

Appendix 3

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

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1. Introduction

Summary within the Quarter

Journey time data for Quarter 2 is unavailable due to the cyber security incident, however, we have included the summary of the performance for Quarter 2.

On 4 November 2024, we introduced a new timetable on the DLR to address the service challenges as a result of the speed restrictions we introduced on some sections of the DLR. The new timetable will see services return to broadly the same levels before the speed restriction.

We continue to work on the recovery of our Central line fleet to improve the service we deliver for our customers.

Trip requests on Dial-a-Ride continue to increase steadily and we had the highest trip request fulfilment levels since the booking and scheduling system has been in place.

We reached an agreement on a range of measures to address pay issues for London Trams workers with Unite the Union. As a result, strike action on the tram network was suspended in July.

Summary of key performance issues outside the Quarter

The Elizabeth line won the Stirling prize at the highly prestigious Royal Institute of British Architects awards for architecture and the design of an inclusive and cohesive transport system. This is one of the most prestigious architectural awards in the UK and is a great testament to all who have worked on this great addition to our network.

During Period 8 (13 October to 9 November), the Elizabeth line had its best performance since the commencement of through running.

In October, the rollout of the additional e-bikes concluded bringing the total fleet to 2,000. The Santander Cycles e-bikes continue to be extremely popular, with more than 1.5 million e-bike hires. Santander Cycles offers students and recent graduates a 25 per cent discount on an annual subscription. September saw the best ever month for redemptions of the student concession with 750 subscriptions.

We supported London Poppy Day activity across our network. Poppy decals were displayed on the front of a number of London Underground, Overground, DLR and Elizabeth line trains as well as Trams. Ten gondolas on the Cable Car and a number of buses were wrapped with the poppy design. London Underground, Victoria Coach Station, and some of the London Overground stations featured poppy-themed roundels.

On 20 November, we introduced our first end to end electric bus 'opportunity charging' trial on route 358. The new, stylish, tram-like buses powered by pantograph runs between Crystal Palace and Orpington on one of London's longest bus routes. The forward-thinking pantograph technology allows fast, high-power top-

ups of the new buses at each end of the 15-mile journey, without requiring drivers to return to garages to recharge.

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.

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.

Rail journey time

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

Scheduled services operated

Victoria Coach Station departures

This measure shows the number of scheduled coaches departing from Victoria Coach Station.

Dial-a-Ride

The proportion of journey requests the on-demand team was able to fulfil.

London 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.

Santander Cycles

This measure shows hires made from a docking station through keys, mobile app and code for longer than one minute.

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 are delivering a good public and transport experience.

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

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)	*	26.4	*	26.6
Bus journey time (minutes)	*	33.9	*	34.1
Rail journey time – Elizabeth line, Trams, DLR, London Overground (minutes)	*	26.9	*	27.1

*Data unavailable due to cyber security incident.

4. Operations

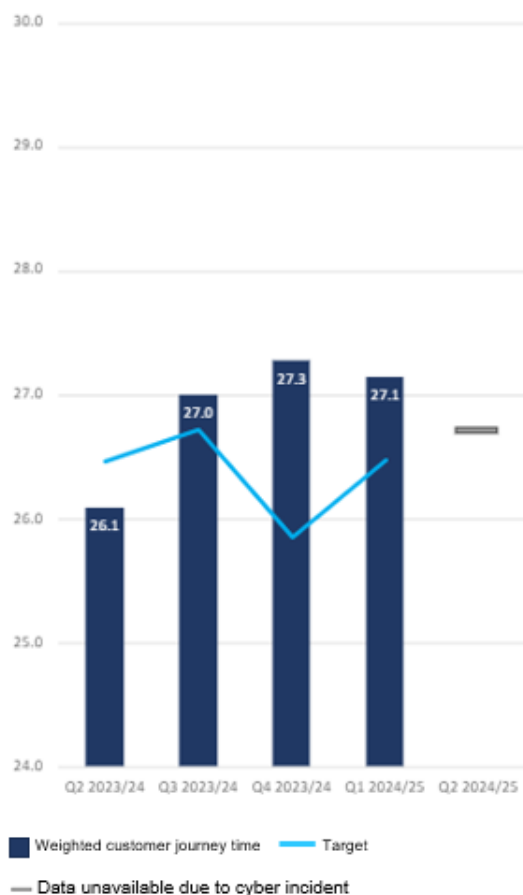
Providing safe, clean and reliable services to our customers

London Underground journey time

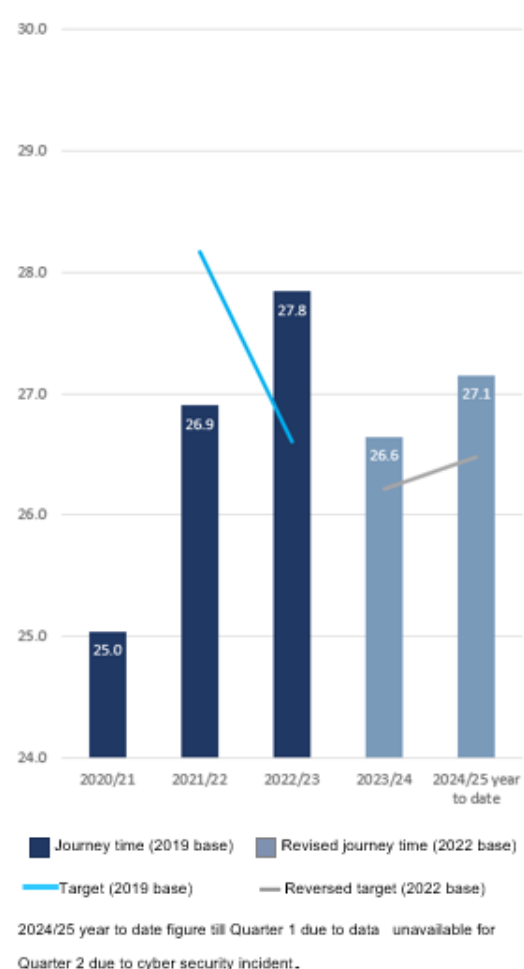
This is a demand-weighted average of all Tube customer journey times and is comprised of wait time and in-vehicle time. Actual (clock) times are weighted by customers' perceived values for waiting on platforms, platform crowding, on-train crowding, being unable to board (left behind), and on-train delays.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

London Underground journey time

Past five quarters (minutes)



Annual trend (year to date)



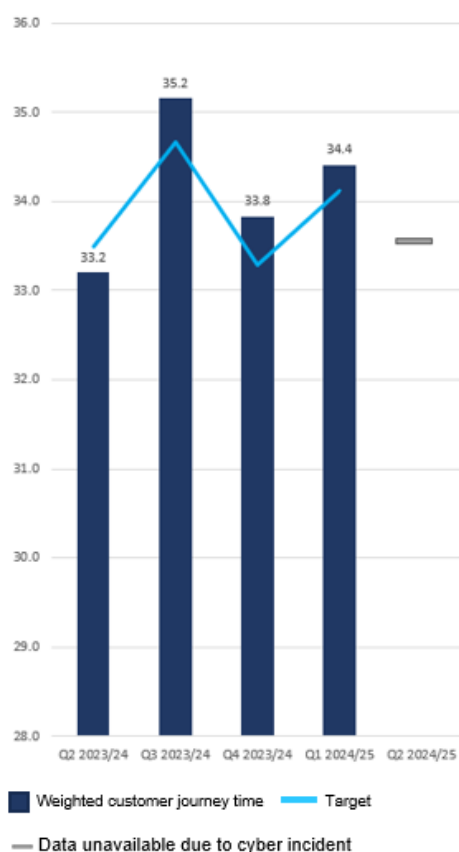
Fleet and train operator availability remain the biggest drivers of London Underground journey time. Significant progress has been made with fleet availability on the Northern and Central lines. While challenges persist on the Jubilee line, our engineering teams actively worked with our supply chain to improve the availability of key parts. Train Operator availability continues to improve, with a reduction in train cancellations compared to last year.

Bus journey time

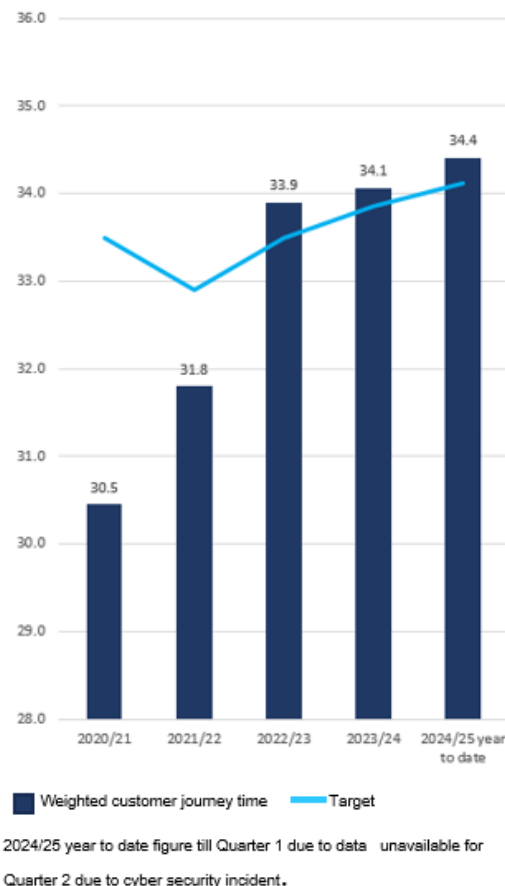
We measure the average time our passengers spent on their bus journey, which is an accumulation of all stages of a customer's journey, in minutes. It enables us to monitor the performance of our bus service from the perspective of our customers. Quicker and more reliable journeys are likely to make public transport more competitive with private transport.

Bus journey time

Past five quarters (minutes)



Annual trend (year to date)



We are operating in a challenging environment on the road network as congestion increases and we have experienced disruption both from localised roadworks and major schemes that lead to traffic diversions and can impact on buses across a wide area. While performance data is unavailable, we continue to deliver initiatives to improve bus speeds and mitigate delays on the road network.

We focus on improving bus speeds in partnership with our operators and London boroughs. There are over 20 workstreams contributing to this with high-priority workstreams including:

- (a) Further deployment of bus priority at signalised junctions
- (b) Migration to a new traffic control system

- (c) Multiple measures to improve the management of road networks to minimise impact on buses, including the expansion of Lane Rental across London
- (d) Optimising schedules including better use of technology in identifying possible improvements
- (e) Continuing to implement new bus lanes toward our Bus Action Plan target of an additional 25km of bus lanes by the end of this financial year (11km delivered to date)

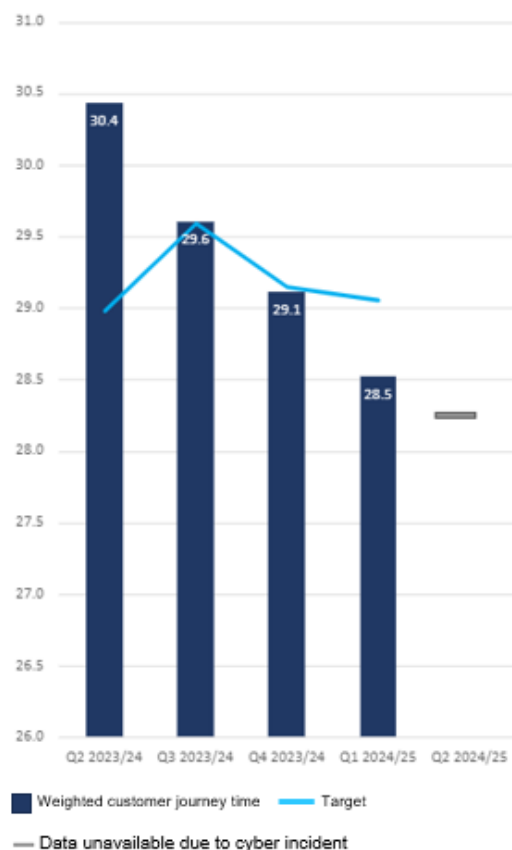
These measures will improve reliability as well as speeds, contributing further to the Journey Time Measure. Work continues with our operators to address mechanical issues on buses to ensure the availability of vehicles is as high as possible.

Rail journey time

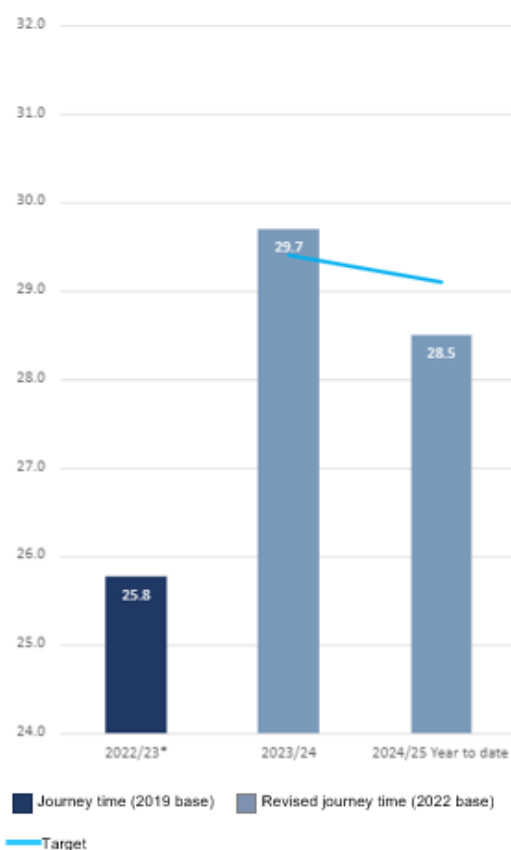
We measure the average time our passengers spent on their Rail journey, which is an accumulation of all stages of a customer's individual journey, in minutes. This enables us to monitor the performance of our rail service from the perspective of our customers. Quicker journeys are more likely to encourage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

Elizabeth line journey time

Past four quarters (minutes)



Annual trend (year to date)

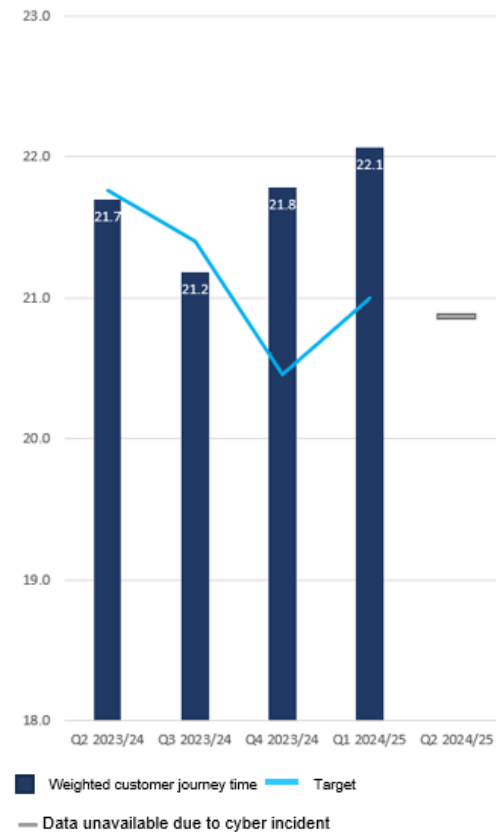


2024/25 year to date figure till Quarter 1 due to data unavailable for Quarter 2 due to cyber security incident.

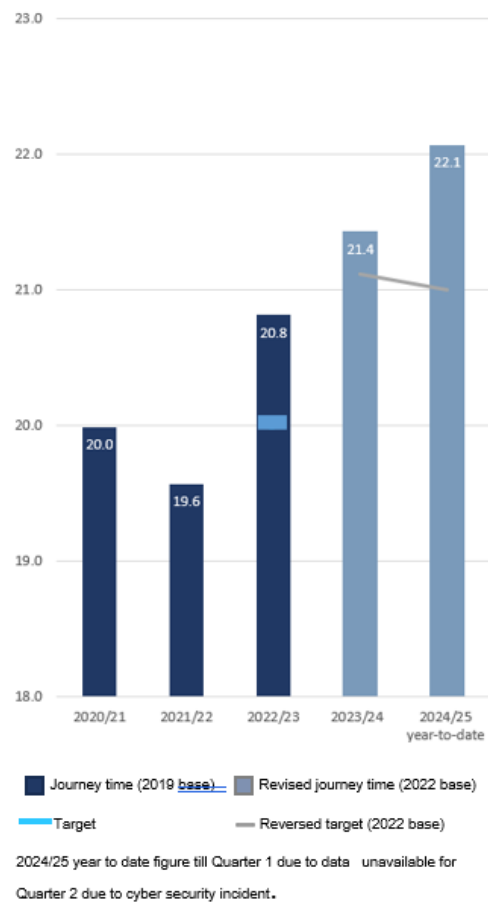
Progress continues in terms of the reliability of the Class 345 trains, with the impact of faults sharply reduced compared to earlier in the year. Work continues with Network Rail Western to facilitate improvements through their 'Project Brunel' programme. Recent work has focused on improving track condition, with extra access for Network Rail engineers on evenings and weekends to resolve long standing issues. These initiatives should lead to higher reliability going forward.

Trams journey time

Past five quarters (minutes)



Annual trend (year to date)



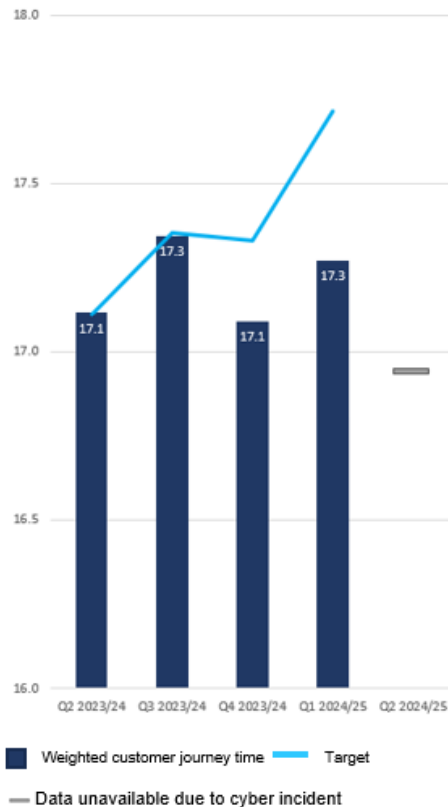
Performance has improved this quarter. Customer journey time continue to reflect ongoing fleet issues, resulting in a reduced timetable due to lack of availability of trams and defective trams being taken out of service. We are working closely with Alstom and other key suppliers to agree on the reliability improvements by sourcing key spare components which are approaching obsolescence. This will improve overall availability and in turn improve performance and reliability.

On 7 and 8 September, essential engineering works to replace worn-out rail tracks was completed between Dundonald Road and Wimbledon. On 1 August and 15 September, Croydon Town Centre was closed to replace defective rail within the embedded section of the track.

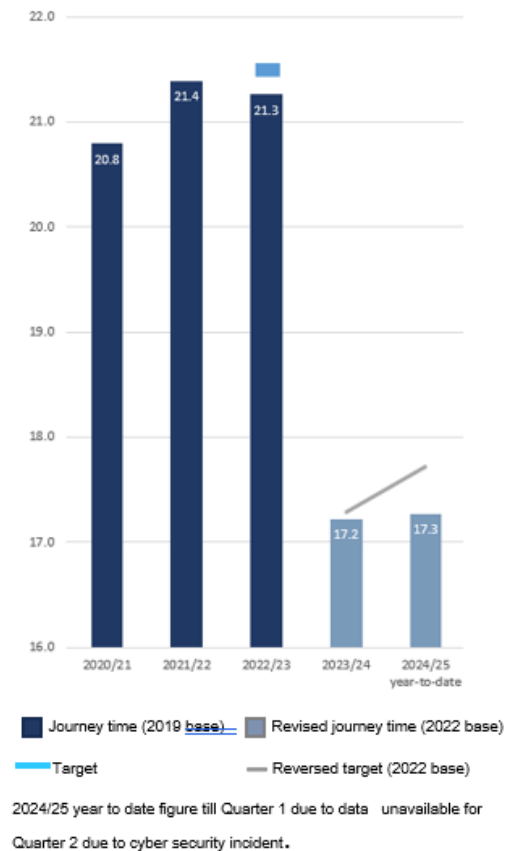
We reached an agreement on a range of measures to address pay issues for London Trams workers with Unite the Union. This led to strike action on the tram network being suspended in July.

DLR journey time

Past five quarters (minutes)



Annual trend (year to date)



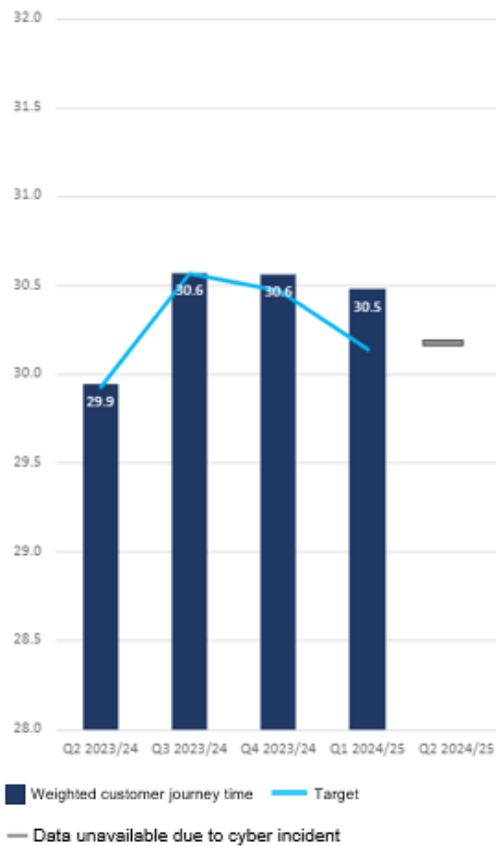
We awarded KeolisAmey a new eight-year contract to operate and maintain the DLR, a franchise they have successfully run for the past 10 years. Following a competitive tendering process, the new contract focuses on delivering a number of key improvements to help deliver a better customer experience and meet future projected demand for services. The key improvements include enhancements to timetables to support population growth across the network and fully rolling out Access DLR, which is a free travel assistance service for anyone over 18 who needs extra support.

We have been managing the impacts of speed restrictions introduced in August 2024 after an issue was discovered with the signalling system. Despite this, services have been running to all destinations and we are implementing a revised timetable in November which will provide greater consistency for customers including restoring through running from Stratford to Lewisham in the weekday peak periods.

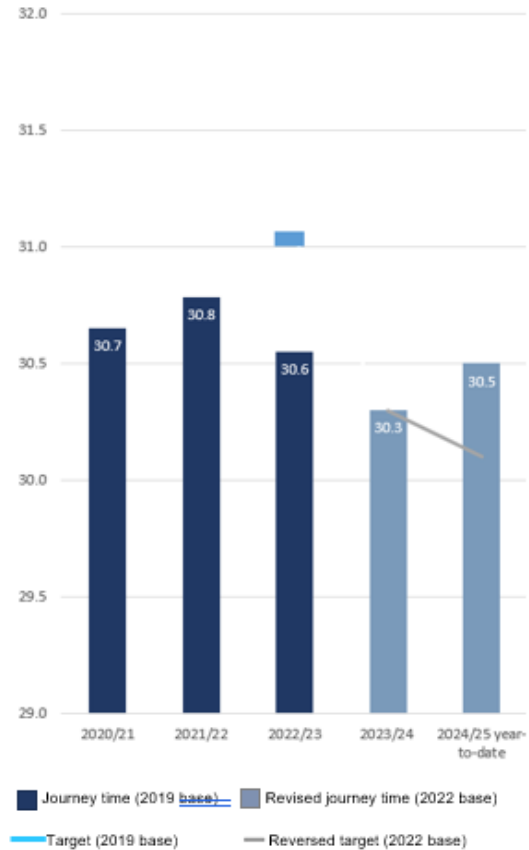
We also commissioned the new Northern sidings at our main depot at Beckton this quarter. This is the first of several major depot expansions to get us ready to stable, maintain and launch our new fleet of DLR trains.

London Overground journey time

Past five quarters (minutes)



Annual trend (year to date)



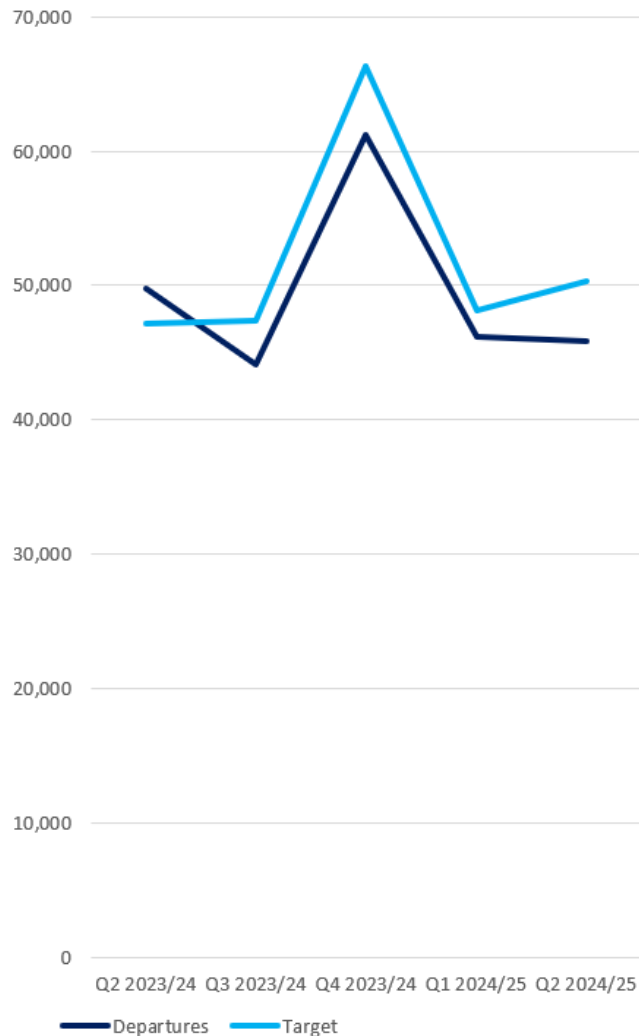
Work continues with Arriva Rail London and Network Rail to improve performance on the Mildmay line. The challenges on the Mildmay line are the result of poor asset reliability, particularly between Willesden Junction and Richmond. The Camden Stabilisation plan is underway to address key asset performance on the Richmond branch. Network Rail has also successfully delivered the Chingford and Watford to Euston/Lioness line blockades which has seen an improvement to assets on the Weaver and Lioness lines.

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

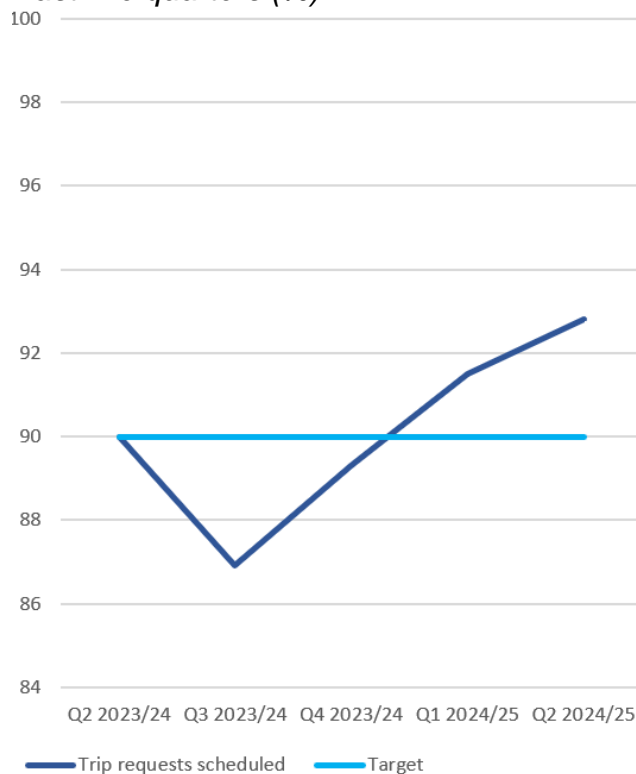
Past five quarters (thousands)



Departures for the last quarter showed a decrease compared to the same quarter last year. This is due to a reduction in departures from some of our operators earlier than anticipated for the autumn season, however there are still high loadings. Services for domestic and international showed an eight per cent decline. Our coaches team continues to support all operators across the UK and international networks.

Dial-a-Ride trip requests scheduled

Past five quarters (%)

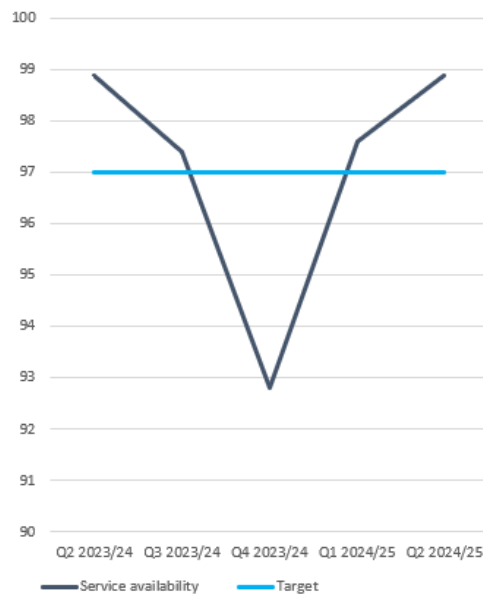


We continue to experience steady growth on trip requests, with demand over eight per cent higher than the same quarter last year. The booking and scheduling system has been in place for nearly a year and has brought clear benefits leading to the highest ever trip request fulfilment levels. Over 20 per cent of all journeys are booked through the Rider Apps which is twice the anticipated rate, showing customer value on this new channel.

We continue to work with the service provider to improve some elements of the system, such as the mapping and routing, to bring further efficiencies. The recent cyber security incident led to some temporary issues, including the inability to book new trips over the phone for three days, though we were able to deliver all pre-booked trips and those made through the Apps. The incident also led to a backlog in processing new membership applications which has now been resolved.

IFS Cloud Cable Car availability

Past five quarters (%)



During the quarter, the IFS Cloud Cable Car performed well with 98.8 per cent availability, where we were unable to run a service for limited time, this was due to large vessels passing beneath the cable way, crane operating near the cable way and weather conditions.

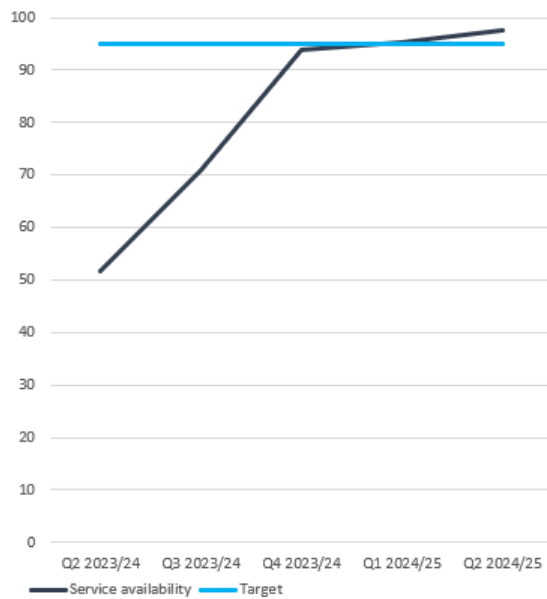
In July, we launched off-peak pricing and advanced purchase ticket discounts, which are aimed at increasing customer journey numbers and revenue.

The cable car also marked Pride month by wrapping 10 gondolas – for the first time – in the 'Every Story Matters' livery.

During the period the cable car hosted a number of events including a circus-themed campaign throughout the school summer holidays to help entertain waiting customers while they queued and to celebrate Emergency Services Day, the cable car offered a free ride to all emergency service workers as a token of appreciation for everything they do to keep our communities safe.

Woolwich Ferry availability

Past five quarters (%)

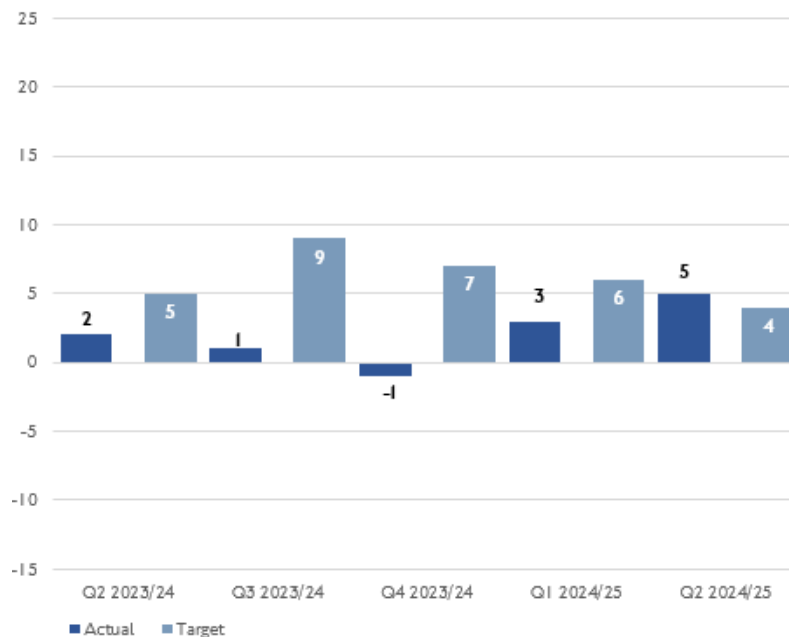


Woolwich Ferry availability was above target at 97.6 per cent this quarter, compared to 51.8 per cent in the same quarter last year. The recent introduction of a two-vessel service at the weekend has doubled the frequency, helping to reduce waiting times and offer better and more reliable connections.

Roads

Road disruption

Past five quarters (%)

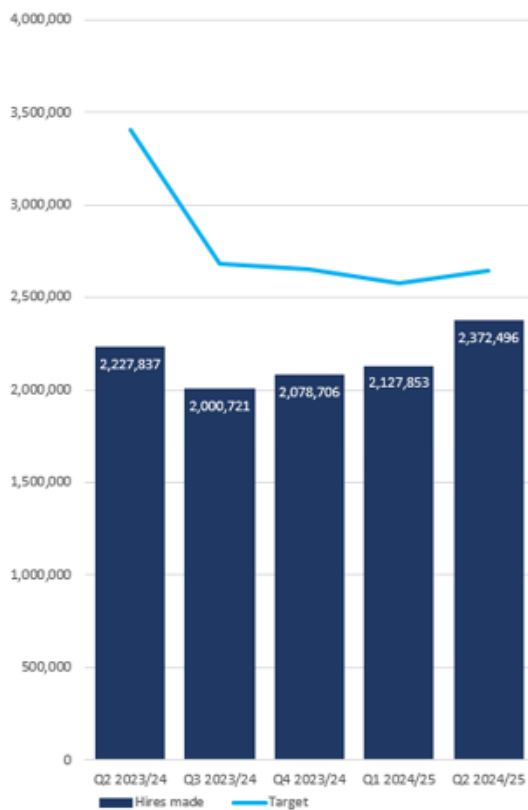


This quarter saw four per cent increase in disruption on our roads better than the target of five per cent. The key drivers were long-term road works on the A40 at Westway, HS2, utility works on the A406 at various locations and works on Farrington Street.

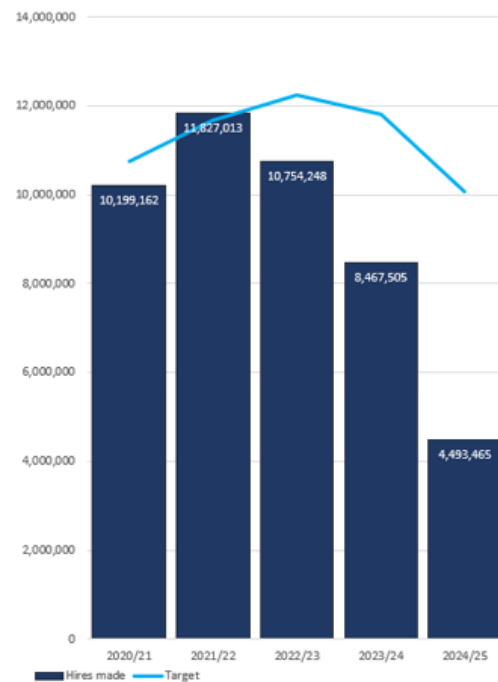
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Hires made

Past five quarters (millions)



Annual trend (year to date)



Hires this quarter were seven per cent higher than the same quarter last year. Hires were higher among all groups. They were especially boosted by the introduction of more e-bikes to the scheme. Throughout the quarter more e-bikes were added bringing the total fleet size to 2,000. E-bike hires were 78 per cent higher than the same quarter last year. Hires from casual customers increased by two per cent with member hiring six per cent higher.

Over 4.5 million hires have taken place so far this year. This is 14 per cent lower than target. Lower than anticipated hires last quarter, particularly from casual customers, have resulted in hires falling below target.