Appendix 3

Operations 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 section provides an overview of these key measures.

Journey time

Bus journey time

This is the overall time a customer must allow to complete a journey on our high-frequency bus routes. It includes wait time, in-vehicle time, interchange, crowding and buffer time, and is weighted by customer demand and the perceived value of the customer's time to measure the overall experience.

London Underground journey time

This is a demand-weighted average of all London Underground customer journey times and comprises wait time and in-vehicle time. Actual (clock) times are weighted by customers' perceived values for waiting on platforms, platform crowding, on-train crowding, being unable to board (left behind), and on-train delays.

Rail journey time

The rail journey time measure is calculated in the same way as the London Underground journey time measure, for each of the individual rail modes: Elizabeth line, Trams, DLR and London Overground. These can be combined into a single demand-weighted value for the rail modes as a whole.

Scheduled services operated

Victoria Coach Station departures

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

Dial-a-Ride

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

IFS Cloud Cable Car availability

This measure shows the percentage of the scheduled operating time that the IFS Cloud Cable Car was available. It is calculated as the scheduled operating time (total hours and minutes) minus downtime when the service was closed to passengers.

Woolwich Ferry availability

This measure shows the percentage of the scheduled operating time that the Woolwich Ferry was available. It is calculated as the scheduled operating time (total hours and minutes) minus downtime when the service was closed to passengers.

Roads and traffic

Road disruption

This metric measures delays by comparing vehicle journey times to the same quarter in 2019/20, expressed as a percentage of the baseline figure. This is to ensure that unplanned disruption and planned works and events are managed effectively. Tracking road disruption remains important for us to meet our duties under the Traffic Management Act 2004 and our obligations as a strategic traffic authority. This measure only covers the TfL Road Network – the strategic roads in London that we manage, including most of the capital's red routes.

Santander Cycles

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

2. Our scorecard

Our role includes enabling 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. One of the central policies of the MTS is delivering a good public transport experience.

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

For operational areas not included on the scorecard, we have included the metric used at an operating business level to provide appropriate insight.

Operations

London Underground journey time* (minutes)

In 2025/26 year-to-date actual was 26.8 minutes, against the target of 26.7 minutes.

In 2025/26 full-year forecast was 27.0 minutes, against the target of 26.9 minutes.

Bus journey time (minutes)

In 2025/26 year-to-date actual was 34.1 minutes, against the target of 34.1 minutes.

In 2025/26 full-year forecast was 34.3 minutes, against the target of 34.3 minutes.

Rail journey time* – Elizabeth line, Trams, DLR, London Overground (minutes)

2025/26 year-to-date actual was 26.6 minutes, against the target of 27.4 minutes.

2025/26 full-year forecast was 27.3 minutes, against the target of 27.5 minutes.

*Data has been normalised to exclude the impact of industrial action between 7–11 September.

3. Operations

Providing safe, clean and reliable services to our customers.

London Underground journey time

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

London Underground journey time
Past five quarters (minutes)

The journey time and targets for the past five quarters were:

(a) In Quarter 2 2024/25, the journey time was 26.7 minutes, against the target of 26.4 minutes.
(b) In Quarter 3 2024/25, the journey time was 27.0 minutes, against the target of 26.9 minutes.
(c) In Quarter 4 2024/25, the journey time was 26.9 minutes, against the target of 26.5 minutes.
(d) In Quarter 1 2025/26, the journey time was 26.6 minutes, against the target of 26.7 minutes.
(e) In Quarter 2 2025/26*, the journey time was 26.9 minutes, against the target of 26.7 minutes.

*Data has been normalised to exclude the impact of industrial action between 7–11 September.

Journey times remains relatively same across the five quarters, fluctuating between 26.7 and 27.0 minutes.

London Underground did not meet its journey time target in Quarter 2, reflecting a period of significant operational challenges. These included extreme weather conditions, infrastructure issues, and industrial action.

June brought prolonged high temperatures, with several heat warnings issued and temperatures exceeding 30°C. In response, we activated our hot weather plan, deploying additional resources to protect infrastructure and maintain services. We also launched a safety campaign for customers and colleagues, offering practical advice on staying cool while travelling.

Separately, power and signalling faults affected the Wimbledon branch of the District line during the Wimbledon Championships. We worked closely with Network Rail to resolve these issues, but we acknowledge the disruption caused and are focused on improving resilience in this area.

In September, industrial action by the RMT between 7 and 11 September impacted Tube services. We implemented contingency plans to keep as many services running as possible and deployed Travel Ambassadors to help customers find alternative routes.

Despite these challenges, our teams worked hard to minimise disruption and maintain safety, and we remain committed to strengthening the reliability of our network.

Bus journey time

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

Bus journey time
Past five quarters (minutes)

The journey time and targets for the past five quarters were:

(a) In Quarter 2 2024/25, the journey time was 33.8 minutes, against the target of 33.6 minutes.
(b) In Quarter 3 2024/25, the journey time was 34.9 minutes, against the target of 35.0 minutes.
(c) In Quarter 4 2024/25, the journey time was 34.1 minutes, against the target of 33.7 minutes.
(d) In Quarter 1 2025/26, the journey time was 34.2 minutes, against the target of 34.3 minutes.
(e) In Quarter 2 2025/26, the journey time was 33.9 minutes, against the target of 33.8 minutes.

Bus journey times were lower than target in two of the last five quarters. Journey time was slightly above the target in Quarter 2.

We continue to prioritise improvements to road conditions and service reliability across the bus network. These efforts are helping to maintain performance close to target levels, although we recognise that further progress is needed.

Excess Wait Time, which measures the additional time passengers wait beyond the scheduled service, is performing ahead of year to date target at 1.10 minutes, indicating strong reliability.

We will continue to implement improvements through our Bus Priority programme, including additional bus lanes, traffic control measures and improvements to how roadworks are managed across London. These should support improvements in bus journey times.

Rail journey time

We measure the average time our passengers spent on their Rail journey, which is an accumulation of all stages of a customer's individual journey, in minutes. This enables us to monitor the performance of our rail service from the perspective of our customers.

Elizabeth line journey time
Past five quarters (minutes)

The journey time and targets for the past five quarters were:

(a) In Quarter 2 2024/25, the journey time was 28.5 minutes, against the target of 29.2 minutes.
(b) In Quarter 3 2024/25, the journey time was 29.2 minutes, against the target of 29.7 minutes.
(c) In Quarter 4 2024/25, the journey time was 29.4 minutes, against the target of 29.0 minutes.
(d) In Quarter 1 2025/26, the journey time was 28.5 minutes, against the target of 29.1 minutes.
(e) In Quarter 2 2025/26*, the journey time was 28.2 minutes, against the target of 28.9 minutes.

*Data has been normalised to exclude the impact of industrial action between 7–11 September.

Elizabeth line journey times have consistently outperformed targets in four of the last five quarters.

A new milestone in passenger demand was reached on Thursday 11 September, with over one million journeys recorded in a single day, marking the highest daily passenger journeys on the line to date.

Trams journey time
Past four quarters (minutes)

The journey time and targets for the past five quarters were:

(a) In Quarter 2 2024/25, the journey time was 20.6 minutes, against the target of 20.9 minutes.
(b) In Quarter 3 2024/25, the journey time was 19.5 minutes, against the target of 20.7 minutes.
(c) In Quarter 4 2024/25, the journey time was 19.2 minutes, against the target of 20.6 minutes.
(d) In Quarter 1 2025/26, the journey time was 19 minutes, against the target of 21.5 minutes.
(e) In Quarter 2 2025/26, the journey time was 19.1 minutes, against the target of 21.5 minutes.

Journey time has steadily improved over the past five quarters, with this quarter continue to represent best result.

Performance was strong across the quarter, with scheduled service operated and the number of passenger journeys exceeding target each period.

During the quarter, essential track renewal and maintenance work were carried out in and around Croydon town centre, alongside preparatory work for the Tram control system upgrade. These works were successfully completed with minimal disruption, supporting ongoing service reliability and network resilience.

DLR journey time
Past five quarters (minutes)

The journey time and targets for the past five quarters were:

(a) In Quarter 2 2024/25, the journey time was 18 minutes, against the target of 17.8 minutes.
(b) In Quarter 3 2024/25, the journey time was 18.9 minutes, against the target of 18 minutes.
(c) In Quarter 4 2024/25, the journey time was 18.4 minutes, against the target of 17.9 minutes.
(d) In Quarter 1 2025/26, the journey time was 18 minutes, against the target of 19.3 minutes.
(e) In Quarter 2 2025/26*, the journey time was 18.3 minutes, against the target of 20.1 minutes.

*Data has been normalised to exclude the impact of industrial action between 7–11 September.

Journey time has steadily improved over the past two quarters.

The departure scores were slightly below target due to a small number of high impact incidents with varied causes, including asset failures.

In September, industrial action by the RMT impacted DLR services from 9 to 11 September and caused disruption across parts of our network.

Passenger numbers were lower than expected this quarter due to 14 planned closures to support upgrade works, including the rollout of the new fleet. Customer satisfaction remains steady at 81, unchanged from Quarter 1 but higher compared to the same quarter of last year.

London Overground journey time
Past five quarters (minutes)

The journey time and targets for the past five quarters were:

(a) In Quarter 2 2024/25, the journey time was 30 minutes, against the target of 29.8 minutes.
(b) In Quarter 3 2024/25, the journey time was 31.1 minutes, against the target of 30.3 minutes.
(c) In Quarter 4 2024/25, the journey time was 30.2 minutes, against the target of 30.3 minutes.

(d) In Quarter 1 2025/26, the journey time was 30.1 minutes, against the target of 30.2 minutes.
(e) In Quarter 2 2025/26*, the journey time was 29.4 minutes, against the target of 30.2 minutes.

*Data has been normalised to exclude the impact of industrial action between 7–11 September.

Journey time has steadily improved over the past three quarters, with this quarter representing the best result.

Despite strong performance during the quarter, there were a few asset-related issues, including signal failures, which were promptly managed to minimise service disruption.

Services operated

For the majority of our services, we measure reliability as a percentage of the timetabled services that run as scheduled, or as a percentage of the total planned operating time when the service is actually available to customers.

Victoria Coach Station departures
Past five quarters (thousands)

The departures and targets for the past five quarters were:

(a) In Quarter 2 2024/25, departures were 45,813, against a target of 50,306.
(b) In Quarter 3 2024/25, departures were 41,030, against a target of 49,278.
(c) In Quarter 4 2024/25, departures were 52,790, against a target of 63,285.
(d) In Quarter 1 2025/26, departures were 41,654, against a target of 43,437.
(e) In Quarter 2 2025/26, departures were 46,700, against a target of 45,164.

For the first time in over a year, the departures target was exceeded this quarter and returned to annual growth, up by two per cent compared to the same quarter last year.

While summer departures always see an upturn with increased holiday travel and events such as Glastonbury Festival, the increase in this quarter also reflects an improving trend in the industry and the benefits of our working with various operators to increase departure levels. Completion of concreting works that disrupted departures in Quarter 1 also supported the improved performance.

Dial-a-Ride trip requests scheduled
Past five quarters (percentage)

The trip requests and targets for the past five quarters were:

(a) In Quarter 2 2024/25, the trips requested was 92.8 per cent, against a target of 90 per cent.
(b) In Quarter 3 2024/25, the trips requested was 93.1 per cent, against a target of 90 per cent.

(c) In Quarter 4 2024/25, the trips requested was 94.6 per cent, against a target of 90 per cent.
(d) In Quarter 1 2025/26, the trips requested was 94.7 per cent, against a target of 90 per cent.
(e) In Quarter 2 2025/26, the trips requested was 93.0 per cent, against a target of 90 per cent.

Over the past five quarters, there has been a steady recovery in trip demand. We have proactively scaled our resources to align with increasing demand. This strategic approach has enabled us to not only meet but consistently exceed our performance target of 90 per cent highlighting our operational agility and strong execution capabilities.

This quarter we scheduled 93 per cent of trip requests, showing a slight improvement compared to same quarter last year. The successful implementation of our systems continues to drive strong outcomes, with the benefits of these enhancements becoming increasingly evident.

Our teams, in close collaboration with suppliers, have played a key role in sustaining performance improvements by driving accountability and fostering continuous improvement.

London Cable Car availability
Past five quarters (percentage)

The availability and targets for the past five quarters were:

(a) In Quarter 2 2024/25, the availability was 98.9 per cent, against a target of 95 per cent.
(b) In Quarter 3 2024/25, the availability was 96.2 per cent, against a target of 95 per cent.
(c) In Quarter 4 2024/25, the availability was 96.8 per cent, against a target of 95 per cent.
(d) In Quarter 1 2025/26, the availability was 99.5 per cent, against a target of 95 per cent.
(e) In Quarter 2 2025/26, the availability was 98.9 per cent, against a target of 95 per cent.

London Cable Car availability has exceeded the target in the past five quarters.

Service performance remained strong this quarter, with limited downtime due to lightning risk, vessels passing beneath the cabin way, and seasonal high winds exceeding operational tolerance.

Alongside reliable operations, a summer-themed entertainment programme was delivered between 29 July and 1 September, featuring acrobatic performances, workshops, and family activities to enhance the customer experience during peak periods.

The cable car also partnered with the Royal Docks Originals festival to host creative commissions on board. These initiatives, supported by growing social media

engagement, have helped raise the profile of the cable car and strengthen its position as a key attraction within the Royal Docks area.

Woolwich Ferry availability
Past five quarters (percentage)

The availability and targets for the past five quarters were:

(a) In Quarter 2 2024/25, the availability was 97.6 per cent, against a target of 95 per cent.
(b) In Quarter 3 2024/25, the availability was 84.1 per cent, against a target of 95 per cent.
(c) In Quarter 4 2024/25, the availability was 93.6 per cent, against a target of 95 per cent.
(d) In Quarter 1 2025/26, the availability was 91.4 per cent, against a target of 95 per cent.
(e) In Quarter 2 2025/26, the availability was 92.7 per cent, against a target of 95 per cent.

Woolwich Ferry availability has varied over the past five quarters. While performance exceeded target in Quarter 2 of last year, it has remained below target for the four consecutive quarters.

This quarter downtown was primarily due to technical issues on the Dame Vera Lynn vessel, related to engine cooling, which required the vessel to be temporarily taken out of service for repairs. The technical issues that affected the Ben Woollacott vessel during in Quarter 1 have been resolved.

While both vessels experienced separate technical challenges, actions have been taken to strengthen maintenance and monitoring to prevent recurrence.

Roads

Road disruption
Past five quarters (percentage)

The road disruption and targets for the past five quarters were:

(a) In Quarter 2 2024/25, the actual disruption was five per cent, against a target of four per cent.
(b) In Quarter 3 2024/25, the actual disruption was minus one per cent, against a target of four per cent.
(c) In Q4 2024/25, the actual disruption was minus two per cent, against a target of 4.5 per cent.
(d) In Quarter 1 2025/26, the actual disruption was minus 3.7 per cent against a target of minus two per cent.
(e) In Quarter 2 2025/26, the actual disruption was minus 1.3 per cent against a target of minus 1.3 per cent.

Over the past five quarters, there has been consistent improving trend of delivering a year-on-year reduction in TfL Road Network congestion.

Performance this quarter was in line with target, two significant disruptions during the quarter was major utility works at the start of the quarter and industrial action at the end of the quarter.

During the quarter three separate utility works contributed to the road disruptions, two on the A406 and one on the A4 at Piccadilly.

A key factor contributing to the overall positive trend has been the significantly reduced impact of roadworks on the network, reflecting improved coordination and planning.

Santander Cycles

Hires made
Past five quarters (millions)

The hires and targets for the past five quarters were*:*

(a) In Quarter 2 2024/25, a total of 2.37 million hires were made, against a target of 2.65 million.
(b) In Quarter 3 2024/25, a total of 2.11 million hires were made, against a target of 2.33 million.
(c) In Quarter 4 2024/25, a total of 2.30 million hires were made, against a target of 2.52 million.
(d) In Quarter 1 2025/26, a total of 2.21 million hires were made, against a target of 2.28 million.
(e) In Quarter 2 2025/26, a total of 2.36 million hires were made, against a target of 2.55 million.

Over the past five quarters, hires have consistently remained below target.

This quarter saw varied performance. Activity began strongly but dipped in late July and August. A full data outage on 5 August temporarily prevented hires; membership customers were compensated, and the back-office system has since been stabilised with enhanced monitoring to reduce future disruptions.

Towards the end of the quarter, usage increased by up to 55 per cent during Tube strikes, highlighting potential for a sustained modal shift. Positive initiatives this quarter included the Side Quests themed cycling routes, the Cycle Sundays free rides campaign, and a photography competition celebrating the scheme’s 15th anniversary, all supporting customer engagement and raising the scheme’s profile.