Appendix 1

Customer Report, Quarter 2 2025/26 (22 June – 13 September 2025)

Contents

1. Measures used in this report

How we monitor and record our progress

Throughout this report, we use different metrics to analyse the performance of each mode of transport to ensure we have a suitable comparison and can clearly monitor progress and performance. This page provides an overview of these key measures.

Customer Care score

This is the percentage of Londoners who agree strongly or agree slightly that we care about our customers. It measures how well we consistently meet people's expectations, both during their journey and non-journey interactions with us. It is measured for TfL as a whole, as well as London Underground (LU) and London Buses.

Customer satisfaction

The quality of service is measured using an 11-point scale, from 10 (extremely satisfied) to 0 (extremely dissatisfied). We use an index to ensure results are straightforward and can be compared among themselves and over time. To calculate this index, the mean scores are converted to whole numbers out of 100. For example, a mean score of 6.62 becomes a customer satisfaction rating of 66.

2. Our scorecard

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

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

Measure	2025/26 Year-to-date actual	2025/26 Year-to-date target	2025/26 Full-year forecast	2025/26 Full-year target
Customer				
Londoners who agree we care about our customers (per cent)	67	60	63	60

3. Customers

TfL cares about its customers

The proportion of Londoners agreeing with the statement 'TfL cares about its customers' was 67 per cent this quarter, an increase of one per cent from last quarter and seven per cent above the annual target. The Quarter 2 score in 2024/25 was 61 per cent, indicating sustained improvement.

Among public transport users (those who have used public transport in the last seven days), agreement is 70 per cent this quarter, up three per cent from last quarter. For disabled Londoners, agreement stands at 58 per cent, an increase of one per cent.

Analysis identifies five key drivers influencing perceptions of whether 'TfL cares about its customers':

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

Scores for four of the five drivers increased this quarter by one or two per cent, while 'Supports customers when things go wrong' remained unchanged. Compared to Quarter 2 2024/25, all five drivers have risen by between four and seven per cent.

Supporting customers when things go wrong continues to perform less strongly, scoring 62 per cent this quarter versus 68 to 71 per cent for other drivers. This area was affected by recent strike action: during the strike week, overall perception dropped by seven per cent, but recovered quickly in the following period. Current trends indicate performance is on track for a historic high. Anecdotal evidence

suggests customers were able to plan around disruption more effectively than during previous strikes, and sentiment appears broadly supportive of TfL during this action, with limited sympathy for those striking. It remains uncertain whether this support will persist if further strike action occurs.

Satisfaction

This was a very stable quarter for Customer Satisfaction; there were no significant changes to Public Transport Customer Satisfaction Score (CSS)or mode satisfaction metrics except for the expected seasonal changes in satisfaction with on mode temperature.

Public Transport CSS was stable at a record high of 78. The overall satisfaction score for LU was 78, Bus was 79, London Overground (LO) was 81, Elizabeth line (EL) was 84 and DLR was 81.

Last quarter there were significant improvements in satisfaction with almost all Elizabeth line and DLR metrics. These gains were largely maintained in Quarter 2.

LO, Bus and LU largely maintained the significant improvements in on mode and at station/stop satisfaction scores achieved in Quarter 4 2024/25 for a second consecutive quarter. The one exception to this is satisfaction with Helpfulness and general attitude of staff for LO which has fallen three per cent since the record higher score achieved in Quarter 4.

Ridership

During Period 4, the rail modes saw an increase in demand year-on-year, with LU, EL and LO growing by 2.5 per cent, 6.8 per cent and 3.4 per cent respectively. Trams also saw an increase of 3.3 per cent year-on-year. However, bus and DLR usage decreased by 4.5 per cent and 3.4 per cent, respectively. Overall, there was a 0.9 per cent decrease year-on-year across our modes.

In Period 5, LU, EL and LO continued to grow, rising by 2.1 per cent, 8.0 per cent and 9.4 per cent, respectively. Trams saw strong demand at 19.5 per cent. Bus continued its downward trend, falling by 1.0 per cent. DLR usage fell by 10.8 per cent due to a reduced timetable to enable testing of the new trains. Overall, we recorded an increase of 1.0 per cent year-on-year.

During Period 6, LU services were severely disrupted by industrial action on 7-11 September 2025, which had a significant impact on year-on-year journey growth. LU and DLR journeys were down 14.7 and 12.2 per cent respectively on last year, while EL and LO saw strong increases of 10.9 and 4.7 per cent, respectively. Bus and tram usage declined by 4.7 and 4.5 per cent, respectively. This resulted in a 6.7 per cent decline year-on-year in our journeys overall.

A range of external factors, including economic uncertainty, rising property rents and potential weakness in employment trends, has continued to contribute to lower-than-expected demand.

As well as this, industrial action affected our LU and DLR services in the last week of Period 6, but slightly boosted demand on some other modes. The net impact of this contributed to the smaller than expected year-on-year demand growth.

These trends align with our assessment that the external environment and industrial action are the primary drivers behind the shortfall in demand compared to budget expectations.

Ticketing System Availability

	Q2 2024/25			Q2 2025/26		
	Actual	Variance to target	Variance to last year	Actual	Variance to target	Variance to last year
LU – ticketing system overall availability (per cent)	99.29	+1.09	+0.37	99.11	+0.91	-0.18
London Buses – bus validations – overall availability (per cent)	99.80	+0.80	+0.15	99.76	+0.76	-0.04

Targets continue to be exceeded for both LU and Buses in this quarter and year to date.

Ultra Low Emission Zone (ULEZ) and Congestion Charge Auto Pay

At the end of Quarter 2 2025/26, there were a total of 1,867,670 active Autopay services and 3,267,770 active vehicles. Autopay service volumes grew at an average rate of 2.66 per cent and vehicles at 2.18 per cent per month over Quarter 2.

Calls

Road charging and ULEZ
Past five quarters

(a) In Quarter 2 2024/25 there were 271,697 calls received; 263,966 calls answered; three per cent of calls abandoned and an average speed of answer (seconds) of 67.

(b) In Quarter 3 2024/25 there were 261,506 calls received; 256,045 calls answered; two per cent of calls abandoned and an average speed of answer (seconds) of 50.

(c) In Quarter 4 2024/25 there were 321,987 calls received; 318,497 calls answered; one per cent of calls abandoned and an average speed of answer (seconds) of 24.

(d) In Quarter 1 2025/26 there were 398,628 calls received; 377,446 calls answered; five per cent of calls abandoned and an average speed of answer (seconds) of 116.

(e) In Quarter 2 2025/26 there were 400,015 calls received; 376,430 calls answered; six per cent of calls abandoned and an average speed of answer (seconds) of 139.

Capita's Road User Charging Contact Centre continues to perform well within contractual targets. The average speed of answer for Quarter 2 is 139 seconds and the call abandon rate is six per cent against a target of no more than 12 per cent of calls. Call volumes continued to increase during Quarter 2 as a result of our new Tunnel User Charging scheme going live on 7 April 2025. However, go live readiness activities followed by ongoing monitoring and resource adjustments have ensured continued good performance within Capita's contact centre.

Past five years

(a) In 2021/22 there were 1,590,871 calls received; 1,518,973 calls answered; 5 per cent of calls abandoned and an average speed of answer (seconds) of 48.

(b) In 2022/23 there were 1,251,212 calls received; 1,222,640 calls answered; 2 per cent of calls abandoned and an average speed of answer (seconds) of 46.

(c) In 2023/24 there were 1,421,749 calls received; 1,371,100 calls answered; 4 per cent of calls abandoned and an average speed of answer (seconds) of 65.

(d) In 2024/25 there were 1,120,400 calls received; 1,100,219 calls answered; 2 per cent of calls abandoned and an average speed of answer (seconds) of 41.

(e) In 2025/26 there were 798,643 calls received; 753,876 calls answered; 6 per cent of calls abandoned and an average speed of answer (seconds) of 128.

Taxi and private hire
Past five quarters

(a) In Quarter 2 2024/25 there were 52,765 calls received; 52,176 calls answered; one per cent of calls abandoned and an average speed of answer (seconds) of 26.

(b) In Quarter 3 2024/25 there were 65,266 calls received; 64,411 calls answered; one per cent of calls abandoned and an average speed of answer (seconds) of 31.

(c) In Quarter 4 2024/25 there were 81,564 calls received; 60,359 calls answered; 23 per cent of calls abandoned and an average speed of answer (seconds) of 394.

(d) In Quarter 1 2025/26 there were 61,820 calls received; 55,441 calls answered; 10 per cent of calls abandoned and an average speed of answer (seconds) of 217.

(e) In Quarter 2 2025/26 there were 51,727 calls received; 50,407 calls answered; three per cent of calls abandoned and an average speed of answer (seconds) of 54.

On 24 February 2025, we introduced our new Taxi and Private Hire (TPH) licensing software which has led to licensing delays for some existing drivers and new applicants. This is a vehicle licensing contact centre; drivers have continued to call seeking information about their licence leading to higher call volumes than usual. The abandon rate increase is due to an increased wait time.

While targets for Quarter 2 are much improved they are still not at the same levels as the previous Quarter 2 and service level agreements have not quite been met. The service continues to improve with a corresponding reduction in calls. We are now approaching peak so call volumes are likely to increase over Quarter 3.

Past five years

(a) In 2021/22 there were 235,135 calls received; 225,445 calls answered; four per cent of calls abandoned and an average speed of answer (seconds) of 111.

(b) In 2022/23 there were 346,552 calls received; 280,767 calls answered; 19 per cent of calls abandoned and an average speed of answer (seconds) of 870.

(c) In 2023/24 there were 252,810 calls received; 246,163 calls answered; two per cent of calls abandoned and an average speed of answer (seconds) of 48.

(d) In 2024/25 there were 255,526 calls received; 231,795 calls answered; eight per cent of calls abandoned and an average speed of answer (seconds) of 126.

(e) In 2025/26 there were 113,547 calls received; 105,848 calls answered; six per cent of calls abandoned and an average speed of answer (seconds) of 140.

In addition to our general contact centre, we have dedicated lines for road charging and the ULEZ, TPH, and Dial-a-Ride.

General contact centre calls
Past five quarters

(a) In Quarter 2 2024/25, there were 539,919 calls received; the call abandonment rate was eight per cent, and the average speed of answer was 624 seconds. There were 221,746 items of correspondence, with 89 per cent of cases closed.

(b) In Quarter 3 2024/25, there were 531,709 calls received; the call abandonment rate was seven per cent, and the average speed of answer was 127 seconds. There were 135,666 items of correspondence, with 70 per cent of cases closed.

(c) In Quarter 4 2024/25, there were 741,923 calls received; the call abandonment rate was 17 per cent, and the average speed of answer was 689 seconds. There were 373,272 items of correspondence, with 29 per cent of cases closed.

(d) In Quarter 1 2025/26, there were 523,429 calls received; the call abandonment rate was 17 per cent, and the average speed of answer was 782 seconds. There were 262,190 items of correspondence, with 73 per cent of cases closed.

(e) In Quarter 2 2025/26, there were 631,791 calls received; the call abandonment rate was 24 per cent, and the average speed of answer was 1380 seconds. There were 280,951 items of correspondence, with 86 per cent of cases closed.

Telephony demand was up 21 per cent on Quarter 1 and 17 per cent higher than in Quarter 2 2024/25.

Correspondence also saw increased demand up seven per cent on Quarter 1 and 27 per cent higher than in Quarter 2 2024/25.

This additional demand also had an impact on our average speed of answer which rose 598 seconds on Quarter 1 and was 756 seconds higher than Quarter 2 2024/25. These longer wait times also had a knock-on effect on our abandonment rates, with callers not waiting but abandoning their call to try again later – this led to us answering 75.69 per cent of calls for Quarter 2 and is the first time we have missed this target in the last five years. Despite the increased demand Correspondence actually saw an improvement in the percentage of cases closed within target, tracking at 86.43 per cent for Quarter 2.

The split between Telephony and Correspondence shifted slightly towards Telephony in Quarter 2 with 69 per cent of demand coming in by phone and 31 per cent through Correspondence.

Past five years

(a) In 2021/22, there were 2,496,839 calls received; the call abandonment rate was 10 per cent. There were 1,045,652 items of correspondence, with 81 per cent of cases closed within service level.

(b) In 2022/23, there were 1,040,132 calls received; the call abandonment rate was 10 per cent. There were 443,138 items of correspondence, with 87 per cent of cases closed within service level.

(c) In 2023/24, there were 1,571,841 calls received; the call abandonment rate was 9 per cent. There were 578,804 items of correspondence, with 84 per cent of cases closed within service level.

(d) In 2024/25, there were 2,313,764 calls received; the call abandonment rate was 12 per cent. There were 952,076 items of correspondence, with 60 per cent of cases closed within service level.

(e) In 2025/26 year-to-date, there have been 1,155,220 calls received; the call abandonment rate is 21 per cent. There have been 660,477 items of correspondence, with 80 per cent of cases closed within service level.

Calls by subject*

In Quarter 2, the numbers of telephone calls by subject were:

(a) Oyster: 107,210
(b) Surface and Rail: 38,102
(c) Concessions: 251,392
(d) Santander Cycles: 20,929
(e) Contactless payment: 153,772
(f) Other: 4,969

Overall call volumes were up 24 per cent on Quarter 1, and 19 per cent higher than Quarter 2 2024/25.

The main driver was around Concessions, with demand up 69 per cent on Quarter 1 and up 48 per cent on Quarter 2 2024/25.

Cycle Hire was the next highest increase (up 27 per cent on Quarter 1 and 13 per cent on Quarter 2 2024/25), some of this demand was driven by strike action, with hires increasing 55 per cent during the strikes.

Oyster saw a small dip in Quarter 2 while Contactless saw a small increase.

*Surface and Rail comprise LU, London Buses, LO, IFS Cloud Cable Car, DLR, EL, cycling (general), River services, Coaches and safety. Other comprises public Help Points, TPH, ticketing apps, Sarah Hope Line and street-related calls.

Complaints (Customer)

Complaints
Year on year (per 100,000 journeys)

Total passenger numbers fell around four per cent in Quarter 2, while complaints rose 17 per cent.

Oyster saw a rise of 85 per cent on its complaints per 100,000 journeys in Quarter 2, a combination of lower passenger numbers combined with an increase in complaints drove this. The biggest shift in complaints was the rise of complaints around Photocards.

Contactless was one of the few areas which saw a fall in complaints in Quarter 2, down two per cent on Quarter 2 2024/25.

The Rail modes all saw increases over last year, as with Oyster a lot of this increase is due to lower passenger numbers. The exceptions being LO and EL which both saw passenger numbers increase slightly. For EL the main cause for complaints were related to Staff, while on LO it was tied to Service Performance.

London Buses recorded a 17 per cent increase over Quarter 2 2024/25; Staff complaints remain the largest driver of complaints for Buses.

A full comparison of number of complaints per 100,000 journeys broken down per mode can be found below:

(a) **London Underground** rose by **34 per cent**, from 0.98 in Quarter 2 2024/25 to 1.31 in Quarter 2 2025/26
(b) **London Buses** increased by **17 per cent**, from 3.73 in Quarter 2 2024/25 to 4.37 in Quarter 2 2025/26
(c) **DLR** rose by **55 per cent**, from 0.74 in Quarter 2 2024/25 to 1.15 in Quarter 2 2025/26
(d) **London Overground** grew by **36 per cent**, from 0.61 in Quarter 2 2024/25 to 0.83 in Quarter 2 2025/26
(e) **Elizabeth Line** usage rose slightly by **seven per cent**, from 0.56 in Quarter 2 2024/25 to 0.60 in Quarter 2 2025/26
(f) **London Trams** increased by **40 per cent**, from 0.81 in Quarter 2 2024/25 to 1.13 in Quarter 2 2025/26
(g) **IFS Cloud Cable Car** saw a dramatic **173 per cent** increase, from 2.40 in 2024/25 to 6.55 in 2025/26
(h) **Congestion Charge** data for 2025/26 is unavailable
(i) **Dial-a-Ride** decreased by **32 per cent**, from 106.86 in Quarter 2 2024/25 to 73.17 in Quarter 2 2025/26
(j) **London River Services** more than doubled, rising **115 per cent**, from 0.33 in Quarter 2 2024/25 to 0.71 in Quarter 2 2025/26
(k) **Santander Cycles** increased by **37 per cent**, from 2.56 in Quarter 2 2024/25 to 3.51 in Quarter 2 2025/26
(l) **Taxis** rose by **seven per cent**, from 5.69 in Quarter 2 2024/25 to 6.08 in Quarter 2 2025/26

(m) **Private Hire** increased by **15 per cent**, from 3.40 in Quarter 2 2024/25 to 3.92 in Quarter 2 2025/26
(n) **Contactless** usage slightly declined by **two per cent**, from 0.41 in Quarter 2 2024/25 to 0.40 in Quarter 2 2025/26
(o) **Oyster** usage jumped by **85 per cent**, from 0.41 in Quarter 2 2024/25 to 0.76 in Quarter 2 2025/26

Commendations (Customer)

Commendations

Overall commendations rose in Quarter 2, rising 54 per cent on Quarter 1 though still remaining 20 per cent down on Quarter 2 2024/25.

By far the largest increase in commendations was seen on London Buses which saw an 118 per cent increase on Quarter 1. An impressive performance and gives context to the increases in complaints we saw in this area for Quarter 2. It is worth noting that even these figures remain 24 per cent lower than Quarter 2 2024/25.

Our Rail modes all saw increases or at worst maintained similar levels of commendations during Quarter 2.

Digital

We have been making enhancements to how journey planning is handled within TfL Go, adjusting walking speed, walking times and interchange rules, following analysis which showed that some of the assumptions made on the walking speeds and time customers would be prepared to walk if applicable needed to be adjusted to accurately reflect the actual behaviour of our customers. TfL Go is now able to more accurately plan a journey where interchanges and walking are part of the multi-mode approach.

Work also continues towards a new website design and infrastructure, including migrating our website onto a new, modern content management system. New navigation and content designs have been agreed and will start to appear in Quarter 4 2025/26 along with improved safety reporting.

The October strike action highlighted the importance to customers of our digital platforms, with huge numbers looking for assistance and information during the major disruption.

Ten million customers visited our website and TfL Go (two million in one day). A six times uplift in demand. There were 2.7 million notifications sent to TfL Go customers keeping them updated of closures and when full service resumed. There were 85,000 new TfL Go downloads in that week

Several important elements came to light including how valuable our platforms are to our customers and how important they are in times of disruption. With this in mind we worked around the clock to bolster the infrastructure which underpins TfL Go and our website and have set plans in place for any future major disruptions to make sure we can reach as many people as possible.

Statistics for TfL Go and the website are as follow:

(a) 75.6 million average monthly screen views of TfL Go (up plus 83.5 per cent in Quarter 2 2024/25)
(b) 1.3 million average monthly unique users of TfL Go (up plus 39.4 per cent in Quarter 2 2024/25)
(c) Customer Satisfaction rating for TfL Go 4.7/5 (iOS) and 4.3/5 (Android)
(d) 4.0 million average monthly unique TfL website users (up plus 14.1 per cent in Quarter 2 2024/25)
(e) 69.3 million average monthly page views of TfL website (up plus 18.9 per cent in Quarter 2 2024/25)
(f) £9.2m average monthly transaction revenue from Payments on TfL Go (no year-on-year comparison, Quarter 1 was £8.8m)

Travel Demand Management

Strike response

Strike action took place on LU between 7 and 11 September, resulting in little or no service across the network and significant disruption for customers. There was also separate strike action on the DLR with no service operating on 9 and 11 September. The Travel Demand Management (TDM) team oversaw our customer communications response to these strikes, working with colleagues across the organisation to understand how they would affect customers and communicate this to them quickly and clearly. Due to the nature of the strikes, different services were running on different days throughout this period, and the services running were expected to be extremely busy. Communications started ahead of time to raise awareness and continued throughout to advise customers who needed to travel to check the latest before leaving and allow more time for their journey.

We kept our customers informed in several ways, including:

(a) using TfL Go push notifications to send messages directly to customers letting them know the levels of service we were able to offer;
(b) sending emails, social media messages and engaging with stakeholders across the capital to ensure that Londoners and visitors to the city knew how they could travel;
(c) issuing hundreds of posters to stations across the network and issuing regular public announcement messages to make people aware of what would be running on each day;
(d) sharing the latest travel advice on the strike page of the TfL website, which was visited two million times by customers across the week

Notting Hill Carnival

Notting Hill Carnival took place over the August bank holiday weekend, bringing two million people to the streets of West London.

The TDM team worked with colleagues across TfL and external partners to help Carnival-goers travel smoothly. Travel advice was issued across a variety of channels, encouraging customers to use larger EL stations, particularly Paddington, for a more comfortable journey. This also helped manage demand at smaller stations near the event, which can get extremely busy during the carnival weekend causing service issues and disruption to our customers.

For the first time at carnival, two TfL Go notifications were issued directly to app users' devices, letting them know that the event was taking place and encouraging them to plan their travel. We worked with Google Maps to issue bespoke messaging to those planning journeys into the Carnival area and as ever, our travel advice was shared with all other third-party planning apps, to ensure customers received the right travel advice across all mediums. Our messaging was also amplified by local boroughs and other stakeholders, including the Mayor, and received strong media coverage.

Analysis and feedback indicate that the campaign was successful, with many people following the advice to head to Paddington throughout the day, easing the pressure on our smaller stations.

A23 Streatham Hill Works

July marked the start of a major project to improve road safety, improve bus journey times, and create a better walking and cycling experience on the A23 Streatham Hill. To facilitate the works, which will see the installation of new protected cycle lanes and dedicated bus lanes, there will be a series of lane restrictions on the A23 Streatham Hill from 4 August until spring 2027. Between key stages of work, there will also be some overnight closures to ensure traffic management can be safely updated as needed.

The TDM team has worked with colleagues across TfL to develop a comprehensive demand management campaign to help customers change their behavior and avoid disruption during this period. This includes encouraging walking and cycling for local journeys, and rerouting to other roads for longer journeys through the area. Advice has been shared across a variety of channels, including a travel advice webpage, social media posts, customer emails, and a paid marketing campaign. A localised marketing campaign went live on 21 July, initially focusing on informing residents of the imminent work due to start and then between 4-17 August encouraging residents to find alternative routes.

Customer Marketing and Behaviour Change Campaigns

Santander Cycles

Our campaign to increase revenue and ridership of Santander Cycles continued throughout Quarter 2, across out of home posters and radio, as well as posters on our network and social media. The campaign attracts more leisure riders by bringing to life the fun you can experience when riding a Santander Cycle for a low price. The campaign features different examples of feelings mentioned by customers alongside a bold, simple price point, acting like a retailer to demonstrate the clear value exchange of hiring a bike.

Silvertown Tunnel

Our integrated multi-channel campaign continued in East London, with messaging explaining how charging works, encouraging drivers to register for Auto Pay to benefit from the low off-peak charge, the low-income and business discounts and the improved bus services. We continued to raise awareness of the cycle shuttle service by upweighting online video activity, additional activity in organic social media, posters in the locality, emails to customers on the TfL database as well as local press.

Car Driver Nudges

Our Car Driver Nudges campaign continued as part of our work encouraging drivers to switch more of their non-routine journeys from car to public transport. The campaign highlighted how public transport can help customers get more out of their journeys, with messaging focusing on positive benefits of taking public transport. This included encouraging customers to get more physical activity into their day as they travel to and from stations or enjoy more “me time” or social time with friends and family during their journey. The dynamic, highly targeted and personalised campaign appeared on online banners, digital audio and digital roadside posters until early September.

London Cable Car

Our campaign continued until mid-July to reposition the IFS Cloud Cable Car as a London leisure and destination attraction and encouraged people to book ahead for less busy days of the week by offering up to 30 per cent discount on advance bookings for round-trip journeys. Our Customer Relationship Management system also supported the launch of the glass floor experience at the end of June. Media included paid social advertising (22 June to 13 July), and on-system digital out of home and Metro advertising outside of the school holidays.

Travel Kind – Headphones On

Inconsiderate behaviour towards other passengers is the most prevalent form of antisocial behaviour that occurs on the network. The Travel Kind campaign was developed to tackle inconsiderate travel behaviours that negatively impact travel experience and instead encourage positive and considerate behaviour among other customers.

We launched a brand-new Travel Kind message on 25 August focussed on customers playing music or videos or taking phone calls without using headphones. Loud music and noise are increasingly showing up as a significant issue for customers (with over 70 per cent of customers in a recent survey agreeing that it was annoying) and is growing in both political and media interest. Our new message encourages customer to be considerate and use headphones, but also to ensure the volume is not so loud that it damages their hearing.

Improvements campaigns

TfL 25

As part of the 25th silver anniversary campaign we continued to raise awareness of the improvements we have been making to improve our customers live over the last 25 years with posters on the network supported by organic social media.

Messaging for this period included:

(a) 2010: Air-conditioning launches on the Metropolitan line.
(b) 2010: London's first cycle hire scheme launches.
(c) 2005: All buses become wheelchair accessible.
(d) 2008: Wide-aisle gates launch on LU.
(e) 2004: TfL Travel for Life school programme launches.

Purpose campaign

We continued to inform customers about the improvements we are making to their journeys now and in the future. Messaging included: what we are doing to keep our customers safe on the roads and on our public transport network, signalling improvements across four lines for faster journeys in the future, 100 per cent low or zero emission bus fleet helping improve air quality for all, over 200 step-free stations, and how the London-wide ULEZ is helping improving the air.

Pride and Serious Worrying Incident Hate Crime Awareness campaign

During Pride month we ran our integrated Hate Crime awareness campaign continuing to build on fostering a culture of active bystanders to stand against hate crime on our network. We continued to amplify intervention messages and re-iterate our zero-tolerance stance to any form of hate directed to people on our network.

Lambeth Bridge

From 14 July we launched an additional marketing campaign, aiming to create awareness among those people in the vicinity of Lambeth Bridge that works are taking place until December 2025 and to consider re-planning their journey via TfL Go.

Consultations

Consultations launched in Quarter 2 (22 June – 13 Sept 2025)

Consultation name	Consultation Launch date	Consultation End date
DLR to Thamesmead extension Phase 2	23 June 2025	17 August 2025
Capital Call - Service Review	25 June 2025	6 August 2025
Shoreditch High Street and Great Eastern Street	21 July 2025	12 September 2025
283/72 route changes	25 July 2025	7 September 2025
Carshalton High Street bus priority	4 August 2025	29 September 2025
Pedicabs licensing regime second consultation	9 September 2025	20 October 2025
Barnes bus changes	10 September 2025	22 October 2025
SL13 - Hendon War Memorial - Ealing Broadway and changes to E7	10 September 2025	22 October 2025

We are planning to launch nine consultations in Quarter 3 (14 September to 6 December 2025)

Bus Route Changes and Proposals

Bus Route Changes

(a) On 28 June, route 105 changed to operate every 12 minutes instead of every 15 minutes.

(b) Route 308 has now been re-routed 308 on Sundays only to avoid a street market in Chatsworth Road, Hackney.

(c) On Saturday 16 August, the frequency of route R9 (Orpington bus station – Ramsden Estate) was changed so buses operate every 15 minutes instead of every 10-12 minutes Monday to Saturday (from 07:00 on weekdays and 08:00 on Saturdays until 19:00). There are no frequency changes at other times.

(d) Saturday 30 August, route 73 Monday to Saturday daytime frequencies changed from a bus every six minutes to a bus every seven minutes. Route 139 is now operating every 10 minutes instead of every eight minutes during the day on Mondays to Saturdays. There are no frequency changes at other times.

(e) The school day only PM journey on route 252 from Sanders Draper School to Romford Market has been withdrawn.

(f) At the start of the new school term in September, new school route 695 (West Drayton and Hillingdon) was introduced. Route 698 was restructured and route 673 was withdrawn.

(g) School routes 604, 605 and 654 and 673 were withdrawn at the end of the summer term.

Consultations

A proposal to create a new night bus route N118 between Trafalgar Square and Ruislip station (via Wembley, Sudbury Hill and South Ruislip), with a bus every 30 minutes on weeknights and every 15 minutes on weekend. Running on the same roads as route N18 between Trafalgar Square and Sudbury and Harrow Road station with a bus every seven-eight minutes on this section. The weekend-only night service on bus route 114 suspended since 2020 is proposed to be permanently withdrawn.

A proposal to create a new Superloop route SL13 between Hendon War Memorial and Ealing Broadway. As part of this proposal, existing route E7 would be extended via Uxbridge Road, to Ealing Common.

London Assembly Scrutiny

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

Thursday 3 July: Plenary (Transport) – Attended by the Commissioner
Tuesday 8 July: London Assembly Transport Committee – Fare Evasion
Friday 11 July: Mayor's Question Time
Tuesday 22 July: London Assembly Budget and Performance Committee – Capital Investment in Transport Infrastructure
Thursday 11 September: Mayor's Question Time
Thursday 25 September: Transport Committee – Walkability