

Appendix 1

Customer Report, Quarter 2 2024/25 (23 June – 14 September 2024)

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1. Introduction

On 1 September 2024, we identified some suspicious activity on our IT system, we took immediate action to secure the network, ensuring all safety critical systems and processes were maintained. Our current focus is now on accelerating our recovery from the cyber incident, getting systems up and running again and ensuring the ongoing resilience of our organisation. We continue to work closely with the National Crime Agency and the National Cyber Security Centre throughout this process and have notified the Information Commissioner's Office.

Our photocard website was made temporarily unavailable during this time. As part of the measures implemented to deal with the incident, we took the difficult decision to temporarily pause new concession photocard applications while we undertook important security checks. While work continues to restore services, we have now safely brought back online the concession photocard website and begun to start processing new applications. We continue to prioritise the security of our network and customer data, continually monitoring our systems to ensure only those authorised can gain access.

Summary of key customer updates outside the Quarter

On 4 October 2024, we published our Advertising Annual Report 2023/24 detailing the work across advertising, commercial partnerships, brand licensing and filming and photography. The report showed that our advertising work contributed to the generation of £154m of commercial revenue last year. It also illustrated how our advertising estate continues to offer exciting and more attractive options to brands, such as a 3D anamorphic effect on our large format sites.

On 30 October, we announced an ambitious programme to increase and improve toilet provision on London's transport network, in support of our Equity in Motion plan to make London's transport network more accessible, fair and inclusive. The plan will see new accessible toilets delivered across the network, and improvements made to many existing facilities.

On 28 October, we strengthened the requirements for our world-leading Direct Vision Standard (DVS), which is playing a vital role in helping to save the lives of vulnerable road users in the capital. DVS measures how much a heavy goods vehicle (HGV) driver can see directly through their cab windows and sets minimum standards, to promote visibility and safe driving practices. We are now strengthening the minimum safety requirements for vehicles in the capital to reduce the level of risk that HGVs can pose to all road users, especially people walking and cycling.

To mark Priority Seating Week at the end of September, school children across the capital were encouraged to bring Priority Seating Week to life with creative artwork, with three lucky winners receiving tickets to a Merlin Entertainments attraction in London. The art competition, open to children aged six to 14, called for budding artists to submit photographs of an artwork they have created depicting why it is important for people to offer seats to people who need them. Children had until 17 November to apply, and entries will be judged by TfL's Independent Disability Advisory Group. Three lucky winners will see their artwork displayed on London's transport network and will receive tickets for a family of four to a Merlin

Entertainments attraction in London, and three runners up will receive return tickets for a family of four for the IFS Cloud Cable Car.

2. 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.

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

3. Our scorecard

Our role is to enable London to move safely and sustainably, in line with the goals of the Mayor's Transport Strategy (MTS). This includes increasing the attractiveness of public transport and making cycling and walking safer, easier and more convenient. Central policies of the MTS is delivering a good public and transport experience.

The information below sets out the relevant quarterly scorecard metrics, accompanying targets and actual performance.

Measure	2024/25 Year-to- date actual	2024/25 Year-to- date target	2024/25 Full-year forecast	2024/25 Full-year target
Customer				
Londoners who agree we care about our customers (%)	59	56	56	56

* Data unavailable due to the cyber incident.

4. Customers

TfL cares about its customers

The proportion of Londoners agreeing with the statement 'TfL cares about its customers' was 61 per cent in Quarter 2 2024/25. This is an increase of four points from Quarter 1 of this year.

The year-to-date score of 59 per cent is three points above the annual target of 56 per cent. The Quarter 2 score in 2023/24 was 53 per cent, while the year-to-date score after Quarter 2 2023/24 was 54 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 63 per cent for this Quarter; like all Londoners, this is also an increase of four points from the previous Quarter. The percentage of disabled Londoners agreeing 'TfL cares about its customers' is 53 per cent for Quarter 2 2024/25, a decrease of three points from Quarter 1 of this year.

Through analysis, we have identified the five key drivers that have the most influence on Londoners' perception of whether 'TfL cares about its customers'. These are:

- (a) TfL is an organisation I can trust
- (b) TfL supports customers when things go wrong
- (c) TfL communicates openly and honestly
- (d) TfL is investing to improve my journeys
- (e) TfL treats its customers fairly

Scores for all five key drivers increased in Quarter 2 compared to Quarter 1 2024/25. That increase is larger when comparing Quarter 2 2024/25 to Quarter 2 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. Supporting customers when things go wrong continues to perform less well than the other drivers.

Satisfaction

Public Transport Customer Satisfaction Score (CSS) and overall satisfaction for individual modes remained broadly stable in Quarter 2, with no significant changes.

Public Transport CSS remained at 76 points. The overall satisfaction score for London Underground was 76, Bus was 77, London Overground was 78, Elizabeth line was 81 and Docklands Light Railway (DLR) was 77 points.

For the London Overground, satisfaction with helpfulness/general attitude of staff at stations increased significantly to 72 points, the highest score to date. Satisfaction with availability of seats on train also increased this Quarter, up two points to 74.

There were expected seasonal changes in satisfaction with temperature on London Underground, Bus and DLR.

All other on mode and at station/stop metrics were stable.

Calls

Our contact centres have been actively recovering from the recent cyber incident, providing essential support to customers who have been unable to access their accounts or some of our systems. Despite these challenges, we continue to offer on-the-go travel information. This includes assisting those applying for concessionary travel, such as Zip Oyster cards, who were unable to submit applications during the incident, and contactless customers who were unable to access their online accounts. We have begun the processing of over 200,000 delayed applications.

Additionally, we have started following up with customers who had to use other payment methods, such as adult Oyster cards and contactless payment cards, while waiting for their new concessionary cards, and we have begun the refund process. While prioritising customers who have been waiting the longest may impact our service levels, we are making steady progress in clearing backlogged contacts and resuming normal service. Our Visitor Centres are now focusing on the festive period, anticipating an increase in visitors and preparing to offer support and advice to travellers around the capital.

General Contact Centre calls

Telephone demand was up eight per cent on last Quarter, having received 539,919 calls, but remained down seven per cent on the same period last year. The increase was due to the annual photocard peak, which typically causes a rise in Quarter 2.

Correspondence remained broadly similar to Quarter 1, with 221,746 contacts received, but was 10 per cent lower than in Quarter 1 of the previous financial year.

The average speed of answer has risen, up 115 per cent on Quarter 1, at 624 seconds but remains six per cent lower than the same time last year, this rise is due to our photocard peak period, with customers requesting support with their applications ahead of the start of the academic year. Additionally, abandonment rates fell 25 per cent, landing on 8.46 per cent for the last Quarter and was also 13 per cent lower than last year.

The split between Telephony and Correspondence remains fairly stable with a slight swing toward Telephony on last Quarter, with 71 per cent of demand coming in by phone and 29 per cent as correspondence.

Road charging and Ultra Low Emission Zone (ULEZ)

Capita's Road User Charging Contact Centre continues to perform well within contractual targets. The average speed of answer for Quarter 2 is 67 seconds and the call abandon rate is three per cent against a target of no more than 12 per cent of calls. Call volumes so far this year are consistent with pre-ULEZ expansion levels.

Past five quarters

- (a) In Quarter 2 2023/24 there were 394,805 calls received; 377,087 calls answered; four per cent of calls abandoned and an average speed of answer of 80 seconds.
- (b) In Quarter 3 2023/24 there were 389,598 calls received; 376,651 calls answered; three per cent of calls abandoned and an average speed of answer of 50 seconds.
- (c) In Quarter 4 2023/24 there were 384,158 calls received; 376,449 calls answered; two per cent of calls abandoned and an average speed of answer of 32 seconds.
- (d) In Quarter 1 2024/25 there were 265,210 calls received; 261,711 calls answered; one per cent of calls abandoned and an average speed of answer of 25 seconds.
- (e) In Quarter 2 2024/25 there were 271,697 calls received; 263,966 calls answered; three per cent of calls abandoned and an average speed of answer of 67 seconds.

Past five years

- (a) In 2020/21 there were 1,145,772 calls received; 1,093,382 calls answered; five per cent of calls abandoned and an average speed of answer of 63 seconds.
- (b) In 2021/22 there were 1,590,871 calls received; 1,518,973 calls answered; five per cent of calls abandoned and an average speed of answer of 48 seconds.
- (c) In 2022/23 there were 1,251,212 calls received; 1,222,640 calls answered; two per cent of calls abandoned and an average speed of answer of 46 seconds.
- (d) In 2023/24 there were 1,421,749 calls received; 1,371,100 calls answered; four per cent of calls abandoned and an average speed of answer of 65 seconds.
- (e) In 2024/25 there have been 536,907 calls received to date; 525,677 calls answered; two per cent of calls abandoned and an average speed of answer of 46 seconds.

Taxi and private hire

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

Call volumes in Quarter 2 2024/25 have decreased compared to Quarter 1. The average speed to answer is 26 seconds and the abandoned rate remains the same

as Quarter 1. The service continues to operate seven days a week with a good service.

Past five quarters

- (a) In Quarter 2 2023/24 there were 56,006 calls received; 54,152 calls answered; two per cent of calls abandoned and an average speed of answer of 50 seconds.
- (b) In Quarter 3 2023/24 there were 70,477 calls received; 68,033 calls answered; two per cent of calls abandoned and an average speed of answer of 67 seconds.
- (c) In Quarter 4 2023/24 there were 64,970 calls received; 63,625 calls answered; one per cent of calls abandoned and an average speed of answer of 40 seconds.
- (d) In Quarter 1 2024/25 there were 55,931 calls received; 54,849 calls answered; one per cent of calls abandoned and an average speed of answer of 39 seconds.
- (e) In Quarter 2 2024/25 there were 52,765 calls received; 52,176 calls answered; one per cent of calls abandoned and an average speed of answer of 26 seconds.

Past five years

- (a) In 2020/21 there were 222,291 calls received; 158,847 calls answered; 29 per cent of calls abandoned and an average speed of answer of 896 seconds.
- (b) In 2021/22 there were 235,135 calls received; 225,445 calls answered; four per cent of calls abandoned and an average speed of answer of 111 seconds.
- (c) In 2022/23 there were 346,552 calls received; 280,767 calls answered; 19 per cent of calls abandoned and an average speed of answer of 870 seconds.
- (d) In 2023/24 there were 252,810 calls received; 246,163 calls answered; two per cent of calls abandoned and an average speed of answer of 48 seconds.
- (e) In 2024/25 there have been 108,696 calls received to date; 107,025 calls answered; one per cent of calls abandoned and an average speed of answer of 33 seconds.

Complaints

London Underground complaints remained the same as last Quarter at 0.98 per 100,000 journeys and is currently 14 per cent lower than last year. It is worth noting

that maintaining the level of complaints was achieved against an increase in journeys.

The DLR and London Overground both saw increases in complaints (35 per cent and 49 per cent rises respectively). Lifts and escalators complaints were the main driver for DLR, while complaints about station staff and delays were the main aspects our customers complained about on London Overground.

The Elizabeth line saw journeys rise 11 per cent yet complaints still fell 25 per cent on last Quarter and are currently tracking 20 per cent lower than last year. Trams also reported a four per cent fall in complaints too, though this was against a reduction in journey numbers.

London Buses saw a slight (four per cent) increase in complaints per 100,000 journeys over last Quarter, though is currently tracking one per cent higher than last year overall. The main drivers for complaints on Buses remains staff.

Taxi and Private Hire both saw slight increases, with both rising six per cent over last Quarter; in both cases the main cause for complaint remains drivers.

We are anticipating a rise in complaints for Quarter 3; this is based on the current issues we are facing as a result of the cyber incident, combined with us entering the peak for photocard renewals.

Commendations

Overall commendations rose five per cent on last Quarter, with 1,188 received, but were one per cent lower than this time last year.

The most significant rise was seen on Buses, with commendations increasing 14 per cent over Quarter 1 (84 more) and six per cent higher than the same time last year. The Elizabeth line also saw improvements this Quarter, up six per cent on last Quarter and eight per cent on the previous year. London Underground and Overground both recorded slight falls on both last Quarter and the last financial year.

The remaining modes all saw drops in commendations, though at such low volumes that they are less significant to the overall picture.

Ticketing system availability (per cent)

In Quarter 2 2023/24 the actual overall availability of the London Underground ticketing system was 98.92 per cent which was a +0.92 per cent variance to the target and a -0.06 per cent variance to last year.

In Quarter 2 2024/25 the actual overall availability of the London Underground ticketing system was 99.29 per cent which was a +1.09 per cent variance to the target and a +0.37 per cent variance to last year.

In Quarter 2 2023/24 the actual overall availability of the London Buses bus validation system was 99.65 per cent which was a +0.65 per cent variance to the target and a 0.00 per cent variance to last year.

In Quarter 2 2024/25 the actual overall availability of the London Buses bus validation system was 99.80 per cent which was a +0.80 per cent variance to the target and a +0.15 per cent variance to last year.

Targets were exceeded for both London Underground and Buses in this quarter and year to date. Compared with Quarter 2 last year, there has been a further move to use contactless instead of Oyster.

Digital

Our focus remains the integration of Oyster and contactless card management functionality into the TfL Go app, however due to the cyber incident, release is now expected in Quarter 3 2024/25. We will also release updates in our customer facing digital channels to align with the London Overground rebrand in November. Work also continues towards a new status updates page on our website, and migrating our website onto a new, modern content management system.

See below stats for TfL Go:

- (a) 42.9 million average monthly screen views of TfL Go app (up 17.5 per cent on Quarter 2 2023/24)
- (b) 958,000 average monthly unique users of TfL Go app (up 24.8 per cent on Quarter 2 2023/24)
- (c) 3.6 million average monthly unique TfL website users (down 1.9 per cent on Quarter 2 2023/24)
- (d) 58.3 million average monthly page views of TfL website (down 29.2 per cent on Q2 2023/24).

Travel Demand Management

Sustainable commuting

The Travel Demand Management team collaborates with local employers to help their employees make more sustainable commuting journeys. Based on feedback from business, we recently refreshed our Travel Guidance for Businesses webpage, which now includes new videos offering useful tips for better journeys to work, on topics such as journey planning advice and information on quieter times to travel.

During the summer, we collaborated directly with employers, such as Guy's and St Thomas' NHS Foundation Trust and London City Airport, to support trials aimed at encouraging employees to commute more sustainably. Businesses have incentivised travel to encourage people to change their travel habits, and we are involved in monitoring the impact and outcomes so we can share the cases studies.

Notting Hill Carnival

Notting Hill Carnival returned in August, attracting thousands of people to London. Our demand management campaign encouraged Carnival-goers to use larger stations, such as Paddington, to travel to the event, easing pressure on the smaller stations nearby. We also collaborated with Google Maps for the first time to promote specific travel advice in the Carnival area. This multi-channel approach reached

millions of customers, with an increase in passenger numbers at Paddington suggesting that our travel advice was effective.

A40 Westway slip road closures

In July, one of a series of safety-critical projects got under way on the A40 Westway. This required several road closures in and around the Westway, a key route into central London.

To minimise disruption, the A40 Westway was closed in only one direction at a time. We implemented a travel demand management campaign to mitigate further impacts on Londoners, successfully encouraging drivers to use alternative routes. As well as notifying customers through email and social media, the campaign used paid marketing along the route, reaching over 100,000 daily road users.

Campaigns

Campaigns – customer information email volumes

Past five years

- (a) In 2019/20, we sent 205 million emails to customers as part of 1,101 customer email campaigns.
- (b) In 2020/21, we sent 211 million emails to customers as part of 685 customer email campaigns.
- (c) In 2021/22, we sent 226 million emails to customers as part of 950 customer email campaigns.
- (d) In 2022/23, we sent 302 million emails to customers as part of 625 customer email campaigns.
- (e) In 2023/24, we sent 275 million emails to customers as part of 821 customer email campaigns.

In 2024/25, we have sent 94 million emails to customers so far as part of 333 separate customer email campaigns. This would have been a significantly lower number of email sends, but two campaigns about the cyber incident accounted for over 14 million of the 94 million.

Marketing Campaigns

Workplace violence and aggression

Operational and customer-facing staff across the organisation regularly voice concerns that workplace violence and aggression (WVA) is rising, and that staff morale is low.

There is continually an array of work across TfL to combat WVA, and with a continued concern for staff's safety, on 19 August we introduced a new campaign to aid the ongoing work and further tackle WVA.

The campaign adopts a firm, direct tone of voice emphasising anyone who abuses our staff will face consequences and spotlighting successful prosecutions where perpetrators have been caught and faced penalties for their actions. This new approach aims to reassure staff that TfL will support them and will push for the strongest penalties, alongside challenging perpetrators by focusing on the certainty of getting caught. The multi-channel campaign launch included posters in stations ticket halls and bus stops, upweighted at hotspot areas, social media activity, continued employee comms articles to support staff in their role, a variety of stakeholder communications and national, local and trade press activity.

Cycle Sundays

Our TfL Cycle Sundays campaign, which encouraged non-cyclists to have a go at cycling on a Sunday, finished at the end of September. Advertising for the campaign promoted a range of support, including more 76 leisure routes, cycle training and special offers from TfL and partners which could be accessed via our website. A free Santander Cycles Day Pass was also available every Sunday in June. This resulted in 5,586 redemptions (63 per cent of which were new customers).

Travel for Life website launch

TfL Travel for Life is our accreditation programme to support schools to reduce car use, increase active travel and improve safety. We launched a new website in September in time for schools returning from the summer break. The new website has improved functionality, new features to make it easier to take part and inspirational content to help share the benefits of the programme with new schools, communities, and parents.

TfL Purpose campaign

Our Purpose campaign was relaunched, running from 8 to 25 August. The campaign continued to communicate our plan to make sustainable transport in London better for everyone by informing Londoners about the customer benefits of the improvements we have already made and are making, as well as our future plans. The advertising ran across TV, online video, radio and digital channels as well high-impact posters across our own network. The campaign supports both long- and short-term revenue generation and TfL's Customer Care metric.

Consultations

There were eight consultations this quarter:

- (a) Cycleway 9 – West Syon to Brentford
- (b) Changes to the 14, 414 bus route between Putney and central London
- (c) Trial of a new 310 bus route, operating between Golders Green and Stamford Hill Broadway
- (d) Changes to the 45, 118 and 59 bus routes in south London
- (e) Bus priority scheme in Lee High Road
- (f) Changes to the junction on A205 Brownhill Road/Torridon Road for three new pedestrian crossings
- (g) Safe and Healthy Streets improvements at Hogarth Roundabout
- (h) Silvertown Tunnel and Blackwall Tunnel user charges

We are planning to launch nine consultations in Quarter 3.

Bus Route changes and proposals

From 26 October 2024, bus route U2, which operates between Uxbridge station and Brunel University began serving Oak Farm Estate in North Hillingdon at all times rather than just between 09:30 and 16:30 Monday to Saturday, following a consultation that took place in late 2023.

We also increased frequencies on route U4 on 26 October, which operates between Hayes and Uxbridge, all day on Sundays, all evenings and Saturday early mornings. From Saturday 2 November, we increased frequencies on all days of the week on route 370, which runs between Lakeside Shopping Centre and Romford, to meet current and expected demand.

We ran a number of consultations covering bus services in central London to better match capacity to current and expected demand. These include proposing to merge bus routes 14 and 414, with the 414 no longer running. The 414 currently operates between Putney Bridge station and Marble Arch on a similar route to the 14. Route 14 would continue to run between Putney Heath and Russell Square and frequencies would be increased at all times. This consultation ran from 2 September to 13 October 2024.

We also launched our consultation on proposals during this time to make changes to routes 45, 59 and 118 between Elephant & Castle, Camberwell, Brixton, Clapham Park, Streatham and Morden. Route 45 currently operates between Elephant & Castle and Clapham Park; we propose to operate the 45 between Camberwell Green and Morden. The section of the restructured 45 between Brixton and Morden would be the same routeing as current 118 which would no longer run. To maintain links between Brixton, Brixton Hill and Clapham Park we are proposing to change route 59, which currently operates between St Bartholomew's Hospital and Streatham Hill, so it runs between St Bartholomew's Hospital and Clapham Park.

On 21 October 2024, we launched a consultation to restructure routes 30 and 205, we are proposing shortening route 30 so it runs only between Hackney Wick and Euston instead of to Marble Arch. To cover links between Euston and Marble Arch we would restructure route 205 so it runs between Mile End and Marble Arch following the current 30 west of Euston instead of running between Mile End and Paddington.

Route 27 will continue to provide links between Warren Street, Baker Street and Paddington. This consultation closes on 2 December.

A consultation on a proposal to shorten the 343 slightly at its northern end launched on 28 October and closes on 6 December, this would shorten the route, so it runs between New Cross and Tower Gateway instead of between New Cross and Aldgate. Routes 42 and 78 will continue to maintain links between Tower Bridge and Aldgate. We are also proposing to change the routeing of the 15 around Aldgate bus station to improve interchange.

On 4 November, we launched a consultation on a proposal to shorten bus route 452 so it runs between Vauxhall and Notting Hill Gate instead of Vauxhall and Kensal Rise. It currently only runs as far as Ladbroke Grove. Route 52 will continue to

provide links between Knightsbridge, Notting Hill Gate, Ladbroke Grove and Kensal Rise. This consultation closes on 13 December 2024.

London Assembly scrutiny

For the period covered by this report, the Assembly scrutiny sessions that took place, which are relevant to TfL included:

- (a) 10 July 2024: the London Assembly Transport Committee
- (b) 11 July 2024: the London Assembly Oversight Committee
- (c) 18 July 2024: Mayor's Question Time
- (d) 23 July 2024: the London Assembly Budget and Performance Committee
- (e) 3 September 2024: the London Assembly Transport Committee
- (f) 5 September 2024: Assembly Plenary – Transport
- (g) 12 September 2024: Mayor's Question Time