

Customer service and operational performance report

Quarter 2 (27 June – 18 September 2021)

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We want to reassure customers as they return to our transport network

Introduction

This report reviews our operational performance and customer service in the second quarter of 2021/22

We continue to play our part in supporting London's recovery from the coronavirus pandemic. Now, more than ever, our customers expect a safe and reliable transport network, offering value for money and innovation. We put customers at the heart of everything we do. We are committed to listening to them, focusing on tackling their most common day-to-day frustrations, while investing to improve journeys.

We continue to reassure customers as they return to the network. Our recent campaign reminds them that wherever they want to go, we'll get them there safely, quickly and sustainably. This is reflected in our continued increasing passenger figures and our highest ever customer care metric.

More people are returning to our network and September saw our highest ever month of hires for Santander Cycles in its 11-year history as increasing numbers of Londoners returned to the office.

This report shows that we continue to experience the same challenges as other businesses and services, with staff absences remaining high due to coronavirus-related absence and the summer period. Despite this, we have delivered a near-full level of service. We are extremely proud of our colleagues who continue to support London's recovery from the pandemic.

We reached a major milestone with the opening of the Northern Line Extension

between Kensington and Battersea. The new extension is the first major Tube extension this century and has been a monumental effort during the most challenging of times but is already playing a vital role in London's recovery from the pandemic and in regenerating the Vauxhall, Nine Elms and Battersea areas.

A handwritten signature in black ink, appearing to read 'Andy Lord'.

Andy Lord
Managing Director
London Underground and TfL Engineering

A handwritten signature in black ink, appearing to read 'Gareth Powell'.

Gareth Powell
Managing Director
Surface Transport

A handwritten signature in black ink, appearing to read 'Vernon Everitt'.

Vernon Everitt
Managing Director
Customers, Communication
and Technology

Our scorecard

Measuring the reliability of our services and the progress of London's recovery

Our scorecard for 2021/22 continues to focus on the recovery of the organisation and the Capital from the pandemic.

Scrutiny of our performance against the measures included here is the responsibility of the TfL Board's Customer Service and Operational Performance Panel.

In the operations section of this report, passenger journeys set the context for the metrics that follow. We have structured this section by metric rather than by operational area to provide a more thematic approach, which reflects the scorecard.

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

Measure	2021/22 Year-to-date actual	2021/22 Year-to-date target	2021/22 Full-year forecast	2021/22 Full-year target
Operations				
Passenger journeys – London Underground, Buses, London Overground, Trams, DLR, TfL Rail, Cycle Hire – compared to pre-coronavirus levels (%)	56	60	67	67
Bus journey time (minutes)	31.4	32.2	32.7	32.9
London Underground trips operated against schedule (%)	88.4	89.7	90.4	91.0
Customer				
TfL cares about its customers (%)	58	56	57	56



Scorecard measures in this report

In this report, the scorecard measures are marked like this.

Operations

Providing safe, clean and reliable services to support the recovery

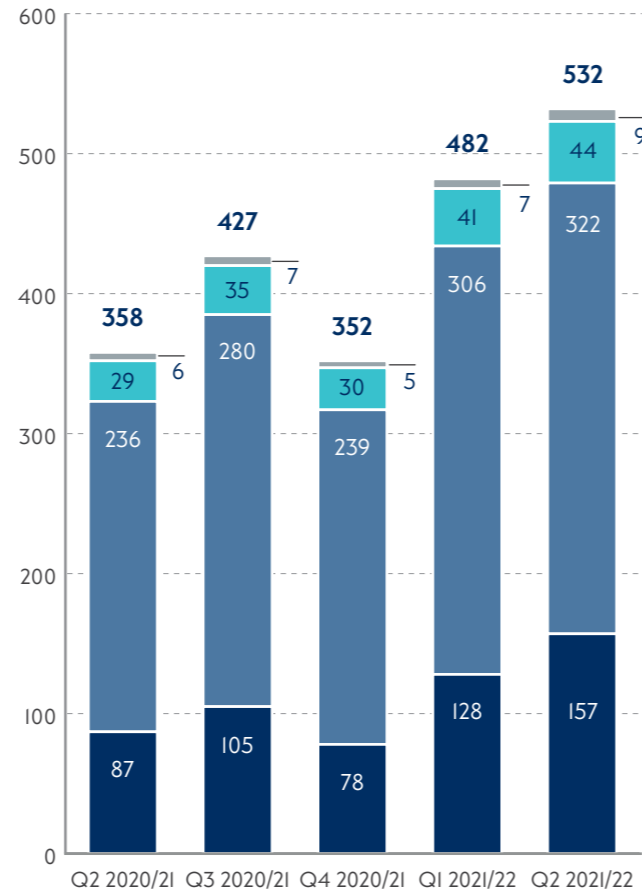


Passenger journeys

Customers have continued to return to our network in increasing numbers, with passenger journeys reaching 66 per cent of pre-pandemic levels by the end of Q2.

Journey growth had flattened for a period through summer, partly as a result of the delay to Step 4 of the Government's roadmap, followed by the holiday season.

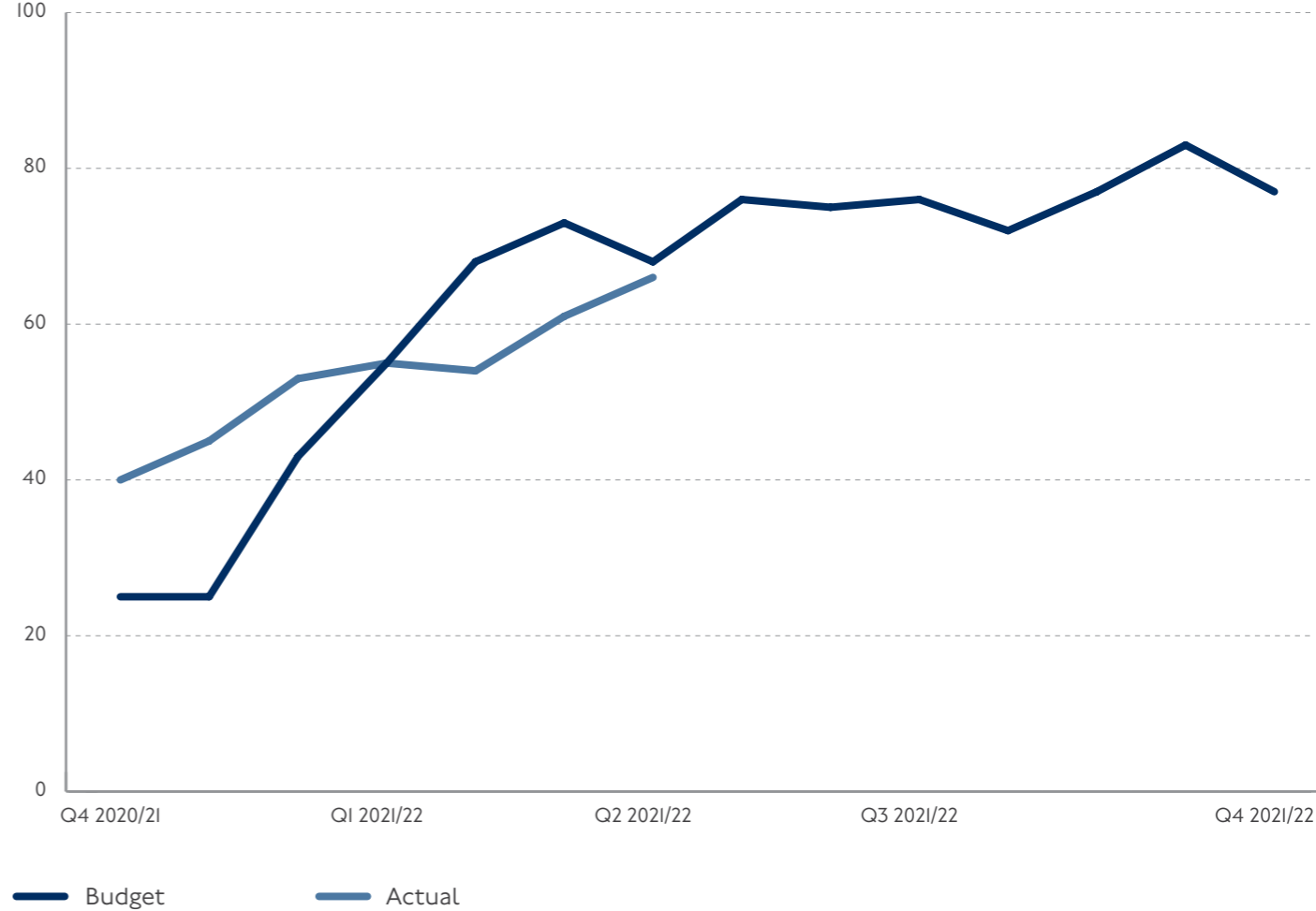
 **Passenger journeys***
Past five quarters (millions)



■ London Underground ■ Buses
■ Rail ■ TfL Rail

Passenger journey numbers are almost double the previous year. Confidence increased, although demand remained at 66 per cent of pre-pandemic level. Demand is lower than budgeted figures across the network, owing to the delayed ending of lockdown restrictions at the beginning of Q2.

Compared to pre-coronavirus baseline (%)

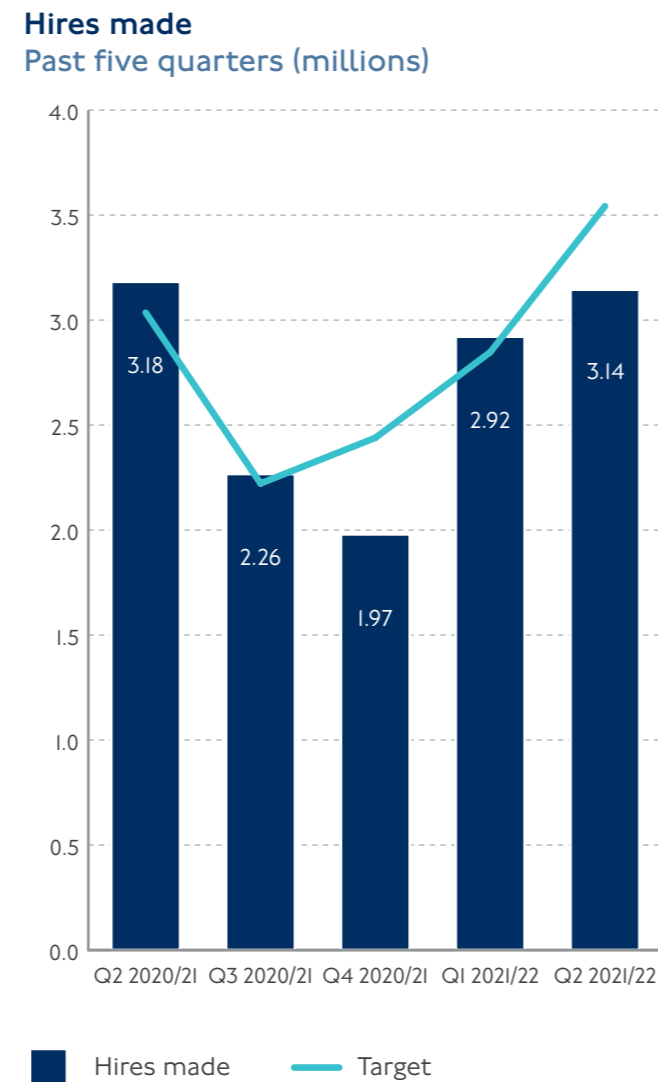


* Q4 is longer than Q1 to Q3 (16 weeks and one day vs 12 weeks)

Santander Cycles – hires made

Cycle Hire has seen continued high demand throughout the coronavirus pandemic, with a dramatic change in customer behaviour. Commuter demand dropped markedly in 2020/21, with one million fewer member trips. This was particularly evident in Q4 2020/21 where member demand usually accounts for most hires through the winter period.

Demand for leisure trips increased significantly in 2021/22, with one million more casual trips made, resulting in Cycle Hire making a surplus for the first time. Q2 2021/22 has seen the return of commuters and more member hires than ever before.




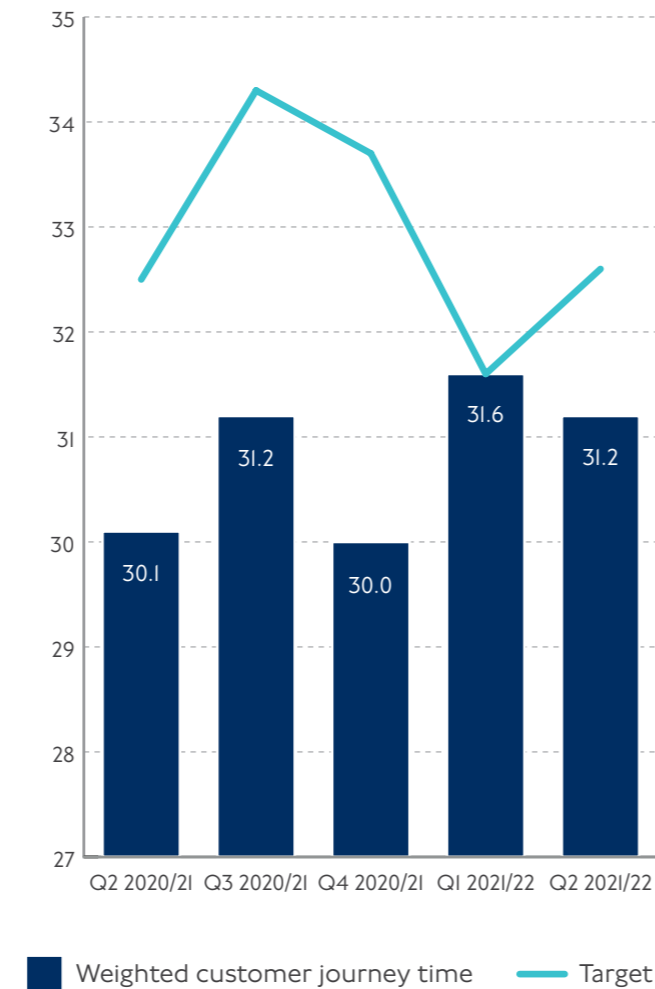
One million more casual Cycle Hire trips were made in 2021/22

Bus journey time

Bus journey time is an accumulation of all the stages of a customer's journey experience, measured in minutes.

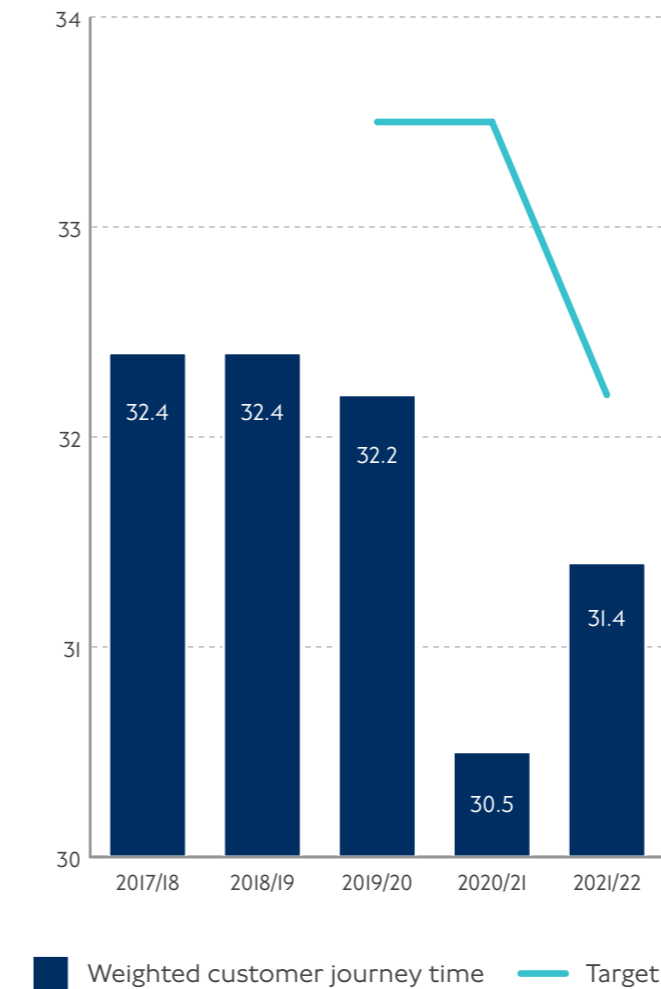
It enables us to monitor the performance of our bus service from the perspective of our customers, helping us to better understand how to encourage the public back onto our network as we recover from the pandemic.

 **Bus journey time***
Past five quarters (minutes)



Journey times have fluctuated during the coronavirus pandemic, in line with bus journeys and road traffic volumes. Periods with lockdowns (Q2 and Q4 2020/21) saw shorter journey times. 2021/22 values have been higher as bus journeys and road traffic have started to recover. Q2 journey time fell slightly compared to Q1, due to the seasonal impact of school summer holidays on both bus passenger volumes and road traffic levels.

Annual trend (moving average)




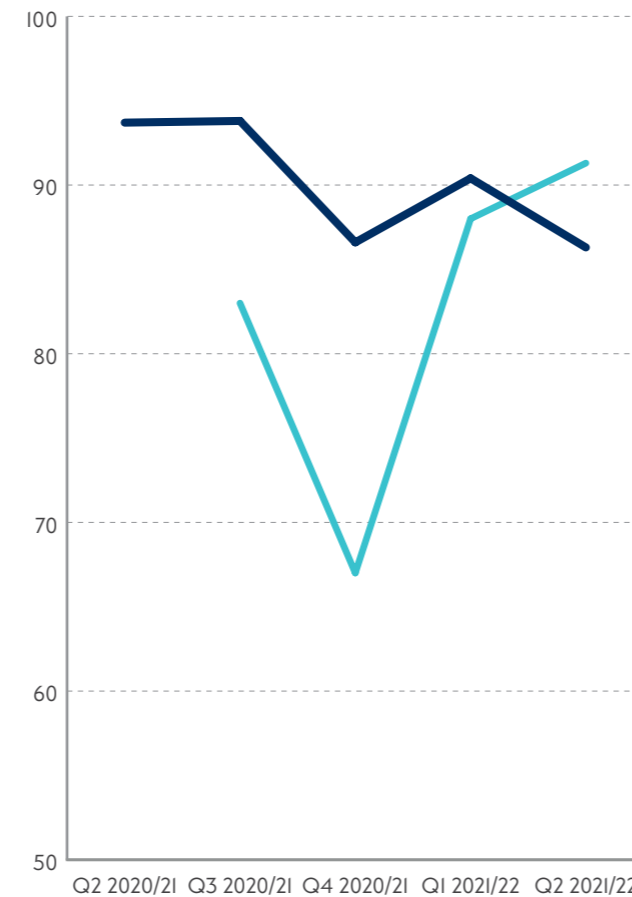
Following reduced average journey times in 2019/20 compared to previous years, journey times improved substantially in 2020/21 due to reduced demand and lower levels of traffic disruption as a result of the coronavirus pandemic. Journey times increased in the first half of 2021/22, due to increased passenger demand and higher levels of traffic and roadworks, but journey times still remain below pre-pandemic levels and are better than 2019/20.

* No data available for Q1 2020/21 due to middle door boarding

Services operated

As demand grows, we continue to run as many services as possible while seeking to secure the long term, sustainable Government funding needed to go on supporting London's recovery.

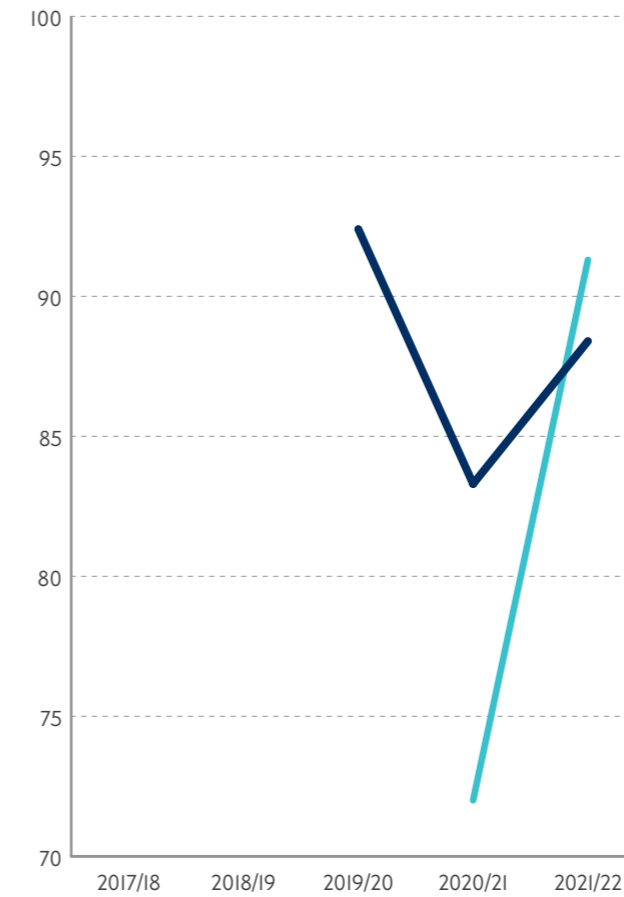
 **London Underground trips operated, against schedule**
Past five quarters (%)



— Trips operated, against schedule — Target

Our challenges continued to be pandemic-related, with driver availability still a problem, exacerbated by the number of staff 'pinged' by the NHS app, training restrictions and peak annual leave. Despite this and issues like extreme flooding in July, we delivered a consistent good level of service, albeit under target, which had been based on ambitious assumptions. Unfortunately, recovery lags behind, though we did see a slight increase as schools and office workers returned.

Annual trend (moving average)*

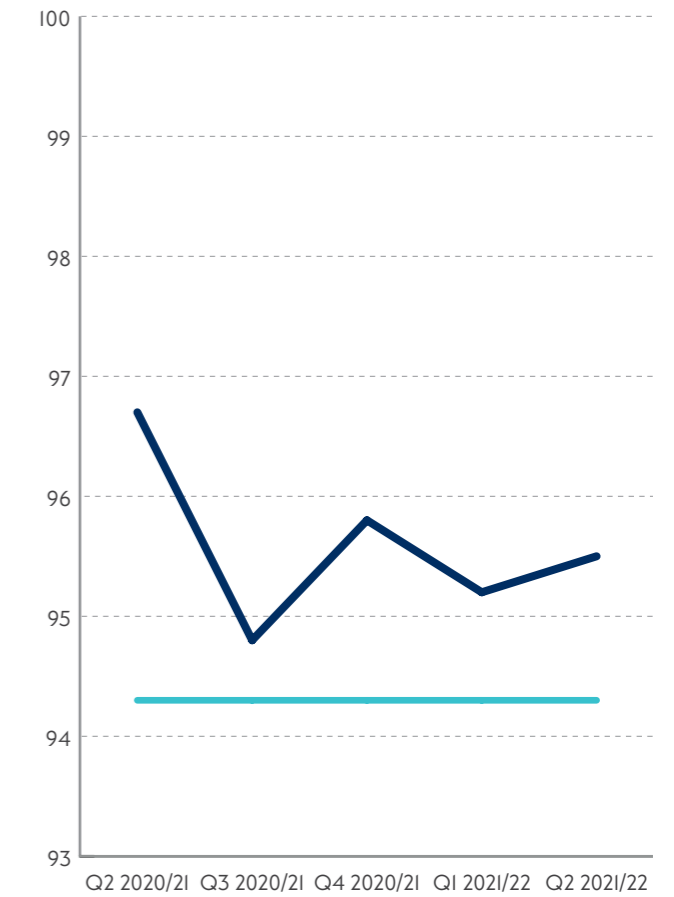


— Trips operated, against schedule — Target

For the year to date, the percentage of trips operated is still ahead of last year, but down on 2019/20 levels.

Our focus on supporting colleagues to return to work has been helped by the change in Government advice that those who have received two vaccinations no longer have to self-isolate after being 'pinged' by the NHS app. Our aim is to meet steadily growing passenger demand, especially at weekends.

Elizabeth line (TfL Rail) public performance measure
Past five quarters (%)

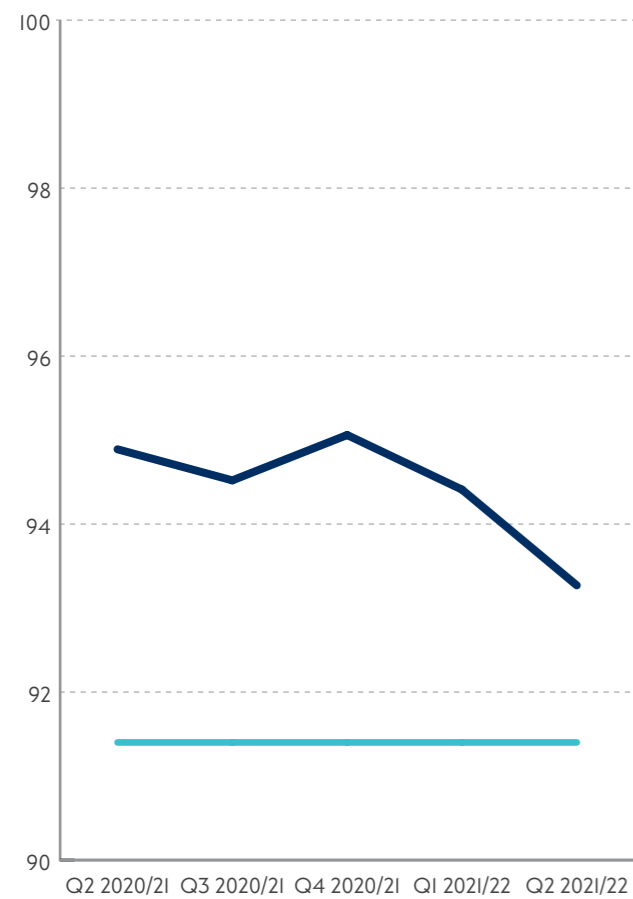


— Public performance — Target

TfL Rail continues to perform above target and delivered the second highest performance in the industry during two periods in Q2. There are challenges with train control software but containment measures are lessening the impact to passenger service. Software testing is underway by Alstom, with significant improvement in reliability expected the fixes are loaded to the fleet.

* 2019/20 data is now available

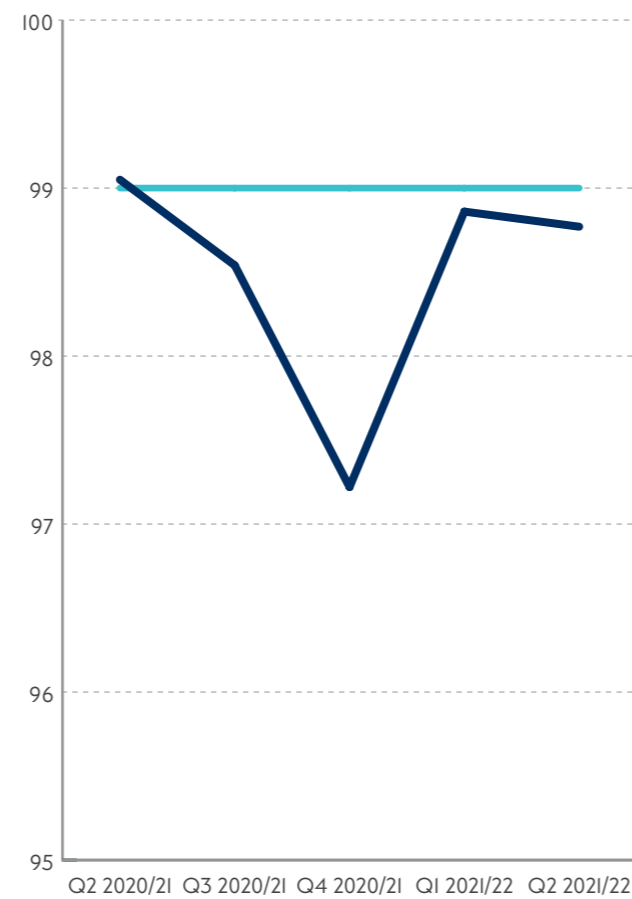
London Overground time to three
Past five quarters (%)



London Overground Target

London Overground performance dipped slightly to 93.27 per cent for Q2 but remains above the target of 91.4 per cent. We are seeing a large increase of passenger returns, with a strong return rate on the Gospel Oak to Barking route at around 90 per cent of pre-coronavirus levels. We are consistently in the top four across all train operating companies each period and work with Arriva Rail London and Network Rail to continuously improve performance and reduce service delays.

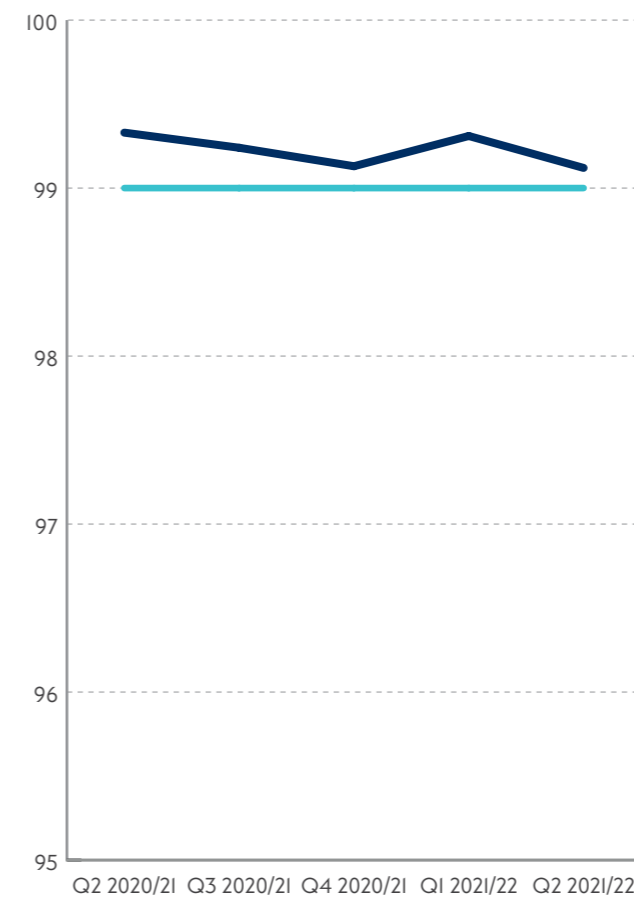
London Trams scheduled services operated
Past five quarters (%)



Scheduled services operated Target

London Trams performance remains relatively stable over the past five quarters just below the 99 per cent target. Performance has improved since the dip in Q4, however, the Q2 performance (98.77 per cent) is slightly down on Q1. This is primarily due to signalling failures and a major underground cable fire in the latter part of Q2 that caused a significant service suspension while the fire was dealt with and traction power reconfigured.

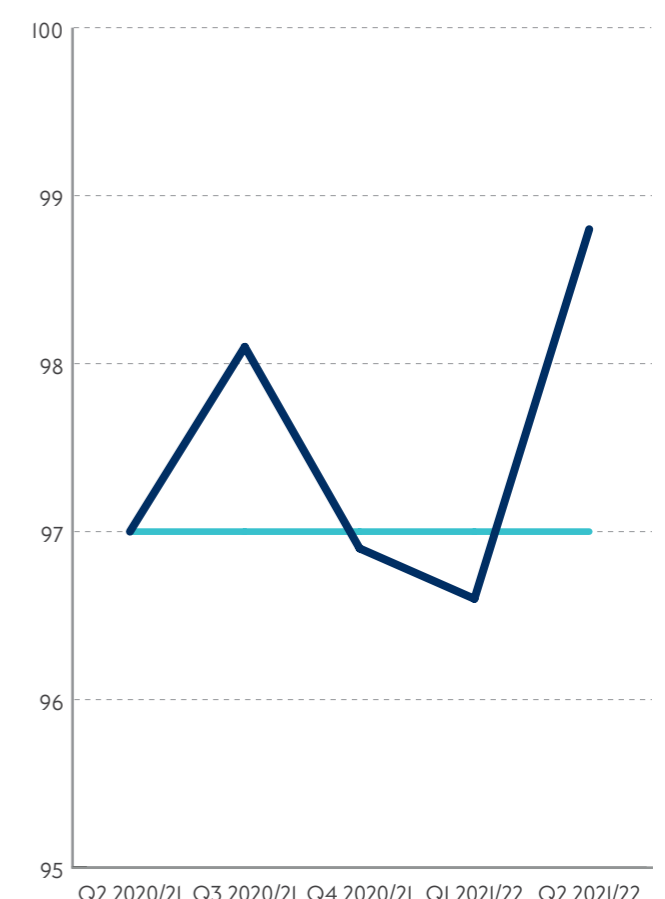
DLR departures
Past five quarters (%)



DLR Target

The quarterly departures score dropped to 99.12 per cent but remains comfortably above the DLR scorecard target. Losses related to signalling were reduced, however, these were more than outweighed by increased losses attributed to a number of factors including issues with rolling stock, track and challenges around service delivery.

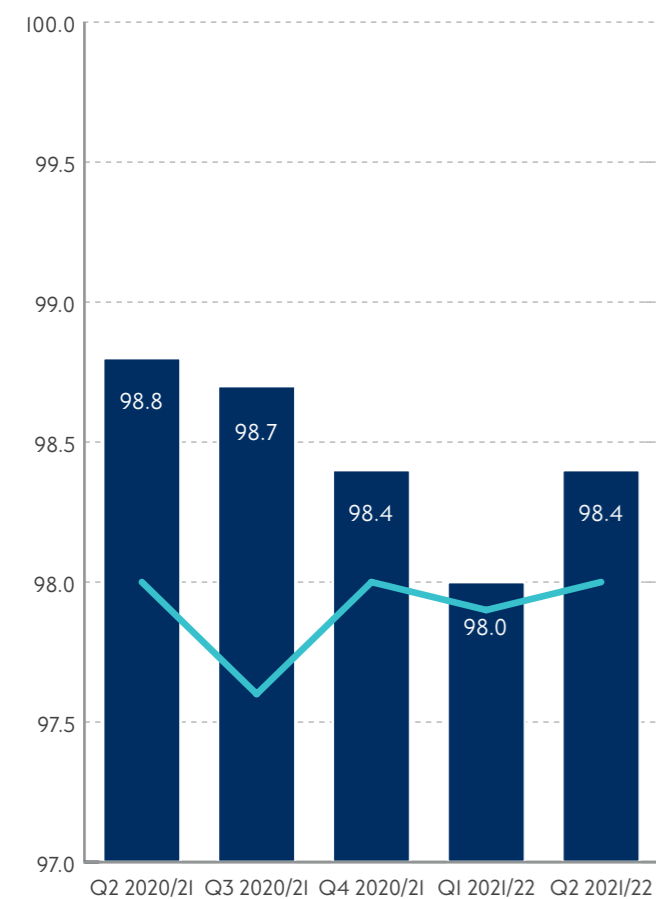
Emirates Air Line availability
Past five quarters (%)



Emirates Air Line Target

System availability was 98.8 per cent in Q2 2021/22, compared to 97 per cent for the same quarter in 2020/21. Downtime this quarter was mainly due to threat of lightning in the area and high gusting wind at tower height.

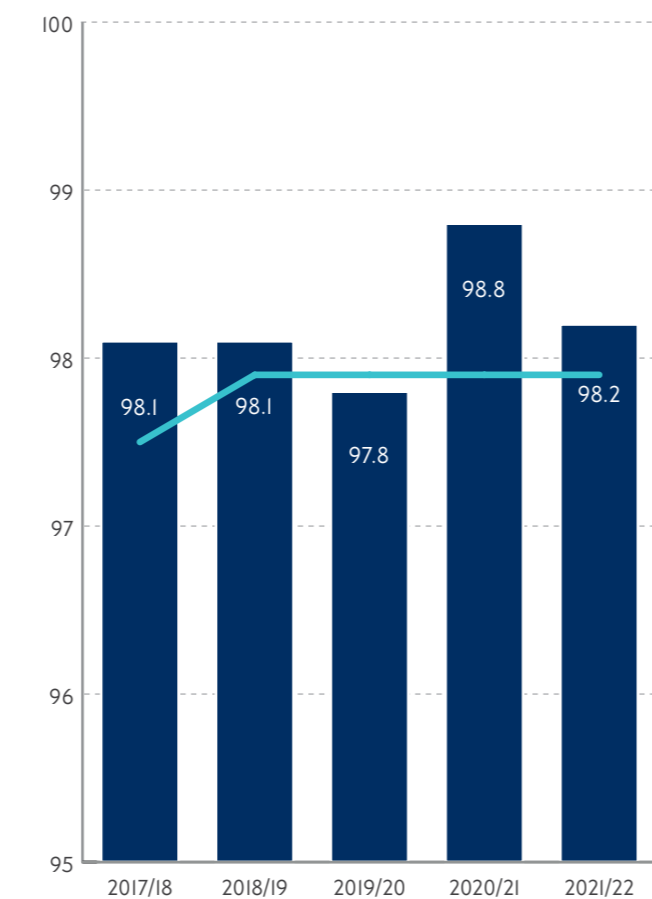
Bus scheduled services operated
Past five quarters (%)



■ Scheduled services operated — Target

Q2 and Q3 2020/21 saw higher than normal operated percentage as coronavirus restrictions brought reduced passenger numbers and lower traffic disruption, which more than offset increased staff absence. Subsequent quarters have seen a steady return towards more normal levels as traffic disruption increased, though Q4 2020/21 and Q1 2021/22 were additionally impacted by bus operator industrial action. The latest quarter has seen the percentage of buses scheduled services operated slightly above pre-coronavirus levels.

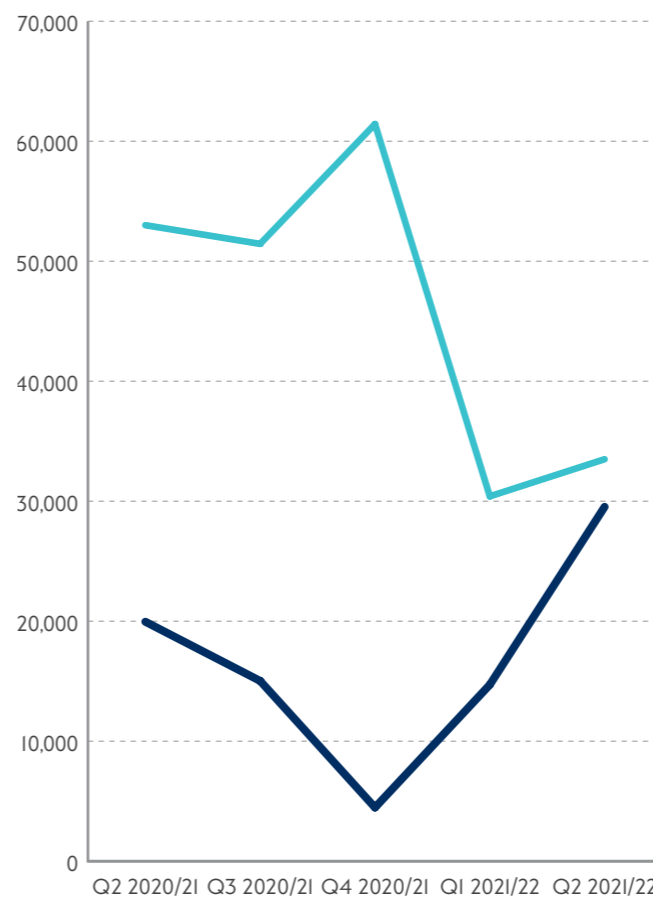
Annual trend (moving average)



■ Scheduled services operated — Target

The operated percentage fell slightly in 2019/20 against the previous two years, having been affected by increases in emergency utility works and central London demonstrations. 2020/21 saw record operated percentage (though scheduled mileage was reduced) as COVID-19 restrictions caused reduced passenger numbers and minimal traffic disruption. This more than offset increased staff absence. 2021/22 to date has seen more normal levels, having been adversely affected by bus operator industrial action.

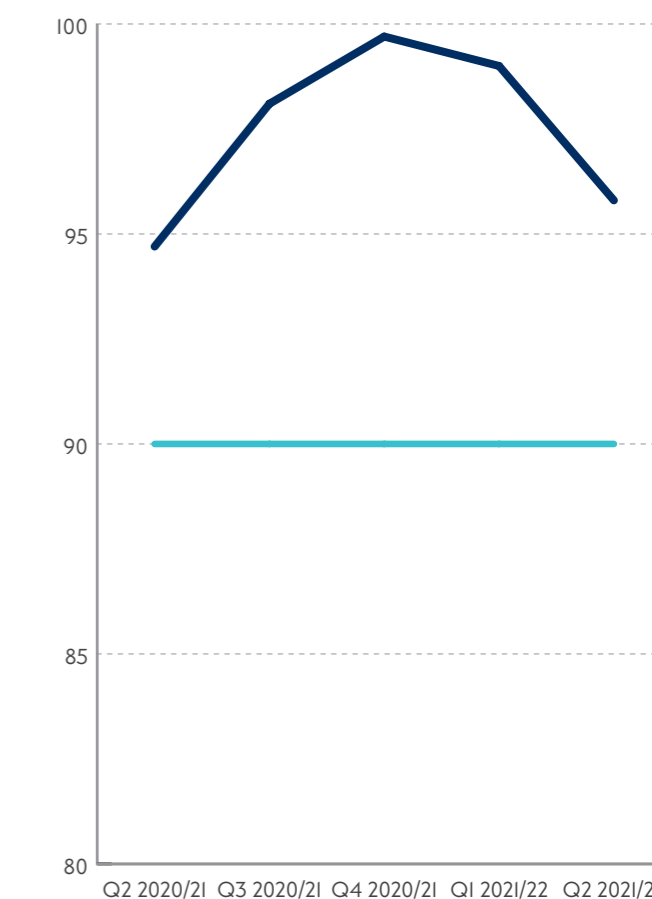
Victoria Coach Station departures
Annual trend (moving quarterly average)



— Departures — Target

Services to Victoria Coach Station temporarily closed due to private coach operators pausing their operations during the various pandemic lockdown periods. When services restarted in April 2021, there was a consistent increase in departure numbers. We continue to support all operators to a return to services and the restart of customer-focused activity. Departure levels in Q2 2021/22 have been on average 55 per cent of pre-coronavirus levels.

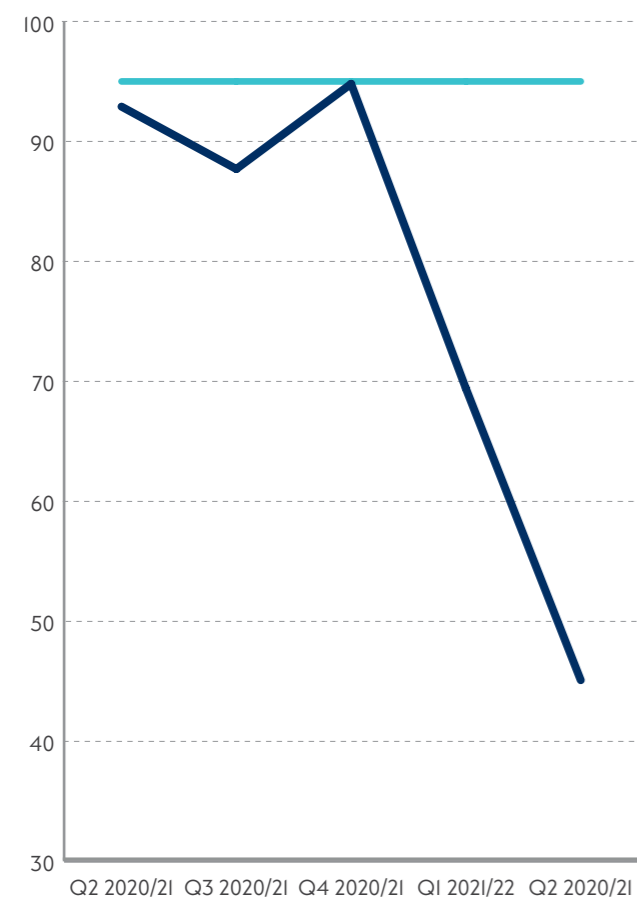
Dial-a-Ride trip requests scheduled
Past five quarters (%)



— Scheduled services operated — Target

The combination of rising member demand and restrictions on the number of passengers on our buses has led to a small decline in the percentage of passenger journey requests fulfilled. At around 96 per cent this remains well above our 90 per cent target. We are continuing to monitor our ability to meet passenger demand and are gradually increasing the number of passengers allowed on a bus at a time.

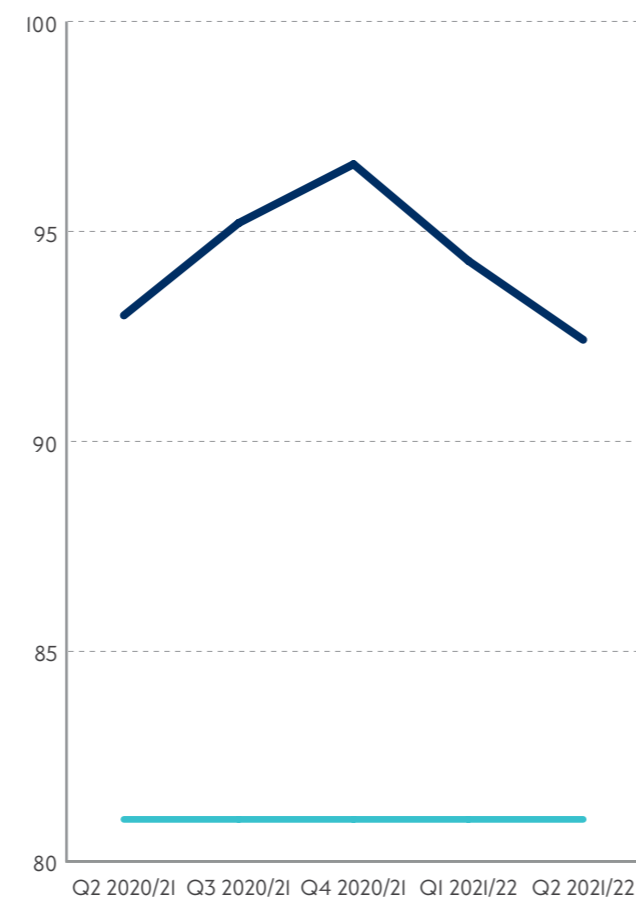
Woolwich Ferry availability
Past five quarters (%)



— Woolwich Ferry — Target

System availability was 45.1 per cent in Q2 compared to 92.9 per cent in the same quarter last year. This year, availability was significantly affected by strike action which has remained ongoing while we have continued to work with the union Unite to resolve the issues raised.

Santander Cycles docking station availability
Past five quarters (%)



— Docking station availability — Target

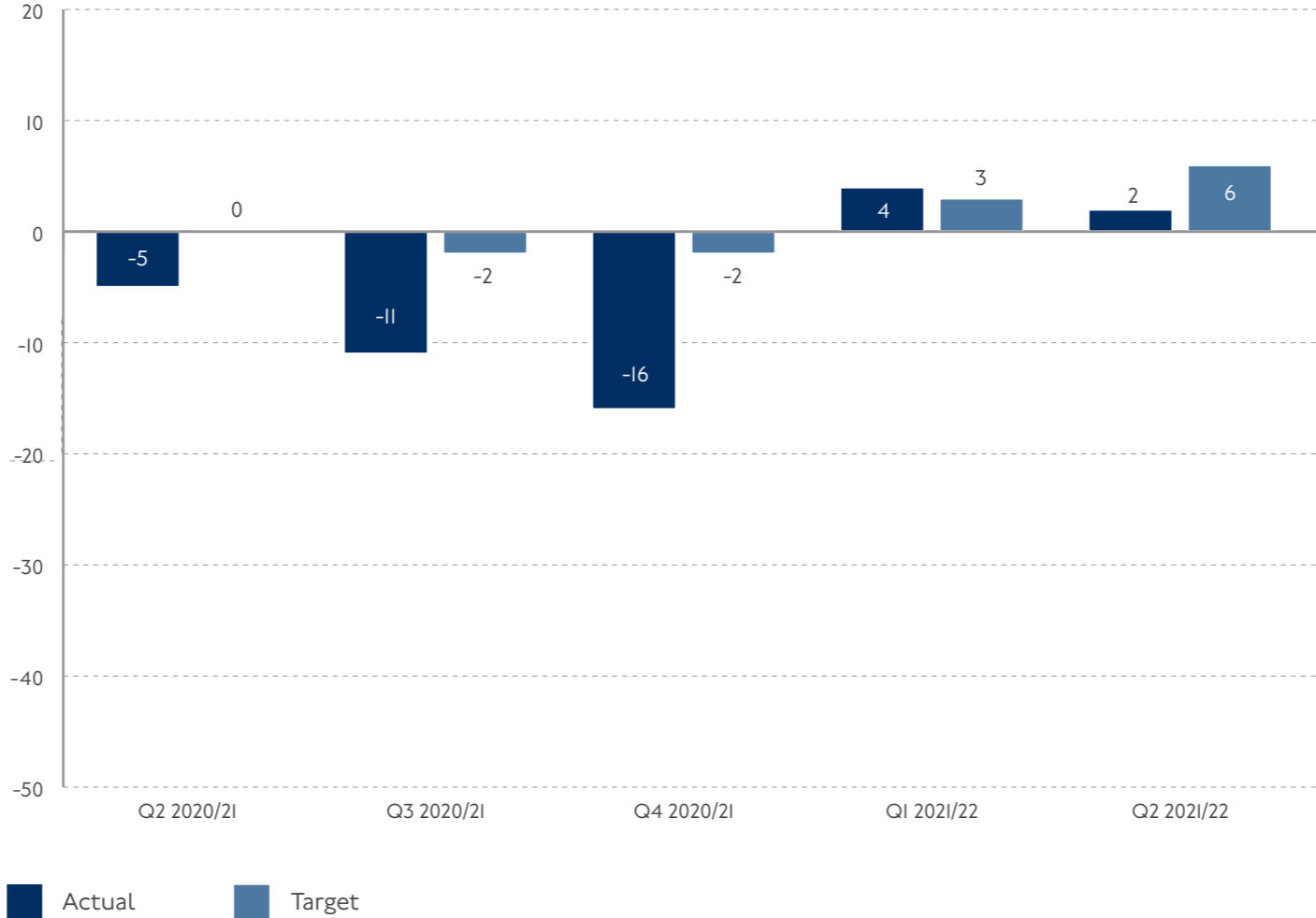
Docking station availability is the measure that is used to ensure that customers can hire or return a cycle to a station of their choice. Availability remains above target as we manage our key supplier Serco to maintain a balanced scheme across our docking stations.

Roads and traffic

Following revisions to guidelines for COVID-19 and advice about returning to work, traffic recovery on the TfL Road Network has not been as high as anticipated. Therefore, the associated disruption has been less than expected.

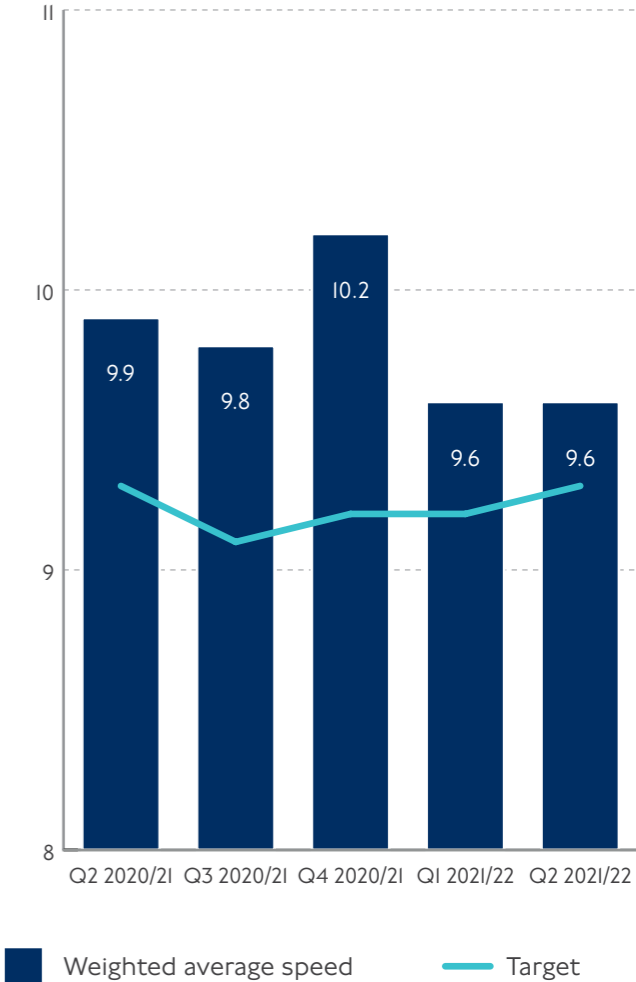
We continue to improve journeys for people who cycle, people walking and bus customers by adjusting traffic signal timings on the TfL Road Network.

Road disruption
Past five quarters (%)



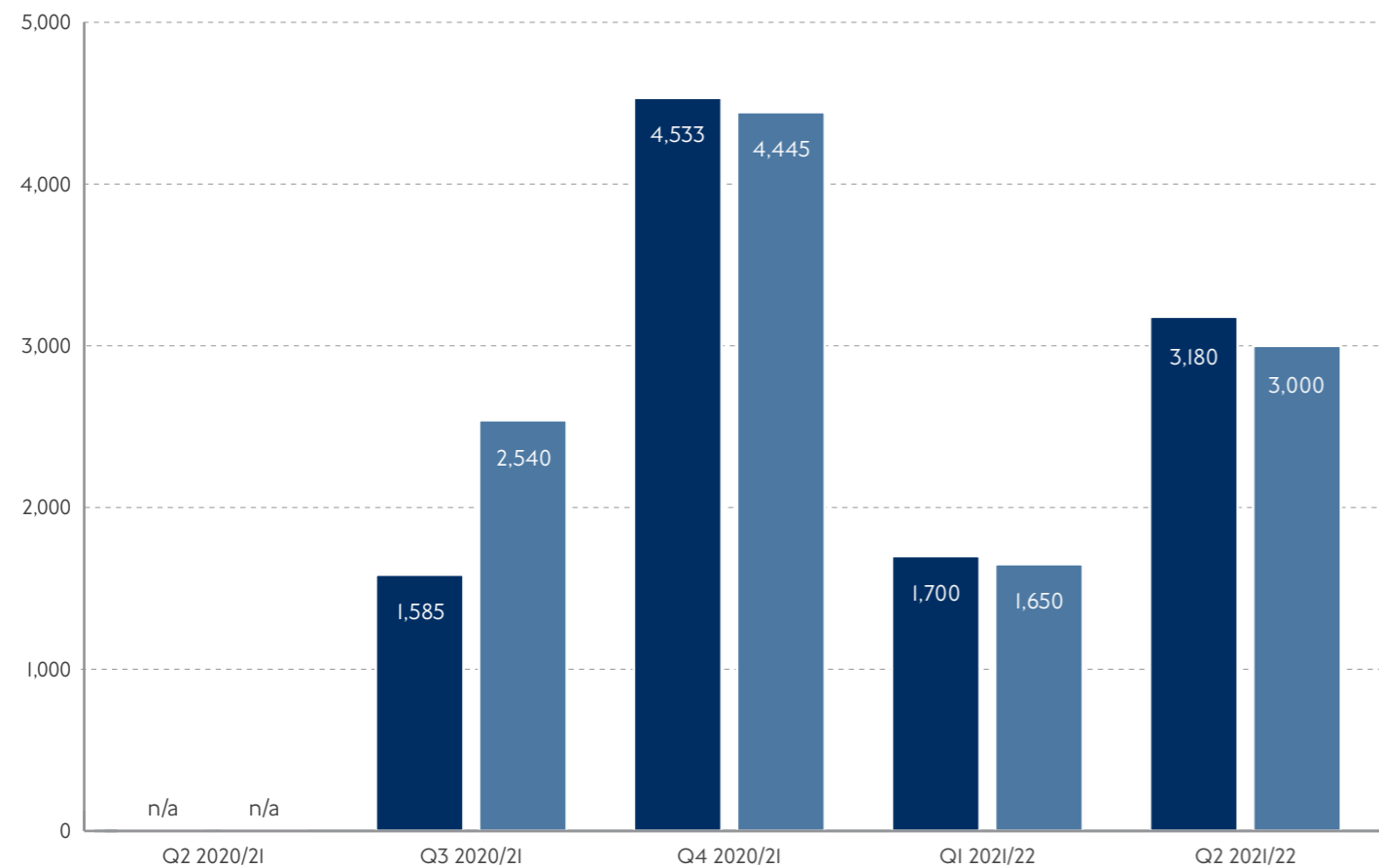
In Q2 2020/21, following the end of the first lockdown, halfway through the quarter, traffic flows briefly touched close to 2019 levels, so roads disruption came up from -44 per cent in Q1 to -5 per cent. The second lockdown started on 5 November 2020 so disruption fell to -11 per cent in Q3 and fell further in Q4 to -16 per cent following the third lockdown on 5 January 2021. In Q2 2021/22 traffic flows have been close to 2019 levels but have not fully recovered. Therefore, the most recent roads disruption at +2 per cent has been less than anticipated.

Bus average speed
Past five quarters (mph)



Q2, Q3 and Q4 2020/21 saw much higher than normal bus speeds as the COVID-19 restrictions resulted in reduced traffic and disruptive works. The gradual lifting of restrictions in 2021/22 has seen bus speeds begin to fall but they remain slightly higher than pre-pandemic levels.

Traffic signal time savings
Past five quarters (hours)*

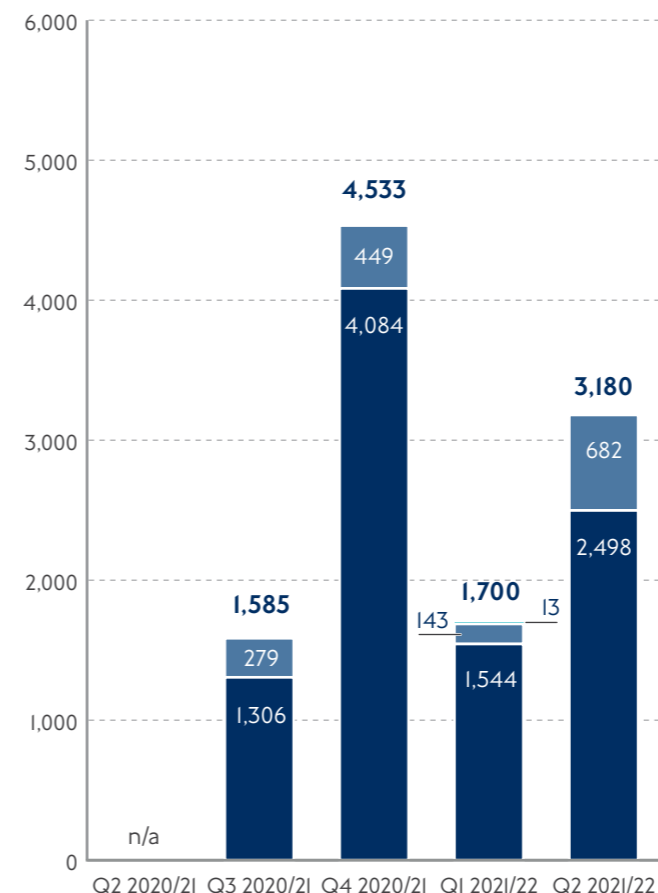


Actual Target

We continue to save time from traffic light timing changes for people travelling by bus, on foot or by cycle. In Q3 2020/21, traffic flows remained volatile, but we adjusted our approach to reviews to exceed targets in Q4 2020/21 and Q1 2021/22. The network has stabilised, and we are undertaking timing reviews as close to normal as possible. We have exceeded the expected sustainable hours saved targets for the timing reviews in Q1 and Q2 carried out on the road network.

* No data available for Q1 and Q2 2020/21

Past five quarters (hours)*

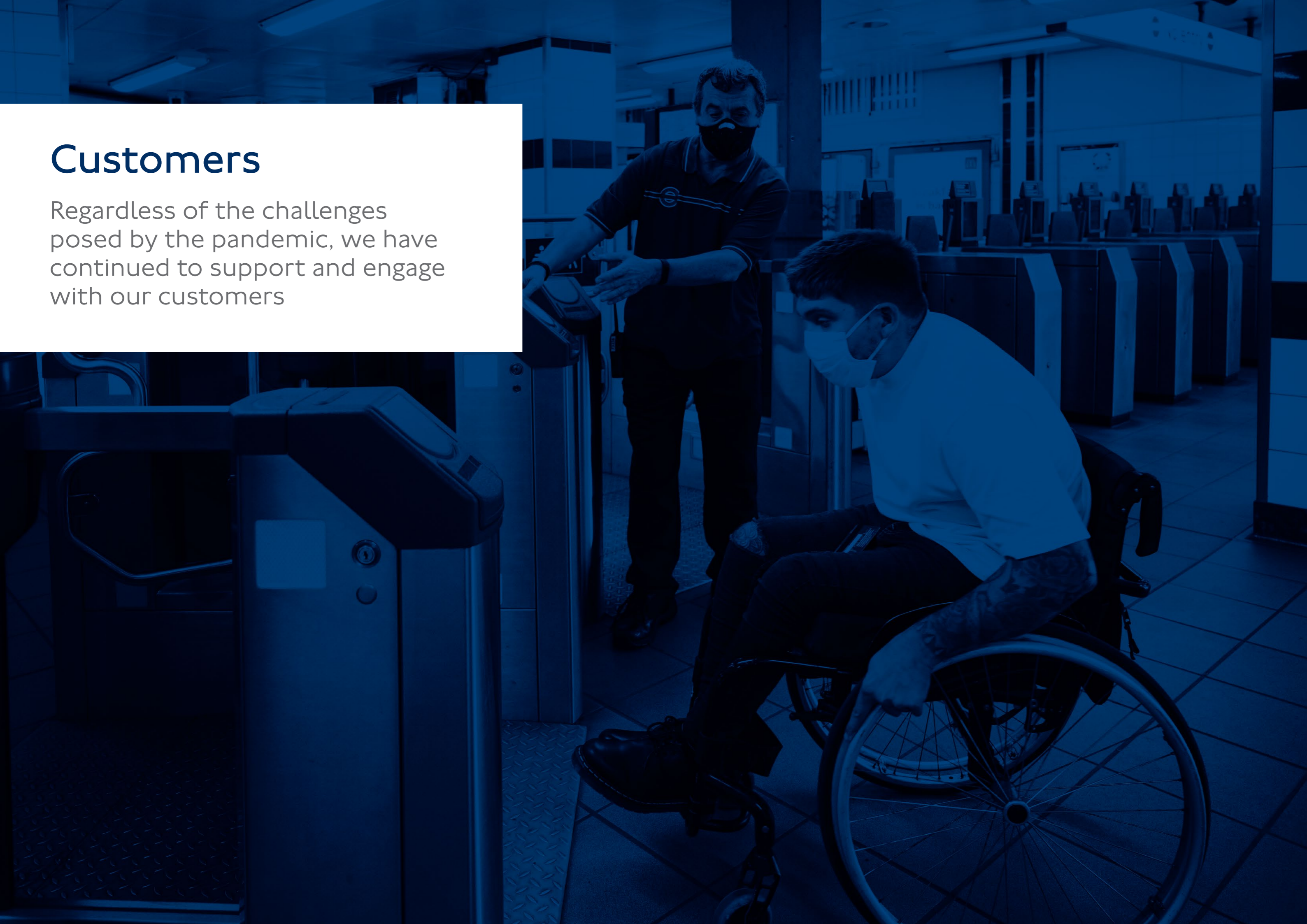


Buses Pedestrian Cyclists

In Q2 2021/22, the results of our most impactful reviews include improved journey times for people walking and bus passengers at Stamford Hill by improving our congestion mitigation measures and improving the priority for buses. We have improved the lights at Haven Green in Ealing, by installing new real time adaptive traffic control systems (known as SCOOT). In Brixton we have updated our emission management related strategy delivering significant bus benefits.

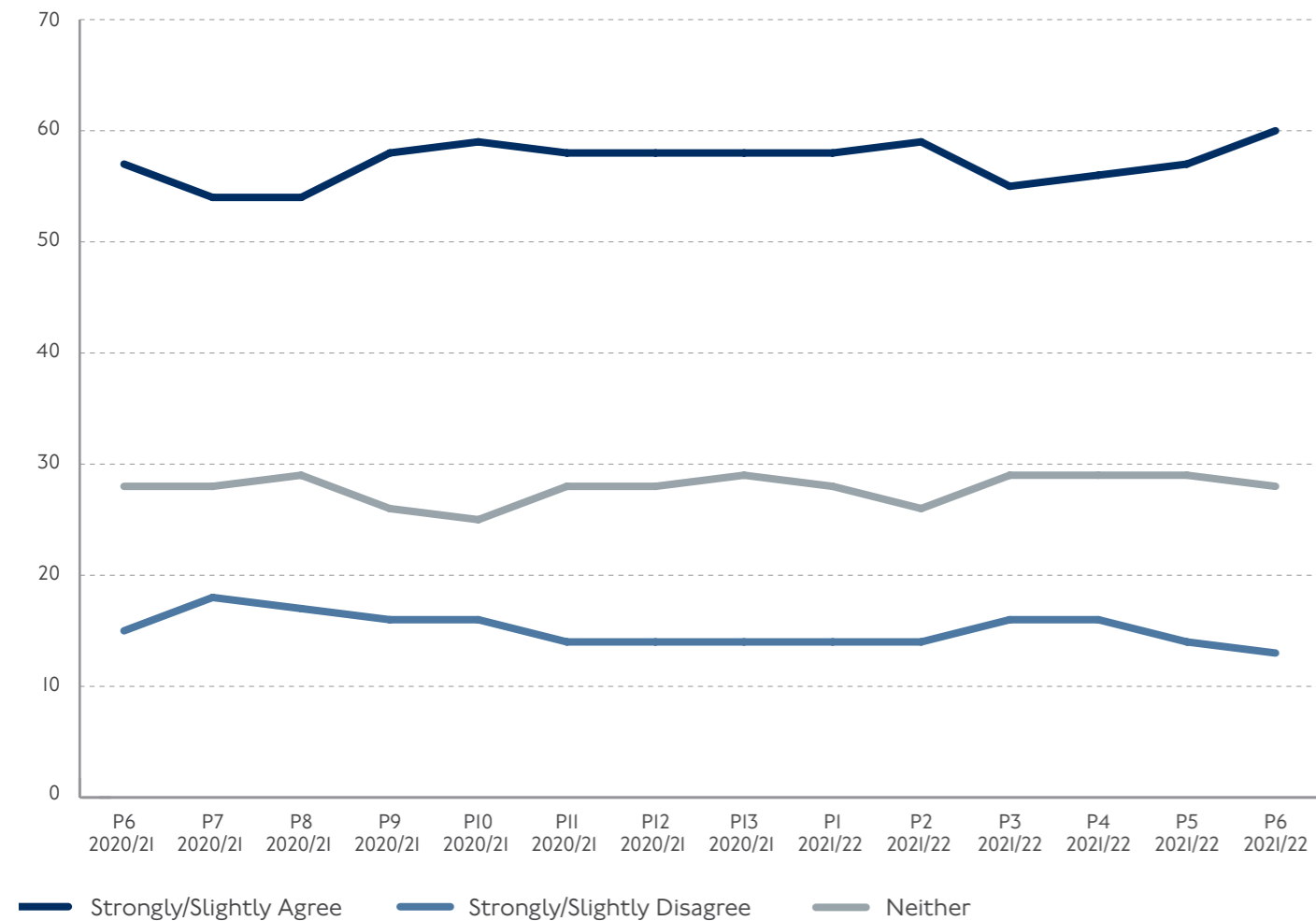
Customers

Regardless of the challenges posed by the pandemic, we have continued to support and engage with our customers



TfL cares about its customers

All Londoners
Agreement, disagreement, neither (%)

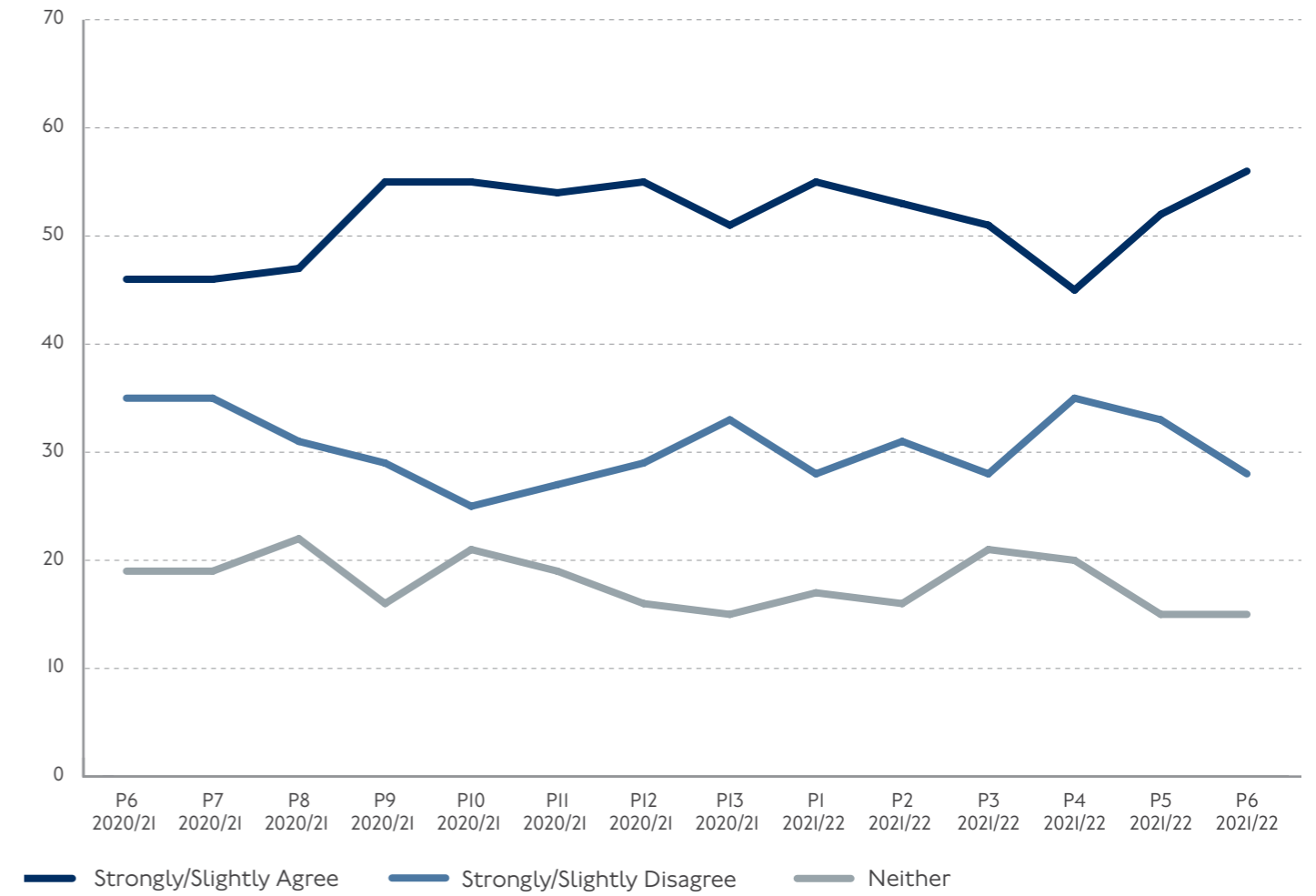


The customer care metric ‘TfL cares about its customers’ measures Londoners’ perceptions of how well we perform on ‘Every Journey Matters’, and if we consistently meet customer expectations. It reflects Londoners’ overall experience in terms of their journey and non-journey interactions.

We have analysed the key factors influencing the ‘TfL cares’ metric, and therefore understand where we need to prioritise to improve our customer experience.

The percentage of Londoners agreeing ‘TfL cares about its customers’ is 60 per cent for period 6 2021/22 – our highest score since period 1 of 2020/21. Our year-to-date score remains above target at 58 per cent agreement. Londoners refer to positive experiences of friendly and helpful staff.

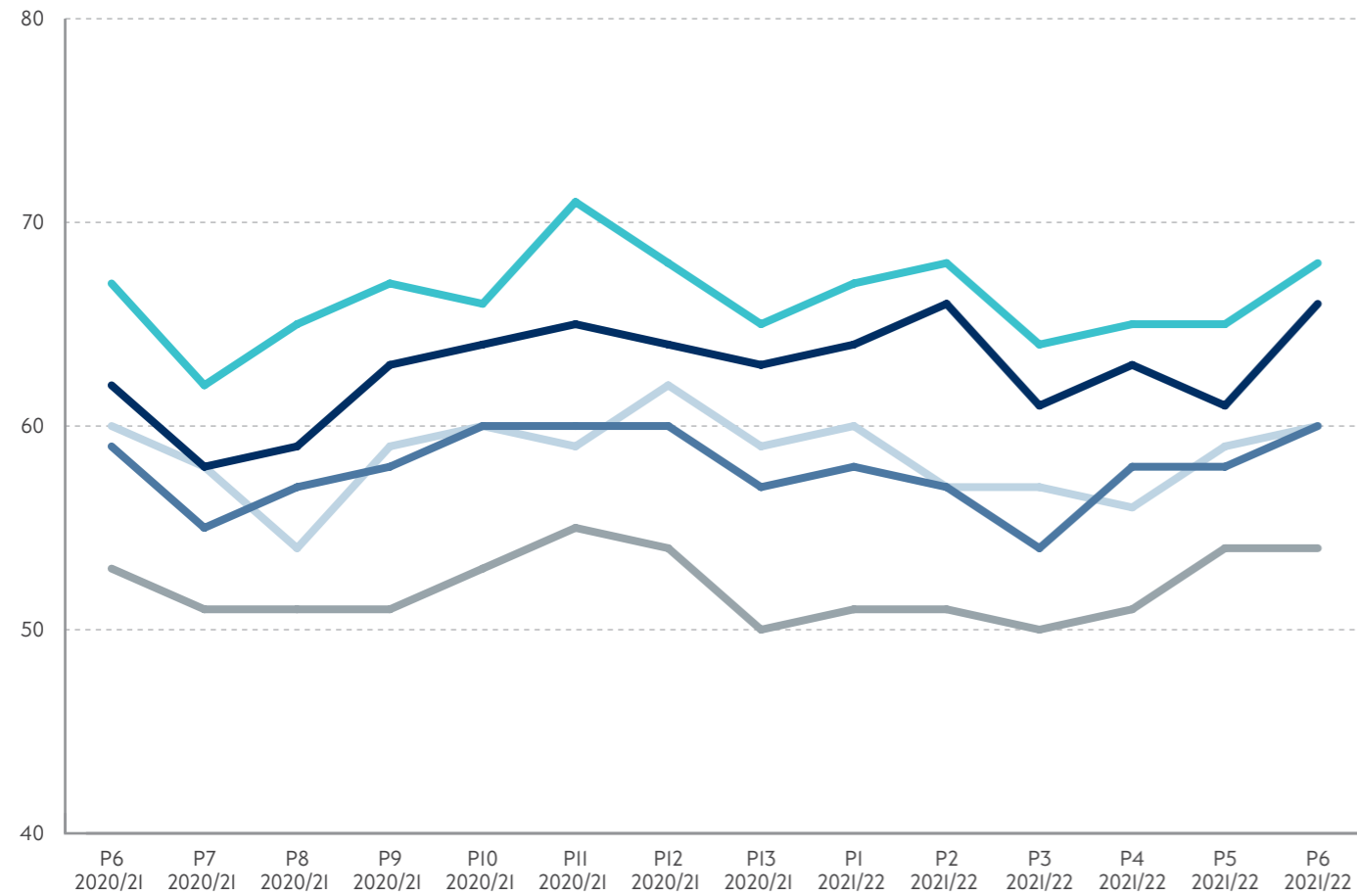
Disabled Londoners
Agreement, disagreement, neither (%)



The percentage of disabled Londoners agreeing that ‘TfL cares about its customers’ is 56 per cent for period 6 2021/22. Our year-to-date score is 52 per cent, one percentage point lower than our 2020/21 annual score.

Disabled Londoners talk about good experiences of staff helping them with their journey and a good service. We remain focused on supporting customers when things go wrong, building trust, and communicating well. The outlook for disabled customers has improved significantly. The improvement figures are almost the same as non-disabled Londoners. The full return of the Turn up and go service has improved this.

Key survey questions
Agreement (%)



- TfL is an organisation I can trust
- TfL communicates openly and honestly
- TfL supports customers when things go wrong
- TfL is investing to improve my journeys
- TfL has friendly and helpful staff

'TfL cares about its customers' has five key drivers which have the most influence on Londoners' perceptions. Overall, scores have increased during Q2 2021/22, with a notable increase in 'TfL is an organisation I trust' increasing five percentage points to 66 per cent in period 6 2021/22 Supporting customers when things go wrong continues to be a key area of focus for improvement.



The customer care metric score has remained resilient



By changing to online methods, we continued to survey customer satisfaction

Satisfaction

Satisfaction Past five quarters (scores)

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
London Underground	75	76	76	78	75
London Buses	76	78	79	79	78
DLR	77	78	78	78	79
London Overground	75	76	76	76	76
London Trams	N/A	76	N/A	N/A	N/A
TfL Rail	74	76	75	78	77

In Q2 2021/22, customers overall satisfaction while travelling on London Underground declined significantly by three points but remained stable for all other areas, such as London Buses, the DLR, TfL Rail and London Overground. Satisfaction on London Underground has declined across the majority of station and on train metrics. The biggest declines were for the ability to social distance on the train (-7 points) and at the station (-6 points).

Customers feeling positive emotions during their journey significantly decreased for London Underground and London Overground and significantly increased for TfL Rail, DLR and London Buses. On London Underground, customers are clearly feeling

more anxious, nervous and frustrated as patronage increases and so perceptions of crowding increase, and satisfaction of this measure decreases.

The proportion of customers who claimed to experience delays or disruptions on their journey remained relatively stable across all areas.

With the lifting of coronavirus restrictions, there were declines in most of the coronavirus metrics, in particular, satisfaction with customers wearing face coverings and TfL's enforcement of the wearing of face coverings on the network. This is the same across all areas.

Calls

In addition to our general Contact Centre, we also have dedicated lines for road charging and Ultra Low Emission Zone (ULEZ), Taxi and private hire, and Dial-a-Ride.

General calls (Contact Centre) Past five quarters

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Telephone calls	361,144	419,129	296,212	363,418	535,824
Calls abandoned (%)*	10.3	6.4	6.4	9.0	15.77
Correspondence	48,412	96,209	70,847	94,424	124,263
Cases closed (%)**	85.8	86.4	88.7	83.9	78.75
Average speed of answer (seconds)	343	135	100	213	1,034

Q2 has seen customer telephone demand rise 47 per cent on last quarter (up 48 per cent on the previous year). While this has been partly due to rising numbers of customers using the network, the main increase has been around concessions as children and students return to school.

This is an expected seasonal peak but has been complicated this year by the coronavirus pandemic's impact on our outsourcer's ability to recruit additional staff to handle the demand. This lack

of recruits has meant we have seen increases in abandonment rates and wait times for our concessions teams.

Correspondence demand has also risen 32 per cent on last quarter (up 157 per cent on the same time last year). This has also been impacted by the seasonal rise in concessions demand as well as a technical issue which meant many customer emails were blocked from reaching us following a security update on the TfL estate.

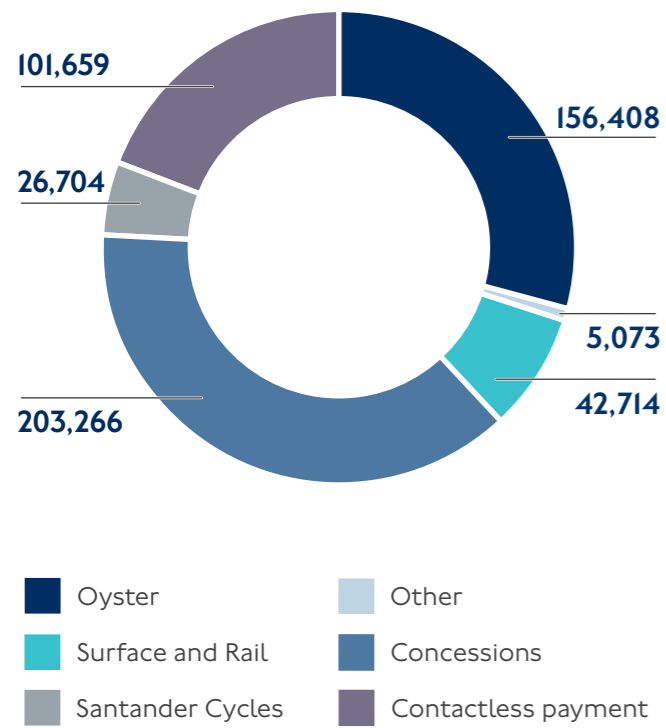
* Calls abandoned target 15 per cent or lower

** Cases responded to within the agreed timeframe. Our target is 80 per cent of correspondence responded to within three working days, or 10 working days for more complex issues that require investigation

Past five years

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
Telephone calls	2,835,189	2,699,025	2,687,696	1,304,300	899,242
Calls abandoned (%)*	10.5	10.9	16.2	7.6	13.05
Correspondence	542,760	609,201	757,298	364,778	218,677
Cases closed (%)**	85.9	82.0	78.9	83.4	81.08

Calls by subject* **
This quarter



Overall customer telephone demand has risen 47 per cent on last quarter, the bulk of which has been on our concessions lines which saw 84 per cent increases on the previous quarter and was up 73 per cent on the previous year. We also saw significant rises on ticketing with contactless rising 46 per cent and Oyster increasing by 37 per cent. This is far above the actual growth in usage across the network, with contactless journeys rising 20 per cent and Oyster increasing by only six per cent on the previous quarter.

Santander Cycle demand fell by three per cent over the same period, the inclement weather in August being a large factor behind this shift. This was also the only area to see a fall on last year, down 20 per cent on Q2 last year.

* Surface and Rail: London Underground, London Buses, London Overground, Emirates Air Line, DLR, TfL Rail, Cycling (general), River services, Safety, Coaches

** Other: Crossrail, Public help points, Taxi and Private Hire, Ticketing app, Sarah Hope Line, Street-related calls



Our telephone service continues to take high volumes of calls for help and guidance

Road user charging and ULEZ

Past five quarters

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Calls received	339,257	328,163	331,800	275,732	292,501
Calls answered	324,276	314,995	318,557	265,662	279,011
Calls abandoned (%)	4.4	4.0	4.0	3.7	4.6
Average speed of answer (seconds)	70	52	36	47	72

Capita's Road User Charging Contact Centre continues to perform well within contractual targets. Call volumes have increased in Q2 as a result of the restart and recovery, and customer engagement regarding the ULEZ expansion. The average speed of answer for Q2 is 72 seconds and the call abandonment rate is 4.6 per cent against an abandonment rate target of no more than 12 per cent of calls.

Past five years

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
Calls received	1,245,815	1,080,837	1,486,715	1,145,772	568,233
Calls answered	1,166,545	1,043,877	1,440,357	1,093,382	544,673
Calls abandoned (%)	6	3	3	5	4
Average speed of answer (seconds)	73	43	42	63	60

Taxi and private hire Past five quarters

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Calls received	67,644	93,609	42,252	46,513	59,083
Calls answered	50,303	55,180	41,898	45,959	58,163
Calls abandoned (%)	25.6	41.1	0.8	1.2	1.6
Average speed of answer (seconds)	737	1,652	16	33	32

Our taxi and private hire contact centre continues to perform well within contractual targets. The average speed of answer for Q2 is 32 seconds and the call abandon rate is 1.6 per cent against an abandonment rate target of no more than five per cent of calls.

From January 2021, we have introduced several additional measures such as seven day opening and a call back service. Webchat has also recently been introduced. These measures have led to a significant improvement in average speed of answer and a reduction in the percentage of calls abandoned, particularly at peak times.

The necessary closure of our vehicle inspection centres in lockdown period has led to significant demand on our vehicle inspection slots for October 2021. Measures are in place to meet this short-term increase in demand including the use of Compliance, Policing and On-street Services officers to undertake inspections and increasing capacity in our service provider contact centre. As part of those measures, some private hire vehicles will be issued short-term licences so that the date of their next vehicle inspection will permanently move to avoid a similar capacity issue in future years.

Past five years

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
Calls received	684,904	840,178	749,561	222,291	105,596
Calls answered	623,837	582,022	532,096	158,847	104,122
Calls abandoned (%)	8	30	29	29	1
Average speed of answer (seconds)	118	733	699	896	32

Dial-a-Ride
Past five quarters

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Calls received	33,143	37,313	33,413	46,691	66,591
Calls abandoned (%)	9.0	3.8	3.7	3.1	12.4
Average speed of answer (seconds)	196	84	72	59	269
Email bookings	1,538	3,494	1,184	3,764	6,939

Dial-a-Ride saw a 43 per cent increase in call volumes compared to Q1 2021/22, and a 101 per cent increase when compared with the same quarter last year. Our average speed of answer increased by 210 seconds when compared to last quarter and calls abandoned exceeded our 10 per cent target at 12.4 per cent. This is due to the impact of staff shortages as several colleagues were required to self-isolate this quarter having been identified by NHS Track and Trace. All colleagues who were required to self-isolate have since returned to the office.

Past five years

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
Calls received	596,161	564,391	533,868	117,275	113,282
Calls abandoned (%)	12.1	10.5	10.7	5.5	7.8
Average speed of answer (seconds)	252	233	287	108	164
Email bookings	44,655	45,950	82,450	6,368	10,703

Complaints

Complaints

Year on year (per 100,000 journeys)

	Q2 2020/21	Q2 2021/22	Variance (%)
London Underground	1.91	1.62	-15
London Buses	4.6	3.12	-32
DLR	1.42	0.57	-60
London Overground	1.63	0.72	-56
TfL Rail	2.1	1.97	-6
London Trams	2.33	0.85	-64
Emirates Air Line	0.65	5.02	672
Congestion charge	4.8		
Dial-a-Ride	79.85	50.82	-36
London River Services	1.95	0.57	-77
Santander Cycles	2.1	2.07	-1
Taxis*	1.99	2.94	48
Private hire*	1.44	2.47	76
Contactless	0.4	0.55	38
Oyster	0.19	0.42	121

Most areas have seen drops in the number of complaints per 100,000 journeys over the past year. This is due to the relaxing of coronavirus restrictions compared to 2020.

Both Oyster and contactless saw increases in the number of complaints made this quarter. This reflects the increasing numbers of our customers returning to the network and the seasonal peak for Oyster demand due to schools returning.

Bus complaints fell 32 per cent compared to last year, the biggest drop being seen in accidents, safety and security, though mask

use and social distancing concerns remain a significant issue for many of our customers.

London Underground improved 15 per cent, partly due to the increase in passengers but also thanks to our active steps to reassure the public about safety concerns and promoting quieter times to make journeys, as we know many customers will be returning to the network after long absences.

The large rise of complaints for Emirates Air Line reflects the much lower number of journeys compared with our other services.

Past five years

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
London Underground	0.89	0.98	1.14	1.74	1.53
London Buses	2.89	3.17	3.17	4.37	3.49
DLR	0.82	0.78	0.89	1.09	0.59
London Overground	1.68	1.69	1.58	1.24	0.75
TfL Rail	2.47	2.39	2.30	2.26	2.03
London Trams	1.62	1.28	1.65	1.76	0.82
Emirates Air Line	2.40	4.11	2.83	2.57	4.14
Congestion charge		2.57	4.66	3.83	2.94
Dial-a-Ride	4.04	1.59	2.48	3.83	
London River Services	82.23	69.86	83.62	64.87	51.03
Santander Cycles	0.79	1.49	1.26	2.44	0.57
Taxis*	4.56	4.00	3.54	2.68	2.24
Private hire*	7.28	7.22	8.06	1.69	1.33
Contactless	3.92	2.95	2.57	1.36	1.17
Oyster	0.14	0.21	0.40	0.39	0.50

While we are still emerging from the pandemic, we are seeing most areas recording lower complaints compared to journeys, thanks again in large part to the increases in passenger numbers compared to last year.

We continue to monitor this closely, alongside the wider economic picture and Government guidance while we establish the 'new normal' for our services. We have noticed that customers returning to the network do seem more likely to contact us for help as they may be anxious about resuming their commutes, particularly

when it comes to ticketing issues. Demand at our contact centres tends to exceed the rises seen in passengers on the network.

* Journeys not recorded; figures based on survey data. Taxi and private hire complaint numbers are not directly comparable due to the way they are received/recorded



Customers have appreciated the efforts of our frontline colleagues

Commendations

Commendations Past five quarters

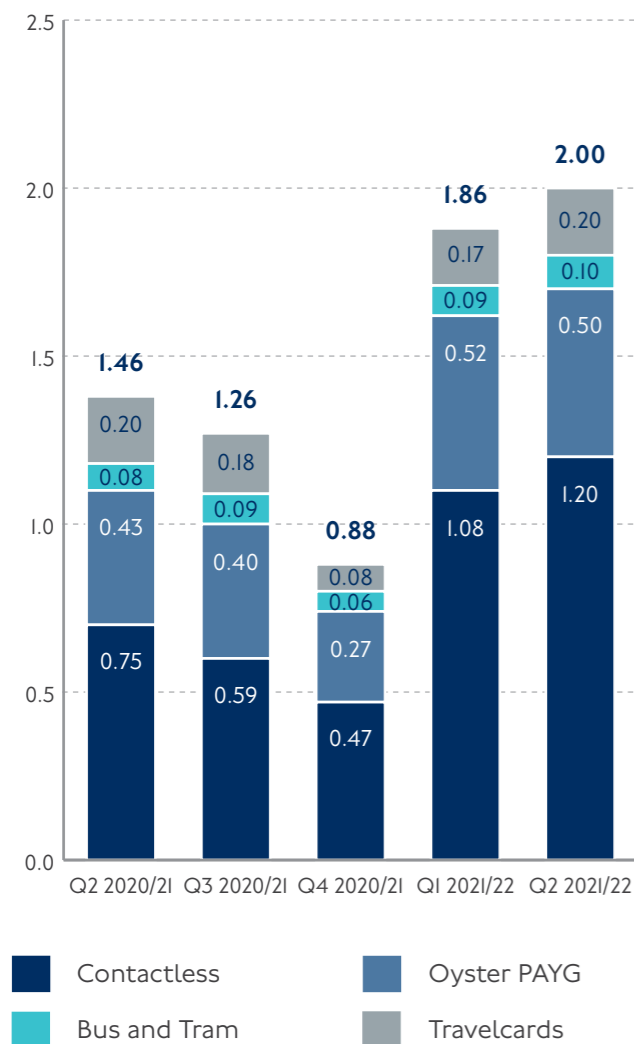
	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
London Underground	96	110	75	168	274
London Buses	473	507	406	549	551
DLR	3	6	2	6	8
London Overground	21	12	18	29	25
TfL Rail	18	31	14	38	116
London Trams	2	1	0	4	0
Emirates Air Line	3	0	1	10	9
Dial-a-Ride	2	7	6	17	3
London River Services	1	2	0	1	3
Santander Cycles	0	0	0	1	0
Taxis and private hire	5	6	12	9	14
TfL Road Network	7	7	4	3	3
TfL Policy	2	2	6	0	2

Commendations rose 20 per cent over last quarter and were up 59 per cent on the same time last financial year. This increase is mainly attributable to the rise in passenger numbers across our network. Buses and London Underground again proved to be our biggest areas in terms of the number of commendations received, with both increasing on last quarter and Q2 last year.

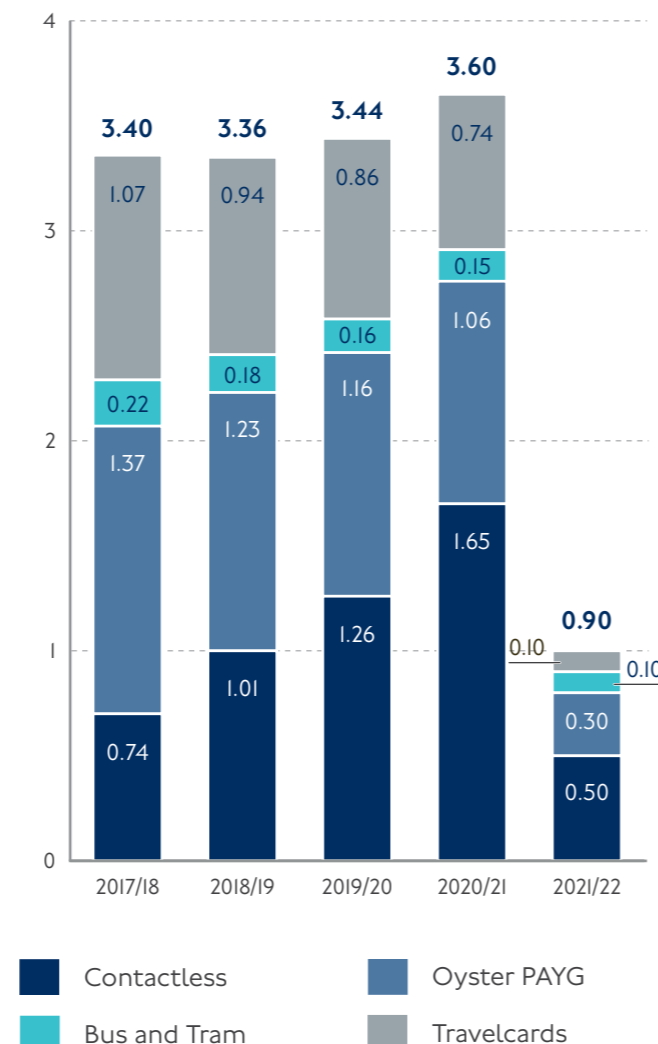
The largest increase was on TfL Rail, up 205 per cent on Q1, and up 544 per cent on last year. These increases in commendations track far above the increases in passengers in that area (up 22 per cent on last quarter and 50 per cent on the previous financial year) and reflect improvements to accessibility at stations, notably at Southall with new bilingual signage reflecting the needs of the local community.

Tickets

Fare payer split on typical weekdays*
Past five quarters (millions)**



Past five years (millions)***



535k

automated refunds were issued in Q2, with £3.2m refunded

88.4m



contactless bank cards and mobile devices have been seen on bus, Tube and rail services over the past five years****



2.6m

contactless journeys are made daily (this is the daily Q2 average, and figures have fluctuated in this time due to lockdown easing)

The national lockdowns during the coronavirus pandemic saw demand drop dramatically, but the share of contactless payment media (cards and mobile devices) used remained around half of all fare payer tickets throughout this period.

Demand was still recovering in Q2 2021/22 after the release of all Government restrictions on 19 July 2021.

Before the pandemic, the total number of fare payer tickets used remained fairly stable every year, while the share of contactless payment media increased.

During the coronavirus pandemic, the use of contactless payment and Oyster pay as you go recovered to a greater extent than Travelcards, suggesting some migration from the latter to the former.

* Graphs use typical weekdays to represent the trend per time period. The number of Travelcards and bus and tram passes valid on these typical weekdays is used as a proxy for the number of tickets used. The population studied covers all fare payer ticket types, excluding paper single tickets, which comprise less than one per cent of journeys on the network

** Days measured:
Thursday 20 August 2020 Q2 2020/21
Thursday 5 November 2020 Q3 2020/21
Thursday 4 February 2021 Q4 2020/21
Thursday 20 May 2021 Q1 2021/22
Thursday 16 September 2021 Q2 2021/22

*** Days measured:
Thursday 9 February 2017
Thursday 8 February 2018
Thursday 7 February 2019
Thursday 6 February 2020
Thursday 4 February 2021

**** Due to data issues, we have calculated lifetime usage of contactless payment card from mid-2016 onwards

System availability

Ticketing

	Q2 2020/21			Q2 2021/22		
	Actual	Variance to target	Variance to last year	Actual	Variance to target	Variance to last year
London Underground – ticketing system overall availability (%)	99.53	+1.33	+1.03	99.39	+1.19	-0.14
London Buses – bus validations – overall availability (%)	99.62	+0.62	-0.05	99.70	+0.70	+0.08

Availability remains stable across both London Underground and London Bus systems. Cash acceptance on retail devices is being monitored since the introduction of a new improved cash handling device.

Internal IT

Past five quarters (%)

	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
System performance	99.92	99.99	99.89	99.89	99.81

In Q2 there were 13 critical incidents impacting nine mission critical services, with Network Support Services the worst impacted. This was due to a localised fire that resulted in a loss of power in the

Broadway Computer Services Department room, impacting multiple station depots for over three days. This was followed by the Urban Traffic Control Service and Contactless Card Payment Services.

Annual trend (%)

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
System performance	99.59	99.87	99.93	99.94	99.86

Digital

In August we introduced real-time busyness information into journey planner results in the TfL Go app. Customers can see whether stations are 'quiet now', 'busy now' or 'very busy now' when they plan a journey involving the Tube. We have also added customisation features so that customers can plan journeys based on preferred travel methods, plus least walking and fewest changes options.

In September, we added real-time information for the Northern Line Extension. By October, the app had reached its first half-million downloads, with a 4.6* rating on iOS and a 4.3* rating on Android.

Our focus continues to be on integrating account and payment functionality so that customers can plan, pay and travel in one fully inclusive, integrated digital experience.

8.7m

unique devices
visiting the TfL
website this quarter

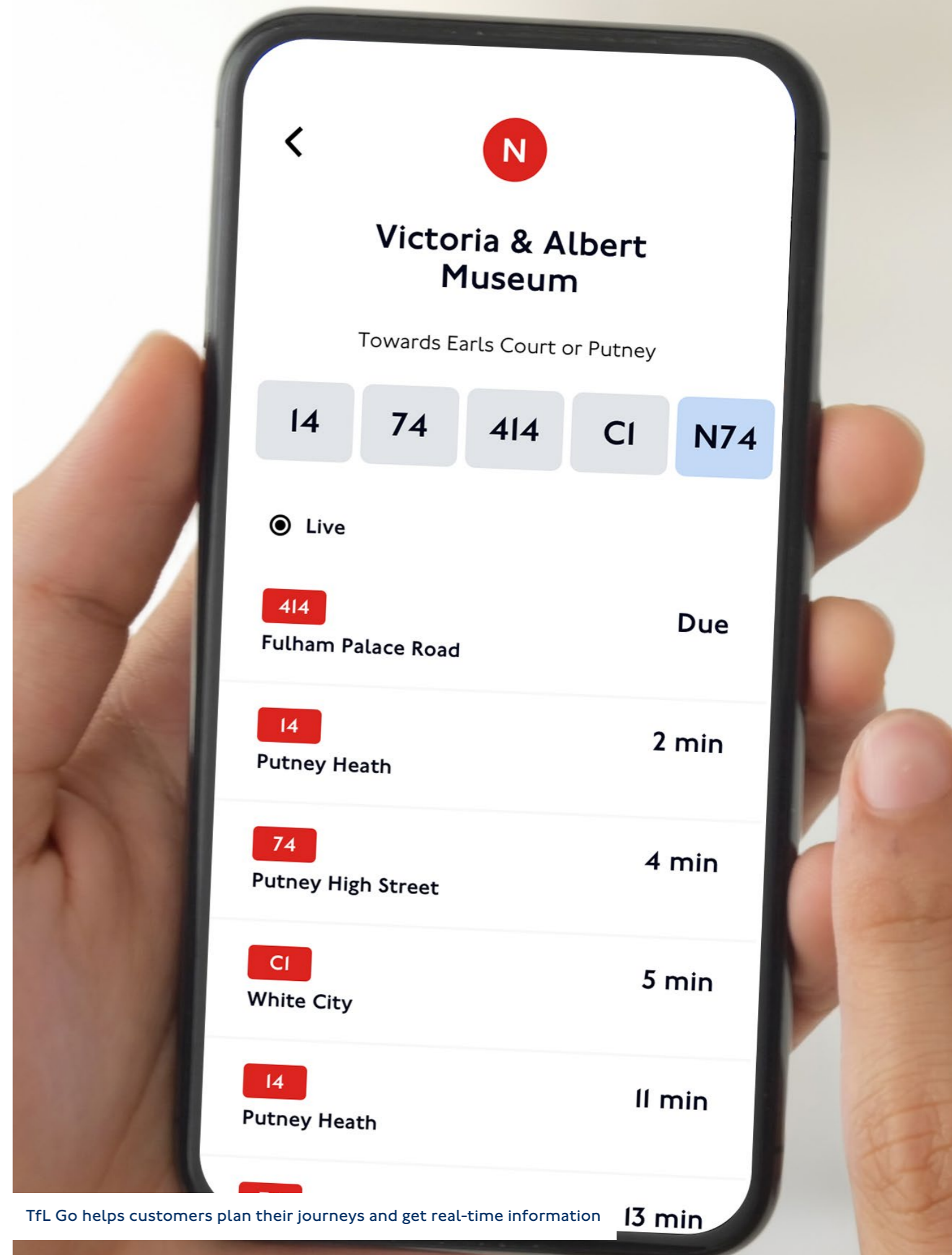


40.6m

website page views
this quarter

600k

downloads of the
TfL Go app since launch



TfL Go helps customers plan their journeys and get real-time information

Travel demand management

As coronavirus restrictions lifted in mid-July, we continued to encourage customers to travel at quieter times to maximise space availability on the network. Using anonymous Wi-Fi data, we showed dynamic quieter times on digital assets at 30 key Tube stations offering bespoke, near real-time busyness information.

We also worked with employers offering practical travel advice, such as the [Travel Guidance for Businesses](#) webpage and the [Active Travel Guidance for Businesses](#) page. Our approach was successful, with over half of weekday Tube, rail and bus journeys made at quieter times between 30 May and 18 September.

During August there was a nine-day part closure of the Circle and District lines, the first significant planned disruption since the coronavirus pandemic started. Our Travel Demand Management campaign was successful in encouraging customers to re-time their journeys to quieter times and re-route around busier stations. Demand decreased at Bank/Monument by 16 per cent and Earl's Court by 45 per cent. The promotion of bus use between Waterloo and Bank stations, saw an increase of nine per cent during the closure.

On Sunday 12 September the Paralympics GB Homecoming took place at The SSE Arena Wembley to celebrate our amazing athletes. We put in place a comprehensive communications plan to help attendees, VIPs and other customers to get where they were going, avoiding any disruption.



Travel demand management has been crucial for the return of large-scale events

Campaigns

Campaigns – Customer information email volumes Past five years

	2017/18	2018/19	2019/20	2020/21	2021/22 year to date
Customer emails (millions)	187	189	205	211	88
Campaigns	1,043	930	1,101	685	461

As we continue to support London’s recovery from the coronavirus pandemic, we have multiple campaigns to reassure our customers that public transport is safe, reliable and sustainable. Our campaigns also include the promotion of the ULEZ expansion and the opening of the Northern Line Extension. As we approach the festive period, it is important that our customers continue to receive the information they need to plan their journeys.

88m

customer information emails sent in 2021/22 to date



461

customer campaigns so far in 2021/22



Clear communication with our customers has never been more important

Customer marketing and behaviour change campaigns

Our recent campaigns include the opening of the Northern Line Extension and service improvements; public transport recovery; face coverings; ventilation reassurance; recovery and cleaning of the network; public transport safety; abusive behaviour; value fares; better behaviours; active travel; Santander Cycles; online cycle skills training; Walking and Cycling Grants; ULEZ expansion; and air quality.

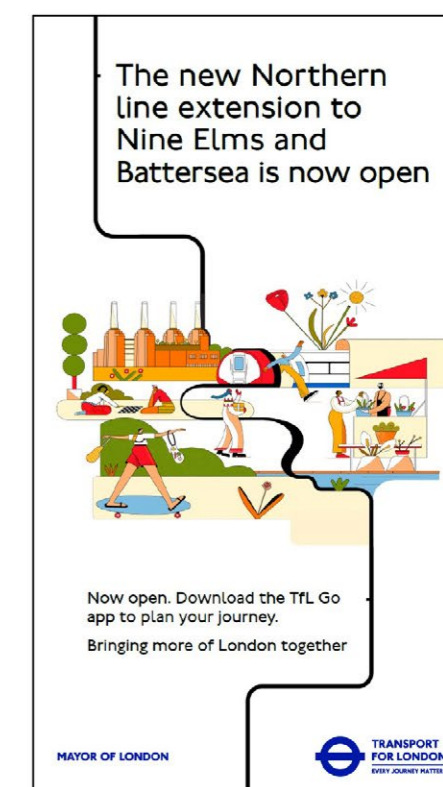
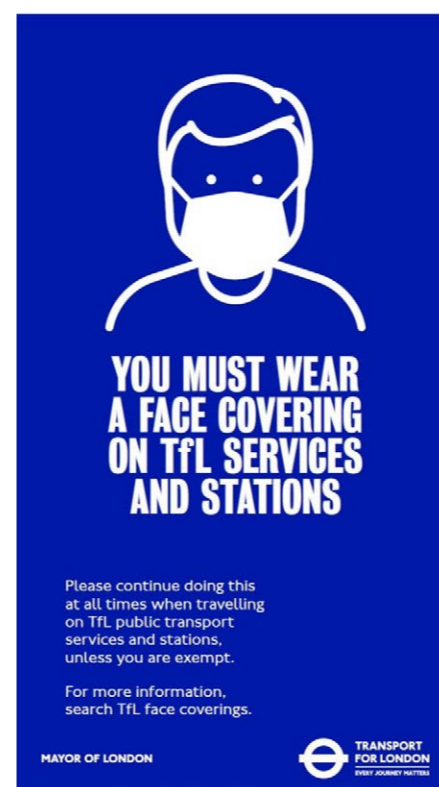
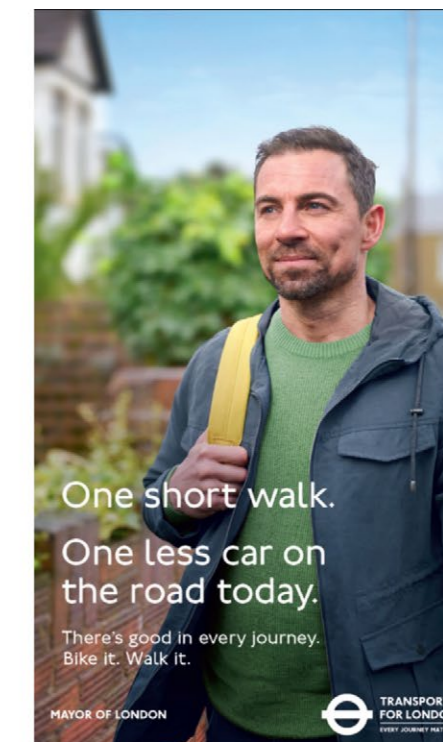
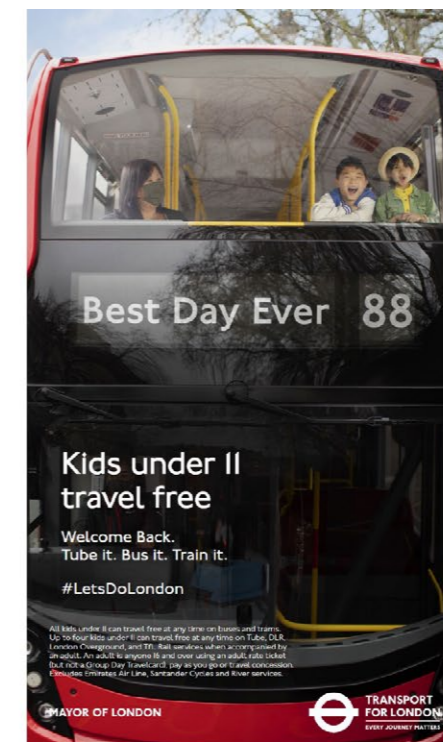
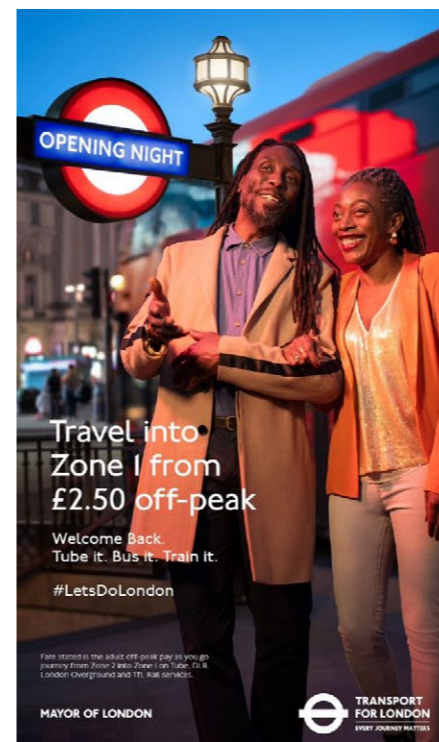
Some major campaigns have focused on recovery. Since the government's easing of all coronavirus restrictions on 19 July, our recovery campaign celebrated the enabling role of public transport in Londoners' lives and linking public transport usage to the destinations and activities it takes you to. The multichannel campaign runs in high impact and engaging media including TV, cinema, digital posters, social media and a partnership with Time Out to ensure we reach Londoners who aren't travelling much, and is also supported by advertising across our network. More than 4.5 million people have seen our TV advert.

The media partnership with Time Out also includes sponsored content and advertising, a social media competition, digital adverts, social assets, customer emails and an online hub with a Culture Map showing destinations that can be reached using public transport. More than 22,000 people viewed the Culture Map. This activity ran alongside messages to reassure Londoners that we are working hard to help them travel safely and reinforcing that customers must continue to wear a face covering on TfL public transport services and stations, unless

exempt. A campaign also encouraged Londoners to walk and cycle throughout the summer and as they returned to schools and offices in September, featuring TV ads in July and August, as well as online display advertising, online video advertising and posters.

The Northern Line Extension on 20 September marked the first major Tube extension since the Jubilee line 20 years ago. Two brand new stations; Battersea Power Station and Nine Elms, will revolutionise travel for Londoners, especially those living in or commuting to and from the surrounding areas of Vauxhall, Nine Elms and Battersea. A campaign launched on 13 September to celebrate the benefits of the extension and encourage use of both new stations, showing how TfL is 'Bringing more of London together'. Online advertising, emails, leaflets, posters and press advertisements promoted key benefits of the extension, including quicker journey times, step-free access and larger, more spacious stations.

Active travel was a particular focus throughout the summer, including campaigns to support Cycle 2 Work Day on 5 August, the opening of the new Kingston Cycleway, Santander Cycles and our online Cycle Skills. Applications for TfL's Walking and Cycling Grants also opened from 27 July until 10 September. Grants for up to £10,000 are provided over three years for community projects that encourage walking and cycling. A campaign ran from 26 July until 10 September to raise awareness of the support and funding available to community groups and charities, including posters, emails and social media and a virtual launch event on 5 August.





We want as many Londoners as possible to have their say in our consultations

Consultations

We launched 10 consultations in Q2, as follows:

One key consultation:

- New Congestion Charge proposals. The Congestion Charge consultation opened on 28 July and closed on 6 October. The proposals cover issues such as how much the charge should be, the days and hours when the charge would apply and discounts for residents living in the zone

Nine other consultations:

- Route 633 extension to Pollards Hill
- Lower speed limits (20mph) in Westminster
- Bus route R7 rerouting

- Penalty charge notice increases on the TfL Road Network
- Improvements for pedestrians and bus passengers on Earl's Court Road
- Changes to bus routes N21, N550 and N551
- Route 410: removal of double runs on Davidson Road
- Route 497 extension
- Hatch Lane rerouting (routes 212, 357 and 657)

We are preparing to launch 16 consultations in Q3.

London Assembly scrutiny

London Assembly scrutiny

Q2

Date	Title	Type of scrutiny
30 June 2021	Transport Committee: TfL Finances (Heidi Alexander, Vernon Everitt, Patrick Doig in attendance)	Open meeting
15 July 2021	Mayor's Question Time	Open meeting
19 July 2021	Transport Committee: London's River Crossings (Gareth Powell and David Rowe in attendance)	Open meeting
2 September 2021	Transport Plenary (Mayor of London and Transport Commissioner in attendance)	Open meeting
7 September 2021	Transport Committee: visit to Northern Line Extension	Informal, site visit
9 September 2021	Mayor's Question Time	Open meeting
14 September 2021	Health Committee: Public Toilets (Mark Evers in attendance)	Open meeting

Q3*

Date	Title	Type of scrutiny
30 September 2021	Environment Committee: Climate adaptation and climate risks in London (Lilli Matson in attendance)	Open meeting
7 October 2021	Economy Committee: London's night-time economy (Geoff Hobbs in attendance)	Closed meeting
14 October 2021	Mayor's Question Time	Open meeting
21 October 2021	Fire, Resilience and Emergency Planning Committee: Flooding – London's Resilience	Open meeting
2 November 2021	Oversight Committee: GLA group procurement	Open meeting
16 November 2021	Transport Committee: Crossrail	Open meeting
18 November 2021	Mayor's Question Time	Open meeting
16 December 2021	Mayor's Question Time	Open meeting

* The dates may be subject to change



We have met virtually with the London Assembly throughout the pandemic

Glossary

Measure	Unit	Description
Bus average speed	mph	The average speed of buses running in service, including the dwell time while stationary at bus stops.
Bus journey time	mins	<p>This measure is the overall time a customer must allow to complete a bus journey on the London bus network (high-frequency routes only).</p> <p>It includes the components of wait time, in-vehicle time, interchange, crowding and buffer time, and is weighted by customer demand and the financial value of the customer's time to measure the overall customer experience.</p>
DLR departures	%	The percentage of scheduled trains that have completed their end-to-end journey.
Elizabeth line: public performance measure	%	<p>The public performance measure (PPM) shows the percentage of trains that arrive at their final destination on time.</p> <p>It combines figures for punctuality and reliability into a single performance measure, and is the rail industry standard measurement of performance.</p> <p>It measures the performance of individual trains advertised as passenger services against their planned timetable, as agreed between the operator and Network Rail at 22:00 the night before the journey in question. It is therefore the percentage of trains arriving 'on time' compared with the total number of trains planned.</p> <p>In London and the South East, a train is defined as being on time if it arrives at its destination within five minutes (four minutes, 59 seconds or less) of the planned arrival time.</p> <p>Where a train fails to run its entire planned route (not calling at all timetabled stations), it will count as a PPM failure.</p>
Emirates Air Line availability	%	The scheduled hours/minutes minus downtime (when the service is closed to passengers) as a percentage of the scheduled hours/minutes.
London Overground: time to three	%	<p>Time to three measures train punctuality in terms of the percentage of recorded station stops arrived at early or less than three minutes after the scheduled time.</p> <p>This is different to the PPM, which measures the punctuality of trains at the final destination only.</p> <p>Time to three excludes station stops where the train fails to call. For PPM, all cancelled trains are included in the measure and counted as 'non-punctual' trains.</p>

Measure	Unit	Description
Passenger journeys compared to pre-coronavirus levels	%	This measure compares 2021/22 demand with the 2019/20 demand level.
Road disruption	%	<p>This measures delays to vehicle journey times in order to ensure that unplanned disruption and planned works and events are managed effectively.</p> <p>Tracking road disruption remains important for TfL to meet its duties under the Traffic Management Act, and its obligations as a strategic traffic authority.</p> <p>Note: this covers only the TfL Road Network (red route).</p>
Santander Cycles docking station availability	%	The percentage of time that docking stations are not empty of cycles/full of cycles.
Scheduled services operated	%	<p>London Underground: the percentage of our scheduled services that we operate.</p> <p>London Buses: the proportion of planned in-service mileage that has been provided for passenger use. Note: operated mileage may be less than planned mileage due to staffing, mechanical or traffic congestion issues.</p> <p>Dial-a-Ride: the proportion of member journey requests the On-Demand Team has been able to fulfil.</p> <p>London Trams: the percentage of services that are operated compared with the scheduled timetable.</p>
Traffic signal time savings (time saved by pedestrians, cyclists and bus users at traffic lights)	hours	<p>The metric is measured by conducting a 'before' and 'after' comparison of journey and wait times through each reviewed junction. The absolute time changes (both positive and negative) are multiplied by estimates of the number of people using each set of reviewed signals on each mode of sustainable transport.</p> <p>Note: measurement does not take place during 'abnormal' periods of road network use, such as during school and bank holiday periods, or if planned and unplanned events and roadworks are happening in the locality.</p>
Woolwich Ferry availability	%	The scheduled hours/minutes minus downtime (when the service is closed to passengers) as a percentage of the scheduled hours/minutes.

About TfL

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport.

We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners' and helping to create a safer, fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made by walking, cycling or using public transport by 2041. To make this a reality, we prioritise sustainability, health and the quality of people's experience in everything we do.

We run most of London's public transport services, including the London Underground, London Buses, the DLR, London Overground, TfL Rail, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the Emirates Air Line. The quality and accessibility of these services is fundamental to Londoners' quality of life. By improving and expanding public transport and making more stations step

free, we can make people's lives easier and increase the appeal of sustainable travel over private car use.

We manage the city's red route strategic roads and, through collaboration with the London boroughs, we are helping to shape the character of all London's streets. These are the places where Londoners travel, work, shop and socialise. Making them places for people to walk, cycle and spend time will reduce car dependency, improve air quality, revitalise town centres, boost businesses and connect communities. As part of this, the Ultra Low Emission Zone scheme and more environmentally friendly bus fleets are helping to tackle London's toxic air.

During the coronavirus pandemic we have taken a huge range of measures to ensure the safety of the public. This includes enhanced cleaning using hospital-grade cleaning substances that kill viruses and bacteria on contact, alongside regular cleaning of touch points, such as poles and doors, and introducing more than 1,000 hand sanitiser points across the public transport network.

Working with London's boroughs we have also introduced Streetspace for London, a temporary infrastructure programme providing wider pavements and cycle lanes so people can walk and cycle safely and maintain social distancing.

At the same time, we are constructing many of London's most significant infrastructure projects, using transport to unlock much needed economic growth. We are working with partners on major projects like the extension of the Northern line to Battersea, Barking Riverside and the Bank station upgrade.

Working with Government, we are in the final phases of completing the Elizabeth line which, when open, will add 10 per cent to central London's rail capacity. Supporting the delivery of high-density, mixed-use developments that are planned around active and sustainable travel will ensure that London's growth is good growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means using data and technology to make services intuitive and easy to use and doing all we can to make streets and transport services accessible to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day. None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services.

By working together, we can create a better city as London recovers from the pandemic and moves forward.

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December 2021

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