

Safety, Health and Security Quarterly Report

Quarter 4 2024/25

(8 December 2024 – 31 March 2025)

Safety and Security Panel:
19 May 2025



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Interpreting our data

About our data

We publish quarterly safety, health and security data to ensure the most up-to-date understanding of data and performance is available. However, all data presented in the quarterly reports is provisional and subject to change due to ongoing data validation, late reporting, and changes to incident information following investigation. Figures reported are correct at the time of reporting, and the date of data extraction is provided.

Safety and Security data notes and caveats

All safety figures presented consist of the number of injured persons. Where an individual has sustained more than one injury in a safety incident or collision this is counted as one injured person, with the most severe injury counted.

Road safety data for the most recent financial year applies factoring to the raw numbers to produce an in-year estimate. The estimates use a factor to account for late reporting (based on historical trends) as well as a factor to account for the expected changes that occur when the Metropolitan Police Service (MPS) conduct their severity review quality checks (also based on historical trends), usually four to six months after the collisions occurred. Finalised road safety data for the previous calendar year is published each September after all checks with the police and the Department for Transport have been made. Due to these factors being applied, these provisional estimates may differ slightly from the provisional numbers available on our road safety reduction dashboard.

The safety figures in this report consist of injuries that meet our injury definition and are therefore counted against our scorecard. This means that customer safety data excludes injuries related to pre-existing medical conditions and suspected or confirmed intentional self-harm. Colleague safety data includes injuries to both permanent employees and contractors/sub-contractors. Road safety data is processed according to the Department for Transport's STATS19 requirements, and therefore excludes certain incidents, such as injuries that occur on private land.

Data on the security of our customers, colleagues and our organisation are derived from a range of sources. Transport crime statistics have been compiled and published by us for the last 18 years and provide a longitudinal view of the changing patterns of crime and antisocial behaviour. We bring together crimes and incidents reported to the MPS for London's bus network and to the British Transport Police (BTP) for our London Underground and rail modes (Elizabeth line, London Overground, DLR and Tram network) for monitoring our security performance and supporting decision-making in the tasking and deployment of operational officers, police and other resources.

All crime and antisocial behaviour incident data and offences are recorded and published in line with Home Office counting rules and the Code of Practice for Statistics set by the Office for Statistics Regulation. We rely on data from the MPS and BTP as our primary source of insight into transport security.

Bus-related crime data is extracted from the MPS crime reporting system, using a query that extracts bus-related incidents (on a bus, at a bus station or bus stop). As part of the query, it completes searches on words such as bus, bus stop etc. For this reason, it may include some crimes that did not occur on the network. Checks of the data have shown it to be over 90 per cent

accurate. Our definition of bus-related crime is any incident reported at a bus stop, bus station, on a bus or an incident that was initiated on a bus journey. Bus-related crime data is a sub-set of overall crime in London and is included in the crime statistics published for London by the Mayor's Office for Policing and Crime (MOPAC) and the Home Office.

Since the beginning of this financial year, we have not been in receipt of reliable and verified crime data from the MPS because of problems arising from the transfer of data to the CONNECT system and the feeds of data between us and the MPS. Therefore, this report does not contain any data on customer security and only a limited snapshot of data on colleague security derived from our own incident report system. This will be rectified in future reports.

Other published data

You can find an extract of the customer and colleague safety data published in this report in Excel format at this webpage: [Safety, health & environment - Transport for London](#).

Road safety data is published on our road safety data [webpage](#). This includes finalised annual data, a road safety data dashboard updated monthly with provisional data, record-level collision extracts, and FAQs and guidance to our data.

Bus safety [data](#) reported by bus operators is published quarterly on our bus safety data webpage. This includes: a bus safety dashboard, a CSV file with details of all bus injuries and a list of all bus fatalities.

London Underground safety data is provided to the Office of Rail and Road and published in their annual rail safety [national statistics report](#).

Introduction

This report summarises our safety, security and health performance in Quarter 4 of 2024/25. It identifies strategic trends and drivers and describes progress in delivering our improvement programmes in these important priority work areas. The data referenced covers the period from 8 December 2024 to 31 March 2025, unless otherwise specified.

In Quarter 4 we did not meet our customer safety target; but did meet our floor target*. The aggregate figures for 2024/25 indicated we did not meet our annual target – primarily driven by a rise in serious injuries during Quarter 3. This highlights the need for continued focus to prevent future incidents occurring and reduce their severity. Our commitment to safety remains our priority. We implemented several safety measures during this quarter, including prohibiting non-folding e-bikes from most services to mitigate fire risk. The bus customer injury workstream has been strengthened, focusing on reducing slips, trips and falls through various trials and initiatives.

Regarding colleague safety performance: in Quarter 4 we recorded nine serious colleague injuries, exceeding the target of five or fewer. This brings the total for the year, surpassing the annual target, to 28 serious injuries and one fatality*, tragically our colleague who died after being attacked whilst working on the Elizabeth line. Most serious injuries were due to slips, trips and falls, while other injuries included assaults, finger entrapments, and vehicle collisions. The number of serious injuries has increased compared to previous years, and the majority of incidents have taken place on London Underground.

In Quarter 4, there were 328 safety, health, environment (SHE) Leadership Engagement Tours completed, which significantly increased our leadership visibility and engagement across TfL. These tours are designed to enhance safety, health and environmental practices by fostering direct interaction between leadership and frontline staff.

We are committed to preventing violence against our colleagues and supporting those affected. Therefore, conflict management training has been mandated for frontline staff at locations with the highest risks.

In relation to colleague health, the sickness rate in Quarter 4 was 6.2 per cent with mental health issues being the most prevalent cause. The sickness rate shows a downward trend over this quarter. Initiatives to address stress and mental health challenges have been implemented and, in the quarter, we finalised our colleague Wellbeing plan, launched on 8 April.

Despite efforts to improve road safety, Quarter 4 saw an increase in road traffic collisions resulting in deaths and serious injuries (the highest Quarter 4 figures since 2018/19). This included a notable number of fatal collisions involving pedestrians, although overall this year-to-date the number of deaths and serious injuries to pedestrians is lower than last year 2023/24.

The number of people killed or seriously injured on or by a bus in London during Quarter 4 was higher than the target and higher than Quarter 4 in 2023/24. However, for the full financial year (2024/25) bus safety performance has been on target. Bus safety initiatives are continuing to try to reduce bus related injuries and fatalities, with a focus on improving bus design and driver behaviour. The bus customer injury workstream has been strengthened, focusing on reducing slips, trips and falls through various trials and initiatives.

*A clarification and factual correction was made to this data after initial publication

We are dedicated to enhancing safety and security across our network, protecting customers and colleagues and striving towards our long-term safety goal: Vision Zero.

Customer

Safety

Keeping our customers safe is our priority. In Quarter 4, provisional data indicates that we failed to meet our Quarter 4 standard target (59), however we met our Quarter 4 floor target (62).

The total number of customers killed or seriously injured in 2024/25 is 215, including ten fatalities, which is above our target of 194, primarily due to a spike in customer serious injuries in Quarter 3.

Measure	Q4 Target	Q4 Actual
Customers killed or seriously injured	59	61 (including 4 fatalities)

These incidents remind us just how important it is to stay focused on safety at every level, and we are committed to doing all we can to prevent future tragedies.

Customer Safety performance

Data sources: IE2 and IRIS, TfL's safety incident reporting systems, date extracted: 30/04/2025

The data provided in this section is available in our data annex document in a series of data tables which also includes a modal breakdown.

Fatalities

Four customer fatalities sadly occurred on the TfL network in Quarter 4:

- On 11 December 2024, a customer sustained a head injury while descending stairs at Island Gardens DLR station. The customer sadly died in hospital approximately five weeks later.
- On 28 December 2024, a customer who was on board a bus fell as it moved away from a bus stop on Finchley Road. The customer sadly died in hospital approximately one week later.
- On 14 January 2025, a customer fell while on a tram as it negotiated Reeves Corner in central Croydon. Sadly, the customer died in hospital on 8 March.
- On 28 March 2025, a customer fell on the track at Ickenham station and was struck by an arriving train.

Serious Injuries

This quarter there have been 57 serious injuries suffered by our customers across our network. Of these, 23 occurred on a bus, 19 on London Underground, seven on the Elizabeth line, three on London Overground, and the remainder spread across smaller modes. This is one more injury than in the same quarter during the last financial year (56).

Trends and drivers

In 2024/25 we have, sadly, recorded 215 customer deaths and serious injuries (ten fatalities, 205 serious injuries), which is a five per cent increase compared to the same point in financial year 2023/24 (eight fatalities, 196 serious injuries). This increase is primarily driven by the higher number of serious injuries in Quarter 3 compared to financial year 2023/24. The majority of these serious injuries continue to be as a result of slips, trips and falls (70 per cent).

The long-term trend section below includes rates of injuries per million passenger journeys to allow for comparison over time accounting for changes in passenger numbers. The passenger journey data used to calculate this is available on London's data [store](#). This data is currently only available up to the end of Quarter 1 2024/25 (1 April to 22 June 2024). The methodology for calculating injury rates has been refined since the Quarter 3 report to include only injuries that occurred on modes for which passenger numbers are published. As passenger numbers are published for all the largest modes the impact of this methodology change is minimal, but small changes may be seen in the figures published between Quarter 3 and 4.

Fatality long-term trends

At the end of this financial year there have been 10 customer fatalities recorded, which is an increase compared to the previous financial year (eight). Seven of the fatalities so far during this financial year have occurred on London Underground, with the others occurring on DLR, Trams and a bus. This is a similar pattern to 2023/24. However, this differs to the three financial years prior, in which roughly half of customer fatalities took place on London Underground each year.

Six of the fatalities were members of the public who were sadly hit by a train after they had either fallen or walked onto the track. There is an increasing trend of this type of incident and we are reviewing our approach to safeguarding vulnerable customers. The remaining fatalities were customers who suffered head injuries: a bus passenger who fell as the bus moved away from a bus stop, a London Underground customer who fell on station steps, and a DLR passenger who fell on stairs leading to the platform.

Historically, customer fatalities have ranged between zero and five customer fatalities per quarter, with the majority of fatalities since 2017/18 occurring on London Underground (53 per cent of fatalities) or buses (41 per cent of fatalities).

Figure 1: Public transport customer fatalities on the TfL network since 2017/18, by financial

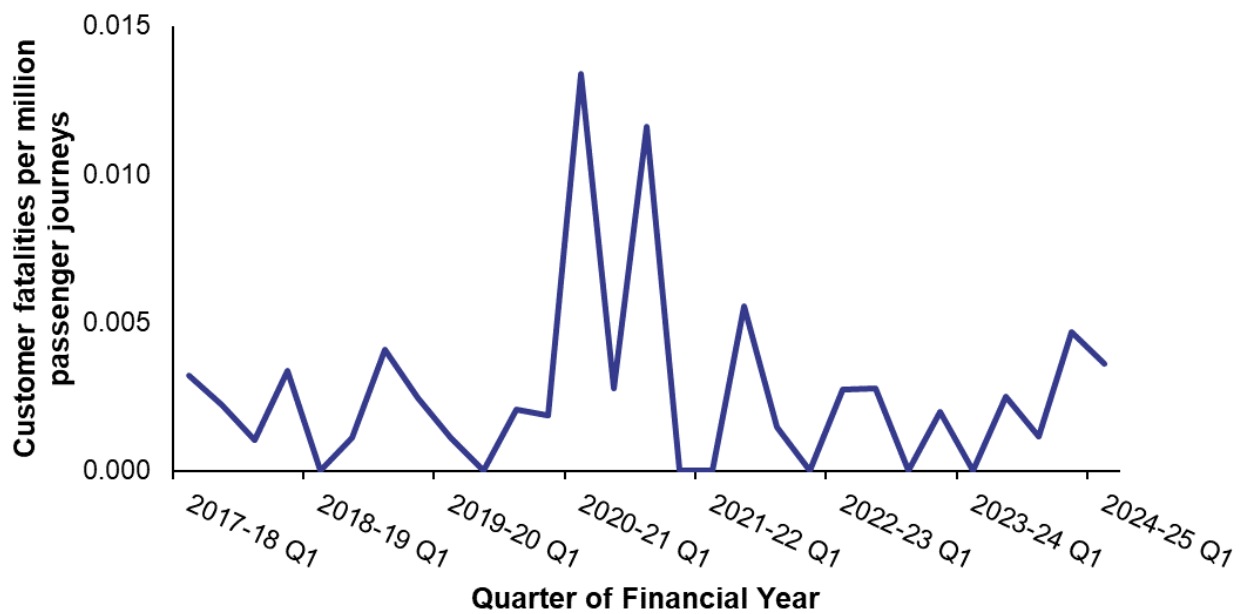


quarter

The rate of fatalities (Figure 2 below) per million passengers has been broadly similar since Quarter 1 of financial year 2017/18, with the exception of a rise in 2020/21 where the calculation of rates was influenced by the low passenger numbers during that period due to the coronavirus pandemic.

In Quarter 1 of the financial year, the rate of fatalities per million passengers was 0.004, which represents one fatality for every 276 million passengers.

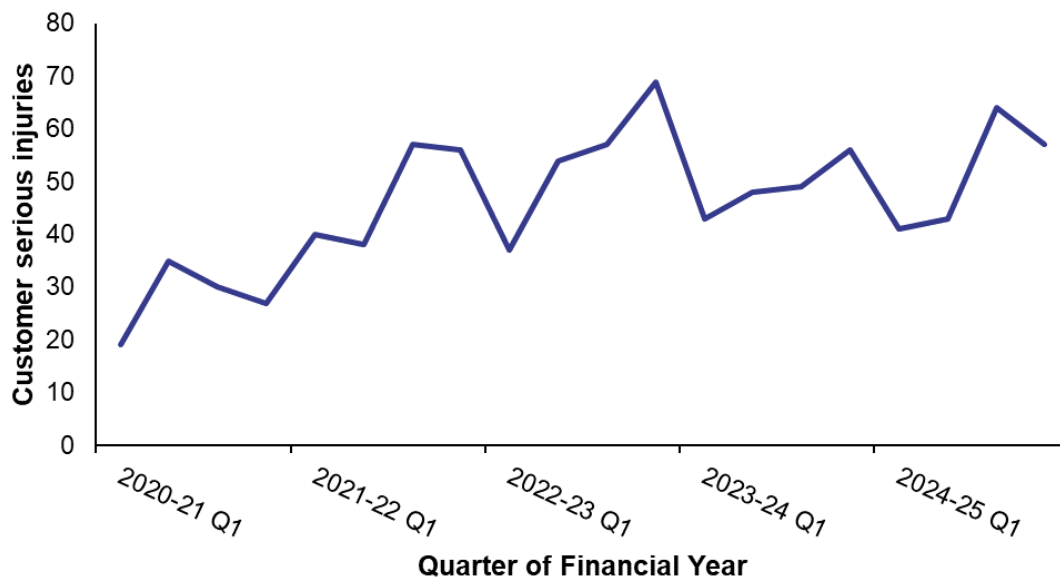
Figure 2: Public transport customer fatalities per million passenger journeys on the TfL network since 2017/18, by financial quarter



Serious injury long term trends

In the financial year 2024/25, there were 205 customer serious injuries, which is a five per cent increase compared to the previous financial year (196). The majority of serious injuries this financial year occurred on London Underground and buses (44 per cent and 40 per cent respectively), with the remaining serious injuries on Elizabeth line, London Overground, Cycle Hire, and other smaller modes.

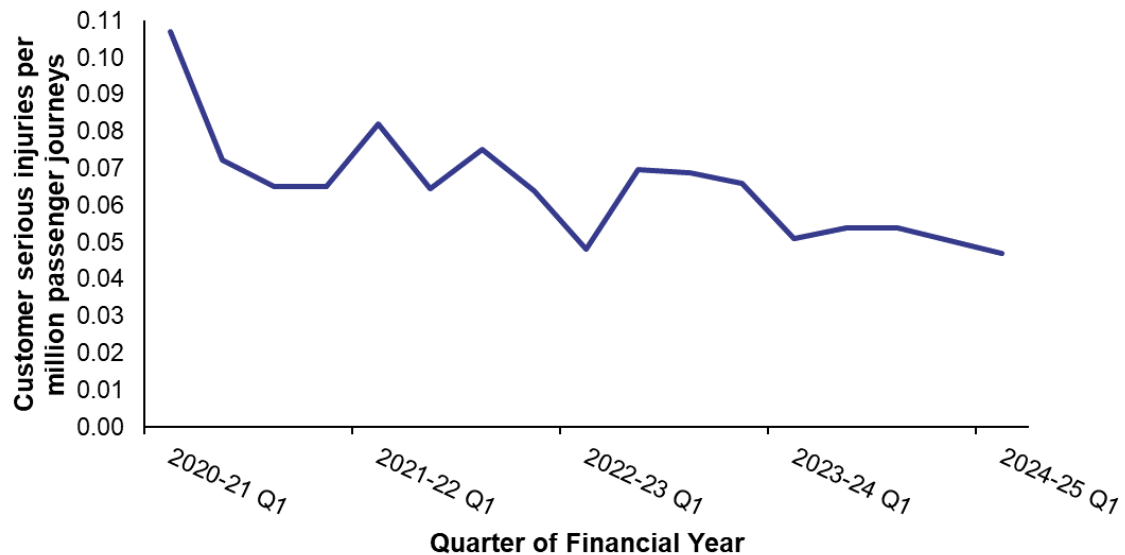
Figure 3: Public transport customer serious injuries on the TfL network since 2020/21, by financial quarter



Slips, trips and falls continue to be a main cause of serious injuries on our network, accounting for 70 per cent of customer serious injuries. Those serious injuries occurring on our stairs and escalators account for the majority of these.

The rate of serious injuries per million passengers has been decreasing since 2020/21 (Figure 4 below). In Quarter 1, the rate of serious injuries per million passengers was 0.05, which represents one serious injury for every 21 million passengers. Please note, comparable serious injury trends are only available from 2020 when we adopted the serious injury definition set out in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). This is also largely consistent with STATS19, the system used for road collision and casualty statistics by the police.

Figure 4: Public transport customer serious injuries per million passenger journeys on the TfL network since 2020/21, by financial quarter

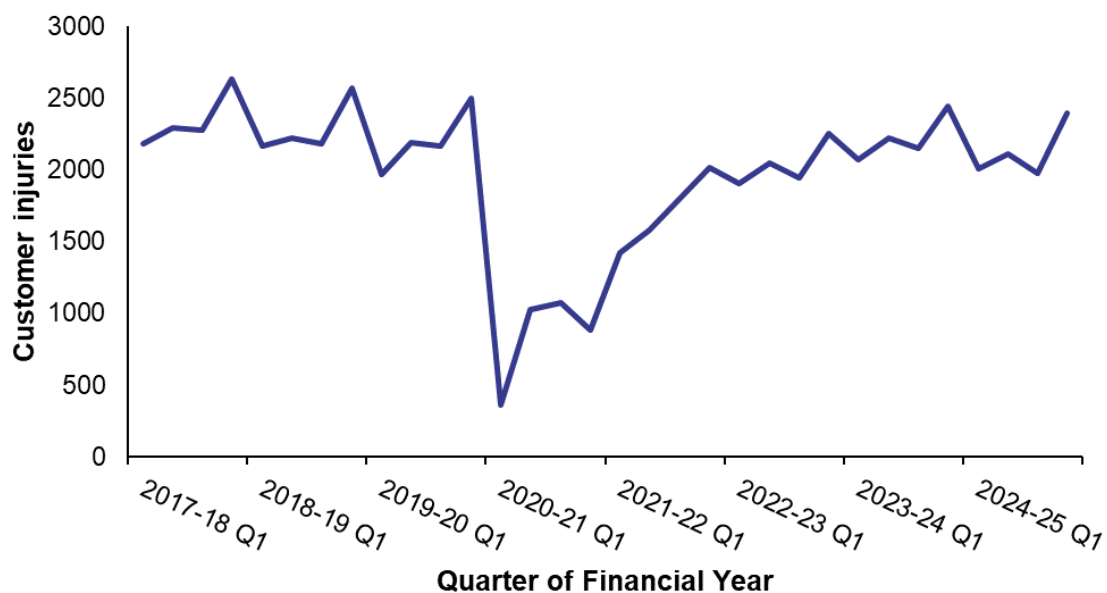


All injury long term trends

In 2024/25, there were 8,485 customer injuries, which is a four per cent decrease compared to the previous financial year (8,875). The majority of customer injuries this financial year occurred on buses (48 per cent), with a further 42 per cent on London Underground. This is slightly lower than previous years as buses typically make up 50-60 per cent of all customer injuries.

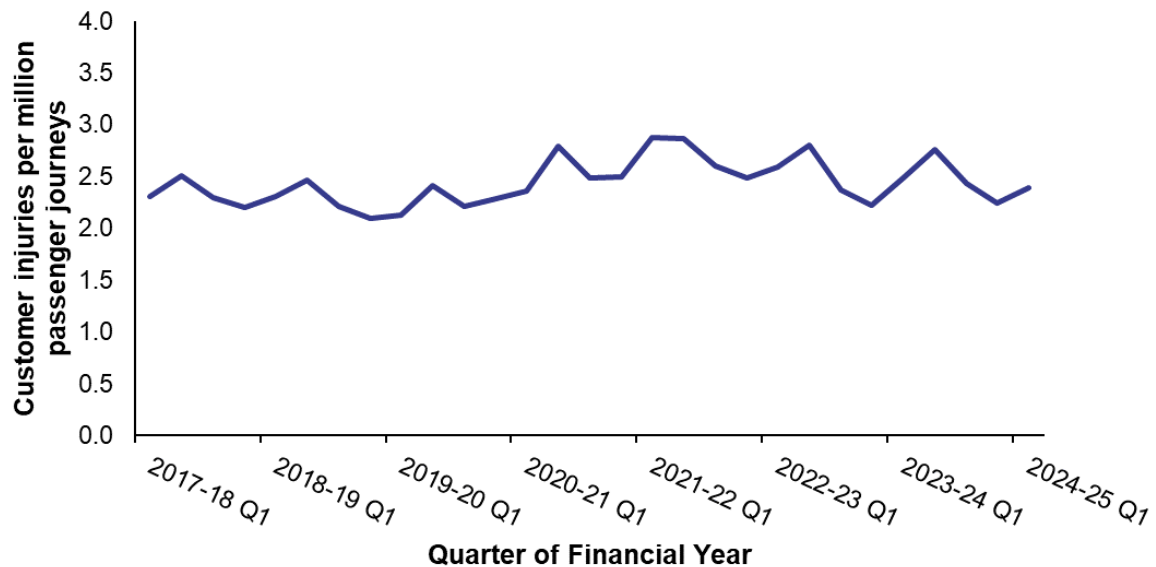
Looking at trends since financial year 2017/18, customer injuries have gradually increased since the coronavirus pandemic, returning to slightly lower than pre-pandemic figures. This increase since 2020/21 has been driven by an increase in passenger numbers in this period, rather than changes in risk.

Figure 5: Public transport customer injuries on the TfL network since 2017/18, by period



The rate of injuries per million passengers has remained stable since 2017/18 (Figure 6 below). In Quarter 1, the rate of injuries per million passengers was 2.4, which represents one injury for every 415,000 passengers.

Figure 6: Public transport customer injuries per million passenger journeys on the TfL network since 2017/18, by financial quarter



Improvement Activity

We continue to work to improve our safety performance across our network. Aiming to eliminate all deaths and serious injuries from London's transport network by 2041, we have recently launched our Platform Train Interface Plan, strengthened our bus customer injury workstream and are developing an approach to further improve our safety performance on our stairs and escalators.

Safety ban of non-folded e-bikes on the TfL network

Following a recommendation from the London Fire Brigade in 2024, we have been reviewing the risks and controls in place across our network regarding the carriage of e-bikes on our services. After concluding this review, we prohibited all non-folding e-bikes from most TfL services (including London Underground, London Overground, DLR, Elizabeth line and IFS Cloud Cable Car) from Monday 31 March 2025 to ensure the safety of customers and staff.

While the majority of e-bikes are safe, there have been a small number of incidents where non-folding e-bikes have caught fire on the transport system in London. This includes a recent incident at Rayners Lane station when an e-bike caught fire on the platform, resulting in a significant fire and extensive and prolonged smoke.

The ban includes all non-folding e-bikes, including standard cycles that have been converted to e-bikes using conversion kits. Our analysis indicates that cycles that have been adapted using electronic conversion kits pose a greater fire risk than purpose-built e-bikes, yet they can be hard to differentiate.

We recognise the importance of lawful e-bikes and lawful e-scooters for London, now and in the future, and will keep these changes under review pending any future measures to improve e-bike safety standards by the Government. We will continue to work with the Government and London Fire Brigade on this issue.

Bus Customer Injury Workstream

We have strengthened our bus customer injury workstream, focusing on slips, trips and falls in response to these incident types resulting in serious and fatal injuries. Our customer injury Bus Safety Innovation Challenge will see sensor-initiated safety messaging trialled on two bus routes this summer, as well as trialling a seat counter display indicating the availability of seating on the upper deck this winter. The trial of the original Routemaster 'Ding Ding' sound to indicate the bus is about to depart will be rolled out in May 2025 on two bus routes, with the aim of encouraging customers to hold on or find a seat before the bus departs. The trial of 'hold the handrail' posters in the stairwell is to be evaluated to determine whether the messaging is effective in changing customer behaviour. All trials mentioned above will be evaluated using CCTV analysis comparing a baseline with the trial period to see if the desired behaviour changes have taken place.

Escalator risk across our network

We continue our work to reduce the number of incidents on escalators and improve escalator safety through a combination of engineering solutions, research and influencing customer behaviour. In particular, two escalators at London Bridge have been fitted with trip switches to reduce the potential consequences in the event of an entrapment occurring.

We continue to work with our escalator suppliers and are looking to extend this work further across escalators at our rail stations that suffer the highest numbers of entrapment incidents.

Furthermore, we have updated the specification for new escalators and across London Underground. This will mean that when any escalators are replaced, they will be installed with trip switches. Our new escalators that will be installed at Cutty Sark DLR station will also have such devices fitted.

Customer



Security

It is important for us to keep our customers safe when using our entire network of services. We have key workstreams within the focus areas of safeguarding our customers, fare evasion, and crime and antisocial behaviour.

Safeguarding our customers

Rough Sleeping

Rough sleeping is a complex, prevalent and increasing issue which impacts our transport network and our infrastructure. People sleeping rough are highly vulnerable, often with complex physical and mental health conditions.

People sleeping rough are more likely to be victims of crime and almost 17 times more likely to have been victims of violence (compared to the general public), as shown in data from the Office for National Statistics. They are also more vulnerable to criminal exploitation.

We do not receive any Government funding or resources to deal with homelessness, but we recognise the contribution we can make to safeguarding people who are rough sleeping or seeking refuge on our network and infrastructure to ensure that our network is safe and efficient for all.

We work closely with the Greater London Authority, local authorities, the London Navigator Team (led by St Mungo's), which provides 'through-care casework' supporting people from the street, through emergency or temporary accommodation placements into settled housing) and outreach services to try to connect people with support. The police may need to be involved in some cases where there is associated crime (including threatening behaviour towards our staff) and antisocial behaviour. In some cases, after all other options available to us have been exhausted, we may need to consider enforcement action to remove the rough sleepers from the site.

In Quarter 4, London Underground staff reported 444 rough sleepers (a 32 per cent decrease compared to Quarter 4 2023/24) and our bus drivers reported 3,229 (a 29 per cent increase compared to Quarter 4 2023/24).

We actively encourage all our frontline customer teams to report rough sleepers. Reporting through staff apps and Streetlink enables our safeguarding team to identify locations for additional outreach support and gives the best chance of connecting those rough sleeping with support and accommodation. Every report is acted upon. Our safeguarding team actively works to build good working relationships with outreach agencies across London so those rough sleeping on our network are connected to the best support.

Suicide Prevention

Suicide prevention is an integral part of our safeguarding activity.

Our thoughts are with the families and friends of people who have died or been injured when attempting to end their lives on our network. The impacts are also felt by our colleagues who witness these traumatic events and subsequently attend inquests. We are committed to doing all we can to prevent suicide on our roads and transport networks, support people in mental health crisis who are at risk of harm and to support our colleagues who are impacted by these tragic events.

Experienced safeguarding practitioners led on the development and coordination of our pan-TfL suicide prevention programme. This was initially established in 2017 for London Underground but has been expanded to include all modes including roads and rivers.

The TfL safeguarding team awarded 25 Lifesaver Awards and 10 Safeguarding Awards in January to March 2025. Lifesaver awards recognise employees who demonstrate exceptional intervention in customer crises, such as lifesaving first aid. Safeguarding Awards recognise employee actions that ensure the safety of customers on the network.

Fare Evasion

Fare evasion takes away vital revenue from us and denies Londoners investment in a safe, frequent, and reliable transport service. We are taking a bold, target-driven and agile approach to tackling fare evasion and aim to reduce fare evasion to a rate of under 1.5 per cent by 2030. Tackling fare evasion has business-wide impacts, as it not only impacts our finances but also the confidence and safety of our frontline teams and fare paying customers.

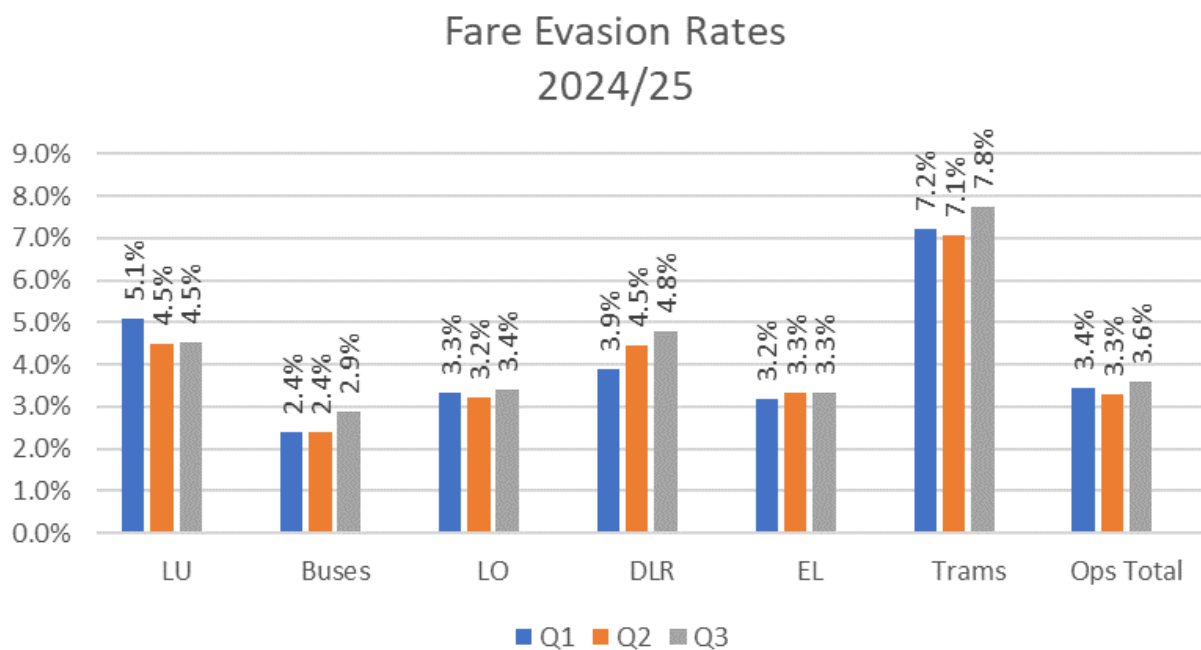
Key Trends

The fare evasion rates collectively across bus, rail and trams are averaging 3.4 per cent between Quarter 1 to Quarter 3 2024/25 against a target of being below 3.3 per cent. Due to time taken to collate survey data, Quarter 4 data is currently unavailable.

Fare evasion results for Quarter 1 to 3 2024/25 show a reduction from 3.9 to 3.8 per cent in comparison to the same period last year.

Quarterly comparative results are displayed in the tables and charts below.

Figure 7: Fare evasion results for Quarter 1 to 3 2024/25



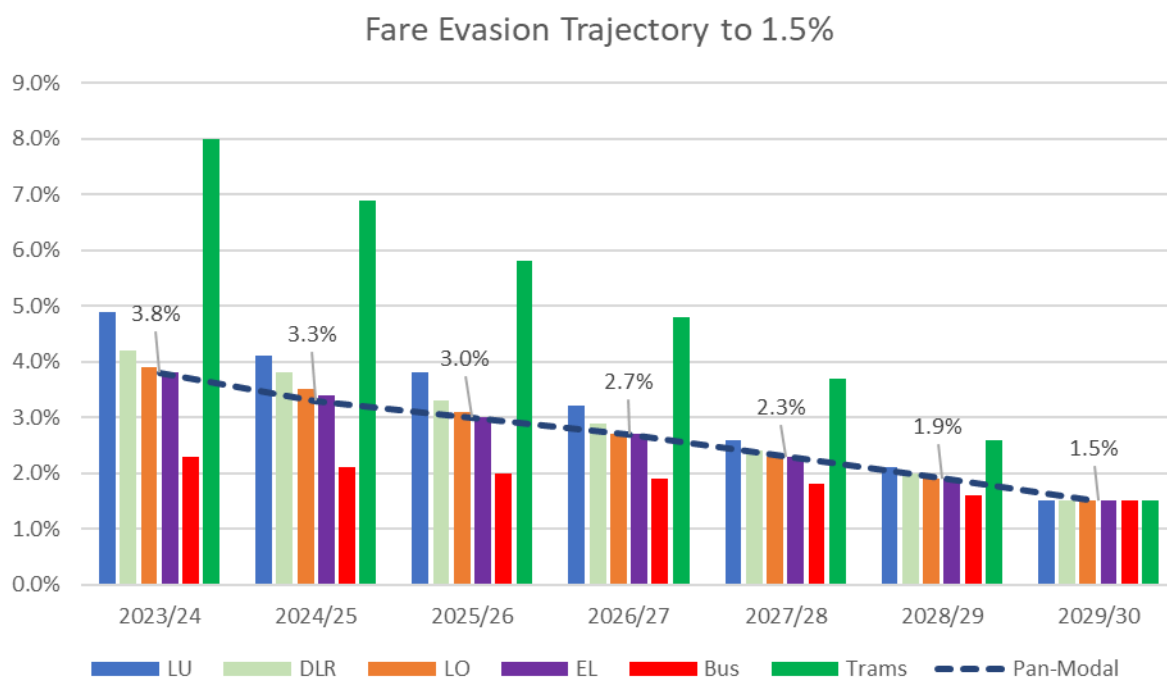
FE Rates 2024/25	Q1	Q2	Q3	Target	Average
London Underground	5.1%	4.5%	4.5%	4.1%	4.7%
Buses	2.4%	2.4%	2.9%	2.1%	2.6%
London Overground	3.3%	3.2%	3.4%	3.5%	3.3%
DLR	3.9%	4.5%	4.8%	3.8%	4.4%
Elizabeth line	3.2%	3.3%	3.3%	3.4%	3.3%
Trams	7.2%	7.1%	7.8%	6.9%	7.3%
Operations Total	3.4%	3.3%	3.6%	3.3%	3.4%

Improvement Activity

Our strategic approach to revenue protection has multiple elements but at its core is the fundamental work of our frontline revenue protection teams. We have officers dedicated to revenue protection on every mode, and we are committed to strengthening their productivity, performance, and impact of our revenue protection teams, guided by a fair and respectful approach to enforcement that prioritises fairness and ensures responses are appropriate to the situation.

Below is the fare evasion trajectory for TfL and per mode showing our aims for each financial year by 2030.

Figure 8: Fare evasion trajectory to 2030



Enforcement teams are key to our 2030 targets and this year to date have issued more than 63,000 penalty fares and reported more than 18,000 passengers to the Investigation Appeals and Prosecutions team for possible prosecution.

This year insight and analysis have focused on alignment and expansion of offender behaviour categories.

Accidental – fare evaders inadvertently fare evade or do not pay the correct fare by incorrectly tapping, using multiple cards during their journey, or misunderstanding the ticketing and/or transport system.

Opportunistic – fare evaders usually intend on paying their fare but will take advantage of access through open gates or non-gated areas when possible.

Calculated – fare evaders exploit the system through fraudulent use of means of travel by using concession passes they are not permitted to use, zonal avoidance and attempting to exploit loopholes in contactless ticketing.

Chronic – fare evaders deliberately avoid paying their fare through breaching the system by forcing, crawling under, climbing over barriers and double gating fare paying passengers.

We have increased on-train checks with enforcement teams using revenue inspection devices. Offenders who have not tapped using contactless payment cards can be issued a revenue inspection charge, penalty fare or reported for possible prosecution.

Crime and Antisocial Behaviour

Overall, the volume of crime on our public transport network and the risk of anyone being a victim of, or witness to, crime remains low. Millions of journeys are made every day, with most going without incident.

The data below is from April 2024 to March 2025 and the previous year comparison also covers the same period.

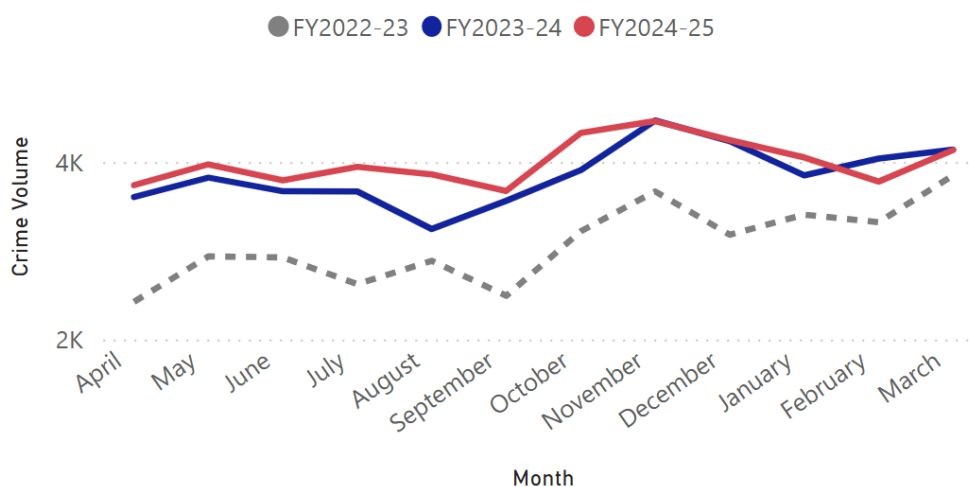
Overall our crime rate per million passenger journeys has increased in 2024/25 to 13.4 in comparison to 12.6 in 2023/24. Our crime volume has also increased in 2024/25 to 47,964 in comparison to 46,202 in 2023/24.

Transport crime statistics showed increases in some crime types and on some modes compared with the same period in 2023/24. These increases in crime should be seen in the context of efforts to improve confidence, and make it easier to report incidents, as well as London-wide and national increases.

Key Trends

Figure 9: Crime volumes for all modes 2022-25

Crime Volume for: All Modes



There were 47,964 offences across our public transport network in 2024/25. This is a 3.8 per cent increase in the volume of crime (compared with the same period the previous year), an additional

1,762 offences. On our network 89.1 per cent of crime occurs on the bus and Tube networks, which reflects the size and passenger volumes of these networks.

Theft remains the highest volume crime on our public transport network, with 22,816 theft offences in 2024/25. This is up by 1,170 offences from 2023/24.

Improvement Activity

Tackling robbery is a key priority for us and our policing partners, and significant effort has been focused on reversing the rising trend in robbery that was emerging in 2023. Robbery levels were down by 16.9 per cent in 2024/25 with 2,510 offences compared to 3,021 in 2023/24. The level of operational activity includes thorough investigation of all robbery offences, targeting and management of offenders, problem-solving and joint operations to create a hostile environment for offenders.

We continue to deploy over 200 Transport Support and Enforcement Operations Officers (TSEs) working across rail, London Underground and the bus network and a core part of their role is to deal with crime, antisocial behaviour and rule breaking that makes our customers feel unsafe. They are uniformed and their presence acts as a deterrent to antisocial behaviour and crime. In 2024/25, TSEs provided advice and guidance to 9,711 members of the public and dealt with 5,925 breaches of our byelaws across the rail and London Underground network.

We will continue to work closely with our police partners and operators to reduce crime and antisocial behaviour across our transport network. Our focus for crime prevention and reduction, in collaboration with the BTP and the MPS, has been to drive down the highest harm offences such as sexual harassment and other sexual offences, serious violence, hate crime and work-related violence and aggression, while working to prevent crime and take a problem-solving approach to antisocial behaviour, and the types of behaviour that deter people from travelling and travelling more often.

Colleague



Safety

As an organisation, we work hard to ensure the safety of all our colleagues – whether employed by TfL or a company carrying out work on our behalf. The scorecard below shows the number of our colleagues killed or seriously injured while working for us or on our behalf and indicates that we did not meet our target in the quarter.

Measure	Q4 Target	Q4 Actual
Colleagues killed or seriously injured	5	9 (0 fatalities)

Colleague Safety performance

Data sources: IE2 and IRIS, TfL's safety incident reporting systems, date extracted: 30/04/2025

The data provided in this section is available in our data annex document in a series of data tables which also includes a modal breakdown.

Regrettably, there were nine colleagues seriously injured during Quarter 4, up from seven reported in Quarter 3. As a result, 28 colleagues have been seriously injured this year and one colleague tragically killed because of an assault, exceeding the annual target of 17 or fewer.

Trends and drivers

Fatality long term trends

Since financial year 2017/18 there have been four colleague fatalities. Two occurred in 2019 when a contractor died while working on a travelator and a bus driver was killed in a collision. In October 2023 a contractor was hit and killed by a car while working at a bus shelter. Tragically, the latest fatality occurred in Quarter 3 of 2024/25 following the assault on an MTR Elizabeth Line colleague. There were no colleague fatalities in Quarter 4.

Serious injuries

Of the serious injuries reported during Quarter 4, six were TfL employees and three were members of contracted staff. Six of the injuries occurred in London Underground with two in buses, and one in the Capital business area. Slips, trips and falls were the most common type of injury, with environmental conditions identified as common contributory factor. Other types of serious injury included assault, finger entrapment and vehicle collision.

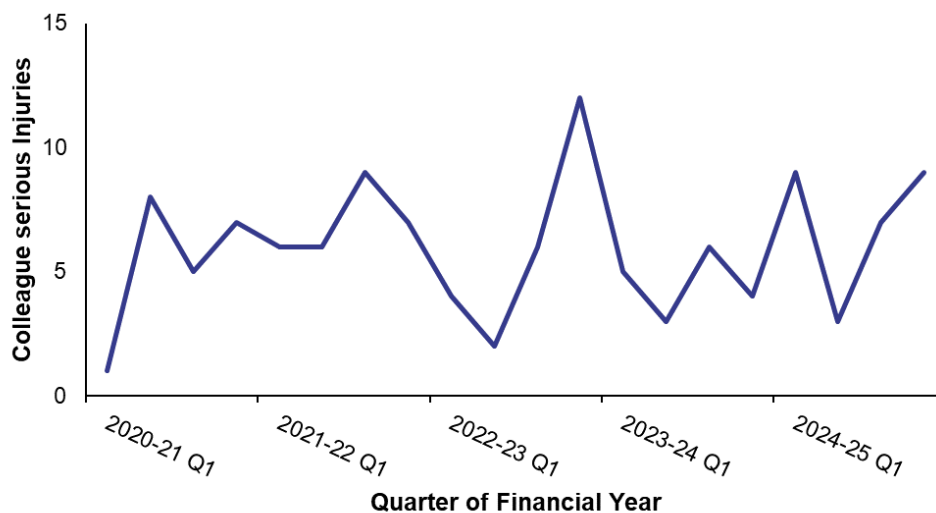
Serious injury long term trends

In 2024/25, there have been a total of 28 serious colleague injuries, which is the highest number recorded since 2021/22. Of these, 11 have occurred on London Underground, five on buses, three in Streets and Network Operations and the remaining nine spread across smaller transport modes,

office staff and colleagues responsible for upkeep and maintenance of the TfL network. While the overall number of serious injuries has increased, there have only been two serious injuries reported in the work delivered by the Chief Capital Office since 2021/22, up to the end of Quarter 4, despite the significant number of projects delivered. We are evaluating the underlying conditions behind this performance and will share lessons across the organisation.

Slips, trips and falls continue to be the most common type of injury and in 2024/25 we have seen an increase in non-operational colleagues being seriously injured due to slips, trips and falls. There has also been an increase in the number of serious workplace violence and aggression incidents, with crime-related injuries, which these are a part of, now accounting for around 30 per cent of all injuries.

Figure 10: Colleague serious injuries since 2020/21, by financial quarter

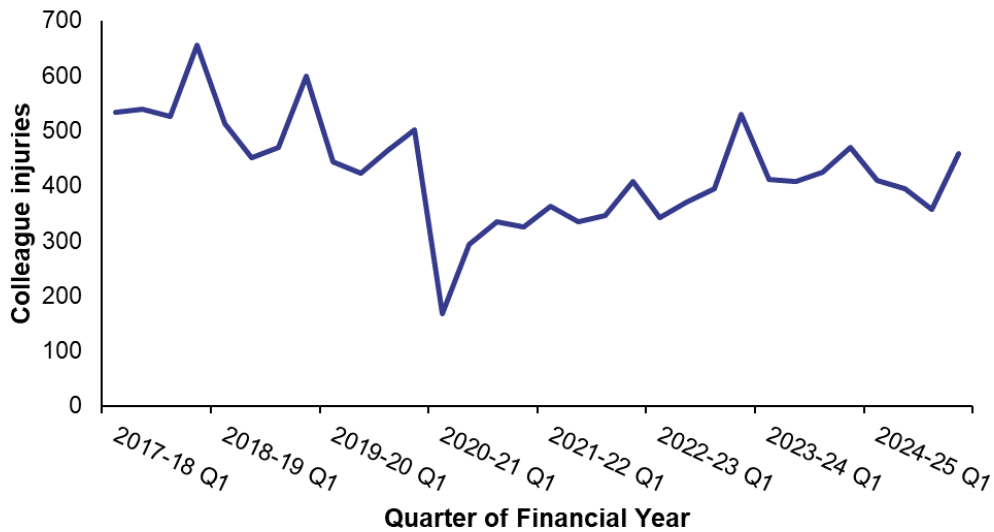


Looking at serious injury trends, the rise in colleague serious injuries this year brings figures to a level similar to those in financial year 2021/22 and 2022/23, suggesting the unusually good performance in 2023/24 was an outlier. Since 2020/21 numbers have been relatively stable with the exception of 2023/24 where colleague serious injuries were particularly low. Please note, comparable serious injury trends are only available from 2020 when TfL's definition for reporting serious injuries changed.

All injury long term trends

In 2024/25 there were 1,621 colleague injuries, this is a five per cent decrease compared to the previous financial year (1,714). The majority of colleague injuries this financial year occurred on London Underground (58 per cent). Since 2018/19 London Underground has made up between 51 - 59 per cent of colleague serious injuries.

Figure 11: Colleague injuries since 2017/18, by financial quarter



Looking at trends since financial year 2017/18, colleague injuries have fallen steadily. This trend is driven by a decrease in injuries on buses and other smaller transport modes.

Improvement Activity

SHE Leadership Engagement Tours

There were 328 SHE Leadership Engagement Tours completed in Quarter 4 across TfL. This is an increase from 108 in Quarter 3, with 912 tours in total completed during 2024/25. The number of tours is growing year on year as teams across TfL increase levels of leadership visibility and engagement on safety, health, and the environment.

SHE Culture Assessment

Over 10,000 colleagues have now been given the opportunity to take part in the SHE Culture Assessment process, which helps teams to measure and improve their safety, health and environment culture. This quarter, a baseline analysis of TfL's SHE culture was completed, using the responses collated to date. The findings are now being used to drive cultural improvements across TfL and are presented in a separate paper elsewhere on the agenda for this meeting.

Safe Track Access App

We have begun testing a new app, which has been designed to ensure that colleagues accessing the track know when traction current is turned off and trains have stopped running. This will replace existing measures and further reduce risk of human error.

TfL Capital and Suppliers

Within TfL Capital, there are regular opportunities to engage with our suppliers to share good practices and celebrate the benefits they bring to our projects. Capital hosts Quarterly "Keeping In Touch" events to share information for mutual benefit. Recently this included the topics of the

Capital Safety, Health, and Environment Strategy, near miss reporting processes, our zero-emission vehicles policy and the importance of SHE Leadership Engagement Tours. The event also included a presentation from our contractor Morgan Sindall on their “Healthy Hearts and Minds” initiative to improve the health and wellbeing of their workforce.

On 20 February 2025, we hosted our second annual Zero Harm Conference and Supplier Awards Ceremony at County Hall. This was a full day event which recognised suppliers’ achievements in the following categories, with the winners voted as:

- **Outstanding Carbon Reduction 2024 Initiative:** Morgan Sindall with Low Carbon Steel at Surrey Quays
- **Outstanding Environmental 2024 Initiative:** Tarmac Kier Joint Venture with Joe Strummer Subway Rain Gardens
- **Outstanding Safety 2024 Initiative:** AD Comms with Cable Avoidance Tool Scanning (Avoidance/Identification of Buried Services) Safety, Training & Competency
- **Outstanding Health 2024 Initiative:** Morgan Sindall with Occupational Health Hazards and Control at DLR Beckton Depot Expansion – Former Gas Works

The ceremony was “disrupted” by incognito actors who dramatised the second half of the event with a gripping depiction of different aspects of what may happen if safety is not managed, things go badly wrong, and prosecution follows. All the attendees were fully engaged by the realistic scenarios played out before them, and in the discussion groups. It was a day where everyone went away having seen the excellent work showcased by the suppliers, with the sobering reminder of why Zero Harm will always be our main imperative. This approach is part of our wider effort to drive engagement on safety across all our workforce and supply chain.



Colleague

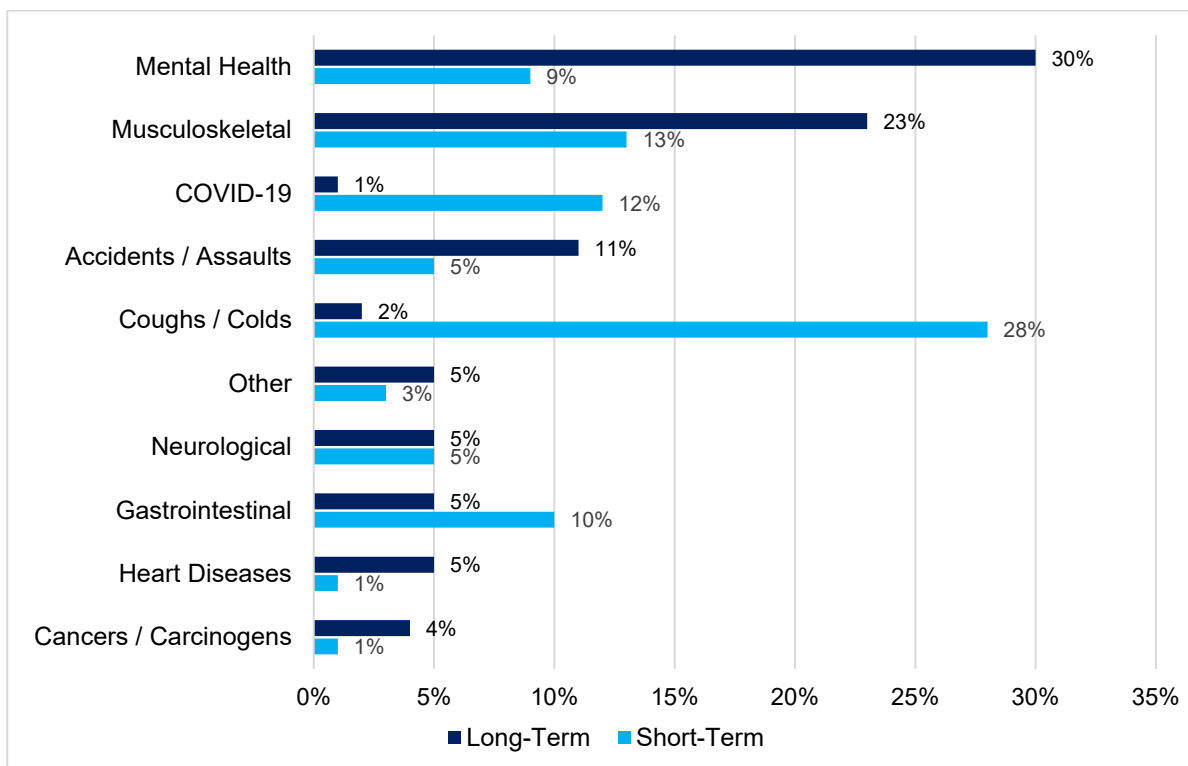
Health

Our colleagues' health and wellbeing are integral to our vision as an organisation. This includes supporting colleagues who may be experiencing long-term conditions as well as helping them deal with everyday challenges like back pain, stress, or other health concerns which can affect wellbeing, productivity and attendance. The Occupational Health and Wellbeing team and employee relations specialists are working closely with local managers to understand reasons for absence and seeking the best way to support them.

Sickness absence performance

The top causes of long- and short-term absence in Quarter 4 are displayed below. These align with the national picture and longer-term trends within TfL (below).

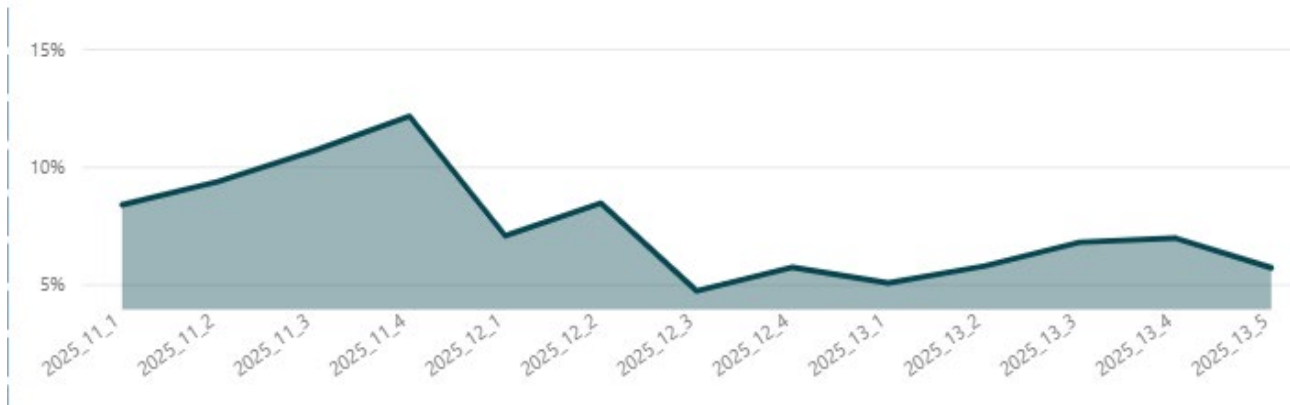
Figure 12: Causes of long and short-term absence



Trends and drivers

Quarter 4 2024/25

Figure 13: Quarter 4 sickness rate trend



In Quarter 4, the overall sickness rate is 6.2 per cent, with an attendance rate of 93.6 per cent, accounting for nearly 99,810 sick days and 1.61 million planned days. Long-term sickness days are significantly higher at 66,370 compared to short-term sickness days at 33,440. The average spell duration is 11.84 days.

The sickness rate shows a downward trend over consecutive weeks in late 2024/25, from 6.7 per cent to as low as 5.8 per cent towards the end of the year.

Mental health issues, particularly stress, are the most prevalent illness types, contributing to 23,060 sick days. Other significant categories include musculoskeletal problems (19,920 sick days) and coughs and colds (13,340 sick days). Short-term spells predominantly fall under the "coughs and colds" category, contributing to 32.5 per cent of short-term sickness days, whereas mental health issues lead long-term sickness, accounting for 28.9 per cent of long-term sickness days.

Improvement Activity

After the health check programme identified stress and mental health as a particular challenge within a team our Health and Wellbeing Specialist ran several Mental Health Masterclass workshops positioned towards people leaders. This three-hour session covered line manager legal responsibilities, tips when engaging in wellbeing conversations while introducing the stress management standards and relevant signposting tools for support. This session was attended by managers, senior managers and the relevant Director. After the session, managers reported feeling increased confidence in supporting colleagues who were experiencing stress.

Wellbeing Plan

During this quarter we finalised "Wellbeing for all": our colleague wellbeing plan 2025-2030". The plan centres around three pillars: Pillar one: evidence-led targeted interventions; Pillar two: wellbeing is everyone's responsibility; and Pillar three: one wellbeing voice. The plan seeks to build on existing work. Alongside Action on Inclusion, it is a key enabler of our colleague roadmap ambitions and it was launched on 8 April.



Colleague

Security

Work-related Violence and Aggression (WVA)

Every colleague working under the TfL roundel has the right to work without fear of being assaulted, abused, or threatened and it should never be accepted as 'part of the job'. We are committed to preventing the causes of violence and aggression against our people and providing the best support to those who experience it, pushing for the strongest possible judicial outcomes.

Killing of our colleague

On Friday 6 December 2024 one of our colleagues tragically died in hospital after being seriously assaulted by a member of the public at Ilford station. He had worked for MTR Elizabeth Line as a customer service assistant and had been a dedicated member of railway staff for over 24 years. Our thoughts and sympathy remain with his family, friends and colleagues.

A person has been charged with murder, affray and possession of an offensive weapon and the trial will begin on 21 July 2025. Enhanced enforcement activity has continued to take place at Ilford station to provide reassurance to our colleagues and our customers.

WVA performance

Physical Incidents on directly employed TfL colleagues

Our scorecard measure tracks the number of physical incidents against directly employed TfL colleagues and includes a stretch target of a 10 per cent reduction compared to last year. Due to the serious nature of physical incidents which are often reported to the police, and as the measure is relevant to directly employed colleagues only, we are confident of the robustness of these figures during the cyber incident.

- The total number of physical incidents reported this year is 836. This is 25 fewer than the 10 per cent target figure of 861 and represents a 12.6 per cent reduction from the 2023/24 total of 957 incidents (a reduction of 121 incidents)
- The reduction in physical assaults started at the beginning of the year, before the cyber incident - between Periods 1 to 5 we had seen a 14 per cent reduction in physical incidents
- If you exclude Periods 6-9 from our annual analysis (when reporting systems were mainly unavailable) physical assaults in the combined rest of the year have reduced by 12 per cent compared to 2023/24.

Quarter 4 reporting of all WVA incidents

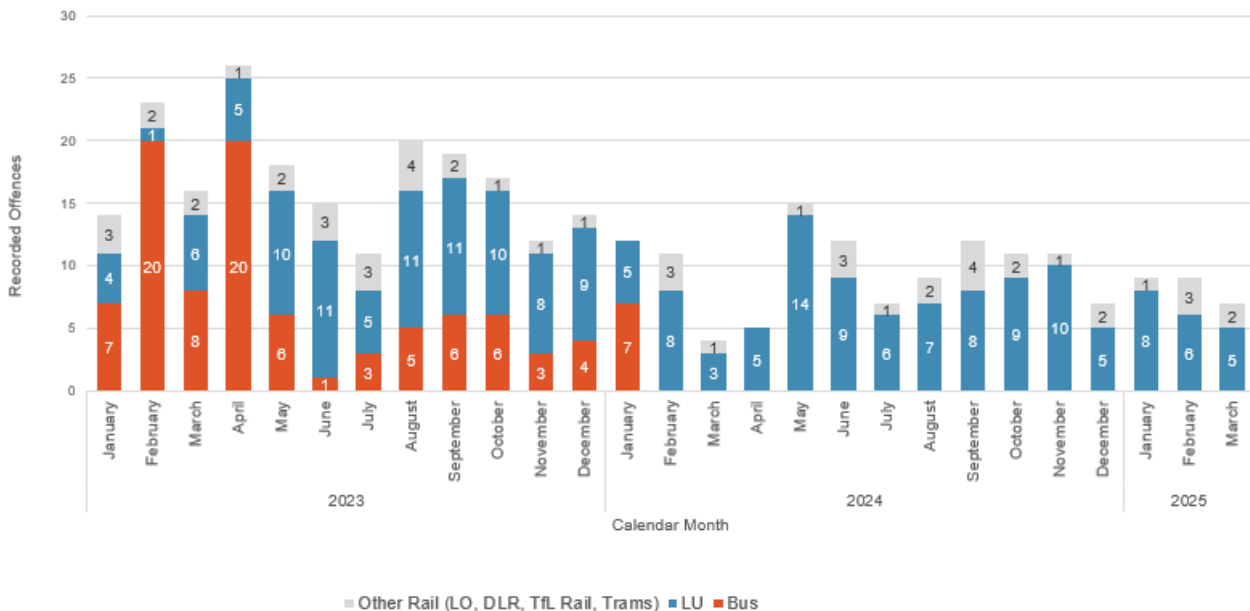
Alongside physical incidents on TfL colleagues we also measure and work to prevent threats and verbal and gesture abuse on all staff who work under the roundel.

Due to the cyber incident impacting TfL systems in autumn, our reported figures for all WVA across the year are currently incomplete. Since the cyber incident we are unable to access direct reports by bus drivers through our 'code red' system. We believe the cyber incident has also influenced the reporting patterns of WVA by London Underground staff and in particular the reporting of 'lower level' WVA offences (threats and verbal/gesture abuse). Although the system used to report these is now accessible, it appears to be being under-used compared to before the cyber incident. We will be focusing on reporting during 2025/26 in our employee communications campaigns.

Due to the above, although we have included the figures for last year, we cannot at this point confidently draw comparisons or analyse potential reasons for any differences with previous quarters or last year.

Figure 14: Police recorded work-related violence with injury offence from December 2022 to December 2024

This graph shows the overall trend in violence with injury offences recorded by the police against TfL transport colleagues. Data from the MPS has been missing since January 2024 for bus related WVA. We expect to have a regular feed of MPS WVA data from April 2025.



Trends and drivers

During Quarter 4 there were 1,768 reported incidents of WVA (physical, threat and verbal and gesture abuse) captured from across all our transport modes (including colleagues who work for our operators).

Of these, 939 incidents were reported by colleagues working on the London Underground network (53 per cent of all reported incidents). There were 1,338 reported incidents by London Underground staff during Quarter 4 of last year. Since the cyber incident, the number of reported threat and verbal and gesture abuse incidents has reduced by 45 per cent. We believe much of the difference in these figures is due to changes in colleague reporting patterns.

There were 497 incidents of WVA reported by colleagues working on the bus network (28 per cent of all reported incidents). Last year in Quarter 4, 1,401 incidents were reported by staff on the bus network. The difference in these figures is due to the current unavailability of reports made by bus drivers directly to our control room. We are receiving reports made at bus garages or to the police.

There were 332 incidents reported in the quarter by colleagues from all other modes (Compliance, Policing, Operations and Security, Streets, Elizabeth line, London Overground, DLR and London Trams and Capital Delivery). Last year in Quarter 4, 322 incidents were reported by staff on these modes. We are confident in this figure as they are made via systems unaffected by the cyber incident.

Insight into WVA triggers

In Quarter 4, 422 of all reported WVA incidents were classified as physical assaults. This is 42 fewer than reported in Quarter 4 last year.

The percentage of incidents triggered by antisocial or aggressive customer behaviour or a negative reaction to customer engagement continues to rise. This increased from 43 per cent in Quarter 3 to 45 per cent in Quarter 4. Revenue related matters such as ticket disputes triggered 37 per cent of incidents in Quarter 4, a reduction of five per cent from Quarter 3.

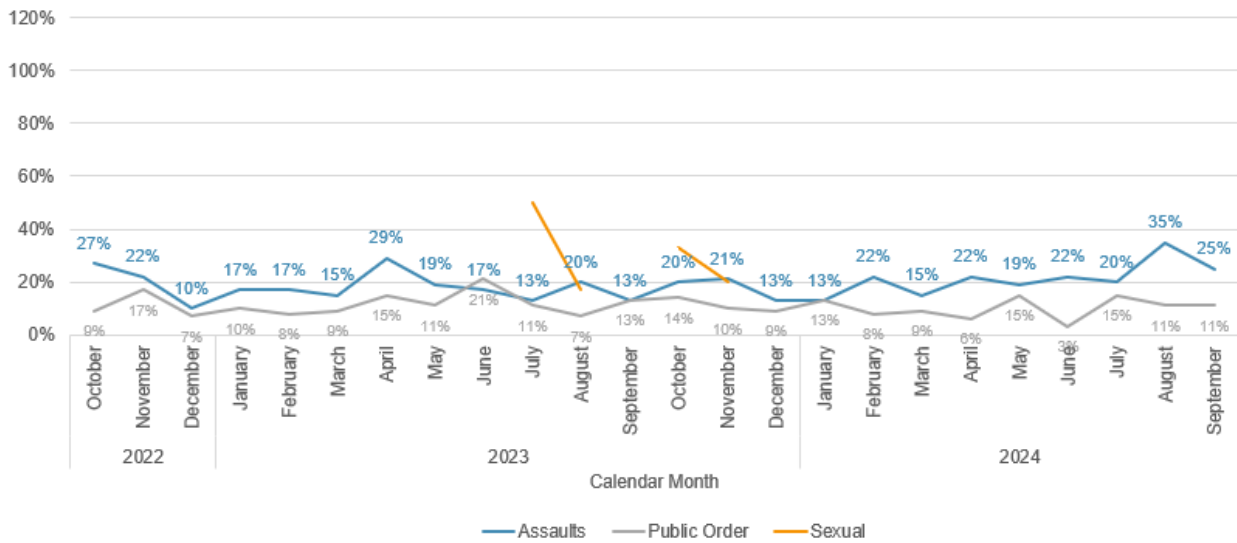
There were 11 per cent of WVA incidents in Quarter 4 involving some element of hate. This proportion has decreased from 12 per cent in Quarter 3. Of these 201 incidents in Quarter 4, 91 per cent were race-related, with the remaining being faith-related or homophobic. The percentage of incidents involving a customer believed to be intoxicated increased to 9.3 per cent in Quarter 4, from 7.4 per cent in Quarter 3.

Solved rate for WVA offences investigated by the police

Between October 2023 and September 2024 (figures are reported six months in arrears from the latest data, to allow time for progression through the criminal justice process), the solved rate across rail modes for work-related violence, sexual and public order recorded offences was 21 per cent, which is four per cent higher than the previous 12 months.

Figure 15: Solved rate for WVA offences investigated by the police from October 2022 to September 2024

(This is done six months in arrears to allow for criminal investigations to progress).



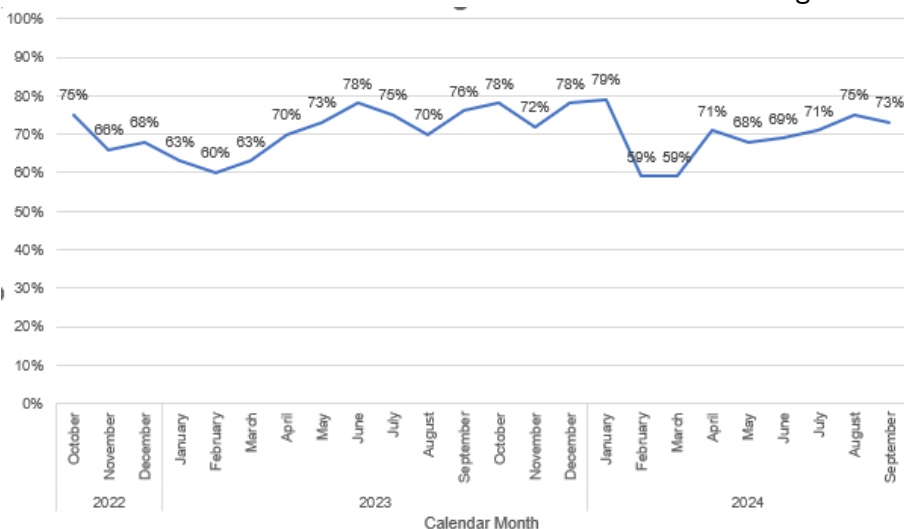
Colleagues willing to support police investigations

The percentage of colleagues willing to support a police investigation between October 2023 and September 2024 (on rail modes only) was 71 per cent for violence, sexual and public order recorded offences, one per cent lower compared to the previous 12-month period.

There are many reasons that victims choose not to support an investigation, including their confidence in the judicial system and the likelihood of a successful outcome. We are working to better understand the reasons so we can address them and support our colleagues through the judicial process.

Figure 16: Percentage of Colleagues Willing to Support Police Investigations from October 2022 to September 2024 (all violence and public order offences)

(This is done six months in arrears to allow for criminal investigations to progress).



Improvement Activity

Conflict management training

In 2024, we mandated conflict management training for frontline operational colleagues working at the top 25 locations most at risk for WVA across all modes.

This action was taken as a response to the growing need for consistent and high-quality training that would equip our frontline teams with the skills and knowledge to safely defuse conflict situations. At the end of March, over 2,400 frontline operational colleagues have been trained across London Underground, Bus Operations and River Services. Feedback from attendees has been overwhelmingly positive.

We have agreed that this programme should continue and, over the next two years, be provided to the remaining 3,300 London Underground customer operational colleagues who did not receive in the one year hotspot programme.

Body Worn Video Cameras as Essential Kit

On 31 January, it marked one year since we made body worn video (BWV) cameras essential kit for our customer facing, frontline colleagues. To support staff and managers and to maintain momentum with this activity, in Quarter 4 we have:

- Launched an Individual BWV Usage Dashboard – to help local managers track individual usage of BWV cameras
- Included a BWV Observations Metric in our London Underground customer experience mystery shopper exercise, providing a snapshot of camera visibility on the ground
- Launched our annual BWV battery refresh – begun on all BWV cameras to ensure they are working correctly.



Road safety

One of our key priorities is working with London boroughs and the MPS to make London’s roads safer for everyone. We therefore have a scorecard measure that shows the number of people killed or seriously injured on London’s roads against an ambitious target aligned to our Vision Zero objective.

Measure	Q4 Target	Q4 Actual
People killed or seriously injured in road traffic collisions	979	1,096 (including 27 fatalities)

Data sources: police reported road traffic collisions resulting in personal injury (STATS19), early fatal notifications from the police.

Date of extraction: 10/04/2025

More information on TfL’s road safety data and initiatives can be found on the TfL website <https://tfl.gov.uk/corporate/publications-and-reports/road-safety> including the interactive Road Danger Reduction dashboard which has London injury collision data from January 2017 to November 2024 [Road Reduction Dashboard](#).

Road safety performance

Sadly 1,096 people were killed or seriously injured in road traffic collisions in London in Quarter 4. This was uncharacteristically high, the highest number of people killed or seriously injured on London’s roads for a Quarter 4 since 2018/19, resulting in a red rating. Previous Quarter 4s had been showing a year-on-year improvement (fewer people killed or seriously injured) since the pandemic. The trend observed this year may partially be explained by the unusually good weather we have had, which normally results in a rise in activity on London’s roads, particularly of people walking, cycling and motorcycling, who are most vulnerable to be being killed or seriously injured.

For the full financial year (2024/25) there were 3,802 people killed or seriously injured on London’s roads (provisional). This is a four per cent increase on the previous year (3,670 in 2023/24). However, reportable deaths on London’s roads in 2024/25 were 98, compared to 105 in 2023/24.

Figure 17: Scorecard measure: People killed or seriously injured (KSIs) in road traffic collisions

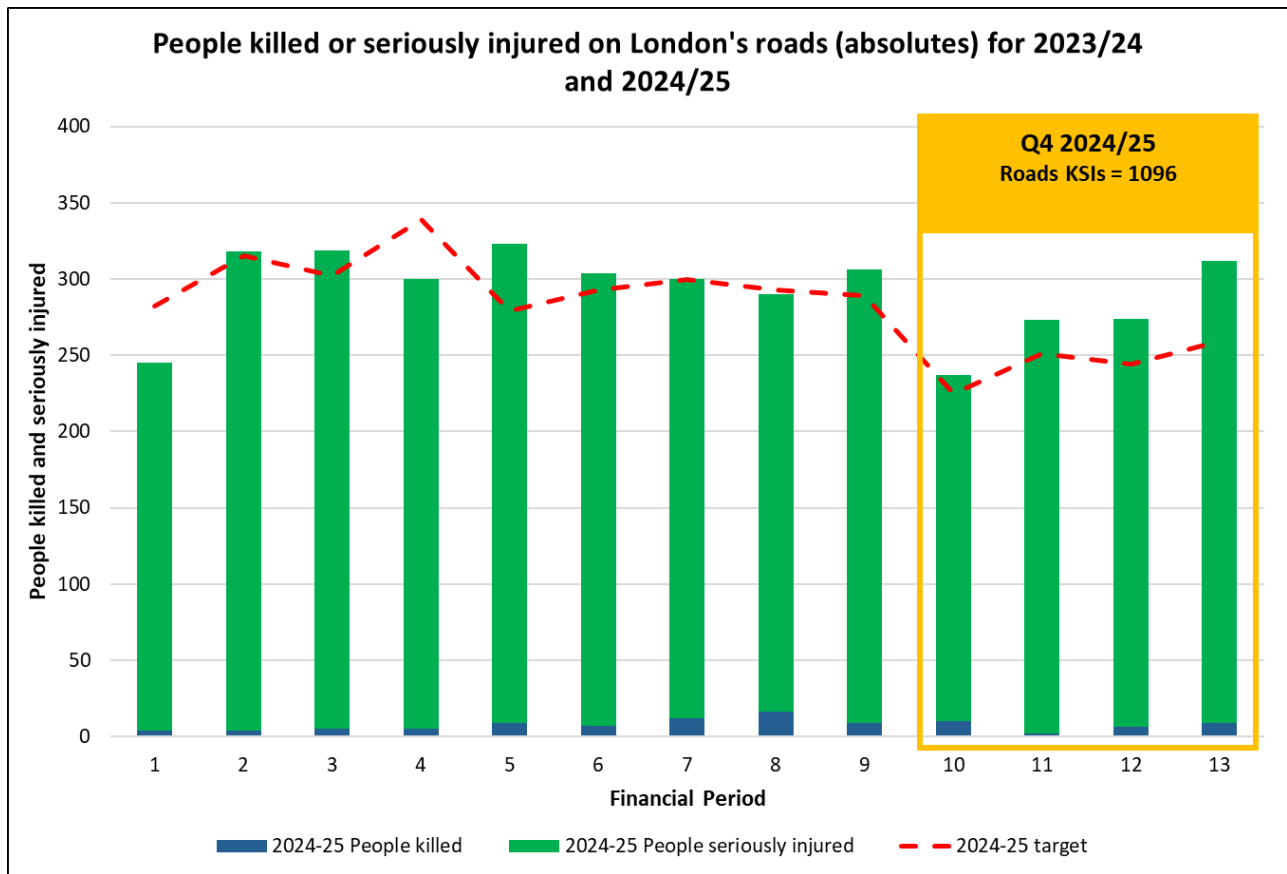
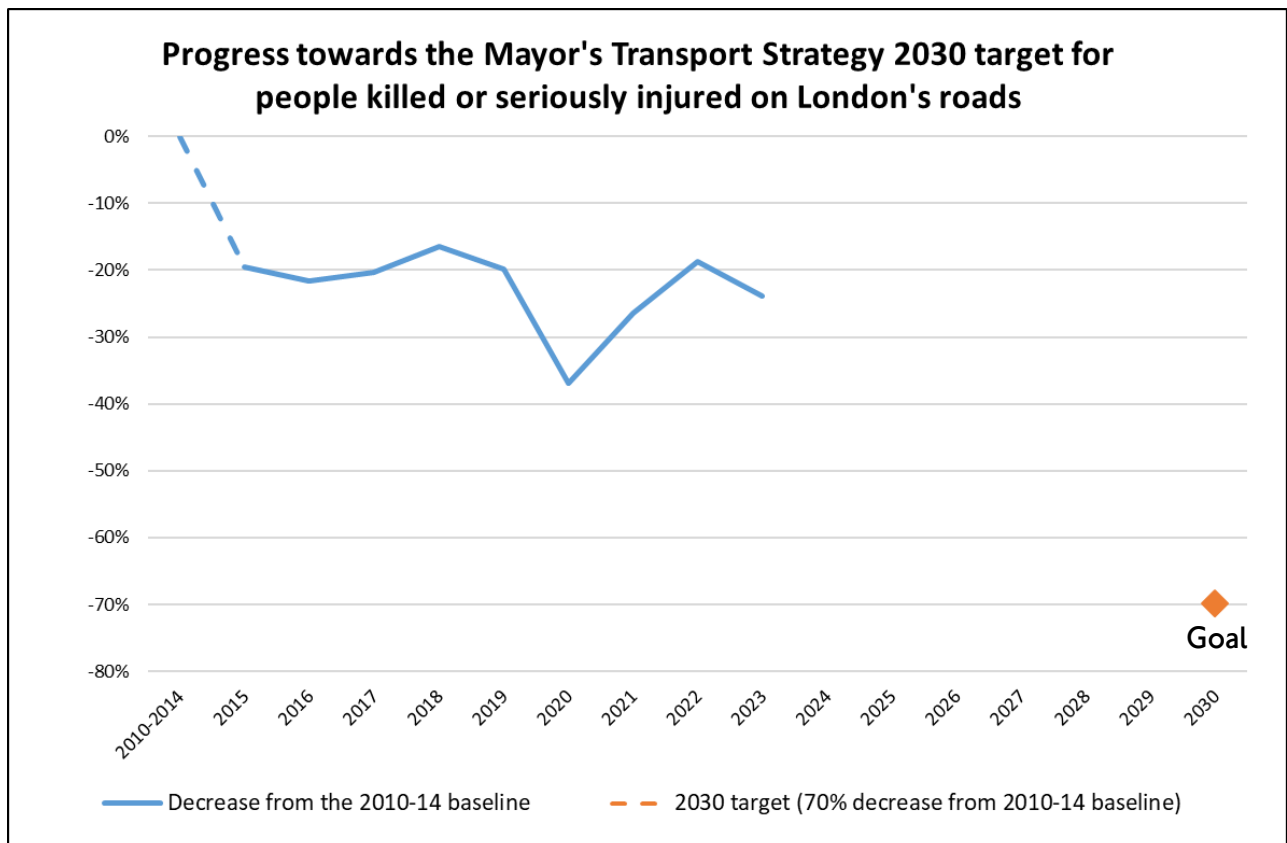


Figure 18: Long term KSI trends: progress towards MTS 2030 target



Trends and drivers

Quarter 4 data for 2024/25 is currently provisional, and therefore subject to change. As such, many of the circumstances of the collisions are yet to be finalised while the police complete their investigations (e.g. contributing factors such as speeding, exact locations and mapping of these to the road network etc).

Fatalities overview

In Quarter 4, 27 people tragically lost their lives on London's roads, which is lower than Quarter 4 last year (33) and in 2021/22 (35) but higher than Quarter 4 2022/23 (23). This was again dominated by deaths to people walking (16), as per previous Quarter 4s, but lower than the 20 people walking that died in Quarter 4 last year. Looking at the full financial year figures, 98 people have been killed this financial year, which is lower than last year (105 in 2023/24) and much lower than pre-pandemic (124 in 2019/20).

There has been a sustained reduction in the number of people killed on the roads post-pandemic (2022, 2023 and 2024) compared to pre-pandemic (2017, 2018 and 2019), particularly for people walking and motorcycling. We attribute this in part to lower speed limits, the Direct Vision Standard, among other road safety interventions, and changes to travel patterns.

Serious injuries overview

There were 1,069 people seriously injured in Quarter 4, which is the highest for any Quarter 4 since 2018/19 (1,177). Seventy-nine per cent of people seriously injured were walking, cycling, motorcycling, which is similar to previous years (77 per cent last year and 80 per cent in 2022/23). Quarter 4 saw an increase in serious injuries to people walking and cycling compared to last year (from 332 to 381, and from 214 to 261 respectively) but a slight decrease in people seriously injured while motorcycling.

For serious injuries for the full financial year (3,704), there has been a slight increase on last year (3,565) but a reduction in numbers compared to 2021/22 (3,801) and 2022/23 (3,815). Within this the biggest increase has been in serious injuries to people cycling (from 919 to 1,037), and slight increases in serious injuries to people walking (1,175 to 1,182) and motorcyclists (739 to 783), which are not thought to be a significant trend.

People walking

Comparing Quarter 4 to last year, fewer people were killed while walking, but more were seriously injured, so overall there has been a 13 per cent increase in the total number of people killed or seriously injured. This means the severity of collisions has decreased this Quarter 4, from one fatality for every 17 serious injuries in Quarter 4 2023/24 to one fatality for every 24 serious injuries this Quarter 4.

This financial year 54 people have been killed while walking, similar to last year (56) but higher than 2022/23 (39), and lower than pre-pandemic (65 in 2019/20), part of a significant and sustained post-pandemic decrease in fatalities.

People cycling

This financial year nine people have been killed while cycling, more than in previous years (eight in 2023/24, seven in 2022/23, and six in 2021/22).

To the end of Quarter 4, the number of serious injuries to people cycling (1,037) is higher than last year (919) and slightly higher than the previous two years (1,009 in 2022/23 and 1,023 in 2021/22) suggesting that last year was unusually low.

We have seen a significant increase in the number of cycling journeys since the pandemic, suggesting that while the number of people killed or seriously injured while cycling has increased slightly, the overall risk of being killed or seriously injured while cycling continues to decrease post-pandemic. More analysis on the trend in risk will be carried out when up to date journey data becomes available.

People motorcycling

This financial year, 13 people have been killed while motorcycling, continuing a sustained downward trend (from 34 in 2019/20 to 23 in 2023/24). Compared with before the pandemic, fewer people have been killed while riding larger and heavier bikes with an engine size of over 125cc, whereas fatalities on motorcycles with a smaller engine have remained largely unchanged.

Serious injuries to people motorcycling have increased this year (783) compared to last (739), but 2022/23, 2023/24, and 2024/25 were lower than pre-pandemic figures as part of a longer-term trend. We think this positive trend reflects a reduction in commuting journeys using bigger, heavier bikes on car-dominated high-speed roads, whereas smaller motorcycles continue to be widely used by couriers in the gig economy on lower speed high streets where drivers may already be looking out for people walking and cycling.

Car occupants

Car occupant serious injuries in Quarter 4 increased slightly compared to the previous Quarter 4 (from 150 to 158) and are also higher than the previous two years in Quarter 4 (136 in 2022/23 and 138 in 2021/22). This will be monitored going forwards to determine whether it is a significant trend or just a normal fluctuation.

For the full financial year the number of car occupants killed or seriously injured (479) is very similar to last year (474) and lower than the two preceding years (520 in 2022/23 and 502 in 2021/22).

Improvement Activity

On 16 January 2025, we hosted an online workshop with the Urban Transport Group (UTG), the UK's network of transport authorities, to discuss work-related road risk, including initiatives to reduce the number of work-related casualties on urban roads. This was a great opportunity to share with them how our work is progressing in key aspects of road safety policy and implementation where we are actively leading (such as the Fleet Operator Recognition Scheme and the Meal and Grocery Delivery Company Charter) and in doing so discuss synergies and opportunities for future collaboration. Road safety manifests differently in urban areas, so it is important to work with our partners in other cities to share good practice and information and try to amplify the urban voice

when we are talking to Government about what cities need to reduce collisions on urban roads and help make travel safer for everyone.

Members are looking at their own data on work related road risk (or commissioning new data where this does not exist). We hope to set up another session to discuss what UTG members have found and our next steps for collaboration.

Safe Speeds

We remain committed to our Lowering Speed Limits programme in our drive to eliminate fatal and serious injury collisions from London's roads and are expanding the scope of the programme to include a third phase.

In March 2025, we lowered the speed limit to 20mph on A1205 Burdett Road, London Borough of Tower Hamlets, adding a further 1.5km. Since April 2020, we have lowered the speed limit on 189.3km of our roads, of which 169.9km are 20mph.

Safe Streets

Work to deliver an improved crossing on the A23 Streatham High Road in Lambeth at the junction with Gracefield Gardens finished at the end of January. Works at A20 Amersham Road Junction with Parkfield Road in Lewisham were completed between 6 and 8 January. Road safety schemes at Redcliffe Gardens in Kensington and Chelsea and King's Cross Road junction with Pentonville Road in Camden began on 13 January 2025 and were completed in April 2025.

Public engagement on a number of schemes took place between February and March 2025. This included a pedestrian crossing improvement on the A2 Deptford Broadway and a speed limit reduction scheme on the A21 Hastings Road/A232 Croydon Road in Bromley, both due for construction later in 2025.

The consultation to improve junctions in Shoreditch launched on 16 December 2024, marking the achievement of our Vision Zero commitment to consult on 10 further Safer Junction locations by the end of 2024. The consultation closed in early February 2025 and responses are now being considered.

The three new signal-controlled crossings at the junction of Battersea Bridge Road, Prince of Wales Drive and Surrey Lane were commissioned on 5 March with work continuing until autumn 2025. We are also investing more than £87m over the next year across London boroughs and the City of London to make our streets safer, healthier and greener. This is part of our three-year agreement and programme with London boroughs. It will fund projects delivered in partnership with boroughs, who have strong expertise of local roads and transport networks across the capital.

The investment will work to create new cycle routes to strengthen London's growing network of Cycleways, more pedestrian crossings in local neighbourhoods and funding to support School Streets schemes, enabling children and young people to walk and cycle to school safely. The programme will also aim to deliver further projects to tackle road danger across London, including 15 new schemes at some of London's most dangerous junctions and new boroughwide 20mph schemes.

Safe Vehicles

From 28 October 2024, we strengthened the minimum safety requirements for the world-leading Direct Vision Standard, to reduce the level of risk that heavy goods vehicles (HGVs) can pose to all road users, especially people walking and cycling.

Operators will receive a penalty charge notice of up to £550 if they operate an HGV more than 12 tonnes in Greater London without a minimum three-star Direct Vision Standard rating or without a valid HGV safety permit.

Throughout 2024/25 we continued to work closely with the freight industry in preparation for the implementation of the Progressive Safe System (PSS). However, to give the road haulage industry sufficient time to buy, fit and test any new equipment to be retrofitted to their vehicles to comply with the new requirements, and in order to overcome possible shortages of appointments to fit PSS equipment, we recommended to London Councils' Transport and Environment Committee a further three-month extension up to 5 May 2025 in addition to the existing previously agreed three-month grace period which was due to end on 31 January 2025. The total grace period, as agreed on 18 July, ran for six months from 28 October to 5 May 2025. Between 28 October 2024 up to 31 March 2025, there have been 100,695 PSS permits issued to in scope HGVs.

Safe Behaviours

We relaunched our powered two-wheelers campaign in January 2025 through social media, roadside outdoor advertising and online videos. The campaign targets both riders and drivers with a unified message to 'watch out for each other'.

The speed campaign relaunched in March 2025 on TV and radio, with new radio scripts being used in the campaign for the first time. This campaign aims to motivate drivers to change their behaviours by showing them that driving even 'a little' over the speed limit can still have devastating consequences.

In February 2025, we hosted our bi-annual Meal and Grocery Delivery Company Road Safety Forum. The event is a great opportunity for industry to come together with us and other stakeholders to discuss road safety, share information and good practice. One of the objectives of the forum is to maintain momentum and hold ourselves and each other to account on the commitments made in the Delivery Company Motorcycle Road Safety Charter we published in 2023 by sharing updates and initiatives. While the charter and the forum are usually focused on motorcycle safety, we decided to dedicate this session to e-bikes which are frequently used by couriers in the Meal and Grocery Delivery industry.

In London, motorcycles make up four per cent of vehicle mileage but account for 22 per cent of fatalities. To address this, we relaunched our motorcycle campaign in January 2025 through social media, outdoor advertising and online videos. The campaign targets both riders and drivers with a unified message to watch out for each other, and ran for 12 weeks.

From 1 December 2024 to 1 January 2025, our policing partners delivered the National Police Chiefs Council's Operation Limit, which is a proactive operation to increase drink and drug testing, and targeted vehicle stops for drivers suspected of being under the influence. As part of Operation Limit, we adopted several high harm and threat corridors, where 259 Traffic Offence Reports were

issued for speeding, and 663 for no insurance. In total, 664 arrests were made for driving under the influence and 216 tickets issued for no insurance.

Post Collision Response

The impact of road traffic collisions can be complex, with far-reaching consequences covering physical and emotional safety, coronial and legal processes and challenges with daily life. The best outcomes for road crash victims are achieved through specialist support delivered by practitioners trained to help in such diverse scenarios. To fill this identified support gap in London, in November 2023 a multi-agency pilot project was launched to support victims, family members and loved ones in the aftermath of road collisions resulting in deaths and life-changing injury. This is co-funded by us and MOPAC.

This pilot scheme has implemented a consent-based direct referral mechanism from the MPS and City of London Police into the service, thus removing the onus from victims having to navigate their own access to support. The service, delivered by Brake and RoadPeace, offers a dedicated London team of caseworkers who provide face-to-face trauma-informed emotional and practical support in the immediate aftermath of an incident and longer-term aftercare via support groups, befriending and a resilience-building programme.

Since its launch, over 200 people have been referred to the service. Positive testimonies from users of the service, captured as part of an independent pilot evaluation, demonstrate the powerful impact the service is having. We published the interim evaluation report in March 2025. We have agreed with MPS and MOPAC to put in place a permanent support service and the procurement for this service was launched in February 2025. A supplier will be appointed in summer 2025, with the pilot continuing to operate until the service goes live in autumn 2025.



Bus safety

One of our key priorities is making London's buses safer for everyone. Therefore, we have a safety scorecard metric that is specific to injuries related to collisions involving London buses, which forms a subset of the overall road safety metric.

Bus safety is an integral part of our Customer, Colleague and Road Safety story. However, we have a bespoke bus safety programme of improvements, so this section of the report aims to bring these elements together to demonstrate our joined-up approach to safety.

Measure	Q4 Target	Q4 Actual
People killed or seriously injured in road traffic collisions in or by a London bus	65	86 (including 7 fatalities)

Data sources: police reported road traffic collisions resulting in personal injury (STATS19), early fatal notifications from the police

Date of extraction: 10/04/2025

The data used in this section uses police reported road traffic collision data, this can be found on the TfL website <https://tfl.gov.uk/corporate/publications-and-reports/road-safety> including the interactive Road Danger Reduction dashboard which has London injury collision data from January 2017 to November 2024 [Road Reduction Dashboard](#).

Other data sources:

We also report our operator reported bus safety data which can be found on the TfL website <https://tfl.gov.uk/corporate/publications-and-reports/bus-safety-data> including the interactive Bus Safety dashboard which has London bus collision data from January 2014 to December 2024 [Bus Safety Dashboard](#). The dashboard uses a different data source to the one presented in this section. To understand the differences between our bus safety data see our [bus data guidance](#).

Please note that Quarter 4 data for 2024/25 is currently provisional.

Bus safety performance

Sadly 86 people were killed or seriously injured in collisions involving London buses in Quarter 4 of 2024/25. This was higher than Quarter 4 last year (80), and Quarter 4 2022/23 (67) but lower than 2021/22 (87). There were seven people tragically killed in collisions involving London buses this quarter, including three in one tragic collision in Hounslow on 31 March when a car drove into a bus. We are committed to reducing this number to zero by 2030.

For the full financial year there were 253 people killed or seriously injured in collisions involving London buses (provisional). This is a five per cent decrease on the previous year (267 in 2023/24). However, of this number, there were 13 reportable deaths involving London buses in 2024/25, compared to 10 in 2023/24.

The HSE carried out an unannounced visit to Walthamstow bus station on 11 March 2025 which led them to serve a Notification of Contravention in relation to observations of bus driver behaviour during that visit. A response has been provided to the HSE and we have urgently communicated with all bus operators reminding them of their safety duties.

Trends and drivers

Fatalities overview

Seven people were tragically killed in an incident involving a bus in Quarter 4 this financial year, which is higher than Quarter 4 for each of the last five financial years. , This number consists of four car occupants killed after colliding with buses (three of whom died in a single incident), one bus passenger who died following a fall, one person killed while cycling and one person killed while waiting at a bus stop after being struck by a car which had initially collided with a stationary bus.

Looking at the full financial year, reported data shows that 13 people were killed in incidents involving a bus, which is an increase on the last two financial years (eight and 10 respectively). Our thoughts remain with the families and friends of those who died.

Serious injuries overview

Seventy-three people were seriously injured in collisions involving London buses in Quarter 4 this year, lower than Quarter 4 last year (75) but higher than Quarter 4 in 2022/23 (66) and lower than Quarter 4 in 2021/22 (87).

For serious injuries for the full financial year (240) there has been a decrease on last year (257) but an increase in numbers compared to 2022/23 (237) and on 2021/22 (231).

Bus passengers

Comparing Quarter 4 this financial year to last financial year, the number of bus passengers seriously injured is similar (35 for Quarter 4 this financial year compared to 30 for Quarter 4 last financial year), and there was one customer fatality this quarter.

For the full financial year there has been a slight reduction in bus passenger serious injuries from 114 to 111, which is a further reduction on 2022/23 when it was 126. This should be seen in the context of the fact that bus passenger safety was improving steadily pre-pandemic (72 bus passengers seriously injured in 2019/20) but declined in the years immediately after the pandemic.

People walking

As mentioned above, sadly one person walking was killed at a bus stop when they were hit by a car in Quarter 4 this year. A bus was stationary at the stop at the time and was struck by the car prior to the fatal collision and is therefore classified as 'involved' in our data set. Five people walking have been killed in total this financial year. We are undertaking a review of pedestrian fatalities to identify trends and any learning outcomes or further initiatives which could further reduce the risk.

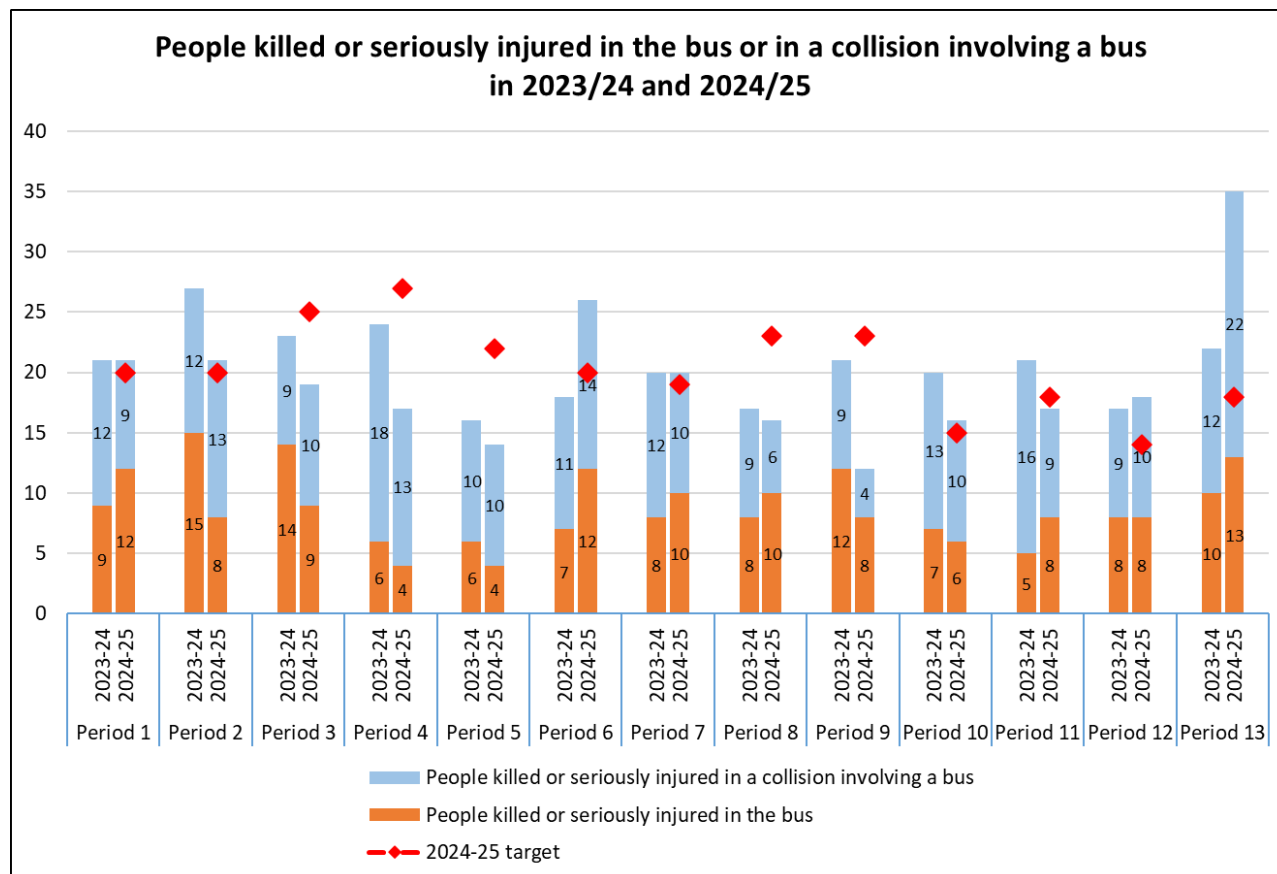
The number of people walking who were seriously injured in collisions where a bus was recorded as involved in Quarter 4 this year (33) is similar to last year's Quarter 4 (32), but a decrease in the full financial year figures from 92 last year to 80 people this year.

People cycling

Sadly, this year one person was killed in Quarter 4 in a collision with a bus while cycling. This compares to none in Quarter 4 last year. For the full financial year there have been three people killed in collisions with London buses while cycling, whereas there were none last year.

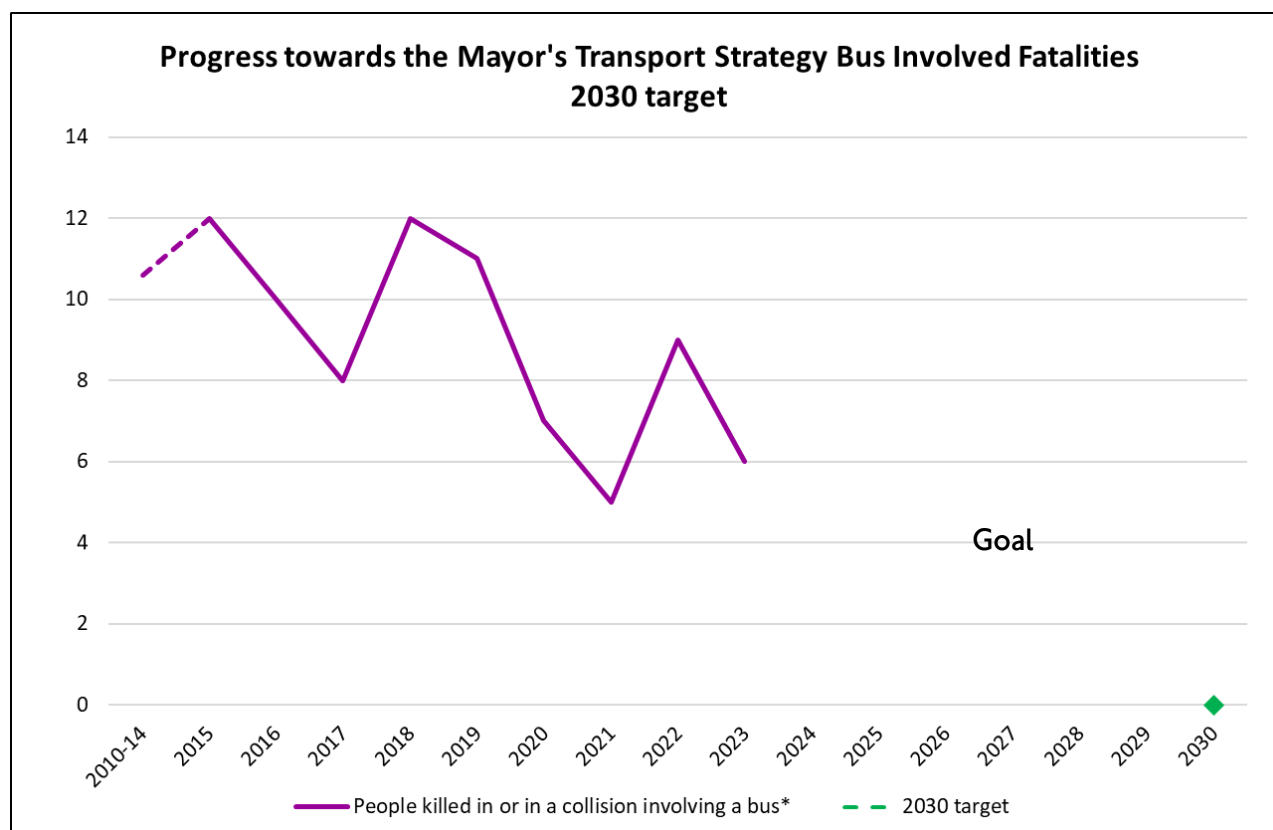
Serious injuries to cyclists in collisions with London buses was lower in Quarter 4 this year (three) than last year (five), and for the full financial year there has been a decrease this year (23) from last year (25).

Figure 19: Scorecard measure: People killed or seriously injured in road traffic collisions on or in a collision involving a London bus



Period	I	2	3	4	5	6	7	8	9	10	11	12	13	Total
2023/24														
Fatalities	1	0	0	0	0	1	1	2	0	2	1	0	2	10
Serious Injuries	20	27	23	24	16	17	19	15	21	18	20	17	20	257
2024/25														
Fatalities	0	0	1	0	1	0	1	2	1	2	0	2	3	13
Serious Injuries	21	21	18	17	13	26	19	14	11	14	17	16	32	239

Figure 20: Long-term London bus involved fatality trend: progress towards Mayor's Transport Strategy 2030 target



We are continuing to work with operators to meet the 2030 target of zero fatalities of people on or in collision with a bus.

Improvement activity

Improvement activities carried out include two incident prevention days, analysis of likely pedestrian behaviours, producing a handbook for drivers for our bus stations reiterating safe behaviours in and around our bus stations. The Bus Safety Programme supports our Vision Zero targets for London buses and follows a Safe Systems Approach – a summary of activity within the safe system pillars is provided below. A quarterly schedule is being produced for future incident prevention days at bus stations.

Safe Vehicles

We know that improving the safety of London's buses is the most effective way to improve the safety of the bus network and we continue to focus on delivering safer buses through the Bus Safety Standard (BSS). Currently, 1,960 new buses (March 2025 figures) are in the London bus fleet that meet the BSS out of a total of 8,800 buses.

We continue to engage with bus manufacturers on the delivery of advanced emergency braking (AEB), which was a BSS requirement in 2024 but is a challenge for bus manufacturers due to the cost and time needed to meet the requirements in the Bus Vehicle Specification, which aims to ensure AEB systems provide the expected safety benefits. Shadow mode testing (to test the false positive rate) is now underway by one bus manufacturer and three others are due to commence also in 2025. Alongside this, track tests have either been completed or are planned in 2025.

Our work to develop Phase 2 of the BSS, which will set out requirements for new buses in 2027, 2030 and 2033, is continuing. We have undertaken engagement with bus manufacturers on a draft list of measures and have developed a draft roadmap. A programme of research and engagement is underway to inform the development of a final roadmap which will be published in early 2026. This includes recently completed research on driver collision restraints, alcohol interlocks (an ignition interlock device which prevents driving with excess alcohol by requiring the driver to blow into a device to release the ignition), and a draft position paper on the potential of advanced driver assists systems and connected and automated vehicle technology to improve driver safety. Other ongoing and planned research includes a deep dive analysis of bus involved collisions, CCTV Human Machine Interface research, and research into future enhancements to AEB.

The bus driver cab design is a key part of the BSS phase 2, and in February we published [a vision document for the bus driver cab design](#). This sets out our objectives for an inclusive and ergonomic cab design, the support across the bus industry and highlights a range of completed and ongoing research. We held the first national forum for the bus driver cab design on 3 April, which aims to share research, discussion and progress on the new bus cab design with the bus industry across the UK, including other transport authorities, bus operators and bus manufacturers. We have completed the engagement with bus drivers to gather feedback on the current cab design, interviewing 118 bus drivers from nine operators and 11 garages across the UK, covering locations in London, Glasgow, Edinburgh, and Manchester. We have engaged the Royal College of Art (RCA) Intelligent Mobility Design Centre research staff and masters' students to develop new innovative design ideas for the bus driver's cab. As part of this, the RCA have undertaken in-depth bus driver engagement and a driver task analysis. A final event will be held in June 2025 with stakeholders including bus operators and manufacturers to present the findings and design ideas. Alongside this we have commenced research into anthropometry and inclusion of the bus cab.

We continue to progress research into the causes of, and potential solutions to, pedal application error (PAE). This has included a large-scale study involving more than 120 London bus drivers looking at preferred foot positioning in relation to existing pedal positions. The results of this study are currently being assessed alongside the implications for an updated pedal design specification. Other ongoing research includes investigating the possibility of developing an acceleration suppression feature, which would help mitigate the more severe PAE incidents, and looking at psychological and behavioural factors which may be impacting PAE risk. A report summarising recent developments in our understanding of PAE has been [published on the TfL website](#).

Safe Speeds

There are now 5,180 buses (almost 60 per cent of the fleet) fitted with intelligent speed assistance (ISA), helping drivers to adhere to posted speed limits. This number is continually rising as new vehicles enter the fleet and older vehicles are retrofitted with this technology. ISA is a critical part of the wider BSS as ensuring buses are travelling at a safe speed means that other safety features and technologies will be more effective.

We continue to work with operators to improve speed compliance including on non-ISA buses, such as through speed awareness campaigns and engagement events with drivers at bus garages.

Safe Behaviours

Through our bus customer injuries workstream we have a range of research and trials underway, including:

- A behavioural audit into slips, trips and falls on buses. A literature review on the topic has been completed by behavioural science company SoMoCo. A report will be published on the TfL website shortly;
- SoMoCo have also been reviewing CCTV incidents from slips, trips and falls and asking bus drivers and other key stakeholders for views and experiences. This will form part of a larger deep dive which will include observing customer behaviour on-board buses and asking customers for views on these incidents and why they occur. This report is being reviewed and will be published on the TfL website in the summer;
- Research into buggy falls on buses by AECOM and SoMoCo. This includes holding focus groups with parents, carrying out a full literature review, incident data analysis, and liaising with London bus operators and public transport authorities worldwide. The report is due in summer 2025 and will inform next steps for choosing solution ideas to trial on London buses, the final report will be published on the TfL website in the summer; and
- Research by transport research specialists on the causes of harsh braking on buses has been completed and the final report will be published on the TfL website shortly. The report shows that some of the causes are related to the driver, particularly in reference to going too fast for conditions, many are caused by other road users, with car drivers cutting in front of the bus being the top cause of harsh braking. There are a number of recommendations arising from the report that we will embed into the Bus Safety Programme.

Our customer injury Bus Safety Innovation Challenge continues to progress well. The planning and development stages of the sensor-initiated safety messaging project are well underway, with the aim to trial on two bus routes in April and May 2025. We have carried out market engagement activities for an upstairs seat counter display on buses and have now selected a supplier to work with to develop this trial over the coming months. This innovation will indicate the availability of seating on the upper deck and will be trialled in 2025 on a Stagecoach route. The trial of the original Routemaster Ding Ding sound to indicate the bus is about to depart is taking place over four weeks from 28 April 2025 on two bus routes.

We are continuing to develop our workstream on bus driver fatigue, health, and wellbeing. This includes:

- Work with Loughborough University to review driver medicals to consider their role in safeguarding driver health and bus safety. Stage two of this project (subject to funding) would offer an enhanced driver medical to a cohort of drivers to identify safety and health benefits; and
- We have installed fatigue detection systems to around 400 buses. Baseline data has been gathered. We are continuing to work with the trade unions and bus operating companies to switch on the technology so that we can gain a better understanding of the causes of fatigue from these systems. This would include information on routes, rosters, geography and time of day.

Engagement and knowledge sharing

There is much we can learn and share with the wider bus industry to improve bus safety in London. This is particularly helpful when encouraging other public transport authorities in the growing metropolitan bus franchising areas to adopt the BSS, with Transport for Greater Manchester, for example, requiring their new buses in Tranche 3 of their roll-out to meet the standard.

We continue to collaborate nationally and internationally through both the Bus Knowledge Sharing and Incident Network and Women in Bus and Coach. Across the UK and Ireland, there are now more than 50 members of the Bus Knowledge Sharing and Incident Network, which is supported by the Bus Centre of Excellence. We are supporting the planning of the first national Bus Safety Conference which will be held on 19 May.

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