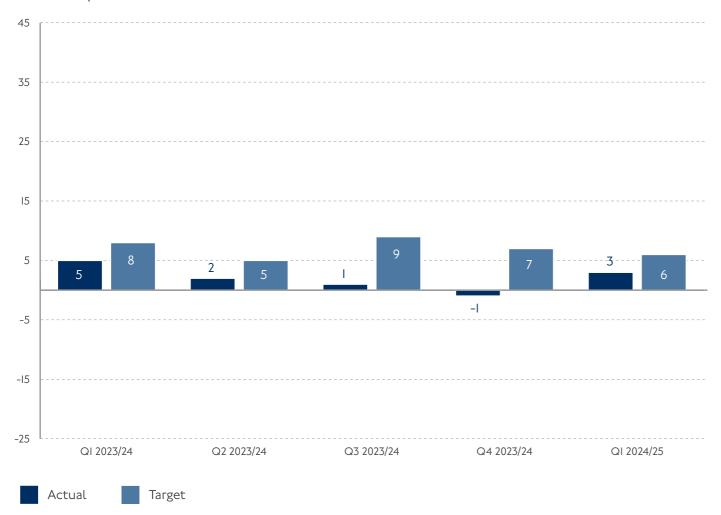
Passenger numbers continue to increase weekly with significant peaks at weekends.



Roads and traffic

Road disruption

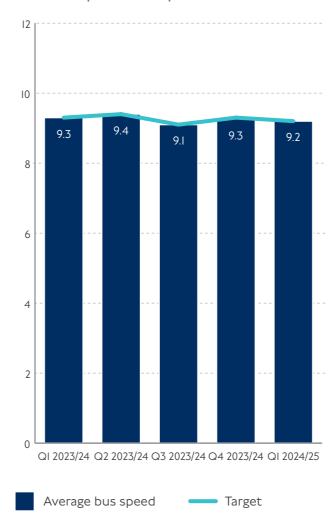
Past five quarters (%)



This quarter saw an average three per cent increase in disruption on our roads against a target potential increase of six per cent relative to the same quarter last year. The key drivers were long-term works on the A40 Western Avenue and the start of works on Farringdon Street.

Bus average speed

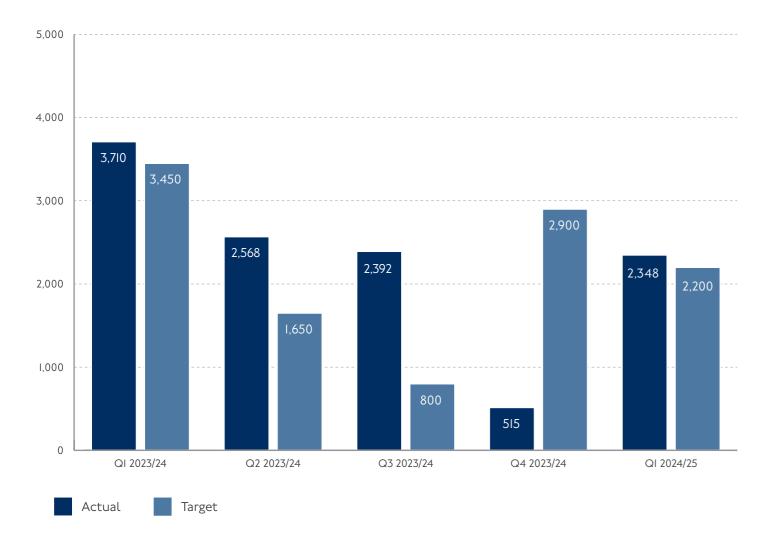
Past five quarters (mph)



Average bus speeds have now fallen below the pre-pandemic base as passenger volumes have increased and the level of general traffic disruption has risen above 2019 levels. Typical seasonal variations are still being maintained but actual speeds in the last quarter fell below the pre-pandemic base by the biggest margin yet seen. They were slower than the same quarter last year and below target.

Traffic signal time savings

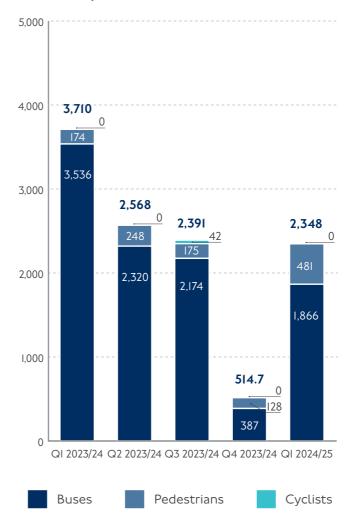
Past five quarters (hours)



Our timing review programme is focused on giving benefits to sustainable modes including people walking, cycling, and those using the bus network. We have created a programme focused on delivering improvements to key bus routes in London. This quarter we have saved over 2,300 hours for sustainable modes, exceeding our target by more than 100 hours. Most of the benefits have been generated by reviews that target bus journey time savings.

Type of road user benefiting from signal timing review

Past five quarters (hours)

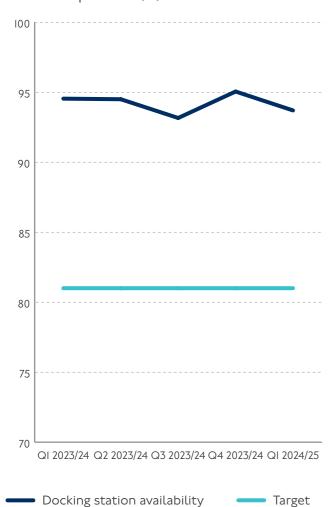


This quarter, over 1,800 hours were saved by reviews where we have focused on improving bus journey times. We saved nearly 500 additional hours for people walking.

Santander Cycles

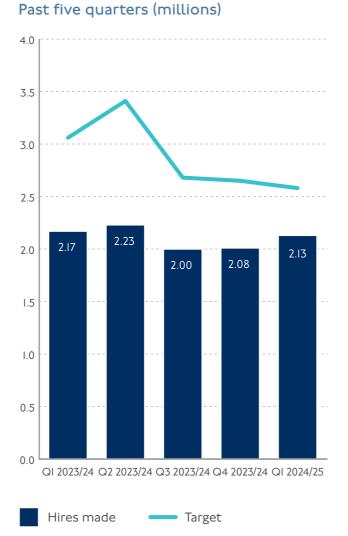
Docking station availability

Past five quarters (%)



Docking station availability remained high in Quarter I 2024/25, with an average availability of 93.7 per cent. We work proactively with our service providers to ensure good availability of bikes and empty docking points at docking stations.

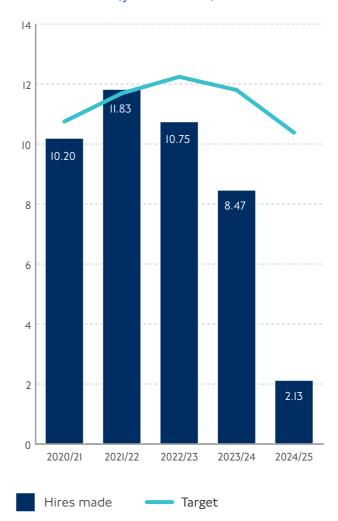
Hires made



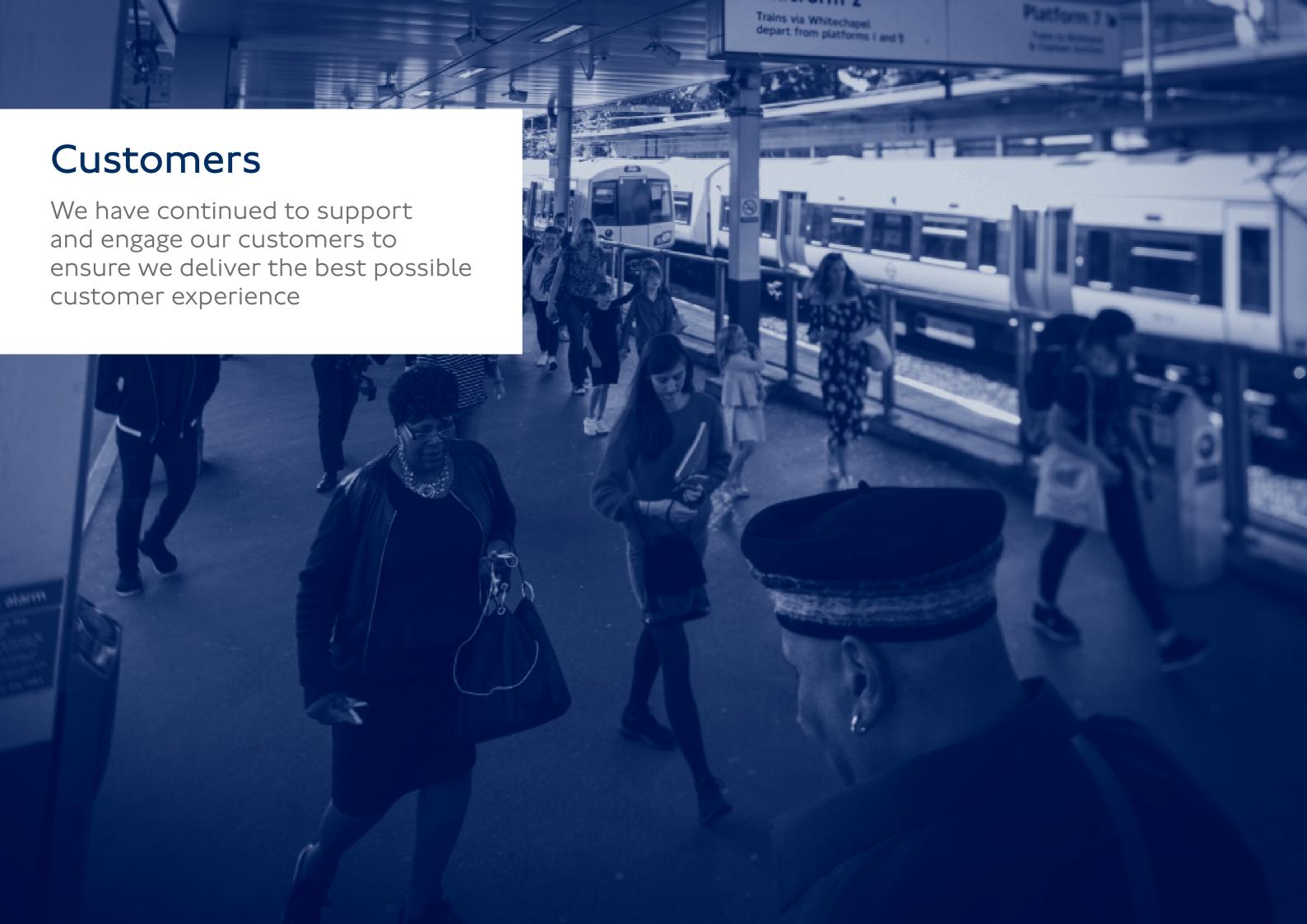
Hires this quarter were two per cent down on the same quarter last year. Poor weather and lower than anticipated hires in April were the predominant reason for the reduction. Casual hiring fell by I3 per cent with member hiring increasing slightly compared to the same quarter last year.

This quarter saw the one millionth e-bike hire made. There were I57,000 e-bike hires, an eight per cent increase on the same quarter last year.

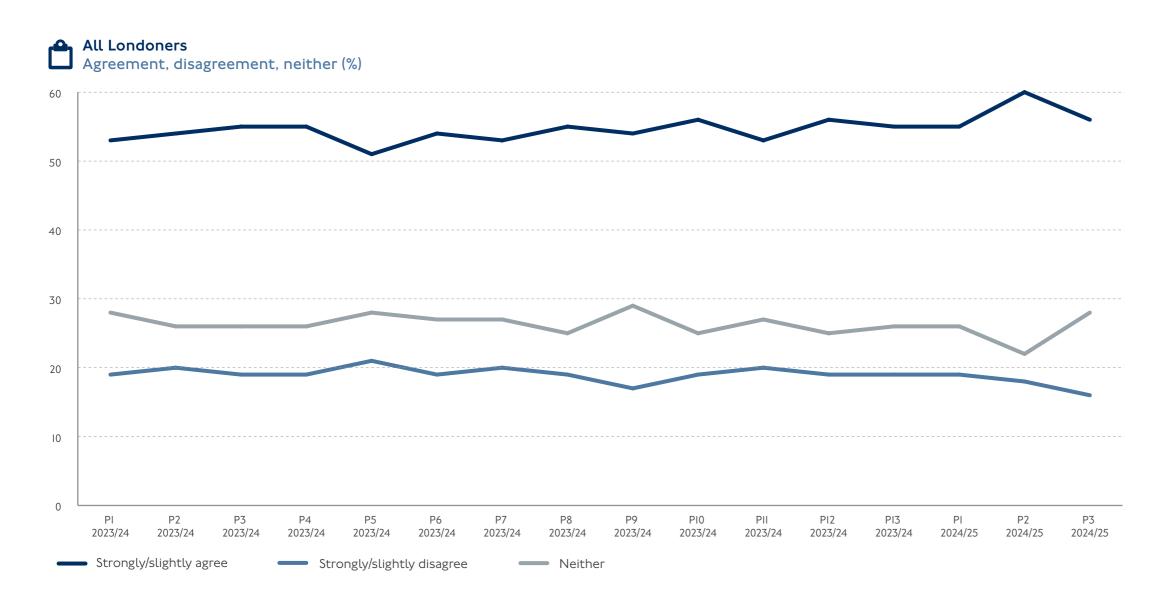
Annual trend (year to date)



This quarter saw 2.1 million cycle hire journeys made.



TfL cares about its customers

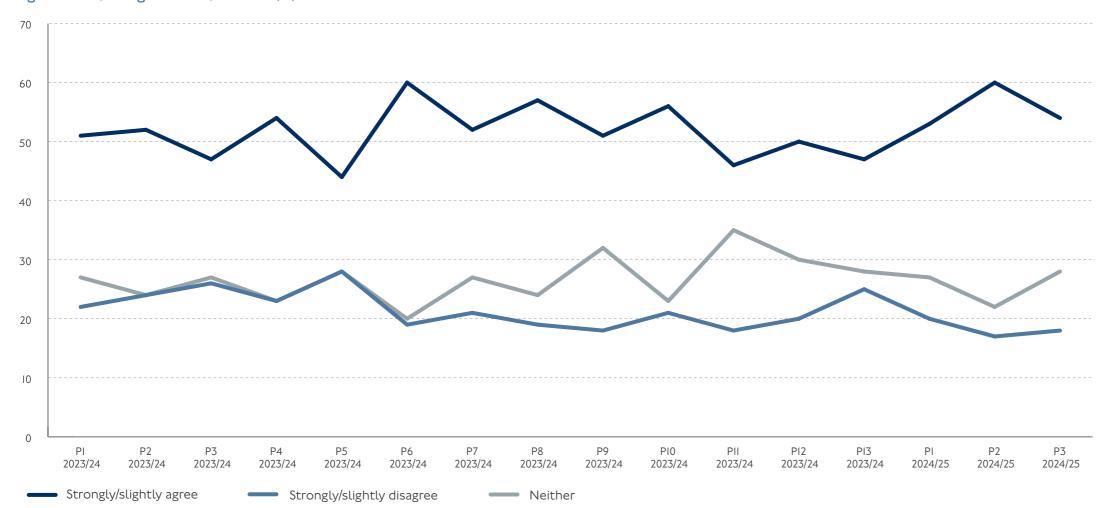


The percentage of Londoners agreeing with the statement 'TfL cares about its customers' is 57 per cent in Quarter I 2024/25. This is an increase of two points from Quarter 4 2023/24 and one point above the annual target of 56 per cent.

The percentage of public transport users (those who have used public transport in the last seven days) agreeing with the statement 'TfL cares about its customers' is 59 per cent for this quarter, an increase of two points from the previous quarter.

Disabled Londoners

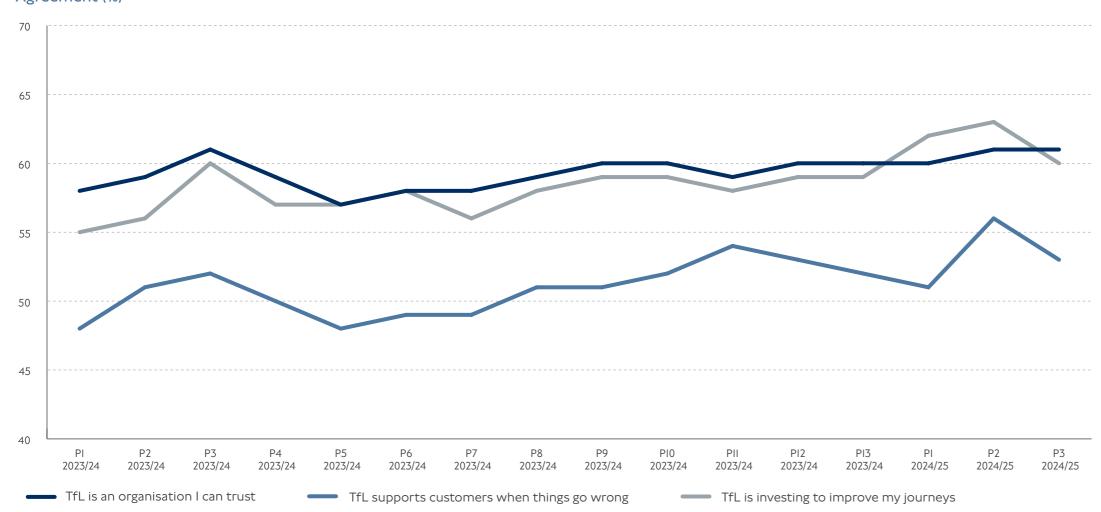
Agreement, disagreement, neither (%)



The percentage of disabled Londoners agreeing 'TfL cares about its customers' is 56 per cent for Quarter I 2024/25, an increase of six points from Quarter 4 2023/24. Confidence to travel among disabled Londoners is lower than that of non-disabled Londoners, and this quarter that gap widened very slightly.

Key survey questions

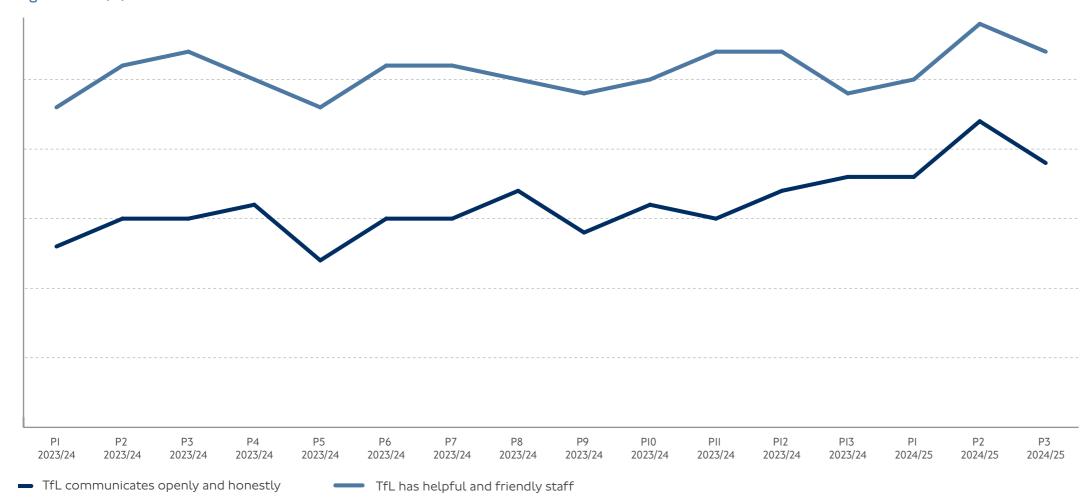
Agreement (%)



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 focus area to improve customer experience and continues to perform slightly less well than the other drivers.

Key survey questions

Agreement (%)



Scores for most of the measures have increased slightly in Quarter I 2024/25 compared to Quarter 4 2023/24 and none have decreased. That increase is larger when compared to Quarter I 2023/24, with all the measures trending upwards.

A continued focus on our core operational performance is critical, along with ensuring we support customers when there is disruption to services.

Our strategic priorities for customers Provide a consistently good service

 Removing pain points and delivering our services so that every day is our 'best day' will result in a positive step-change in customers' perceptions of our services and us as an organisation

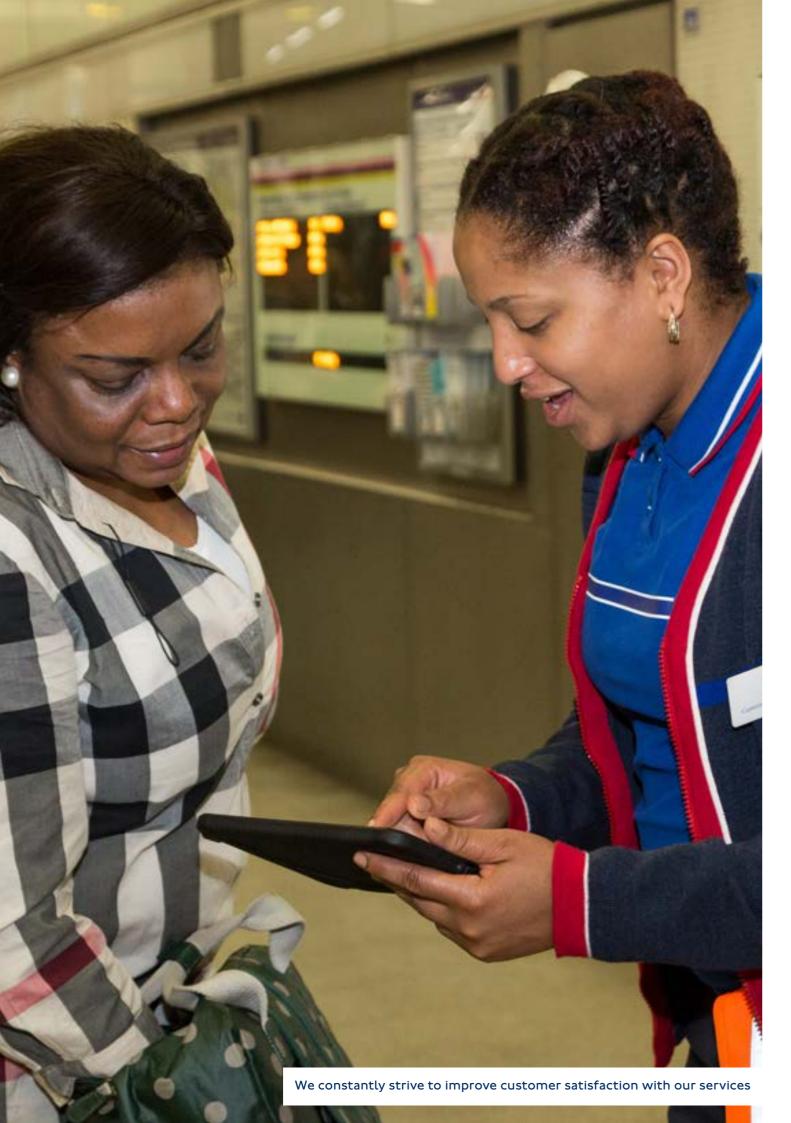
Support more sustainable streets

 We need to make walking, cycling and using the bus more attractive choices for Londoners if we are to create a more sustainable and inclusive city

Listen to our customers, build trust and show we care

 We need a deep understanding of our customers and to provide a personalised experience that reflects the multi-modal way they travel





Satisfaction

Customer satisfaction score

Past five quarters

	QI 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q4 2024/25
London Underground	76	75	74	75	75
London Buses	77	77	76	77	78
DLR	79	78	78	78	79
London Overground	77	77	76	78	77
London Trams*	N/A	N/A	78	N/A	N/A
Elizabeth line	83	82	81	81	81

Overall satisfaction for individual modes was broadly stable this quarter with no significant changes.

Satisfaction with levels of crowding on the platform increased significantly to 72 for London Underground, the highest score since Quarter I 2021/22.

For buses, satisfaction with on-bus information increased significantly to 76.

Elizabeth line saw a significant decrease in satisfaction with cleanliness at stations falling to 77, the lowest score in over a year. In Quarter 4 2023/24, there were significant improvements in satisfaction with a range of on-mode metrics, and these improvements have been maintained this quarter.

This quarter we have added a new measure to the customer satisfaction score: satisfaction with all public transport journeys in the last week (PT CSS). We have introduced this because it delivers a broad measure of customer experience, which encompasses multiple journeys, interchanges and multimodal journeys. The PT CSS score for this quarter is 76.

* London Trams is not surveyed on customer satisfaction score continually but once a year in Quarter 3, so N/A is shown for all other quarters

Calls

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

General contact centre calls

Past five quarters

	QI 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	QI 2024/25
Telephone calls	558,960	578,555	658,480	698,053	500,213
Calls abandoned (%)*	9.65	9.78	11.41	10.62	11.32
Correspondence	232,869	245,621	270,987	296,111	221,392
Cases closed (%)**	86.25	82.21	80.27	77.11	85.95
Average speed of answer (seconds)	656	663	625	394	290
Total demand	791,829	824,176	929,467	994,164	721,605
Telephone calls (% of total demand)	71	70	71	70	69
Correspondence (% of total demand)	29	30	29	30	31

Call volumes fell this quarter, down 28 per cent on last Quarter and II per cent lower than the same quarter last year. Maintenance outages will have been a contributing factor.

Correspondence also followed this trend, down 25 per cent on last Quarter and five per cent on last year. The lower volumes helped us improve our cases closed metric, with II per cent more cases closed than the previous quarter. Positively, we also saw

- * Target of I5 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

the average speed of answer reduce, down 26 per cent on last quarter and 56 per cent on last year.

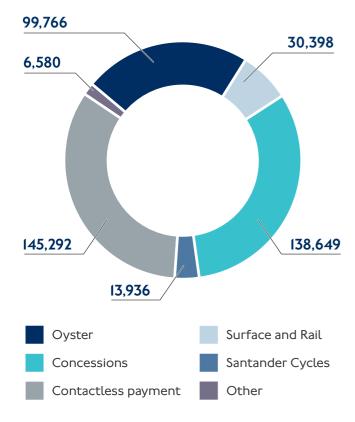
Despite the shifts in demand volumes, the split between telephone calls and correspondence remains fairly stable, with a slight shift towards correspondence. compared to Quarter 4. In this Quarter 69 per cent of demand arrived via telephone calls and the remaining 3I per cent via correspondence.

Past five years

	2020/21	2021/22	2022/23	2023/24	2024/25 year-to-date
Telephone calls	1,304,300	2,292,137	2,426,382	2,496,839	500,213
Calls abandoned (%)*	7.6	16.12	12.22	10.41	11.32
Correspondence	364,778	580,567	900,797	1,045,652	221,392
Cases closed (%)**	83.4	73.80	82.76	81.2	85.95
Total demand	1,669,078	2,872,704	3,327,179	3,542,491	721,605
Telephone calls (% of total demand)	78	80	73	70	69
Correspondence (% of total demand)	22	20	27	30	31

Calls by subject*

This quarter



With volumes overall down roughly 28 per cent on last quarter, it's not surprising to see falls across all the areas highlighted here. The exception to this trend is Santander Cycles which saw the number of calls increase 26 per cent compared to last quarter. The biggest reason behind this is simply that the weather makes cycling a more appealing option for customers.

Calls relating to both concessions and contactless fell more than the average, 33 per cent and 29 per cent respectively. With concessions, this is due to seasonal trends, as the number of calls tends to spike around the start of the academic year. In the case of contactless, the fall comes against a five per cent rise in usage. This will be partly down to Quarter 4 being longer than Quarter I. In both cases the fall compared to the same quarter last year is less significant.



^{*} 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, Licensing and Regulation, ticketing apps, Sarah Hope Line and street-related calls.

Road-user charging and ULEZ

Past five quarters

	QI 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	QI 2024/25
Calls received	253,188	394,805	389,598	384,158	265,210
Calls answered	240,913	377,087	376,651	376,449	261,711
Calls abandoned (%)	5.0	4.0	3.0	2.0	1.0
Average speed of answer (seconds)	118	80	50	32	25

Past five years

	2020/21	2021/22	2022/23	2023/24	2024/25 year-to-date
Calls received	1,145,772	1,590,871	1,251,212	1,421,749	265,210
Calls answered	1,093,382	1,518,973	1,222,640	1,371,100	261,711
Calls abandoned (%)	5	5	2	4	1
Average speed of answer (seconds)	63	48	46	65	25

Capita's Road User Charging Contact
Centre continues to perform well within
contractual targets. The average speed of
answer for this quarter is 25 seconds and
the call abandon rate is one per cent against
a target of no more than I2 per cent of
calls. Call volumes this quarter are down by
3I per cent against the previous quarter as
we return to pre-ULEZ expansion levels.



Licensing and Regulation

Past five quarters

	QI 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	QI 2024/25
Calls received	61,357	56,006	70,477	64,970	55,931
Calls answered	60,353	54,152	68,033	63,625	54,849
Calls abandoned (%)	2.0	2.0	2.0	1.0	1.0
Average speed of answer (seconds)	32	50	67	40	39

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

Call volumes in this quarter have decreased compared to Quarter 4 2023/24. The average speed to answer is 39 seconds and the abandoned rate remains the same as last quarter. The service continues to operate seven days a week with a good service.

Past five years

	2020/21	2021/22	2022/23	2023/24	2024/25 year-to-date
Calls received	222,291	235,135	346,552	252,810	55,931
Calls answered	158,847	225,445	280,767	246,163	54,849
Calls abandoned (%)	29	4	19	2	1
Average speed of answer (seconds)	896	111	870	48	39

Dial-a-RidePast five quarters

	Target	QI 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	QI 2024/25
Calls received	n/a	101,399	105,175	122,997	115,440	83,223
Calls abandoned (%)	10	8.9	5.8	19.2	4.7	4.7
Average speed of answer (seconds)	180	207	136	448	98	87
Email bookings	N/A	8,993	8,872	7,683	N/A	N/A

Call volumes decreased by I0 per cent when compared to the same quarter last year due to the successful adoption of our new customer app. This enables customers to book their own trips. We saw up to 28 per cent of bookings made through the app, with the average around 20 per cent. This contributed to a lower call abandonment rate of 4.7 per cent. In addition, the resolution of some of the challenges with system implementation led to an improvement in wait times.

Past five years

	2020/21	2021/22	2022/23	2023/24	2024/25 year-to-date
Calls received	117,275	299,944	372,094	435,464	83,223
Calls abandoned (%)	5.5	10.6	9.9	9.9	4.7
Average speed of answer (seconds)	108	249	239	218	87
Email bookings	6,368	31,573	41,991	25,548	N/A

Complaints

Complaints

Year on year (per 100,000 journeys)

	QI 2023/24	QI 2024/25	Variance (%)
London Underground	0.91	0.92	1
London Buses	3.46	3.72	8
DLR	0.43	0.57	33
London Overground	0.38	0.58	53
Elizabeth line	0.9	0.65	-28
London Trams	0.88	1.27	44
IFS Cloud Cable Car	3.24	2.9	-10
Congestion charge	1.71	1.25	-27
Dial-a-Ride*	34.46	54.09	57
London River Services	0.12	0.52	333
Santander Cycles	2.58	4.42	71
Taxis**	4.82	4.31	-11
Private hire**	3.42	3.3	-4
Contactless	0.52	0.53	2
Oyster	0.44	0.37	-16

The rail modes mainly saw increases in complaints this quarter, with the exception being the Elizabeth line which saw a 28 per cent drop in complaints despite a I4 per cent increase in journeys. London Underground complaints rose one per cent against a two per cent increase in usage, while London Overground saw a rise of 53 per cent driven largely by complaints around delays and early departures – though customer service complaints fell in the same period.

Bus complaints rose slightly (by eight per cent) against a slight increase in journey numbers. The main drivers for this rise were complaints about gaps in service and buses being stopped short of their scheduled destination.

Recent changes to our web forms have been a contributing factor on the changes seen on ticketing, with contactless rising slightly while Oyster fell I6 per cent against a two per cent fall in journeys.

Past five years

	2020/21	2021/22	2022/23	2023/24	2024/25 year-to-date
London Underground	1.74	1.26	0.96	1.1	0.92
London Buses	4.37	3.29	3.42	3.69	3.72
DLR	1.09	0.54	0.65	0.48	0.57
London Overground	1.24	0.65	0.48	0.45	0.58
Elizabeth line	2.26	1.77	0.79	0.75	0.65
London Trams	1.76	0.85	0.81	0.76	1.27
IFS Cloud Cable Car	2.57	4.69	3.75	1.99	2.9
Congestion charge	3.83	3.55	2.24	2.57	1.25
Dial-a-Ride*	64.87	61.33	66.99	115.67	54.09
London River Services	2.44	0.47	0.25	0.32	0.52
Santander Cycles	2.68	2.24	3.29	2.99	4.42
Taxis**	1.69	3.24	4.68	4.88	4.31
Private hire**	1.36	2.3	2.95	2.99	3.3
Contactless	0.39	0.5	0.51	0.51	0.53
Oyster	0.26	0.48	0.49	0.49	0.37

Overall, both journeys and complaints rose this quarter; journeys by one per cent and complaints by four per cent.

London Underground complaints are currently tracking I6 per cent lower than last year and are lower than the rolling average. Elizabeth line shows similar performance, currently I3 per cent lower than last year and also below the average. Other rail modes are currently tracking above both the previous year and average.

Bus complaints per 100,000 journeys are also currently higher than the average and are one per cent higher than the last financial year.

- * The highly individual nature of the Dial-a-Ride service results in a high complaint rate compared to the mass-volume mainstream modes
- ** Journeys not recorded; figures based on survey data. Taxis and private hire complaint numbers are not directly comparable due to the way they are received and recorded



Commendations

Commendations

Past five quarters

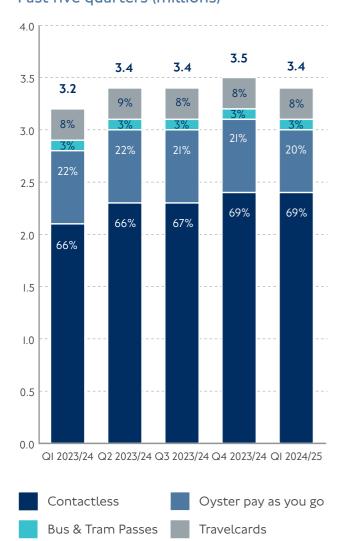
	QI 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	QI 2024/25
London Underground	280	364	329	418	333
London Buses	581	663	776	867	620
DLR	19	18	18	26	22
London Overground	39	36	33	42	37
Elizabeth line	65	66	83	80	67
London Trams	4	3	4	3	2
IFS Cloud Cable Car	2	4	3	1	8
Dial-a-Ride	2	4	1	4	1
London River Services	2	1	0	0	2
Santander Cycles	0	0	0	0	3
Taxis and private hire	25	16	23	36	25
TfL Road Network	1	1	3	1	1
TfL Policy	10	18	17	9	6

Overall commendation volumes fell by 24 per cent compared to last quarter, which is largely because Quarter 4 is four weeks longer than Quarter I. When compared to the same quarter last year, volumes are up nine per cent.

The biggest rises compared to the same quarter last year were London Underground, DLR and Buses. IFS Cloud Cable Car also rose 300 per cent but on very small numbers. The biggest falls were on Trams and Dial-a-Ride, though again we're dealing with very small overall numbers.

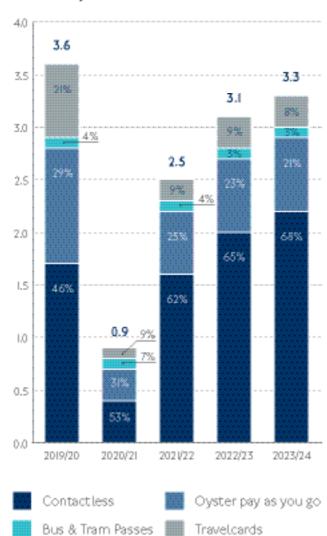
Tickets

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



Demand has been stabilising over the past few quarters. The share of contactless payment media (cards and mobile devices) used increased to 69 per cent of all fare payer tickets at the end of last year, while the share of Oyster pay as you go cards used has declined to 20 per cent in the latest quarter, down from 22 per cent a year ago.

Past five years (millions)***



Before the coronavirus pandemic, the total number of fare payer tickets used remained fairly stable every year while the share of contactless increased. Demand is gradually recovering to pre-pandemic levels and the increased share of contactless looks likely to be maintained.





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



4.2m contactless journeys are made daily

Graphs use typical weekdays to represent the trend per time period. The number of Travelcards and Bus & 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:

Quarter I 2023/24: Thursday II May 2023 Quarter 2 2023/24: Thursday 6 July 2023 Quarter 3 2023/24: Thursday 9 November 2023 Quarter 4 2023/24: Thursday I4 December 2023

Quarter 4 2023/24: Th ursday I4 December Quarter I 2024/25: Thursday 20 June 2024 *** Days measured:

2019/20: Thursday 6 February 2020 2020/21: Thursday 4 February 2021 2021/22: Thursday 10 February 2022 2022/23: Thursday 9 February 2023 2023/24: Thursday 8 February 2024

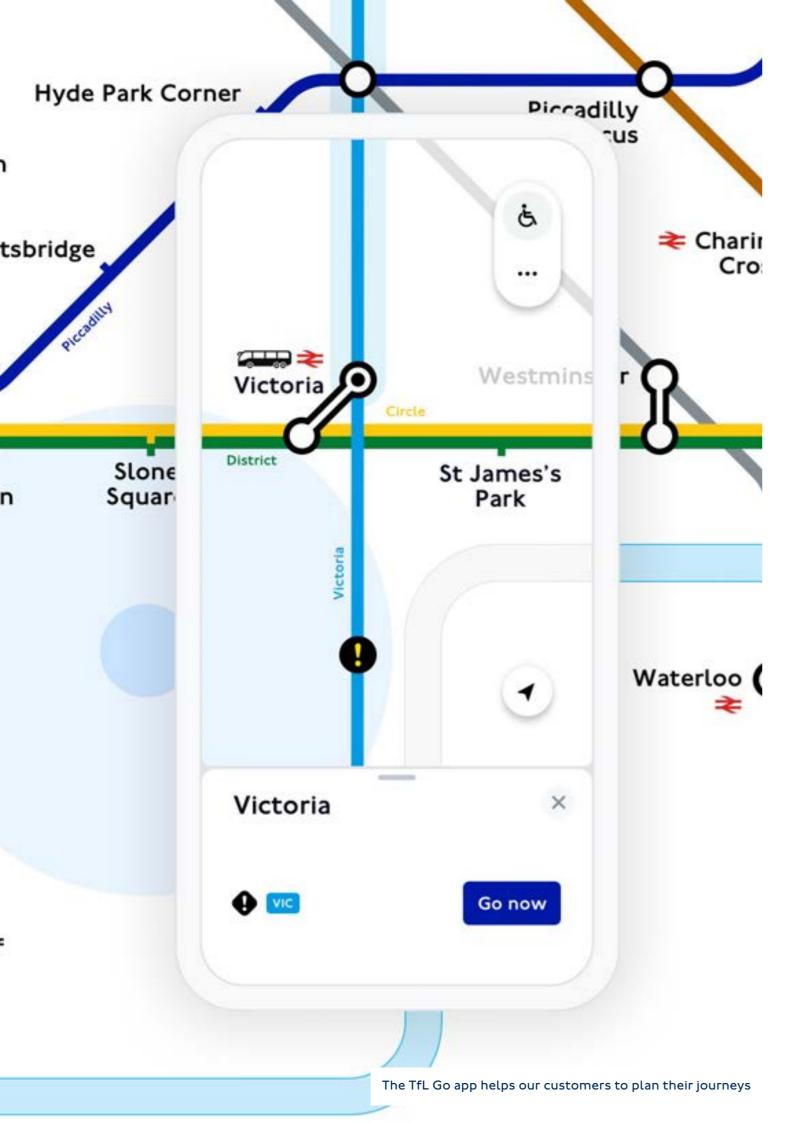
System availability

Ticketing system availability (%)

		QI 2023/24			Q1 2024/25	
	Actual (%)	Variance to target (%)	Variance to previous year (%)	Actual (%)	Variance to target (%)	Variance to last year (%)
London Underground – ticketing system overall availability	99.05	+1.05	-0.17	99.35	+1.15	+0.30
London Buses – bus validations – overall availability	99.65	+0.65	-0.03	99.77	+0.77	+0.12

Targets were exceeded for ticketing system availability on both London Underground and London Buses. Compared with 2023/24, there has been an increase in the proportion of customers paying by contactless.





Digital

Our focus remains the integration of Oyster and contactless card management functionality into TfL Go, with release expected in Quarter 2 2024/25. We will also release updates in our customer facing digital channels to align with the London Overground rebrand in September, including a new status updates page on our website. Work also continues towards migrating our website onto a new, modern content management system.

42.9m

average monthly screen views of TfL Go app (up 47.5% on QI 2023/24)





880k

average monthly unique users of TfL Go app (up 23.5% on QI 2023/24)

3.7m

average monthly unique TfL website users (up 18.5% on QI 2023/24)





84m

average monthly page views of TfL website (up I5.8% on QI 2023/24)

Travel demand management

Supporting customers through major sporting events

This quarter saw London host two major sporting events, Ford Ride London and the Champions League Final, where, working with event partners, our co-ordinated customer travel advice ensured safe and comfortable travel avoiding busy areas. This targeted approach reduced demand in expected event hotspots and provided event-goers a great travel experience.

Ford RideLondon 2024 on 26 May

Our travel advice successfully raised awareness well in advance. This was particularly welcomed by the freight community, enabling them to make plans to ensure minimal impact to their services. Our Customer Service teams also received low levels of complaints about the disruptions caused by the many road closures in place as Londoners had all the information they needed.

Champions League Final on I June

Our travel advice was aligned with UEFA's messaging and included on their event guide for ticket holders. Ticket holders took our advice to arrive at Wembley Park station early, with the highest number of exits taking place between 16:00 and 18:00 and well ahead of kick off at 20:00.

Keeping customers moving through Colindale and Northern line closures

Colindale station closed for six months on Friday 7 June, as part of the plan to make it step-free and build a new ticket hall.

To support customers and stakeholders, a multi-channel travel demand management campaign was delivered to ensure information about the closure and alternative travel options was widely available. This included promoting existing bus routes and the temporary NL6 bus route to access nearby Tube and rail stations. We produced and distributed 3,000 leaflets at the station with key travel advice and a wayfinding map illustrating bus routes around Colindale.

Bus and Tube usage and performance have been closely monitored and the data shows customers used both existing and NL6 bus routes. We increased NL6 service during the busiest parts of the morning and evening weekday peaks from Monday 24 June based on the monitoring of data.





Campaigns

Campaigns – customer information email volumes

Past five years

	2020/21	2021/22	2022/23	2023/24	2024/25 year-to- date
Customer emails (millions)	211	226	302	275	51
Campaigns	685	950	625	821	131

The customer relationship management marketing programme supports our core business objectives. Emails are either an 'inform' or an 'influence' message in a short format (klaxon) or long format (thematic).

Marketing activity increased this year with different versions of campaigns regularly going out to segmented audiences. Fewer strikes than previous years meant we did not need to send as many service messages. As a result, most of our emails were targeted and with lower numbers of emails sent.



131 campaigns in 2024/25

51m customer information emails sent in 2024/25



Customer marketing and behaviour change campaigns

TfL Cycle Sundays

An exciting new campaign ran from May to September encouraging non-cyclists to have a go at cycling on a Sunday. Advertising launched at RideLondon on Sunday 26 May across London with localised ads in targeted boroughs. The advertising promotes a range of support including more than 70 leisure routes, cycle training and offers from TfL and partners accessed via our website. There is a TfL Cycle Sundays Club page on the Strava app, where routes can be accessed for digital way finding. The campaign is supported by press and social media. A media partnership with Secret London is live from July to September and paid influencers was live in August.

New public transport media partnership

We have partnered with three trusted and well-known media outlets, Time Out, Metro and Secret London, to inspire Londoners to use public transport and make the most of London life. Each month, we worked with these partners to publish engaging content highlighting great things to do in London and how to get there using our services. We highlighted our great-value fares, as well as services and improvements to our network. The content distributed across digital and printed channels, including social media, digital editorial features, emails and print. This will motivate Londoners to travel more in the city and contribute to revenue growth. The media partnership will run from 18 June 2024 to 31 March 2025.

Summer Cycleways Active Travel

We launched II Cycleways across eight localised campaigns from 17 June to 2 August. The Cycleways were spread across London. The campaign reached those living, working and travelling in the boroughs the new Cycleways are located in, including cyclists, with the objective of making the audience aware of the infrastructure developments and benefits. Campaign creative focuses on communicating our purpose and activity will include local press ads, geographically targeted posters and display adverts, emails to customers, social, Cycleway maps, press activity and engagement with stakeholders and boroughs.

Superloop pan-London campaign

Five new routes have now been introduced to Superloop, an orbital network of express bus routes circling the capital. A pan-London campaign was launched in May to communicate this important operational milestone. Channels include posters, radio and digital audio, paid social and press (including Metro). This campaign ended on 24 June.





IFS Cloud Cable Car

In September, we saw the launch of an exciting campaign for the IFS Cloud Cable Car. The campaign focused on the spectacular views of London from above that can be enjoyed while travelling on the cable car. The campaign encouraged people to book ahead for less busy days of the week through a new dynamic pricing system which offers discounts of up to 30 per cent on advance bookings for round trip journeys. Paid social and poster activity alongside targeted emails supported the campaign to drive revenue. The cable car now has a dedicated organic social media channel which is managed by our in-house social media team.

Pride in London

Building on the success of last year, we continued our broader Pride narrative with a new focus on the power of volunteering. We raised awareness of the services provided by charity groups and how volunteers play a fundamental part in the positive and wide-reaching impact that these charities have on LGBTQ+ communities in London, along with the

support we offer through volunteering leave. This year our support includes newly wrapped cable cars to celebrate 'Every story matters'. We hosted an event with Andy Lord at the Mildmay Hospital on 25 June to celebrate Pride, offering a chance to ride on a train with a Pride-themed wrap, along with a specially commissioned Mildmay pin to be sold for £5 each to raise funds for the hospital. Following the success of the colleague artwork competition last year, we again invited colleagues to submit artwork to be displayed across our estate. There was also a competition for colleagues to design the T-shirts worn by our people on the Pride in London parade and a series of group portraits of LGBTQ+ colleagues and volunteers displayed at several stations and on social media. Campaign activity included our zero tolerance to hate and bystander intervention posters running across the network, a content partnership with Pink News reaching 650,000+ Londoners and social media activity showcasing the impact of a TfL volunteer through 'get ready with me'-style content.



Consultations

There were four consultations this quarter:

- Safe and Healthy Streets improvements to St Helier Avenue, Morden
- Cycleway 50 Finsbury Park to Nag's Head
- Proposed extension of 24l bus route to Here East in Stratford
- Changes to the 350 bus route in Hayes

We are planning to launch I5 consultations in Quarter 2.

London Assembly scrutiny

London Assembly scrutiny

Quarter I 2024/25

Date	Title	Type of scrutiny
23 May 2024	Mayor's Question Time	Public meeting
20 June 2024	Mayor's Question Time	Public meeting



About us

Part of the Greater London Authority family led by Mayor of London Sadig 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.

