

Date: 3 July 2025

Item: Update on TfL Go

This paper will be considered in public

1 Summary

- 1.1 This paper provides the Panel with an update on TfL Go, TfL's app that offers the modern digital experience that is inclusive, customer-centred, aligned with the Mayor's Transport Strategy and the modern digital experience expected by customers.

2 Recommendation

- 2.1 **The Panel is asked to note the paper.**

3 Background

- 3.1 We established TfL Go as a flagship product, entirely owned by TfL and focused on customer and business outcomes, with functionality that would constantly grow to meet changing needs.
- 3.2 We recognised that key customer needs were not addressed through existing third party journey planning apps and websites due to their lack of accessibility information, credible data and a direct relationship with our customers. We recognised this gap in the market and where we could take advantage of the data we create and own.
- 3.3 TfL Go makes the most of our strengths in a saturated market showcasing our iconic brand, TfL-wide deep customer expertise and insight on transit data and infrastructure.
- 3.4 TfL Go's unique characteristics include:
- (a) mobility and accessibility information;
 - (b) in-journey support;
 - (c) live disruption information and support;
 - (d) multi-modal support;
 - (e) part of the wider TfL Digital Eco System (website, app and connected data applications); and
 - (f) payments (Oyster top up and Oyster and contactless card journey history).

- 3.5 The app was launched in 2020 and has since been downloaded over nine million times across iOS and Android devices, with customer satisfaction ratings for the App at 4.7/5 (iOS) and 4.3/5 (Android).
- 3.6 In March 2025, TfL Go reached a milestone with 1.2 million customers a month using the app, who each return on average 4.2 times per week. This coincided with the app taking over from the Oyster and contactless app that was retired, allowing customers to utilise the more user friendly and intuitive payments functions within the TfL Go app (enabling around £2m (on average) in transactions per week, compared with around £1.2m under the Oyster app).

4 Recent Updates to TfL Go

- 4.1 The biggest update to the app recently has been the introduction of payments through “Pay” functionality. Payment and account functionality from the Oyster and contactless app was integrated into TfL Go, giving customers the opportunity to track what they are, spending on travel and plan their journeys all in one place. It allows users to log in, add and manage their Oyster card and contactless cards, top up their Oyster cards, buy travelcards and season tickets and view their journey history. Examples of how this appears in the app are shown in Appendix 1.
- 4.2 Since its launch, the Pay functionality has been heavily used:
- (a) on a daily basis 52,000 devices access the Pay area of the app;
 - (b) the daily audience share into Pay is around 22 per cent of people using the TfL Go app;
 - (c) Pay in TfL Go revenue is around £2.1m per week. This is a little higher than the Oyster app that was retired after the launch of Pay in TfL Go.
- 4.3 This differentiates TfL Go from other travel apps in the London market and unlocks the potential for innovative new features in the future.
- 4.4 Major disruption push notifications have also been incorporated into TfL Go allowing TfL to notify millions of customers of major events that may disrupt their journey across our network (an example being the London Marathon) and allow them to then plan alternative routes. The first of these notifications was released to notify users of the VE Day 80 events taking place and to prompt customers to check their travel plans. Later in 2025, we will launch app notifications about line status so that we can proactively inform customers about major disruptions and network-wide issues, examples of which are shown in Appendix 2.
- 4.5 Recent updates to the app have also included enhanced cycle journey planning, which allows customers to plan routes across the river utilising the Silvertown cycle shuttle introduced as part of the Silvertown Tunnel opening. Further enhancements to cycle journey planning are due in July including highlighting safer cycle routes utilising protected cycleways, an example of which is shown in Appendix 3.

- 4.6 Another recent update has been that fare information has been successfully re-enabled in our journey planning tools. This means customers view estimated adult pay as you go fares when planning their journeys, helping them make informed travel choices, an example of which is shown in Appendix 4.

5 Look Ahead – Future Enhancements

- 5.1 As part of our commitment to continuous innovation and development, we are actively exploring new features to enhance the app and better meet the evolving needs of our customers. Looking ahead, we plan to introduce personalised notifications that intelligently recognise frequent journeys and offer timely assistance without requiring user input.
- 5.2 We are planning to introduce intelligent notifications that indicate when customers need to top up and remind customers to touch out in areas of the network where they change modes and often people forget to tap.
- 5.3 The app will become more intelligent, personalised and responsive. For example, during a journey the app will be able to respond and provide new travel information on the journey route/mode depending on factors that occur in real time. This will include lift outages, line disruption or even heavy traffic.

6 Equalities Implications

- 6.1 Equalities considerations, including Equity in Motion, is at the heart of many of the TfL Go developments described in this paper, including step-free access notifications and allowing people to tailor their travel to their individual needs and requirements. We aim for the app to help remove as many barriers as possible to traveling on our network for all our customers.

7 Next Steps

- 7.1 Ongoing funding through Technology and Data budgets ensures the app continues to evolve and meet the needs of our customers. We are now exploring longer-term funding options to strengthen the app's future, support ongoing innovation, and maintain its role as a key part of the customer experience.

List of appendices to this report:

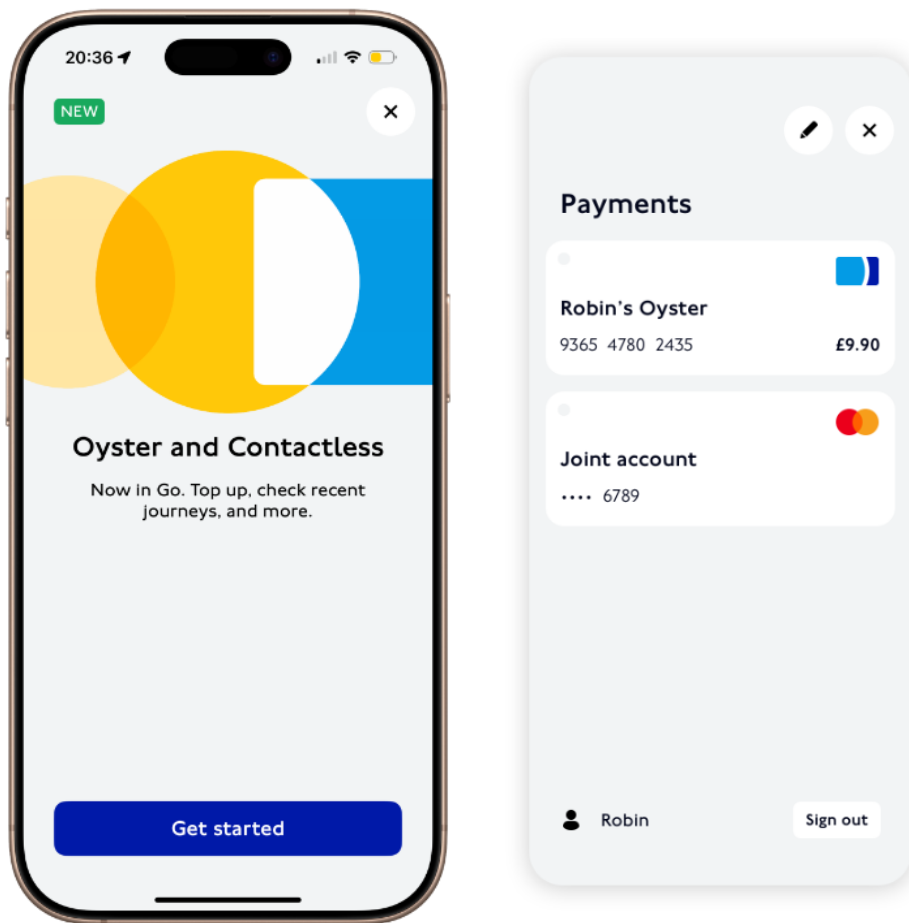
Appendix 1: TfL Go app new functionality images
Appendix 2: TfL Go app notifications images
Appendix 3: TfL Go app Cycleway routes images
Appendix 4: TfL Go app journey planner images

List of Background Papers:

None

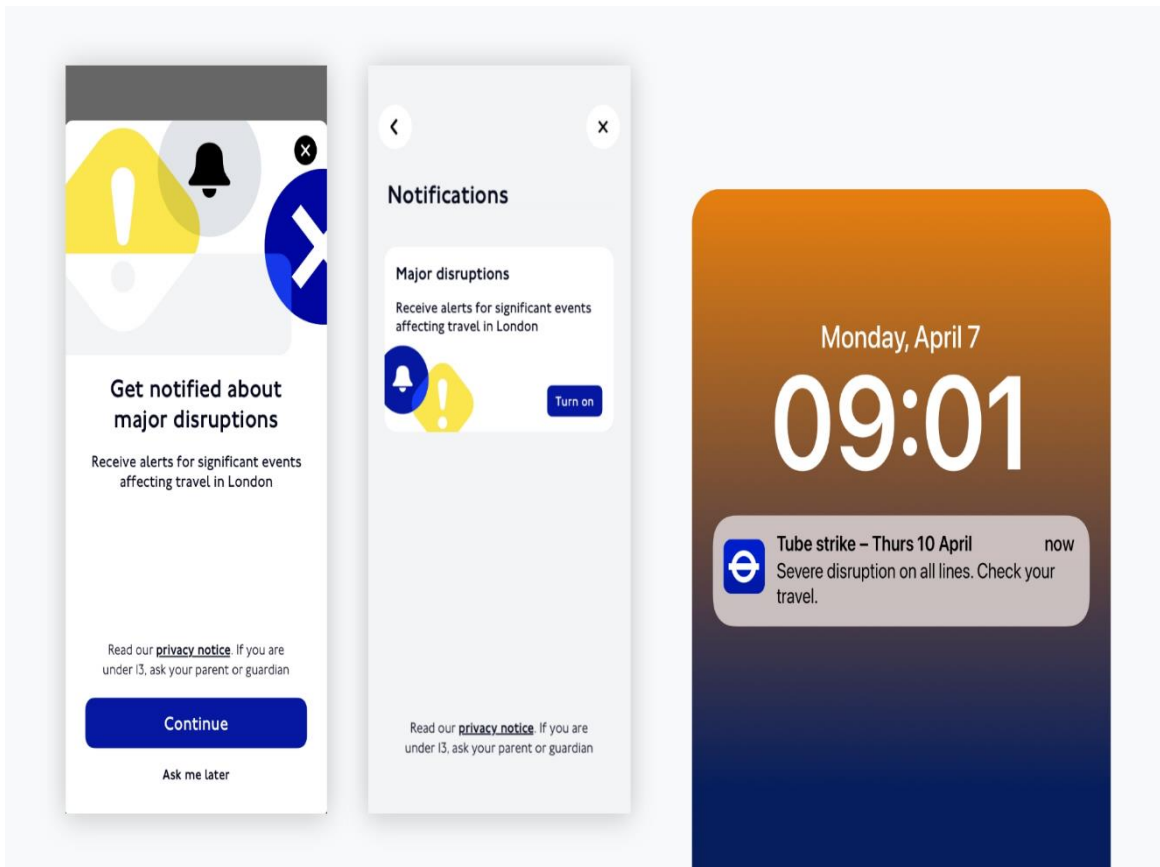
Contact Officer: Matthew Blunsten, Head of Digital
Email: MatthewBlunsten@tfl.gov.uk

Appendix 1: TfL Go app new functionality images



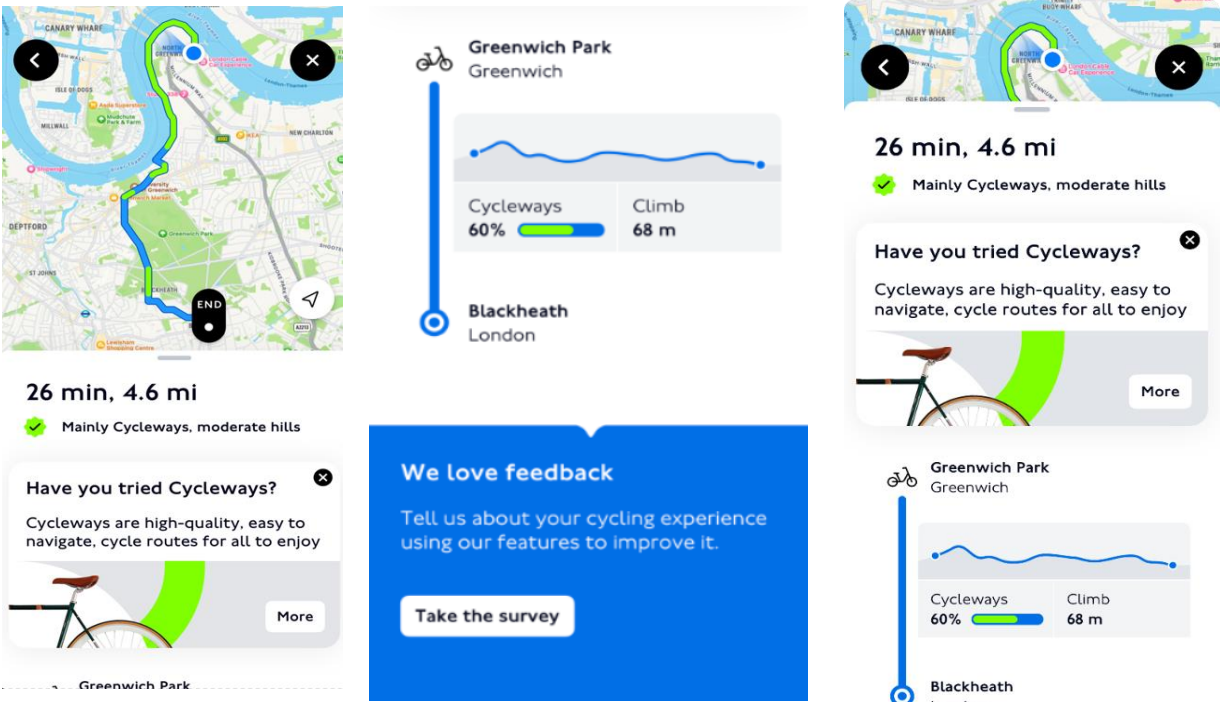
A side-by-side view of two mobile app screens. The left screen introduces the "Oyster and Contactless" feature with the message: "Now in Go. Top up, check recent journeys, and more." A button labelled "Get started" appears at the bottom. The right screen shows the "Payments" section, listing two payment options: "Robin's Oyster" with a card number partially shown as 9365 4780 2435 and a balance of £9.90, and a "Joint account" with a card ending in 6789. At the bottom, there's a user icon labelled "Robin" and a "Sign out" button.

Appendix 2: TfL Go app notifications images



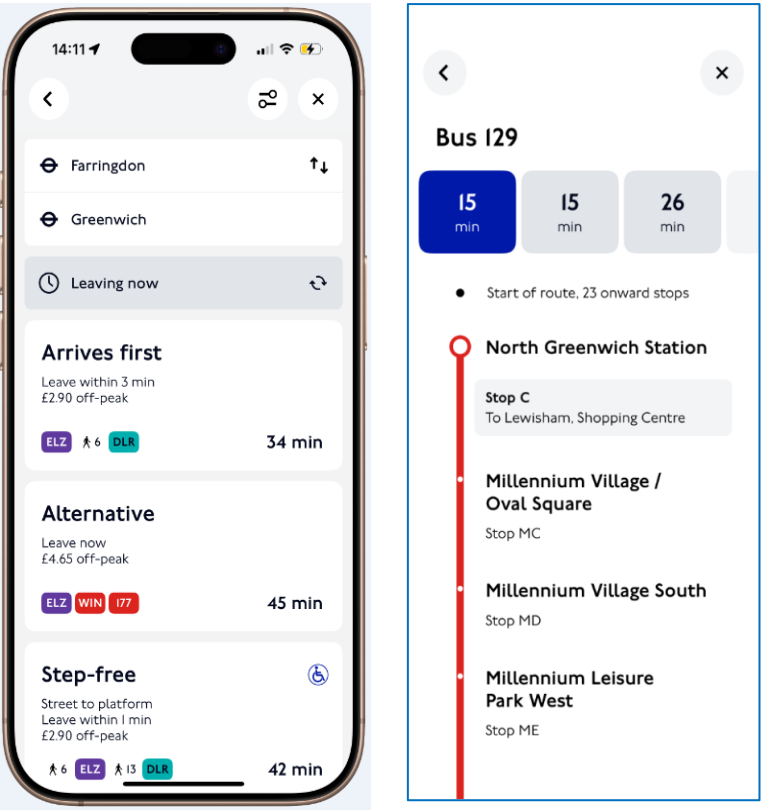
A composite image showing various travel disruption alerts in London. The top section prompts users to enable notifications for major disruptions, advising under-16s to seek parental guidance. The middle section displays a notification settings screen with an option to turn on alerts for significant travel events. The lower section shows a phone lock screen dated Monday, April 7 at 09:01, with a notification about a Tube strike on Thursday, April 10, warning of severe disruption on all lines. At the bottom, three alert messages appear: one with a bell icon and a yellow warning sign stating "Weather warning – Essential travel only," another saying "Easter weekend – Check your travel."

Appendix 3: TfL Go app Cycleway routes image

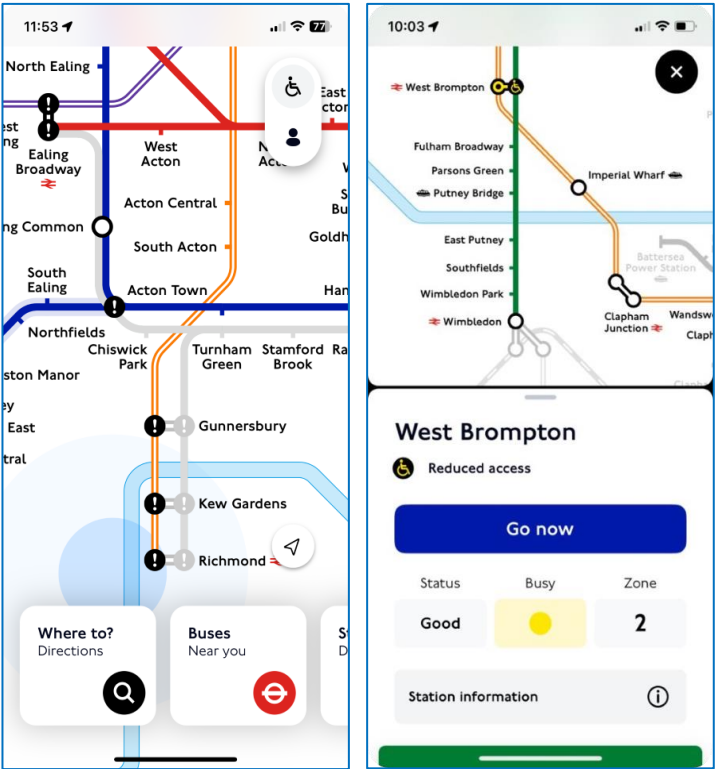


A cycling route map and summary for a journey from Greenwich Park to Blackheath in London. The route is 4.6 miles long, takes approximately 26 minutes, and primarily follows cycleways with moderate hills. The elevation gain is 68 metres, and 60 per cent of the route is on designated cycleways. The image includes promotional text encouraging the use of Cycleways, describing them as high-quality and easy to navigate. A feedback prompt at the bottom invites users to take a survey about their cycling experience.

Appendix 4: TfL Go app journey planner images



Two smartphone screenshots from a transportation app. The left screen shows route options for a journey from Farringdon to Greenwich, including departure times, estimated travel durations, and fare information. The right screen displays details for Bus 129, listing the next three arrival times (15 min, 15 min, and 26 min) and showing stops along the route beginning at North Greenwich station.



Two screenshots from a transportation app. The left screen displays a section of a transit map showing stations such as Ealing Broadway, West Acton, Acton Central, South Acton, Gunnersbury, Kew Gardens, and Richmond. Icons at the bottom offer options for directions and nearby buses. The right screen focuses on West Brompton station, showing a map and station details: "Reduced access," a "Go now" button, status marked as "Good," a yellow (moderate) busy indicator, Zone 2 location, and a link for more station information.